



2023

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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报告说明

北京北辰实业股份有限公司欣然发布第16份《企业社会责任报告》暨第8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、社会及管治议题内容，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

除非特殊说明，本报告主要描述2023年1月1日至2023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。

报告组织范围

本报告以重要性为原则界定组织范围。除非特殊说明，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。

报告准则

本报告根据上海证券交易所发布的《上海证券交易所上市公司自律监管指引第1号——规范运作》，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C2《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	本公司的原则应用
重要性	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有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的评估结果，并且批准了本报告。
量化	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、前瞻性声明。
平衡	本报告所载内容反映客观事实，同时披露了正面及负面指标。
一致性	本公司所采用的数据统计方法与去年一致。

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。

- 董事会对ESG事宜进行总体监管：
 - 主要负责审议本公司ESG方针与策略；
 - 参与ESG事宜决策；
 - 审批ESG报告，确认重要性议题评估结果，检视ESG相关目标的完成情况及ESG风险管理情况，并解释ESG事宜与本公司业务的联系；
- 董事会秘书负责对ESG报告进行审阅，向董事会进行汇报；
- ESG专责人员在各部门与本公司旗下企业开展数据及资料收集工作，深入了解ESG相关事宜的推进情况，撰写工作报告。

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自律监管指引第1号——规范运作》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C2《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2024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，除文内另有所指外，下列词汇应具有以下含义：

名称	简称
北京北辰实业股份有限公司	北辰实业、本公司
环境、社会及管治	ESG
《2023年度企业社会责任暨环境、社会及管治报告》	本报告
2023年1月1日至2023年12月31日	报告期、本年度

本公司在北京约120万平方米持有型物业	京内持有型物业
首都会展(集团)有限公司	首都会展
北京北辰地产集团有限公司	北辰地产
北京北辰商业管理有限公司	北辰商管
北京北辰实业股份有限公司北京国家会议中心	国家会议中心
北京北辰实业股份有限公司北京国际会议中心	北京国际会议中心
北京北辰实业股份有限公司五洲大酒店	五洲大酒店
北京北辰实业股份有限公司五洲皇冠国际酒店	五洲皇冠酒店
北京北辰实业股份有限公司北辰洲际酒店	北京北辰洲际
北京北辰实业股份有限公司公用设施管理分公司	公设公司
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	五险一金
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	“双碳”目标
中国共产党第二十次全国代表大会	党的二十大
北京市人民政府国有资产监督管理委员会	市国资委
中国共产党北京市委员会	市委
北京市人民政府	市政府
气候变化相关财务信息披露工作组	TCFD
第29届夏季奥林匹克运动会	北京奥运会
第24届冬季奥林匹克运动会	北京冬奥会、冬残奥会
第13届冬季残疾人奥林匹克运动会	北京冬残奥会、冬残奥会
夏季奥林匹克运动会和冬季奥林匹克运动会	双奥
杭州第19届亚运会	亚运会
杭州第四届亚残运会	亚残运会
杭州第19届亚运会和杭州第四届亚残运会	亚(残)运会
杭州国际博览中心	杭博
中国国际服务贸易交易会	服贸会
第三届中国-非洲经贸博览会	第三届中国非经贸博览会

卷首语

时间是耕耘者前行的刻度,是奋斗者筑梦的见证。

回首2023年,北辰实业坚定信心、砥砺前行,在全力服务首都发展大局中,用实干诠释担当、用拼搏铸就辉煌,用奋斗谱写新时代的绚丽华章。

2023年是成就不凡、振奋人心的一年。北辰实业主动作为、全力以赴,以首善标准,圆满完成了一系列重大国务政务活动的服务保障任务,让“北京服务”“北辰标准”的光彩持续闪耀。

2023年是追求卓越、硕果累累的一年。北辰实业三大业务板块协同并进,开创了高质量发展的新局面。首都会展积极推进会展全产业链布局拓展,会展主承办及运营服务水平再上新台阶;北辰地产直面挑战,稳健经营,积极落实国家“保交楼、保民生、保稳定”的工作要求,以综合实力确保各项目如期交付,助力城市发展;北辰商管努力提质增效,以数字化赋能轻重资产运营,全力打造具有北辰特色的扁平化、集约化、专业化投资物业管理品牌。

2023年是低碳环保、绿色发展的一年。北辰实业坚定不移地走生态优先、绿色发展之路,以创新驱动、绿色节约、协同降碳为核心,不断加强企业综合管理水平,力争在“碳达峰行动”中发挥示范引领作用,为实现国家“双碳”目标贡献力量。

2023年是凝心聚力、携手共进的一年。北辰实业大力开展乡村振兴、接诉即办、老旧小区环境综合整治等工作,助力改善民生,增进人民福祉;在产业帮扶、消费帮扶、就业帮扶和公益帮扶等方面,持续创新帮扶举措,提高帮扶实效,年内乡村振兴工作投入金额达到905.45万元。

2024年是新中国成立75周年,是实施“十四五”规划的关键一年,新的历史坐标上,面对的是新的挑战、新的任务和新的历史机遇,北辰实业仍将怀揣憧憬,不负使命,奋力前行!



公司概况

公司简介

北辰实业主营业务包括房地产开发、会展(含酒店)及商业物业。房地产开发业务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,业务涉及住宅、公寓、别墅、写字楼、商业等多元化、多档次的物业开发和经营。截至报告期末,本公司开发项目及土地储备分布在京津冀、长江经济带、川渝城市群、海南自贸港以及粤港澳大湾区等15个核心城市,构建了住宅、产业综合体、商业、物业服务多业务协同发展的格局。

会展(含酒店)业务以首都会展集团为依托,大力整合会展资源,不断强化会展产业新业务、新技术的外延扩张,积极推进会展全产业链布局拓展,已成为中国国际服务贸易交易会专业运营商、高端国务政务活动服务商、首都国际会展产业发展的重要载体、会展产业数字化转型发展标杆,并致力于打造国际一流的会展品牌。本公司凭借“会展+地产”的运营模式,不断加强资源整合和产业互动,以北辰商管公司为依托,对会展及地产配套的写字楼、公寓、综合商业等业态进行专业化运营管理,通过建立统一的资产中心管理模式,以智慧科技赋能物业运营管理,构建具备轻资产输出能力的专业商业物业服务品牌。

核心理念



企业荣誉

北辰实业勇承国企担当,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,以高度专业化的服务质量和责任行动广受社会各界认可。

2023年度北京北辰实业股份有限公司及旗下企业/项目所获部分奖项与荣誉:

奖项与荣誉名称	获奖时间	获奖企业/项目	授予单位
北辰实业			
2023中国房地产开发企业500强-第68名	2023.03	北京北辰实业股份有限公司	中国房地产业协会
2023中国房地产百强企业-第54名	2023.03		中国房地产Top10研究组
2022年度“北京市共铸诚信企业”	2023.08		首都精神文明建设委员会办公室、北京市经济和信息化局、北京市市场监督管理局、北京市商务局、北京市文化和旅游局、北京市统计局、国家税务总局北京市税务局、北京市工商业联合会
2023中国房地产综合开发专业领先品牌价值TOP10——复合地产	2023.09		中国房地产Top10研究组
上市公司信息披露工作A类评价	2023.09		上海证券交易所
会展企业			
践行国企社会责任 同心助力乡村振兴	2023.03	北京五洲大酒店	北京市消费帮扶双创中心
北京市2022年度市级交通安全工作成绩突出单位	2023.05		北京市交通安全工作部门联席会办公室、首都精神文明建设委员会办公室、北京市交通委员会、北京市公安局公安交通管理局
中国饭店业金鼎奖	2023.02	北辰洲际酒店	中国饭店业协会
年度十大魅力酒店	2023.04		中国酒店星光奖
年度最佳商旅MICE酒店	2023.06		中国百强酒店
综合服务品质酒店大奖	2023.07		第十届中国酒店新势力传媒大奖
年度最佳酒店	2023.08		《品味生活》高端酒店评选组委会
CMIC 2022会奖之星 中国最具竞争力国际会议中心	2023.02	国家会议中心	会议杂志社
践行国企社会责任 同心助力乡村振兴	2023.03		北京市消费帮扶双创中心
2023年中国会展业高质量发展会展服务创新示范案例荣誉称号标准化服务	2023.09		中国会展经济研究会
2023年中国国际服务贸易交易会线上优秀展位	2023.09		中国国际服务贸易交易会
2022年度《消费者心中的金口碑》最佳口碑跃升酒店	2023.05	五洲皇冠酒店	众荟网
2023年度星榜之选年度最佳商旅酒店	2023.06		《意游》杂志社
地产企业			
重庆市两江新区2022年度优秀建筑工地表彰	2023.03	重庆城市中心悦来会展中心北辰五期工程	重庆两江新区建设管理局
三峡杯优质结构工程	2023.04	中国建筑第二工程局有限公司/悦来会展中心北辰项目三期6号(C10-1/06)地块	重庆市建设工程质量协会
绿岛杯	2023.06	北辰海口西海岸项目一期(B6903地块A区B区)工程	海南省建筑业协会
2022年度高质量发展贡献奖	2023.07	长沙北辰房地产开发有限公司	中共长沙市开福区委员会、长沙市开福区人民政府

责任沟通

利益相关方沟通

北辰实业致力于在可持续发展的道路上凝聚利益相关方共识，并建立高效、畅通的利益相关方沟通渠道，充分了解各方对企业的需求与期望，以此评估企业在ESG工作中需重点关注和解决的问题。

北辰实业主要通过以下内容来判断本公司主要利益相关方：

- 1) 是否已投资或将要投资北辰实业；
- 2) 是否对北辰实业的业务运营具有影响力；
- 3) 是否在北辰实业的业务产品及服务中占有利益或受到影响等。

2023年，北辰实业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、职工、供应商、媒体，以及公众等。本公司通过多元的沟通渠道，与各方积极交流，了解并回应其诉求。

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

社会责任管理

北辰实业已将社会责任理念融入企业愿景、企业使命与核心价值观，形成富有社会责任特色的企业文化，引领企业高质量发展。北辰实业董事会工作部主要负责社会责任事务，对相关工作进行有效管理。

在环境领域，本公司成立了“碳达峰碳中和工作领导小组”及“节能工作领导小组”。加强绿色低碳发展工作的组织保障。在社会领域，本公司成立了乡村振兴工作小组，负责乡村振兴帮扶工作的统筹协调。旗下企业亦将社会责任事务融入部门职责，不断完善社会责任管理，高效落实社会责任相关工作。

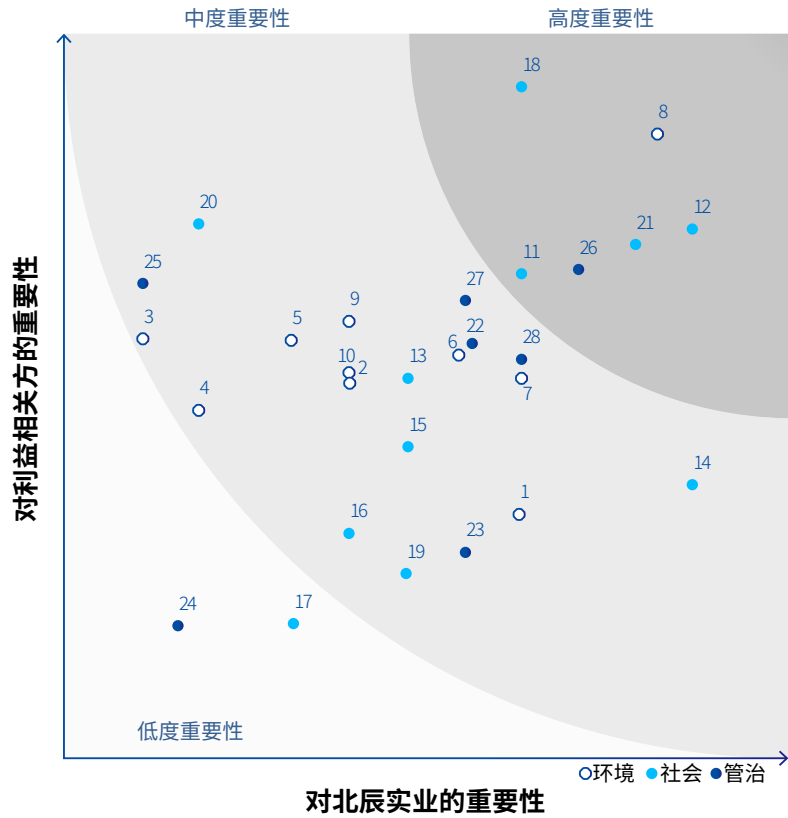
重要性议题评估

2023年，北辰实业基于自身的发展战略和业务特点，参考《环境、社会及管治报告指引》，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，对重要性议题评估结果进行了分析与确认，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。

重要性议题确定过程



2023年北辰实业重要性议题矩阵



环境		社会		管治	
1	项目施工影响评估及相关缓解措施	11	雇佣与职工福利	22	反腐倡廉
2	环保材料使用	12	职业健康与安全	23	财务表现及投资者利益
3	能源使用及效益	13	职工职业发展与培训	24	反不正当竞争
4	水资源使用及效益	14	职工待遇及晋升机制	25	企业信息披露
5	废气排放与管理	15	客户健康与安全	26	合规经营
6	废水排放与管理	16	客户隐私保护	27	利益相关方沟通
7	固废排放与管理	17	知识产权保护	28	风险管理
8	气候变化与温室气体排放 ¹	18	保障服务质量		
9	绿色建筑	19	供应链管理		
10	绿色办公与营运	20	助力社会发展		
		21	客户满意度		

¹ 蓝色加粗字体为“高度重要性”议题，其余为“中度重要性”或“低度重要性”议题。

01

稳健经营

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稳健经营

夯实企业治理

作为国内首家A+H股地产类上市公司，北辰实业始终坚持企业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。

北辰实业致力于持续提升企业管理水平，以科学化、系统化、规范化、专业化的管理助力企业识别及防范市场风险，实现高质量发展。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。

北辰实业将董事长与总经理权责分设，董事会有3名独立董事，提高董事会独立性，助力提升管理效率和治理水平，为公司的稳健发展提供了良好保障。2023年，本公司共召开30次董事会，全面指导公司决策与规划。

北辰实业高度重视企业风险管理，编制并执行《内部控制手册》，积极识别潜在风险，落实防范与应对措施。更多详细信息可参考《北京北辰实业股份有限公司2023年度报告》。



案例：北辰实业获评2022年度“北京市共铸诚信企业”

长期以来，北辰实业高度重视自身诚信建设，具有健全的财务制度，遵守职业道德和行业准则，恪守劳动合同约定，保障职工合法权益，建立健全组织制度和法人治理结构，结合相关法律法规及发展战略，持续完善治理制度，为各治理主体规范运作、有效制衡、科学决策奠定基础。同时，本公司在社会责任领域也拥有出色成果。经过首都精神文明建设委员会办公室联合多部门开展的严格综合考评，北辰实业高分脱颖而出，获评2022年度“北京市共铸诚信企业”称号，代表着对本公司综合素质、经营管理、诚信表现、文明建设、社会责任等方面的认可。

党风廉政建设

北辰实业深入学习贯彻习近平新时代中国特色社会主义思想 and 党的二十大精神，围绕企业的战略目标和中心任务，有序推进党风廉政、反腐倡廉、纪检监察等各项工作，严格落实《北辰实业监督工作手册》，确保党风廉政建设工作行在正轨。

2023年，北辰实业持续完善监督工作，统筹协调各级监督力量，健全监督检查、问题反馈、落实整改、结果“回头看”的“监督闭环管理机制”；通过下沉式监督、清单化监督、预防式监督等方式深入推动监督工作具体化、精准化，并通过发现问题、提出建议、推进整改、形成机制推进政治监督常态化。

北辰实业构建“信、访、电、网、微信”五位一体的信访举报渠道，针对受理举报进行统一编号，上报信访系统，明确信访内容、办理方式、责任人和处置结果，规范信访台账管理，确保准确无误。2023年，本公司通过召开会议、传阅文件、推送文章等方式，对董事、高管及部分职工进行反腐倡廉宣传，并开展“心正行廉，风清气正”为主题的党风廉政宣传教育月活动，创造廉洁从业工作氛围，加强廉洁意识培育。

保护知识产权

北辰实业全面贯彻落实知识产权保护相关要求，不断夯实知识产权业务，持续提升对品牌建设和科技成果保护的内在要求，健全完善知识产权管理的合法合规性，推动知识产权的保护。

2023年，本公司全面部署知识产权工作，健全规章制度，不断加强知识产权组织体系建设，于董事会中明确了负责法治建设及合规管理工作的专门委员会，为知识产权法治建设工作开展提供了坚强组织保障。在实践层面，本公司协同各辖属企业形成上下贯通、有效沟通、密切配合的工作机制，并开展专题培训，促进保护和尊重知识产权意识的提升，推动知识产权保护工作机制顺畅运行。在监督层面，本公司通过对知识产权台账的动态管理，开展对辖属企业的监督，关注商标、专利及著作权的使用及变动情况，识别潜在风险。

北辰会展场馆管理信息系统



北辰实业应用创新手段，不断加强知识产权保护的信息化建设。本公司研发的北辰会展场馆管理信息系统，是全国首套具有自主知识产权的场馆管理系统，通过“软件即服务”（SAAS）模式设计与标准化管理流程，高效积累会展数据，有效推进会展场馆管理和输出管理工作，已成为本公司重要的信息基础设施，不断夯实北辰实业在会展方面的核心竞争力。

完善可持续供应链

北辰实业携手旗下各企业共同促进供应链的可持续发展，制定多部管理办法，严格落实供应商准入及淘汰机制，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。针对已经建立合作关系的供应商，本公司实施全方位的监督与查核，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2023年12月，与本公司建立了长期合作的供应商数量为1,519，均来自于内地地区，无港澳台或海外供应商。

截至2023年12月，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

698

旗下企业	可持续供应链措施
北辰地产	- 针对供应商环保方面进行监管，优先选择使用环保材料的供应商 - 在招标过程中高度重视供应商信誉度，存在行贿、反廉洁行为或出现重大安全事故的供应商将被列入不合格供应商名单
国家会议中心	- 发布《国家会议中心会务服务项目供应商库公告》招募会务服务供应商，形成会展类专业供应商库，最大范围地将有实力、信誉好、服务优的服务单位纳入到企业供应商库，提升供应链产品与服务综合质量 - 制定绿色、环保采购相关规定，要求采购人员加强绿色采购宣贯、开发绿色采购渠道、定期向供应商索要绿色产品认证、积极监督供应商行为；同时要求供应商积极学习绿色环保相关知识，所提供的产品完全符合国家相关环保及质量标准，并提供合格报告 - 在同等条件下首选通过环境标志产品认证、节能产品认证或者其他国家认可或认证的节能环保产品 - 年终对供应单位进行年度评价工作，针对危害公共安全、严重影响服务质量，给企业造成较重后果的、破坏环境与不优先选择绿色环保的工作方式的供应商采取一票否决制，可直接终止其供应资格
五洲皇冠酒店	- 提倡环保材料的使用，优先选择有环保资质的供应商 - 新增杂项类物品要求供货商提供可降解材料相关产品 - 按照每年采购计划减少客用品采购量，减少办公用品采购量 - 建立采购系统，对进口冷链要求出具海关相关检测报告，加强信息透明性，高效管理可持续供应链 - 对供应商的证照及资质进行审查，且要求供应商不得与酒店内部包括使用部门、职能管理部门、监督部门的有关人员有任何连带关系，遵守廉政承诺
北京北辰洲际	- 积极使用可降解吸管、打包盒等可降解产品 - 召开2023年集采大会商讨低碳发展问题，开展供应商环境、社会及管治相关培训 - 每年对供应商的ESG表现进行审查评估，2023年共评估132家，结果均为优秀

为有效管控供应链风险，北辰实业旗下企业持续开展风险识别与应对工作，针对供应链中常见的合规风险，进行全面管控。

北辰实业供应链潜在合规风险分析

潜在风险	风险描述	风险应对措施	应对该风险的主体
合规风险	- 供应商违反职工合法权益及人权相关事件 - 应当进行招标而未进行招标，或分解项目规避招标 - 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	- 完善相关招标、采购内部制度及管理，杜绝此类行为，确保所有供应商选用程序均合规合法 - 旗下部分企业通过天眼查、背景调查等途径了解供应商在环保、交付方面的信息	本公司

研究助力行业发展

作为全国首个拥有国家级服务业场馆标准体系的会展企业，首都会展持续深化智库咨询研究工作，独家研制完成一项国家标准《会议分类与术语》，填补了国内会议业国家标准的空白；起草《会议中心服务运营规范》《展览场馆服务运营规范》《展览服务（布展工程）单位经营服务规范》《专业性展览会等级的划分及评定》4项部颁标准；在场馆运营上建立了涵盖环境与能源、安全及应急、会议服务、展览服务、餐饮服务20个管理和服务模块的416项企业标准，以及《绿色会展场馆指南》《能源管理规范》《环境管理规范》等一系列企业标准规范，并参与了多项地方标准和行业标准编制。

在行业研究领域，首都会展致力于打造会展业政府智库，参与编制北京市区两级“十四五”会展业发展规划，为宁波、深圳、珠海等多个城市编制行业研究报告和规划类文件，连续五年发布行业权威展览业数据统计智库成果《中国展览指数报告》。于2023年发布的《中国展览指数2022》统计分析了2022年展会情况，数据覆盖30个省（区、市）、134座城市，共收录展览数据819条，统计展会举办总面积约3,743万平方米；同时为使报告更贴近行业发现需求，特设置行业篇，对18大行业、90余个行业细分领域展会进行标签追踪，分析行业办展规律、发现新兴产业赛道，探讨行业发展前景。报告发布后，取得业界的良好反馈。



供应商ESG培训



《中国展览指数2022》



持续完善会展行业标准化体系建设

02 卓越品质



肩负国企使命	20
筑牢安全防线	35
倾心服务客户	36



02 卓越品质

2023年,全国线下会展活动全面复苏,会展业再次迸发生机活力。作为北京市唯一一家以会展为主业的市属国企,北辰实业以“服务国际交往”为己任,将企业发展深刻融入首都发展大潮,围绕打造首都会展产业服务平台多方面发力,高质量完成第三届“一带一路”国际合作高峰论坛、中国国际服务贸易交易会、首届中国-中亚峰会、亚(残)运会、首届国际基础科学大会、第三届中国-非洲经贸博览会、2023两岸企业家峰会年会、北京香山论坛、2023中关村论坛展览(科博会)、2023金融街论坛、“京企直卖——国企消费季”等众多重大国务政务活动和高端会展活动的服务保障任务,同时聚焦首都“四个中心”和“两区”“三平台”建设,持续完善首都会展硬件设施建设,在助力首都会展业高质量发展中彰显北辰担当。

数说北辰会展活动成果

三十三年来,北辰实业凭借优质的服务、先进的场馆设施、专业的运营管理能力,吸引了**两万余**场会议和**一万**余个展览落户,圆满完成了众多国际国内重大会展活动的接待任务,获得各界高度赞誉。据统计,在北京市召开的国际性、有影响的超大型国际会议中有**三分之二以上**落户北辰,北辰会展已成为首都向世界展示“北京服务”的重要窗口。

肩负国企使命

大力发展主承办业务

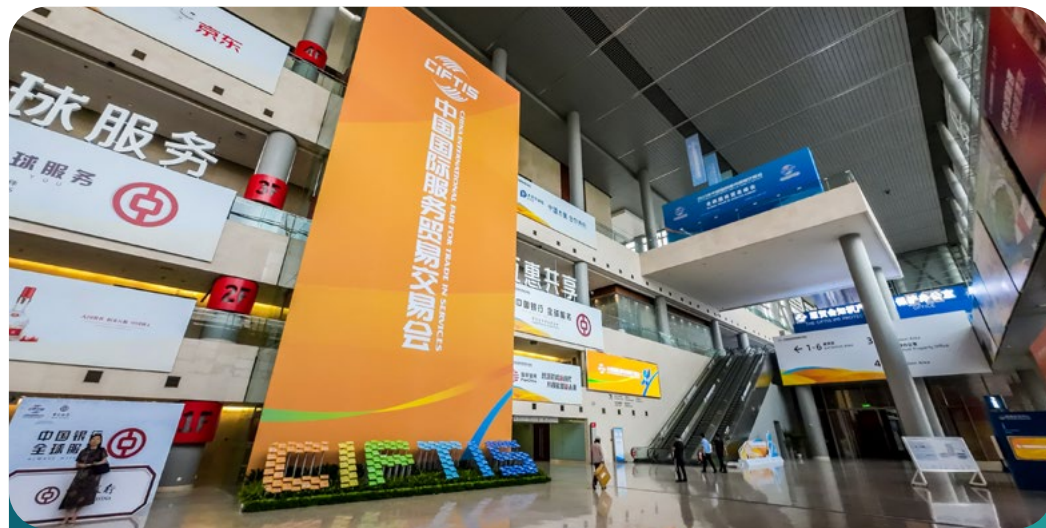
2023年,首都会展持续发力会展项目培育和引进,大幅提高主承办业务规模和水平,成果丰硕。首都会展充分发挥“政府+企业”办展模式优势,推动服贸会市场化、专业化、国际化运营水平不断提高;旗下北京国际展览中心承办运营2023中关村论坛展览(科博会),国家会议中心服务保障2023金融街论坛等,积极助力“三平台”建设;首次作为第三届中国-非洲经贸博览会市场化执行主体,顺利完成了邀商招展、市场赞助招募、重大活动服务、展览现场运营管理等重点任务;成功承办“京企直卖——国企消费季”活动;圆满完成行业规模最大的制冷设备和技术展,以及国内较高影响力的物流展、医美展、中国游戏节、潮玩展、北京市击剑公开赛等品牌会展活动。北辰主承办及运营服务的展会项目已达25个。

案例:2023年中国国际服务贸易交易会

作为2023年服贸会承办单位,首都会展全力以赴做好各项筹备和展中工作,扩大规模层级,提升国际影响力,将服贸会打造成为更加国际化、市场化、数字化的国际盛会。



国家会议中心场馆外部



国家会议中心场馆内部



首钢园风貌

为确保服贸会的完美呈现，北辰实业动员旗下23家企业全力支援服贸会综合协调、展会承办、服务保障、线上平台搭建、会议论坛、宣传联络等各项工作，直接参与服贸会服务保障工作职工近5,000人。

国际化程度升级

本届服贸会共吸引83个国家和国际组织设展办会，2,400余家企业线下参展，包括500余家世界500强和行业龙头企业，覆盖28个服务贸易前30强国家和地区，展览展示总规模15.5万平方米，整体国际化率超过20%；6,700余家企业线上参展，成功为国际合作、服务贸易领域展示搭建起交流合作、创新发展的国际性舞台。

在会议论坛方面，展会期间围绕服务贸易领域热点话题举办了10场高峰论坛；围绕专题展内容，举办了102场聚焦行业前沿领域专题论坛；成功举办商务洽谈、沙龙等形式多样的18场边会活动；成功举办国别、省区市及港澳台、行业推介洽谈等72场活动。此外，服贸会还设置了线下线上发布厅，举办首发、权威发布、服务示范案例发布等70余场发布活动。

市场化运营高度提升

自承办服贸会以来，首都会展持续拓展市场化范围，全面做好招商招展工作，市场化运营再上新台阶。2023年，首都会展圆满完成“1+4”专题展会承办工作，进一步巩固市场化运营成果，布局全产业链，为国际服务贸易交易搭建国际性、创新性的交流平台，吸引来自世界各地的大批500强企业及行业领军企业参展。创新市场开发方面，新增1家全球合作伙伴，现金收入及实物赞助超8,000万元，创三年来新高。

“1+4”专题展会亮点成果

年度主题专区

- 10个国家与地区的42家企业参展，国际化率48%
- 其中，12家为世界500强企业，21家企业首次参展

电信、计算机和
信息服务专题展

- 116家企业/机构线下参展，国际化率17.2%
- 首次聚齐3家世界500强在内的5大电信企业

环境服务
专题展工程

- 设置低碳能源、碳中和绿色技术、气候与碳经济、循环经济四大专区
- 48家企业和机构线下参展，国际化率29.2%，线上参展企业和机构243家

工程咨询与建筑
服务专题展

- 线下报名参展企业122家，线上参展商达到228家
- 世界500强及行业龙头企业94家，占比77%

供应链及商务
服务专题展

- 首次参展企业占比40%
- 线下参展41家企业

“北辰服务”标准提高



服贸会服务保障团队

2023年，首都会展不断提升服贸会“北辰服务”标准，制定“1+8”服务运营模式，成立1个综合协调组与8个专项工作组，并形成《招商招展宣传手册》《场馆运营方案手册》《展览搭建手册》《参观指南》等各类资料，指导相关工作。

国家会议中心展区优化了场地点位安排，在主要交通路口增加交通指引和公共服务点位，首钢展区围绕服贸会3.0版“三提升、三优化、三创新”总方针，为观众提供了更细更优的配套服务。

数字化程度提升

为了更好地实现“永不落幕的服贸会”，本届服贸会数字化平台也在不断完善、升级，致力于提升参展商、参展观众和平台管理者等不同角色的用户体验以及会展运营效率。从参展商角度，常态化信息发布和内容更新机制为供需双方的交易意向交流与信息共享提供更顺畅的服务。从参展观众角度，数字平台打通五位一体的购票渠道，增加了固化信息提交等选项工具，使得购票、参展更加便捷。从平台管理者角度，“一个账号多个角色”的方式实现了多级组织架构，彻底解决了数据统计困难、层级归属不清晰的问题；平台内容管理系统的升级优化提升了内容维护效率；更加灵活、便捷的数据提报工具提高了展会数据分析的及时性与准确性。

首次实现“零碳服贸”

为积极响应国家“双碳”目标，北辰实业首次开展“零碳服贸”创新实践，致力于打造绿色服贸品牌，为北京会展碳中和行动提供示范样本。携手合作伙伴共同成立“零碳服贸”专项工作组，引入“碳中和”项目，通过碳资产、碳信用购买和碳中和保险的创新解决方案，中和2023年服贸会产生的温室气体排放，同时发布了“零碳服贸、人人共享”倡议书，呼吁全体参会人员通过自愿行动支持“零碳服贸”，向大众宣传推广绿色低碳生活方式。

“首都会展作为服贸会的承办单位之一，从展览的组织、秩序、规模、人数等方面充分体现了首都会展丰富的行业经验和团队的专业素养，展览服务力度超过往届，服务内容也在不断丰富。”

— 空中丝绸之路国际
合作峰会组委会

“贵单位在论坛筹办人员配备等方面给予了大力支持，在此表示诚挚感谢！”

——北京文化论坛领导小组办公室

“向贵单位的积极贡献致以衷心的感谢！同时，谨请转达向全体参与服务保障同志的诚挚谢意！”城市运行和环境保障专项工作组办公室在信中表示道，并呼吁双方“接续奋进、勇毅前行、再创佳绩，共同谱写全面建设社会主义现代化国家的北京篇章！”

——服贸会城市运行和环境保障专项工作组办公室

案例：2023中关村论坛展览（科博会）

2023中关村论坛展览（科博会）以“开放合作·共享未来”为主题，设置论坛会议、技术交易、展览展示、成果发布、前沿大赛、配套活动六大板块，是近年来规格最高，科技含量最高，筹办水平最高的一届展览。北辰实业旗下国家会议中心连续第五年与中关村论坛携手，派出由16名政务服务经验丰富的业务骨干组建为贵宾服务团队，第一时间赴会场进行实地踏勘；分解细化工作项目、梳理任务难点，制定客场服务方案；连续多日全天候待命，提前部署工作安排，配合各级单位进行实景演练，以专业的“北京服务”为活动添彩。



案例：2023金融街论坛

2023金融街论坛以“更好的中国，更好的世界——加强金融开放合作，促进经济共享共赢”为主题，首次大规模邀请境外嘉宾现场参会，共计全球30个国家和地区400余位重量级嘉宾参与其中。为全力保障本届论坛，北辰实业旗下国家会议中心牢记“服务国际交往”的职责使命，派出由30名骨干组成的团队，提供开幕式及相关配套会议服务、贵宾室服务、贵宾引领、会场布置等全方位服务，以高质量、高标准、高效率的“北京服务”在活动中大放异彩，为北京“两区”“三平台”建设贡献力量。



案例：第三届中国-非洲经贸博览会

第三届中国-非洲经贸博览会以“共谋发展 共享未来”为主题，首都会展首次作为博览会市场化执行主体，统筹招商招展、嘉宾邀请、采购商邀约、重大活动保障及现场运营等工作，出色完成展会市场化运作，统筹金融机构展区、非洲企业及商品馆、中国企业及商品馆、室外展区近4万平方米的招展工作，共吸引约750家参展商到会参展；市场开发方面实现24家合作企业、超过2,000万元赞助；成功邀约采购商及专业观众超过8,000人，举办2场高端论坛活动，组织20余场新品发布和商贸对接活动；以精益求精的状态顺利完成整场服务保障任务。



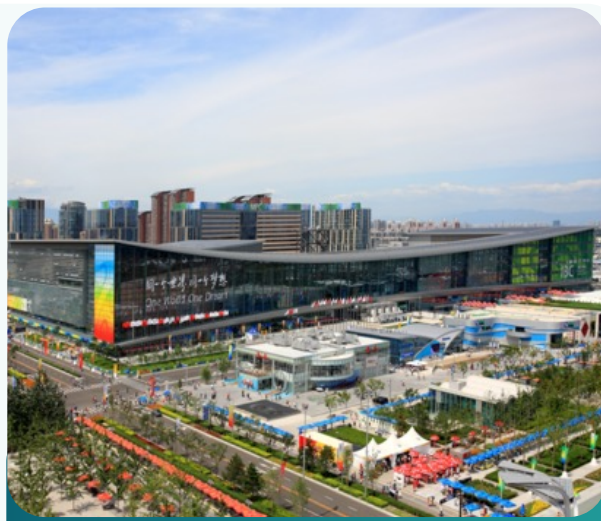
全力保障重大国务政务活动

在高端国务政务活动服务保障方面，北辰实业充分将会展业与服务国家战略、国际交往有机融合，坚持首善标准，践行国企担当，圆满完成了第三届“一带一路”国际合作高峰论坛、第19届亚运会、第四届亚残运会等一系列重大活动的服务保障任务，展现“国际会客厅”风采，诠释“北京服务”质量。

案例：赓续亚奥血脉 再续亚运之约



1990年9月7日亚运村开村仪式



2008年奥运会主新闻中心、国际广播中心



2022年北京冬奥会主媒体中心

2023年，第19届亚运会和杭州第四届亚残运会在杭州圆满举办，这是党的二十大胜利召开之后我国举办的规模最大、水平最高的国际综合性体育赛事。北辰实业一直与中国重大国际体育赛事同在，此次是时隔33年再续亚运之约，使命光荣、意义重大。

亚运会期间，北辰实业旗下首都会展受托管理的杭州国际博览中心承担了国博壁球馆运行方、主媒体中心餐饮服务商、主媒体中心服务保障方三重保障，并首次解锁赛事运营、餐饮服务商的身份。

高质量国博壁球馆运行服务



国博壁球馆运行团队

国博壁球馆的运行团队，在10个比赛日137场比赛中，共计接待服务记者近4,000人次，观众近3,000人次，出色的表现赢得了世界壁球联合会主席、亚洲壁球协会会长的充分肯定。

高品质餐饮服务



杭博主媒体中心餐厅

亚运期间，“杭博团队”实行24小时轮班制度，为记者朋友提供早中晚餐、夜宵的四餐服务。考虑到不同国家和民族的需求，杭博把餐厅设置为中餐、东亚、南亚及次大陆、阿拉伯及中东（清真）和欧陆五大风味区，精心准备了88套菜单供中外友人享用，来宾络绎不绝。

高水准主媒体中心服务保障服务

杭州亚运会主媒体中心是亚运会媒体记者“大本营”、信息传播的总枢纽,同时也是媒体和亚奥理事会媒体运行的总部,是向世界展示中国韵、杭州味的重要窗口。亚运会期间,杭博全天24小时运行,顺利完成了二十余天主媒体中心的服务保障任务。在完成亚运会主媒体中心、壁球馆运行及主媒体中心餐饮服务任务后,“杭博团队”接续努力,精益求精,再次投入到亚残运会的服务保障任务中,全力做好场馆维护、标识转换以及无障碍设施的改造和设置等工作,确保实现“两个亚运,同样精彩”。



杭州亚运会主媒体中心



无障碍柜台

为有效保障亚残运会运行,杭博场馆将无障碍标识纳入室内外环境标识系统,连续并清楚地指明无障碍设施的位置和方向。走进场馆,台阶区域处的爬楼机,能更好帮助坐轮椅的人士上台阶;一层停车区设立了无障碍机动车停车位;会议区增设无障碍厕所、多功能台、低位挂衣钩和救助呼叫装置等,场馆内无处不彰显着暖心服务。

亚(残)运会保障期间,首都会展组成共计42名职工在内的亚(残)运会开闭幕式专项服务保障团队,在活动前期派驻专人现场集中办公,累计对接150余人次,接待考察90次,参加专题会议10余次,制定优化专项服务保障方案50余版;活动期间,累计服务来自45个国家和地区的贵宾约4,000人次,让“北辰服务”光荣绽放于杭州钱塘江畔,以硬实力、暖服务,演绎亚运情、中国心、北辰梦,卓越的表现得到了杭州市委市政府的认可与感谢。



2023年杭州第19届亚运会主媒体中心



杭州亚残运会吉祥物

“本次亚(残)运会开闭幕式期间,贵单位主要负责杭州本次亚(残)运会开闭幕式主席台及贵宾室茶歇服务保障任务。在本次贵宾接待筹备和服务过程中,贵单位高度重视,加班加点,高质量、高水平、高效率地完成筹备、演练、接待等各项保障工作。正是贵单位的全力支持和工作人员的辛苦付出,以周到的服务赢得了各方的赞誉,以良好的精神面貌彰显了杭州自信、包容、开放的城市形象。”

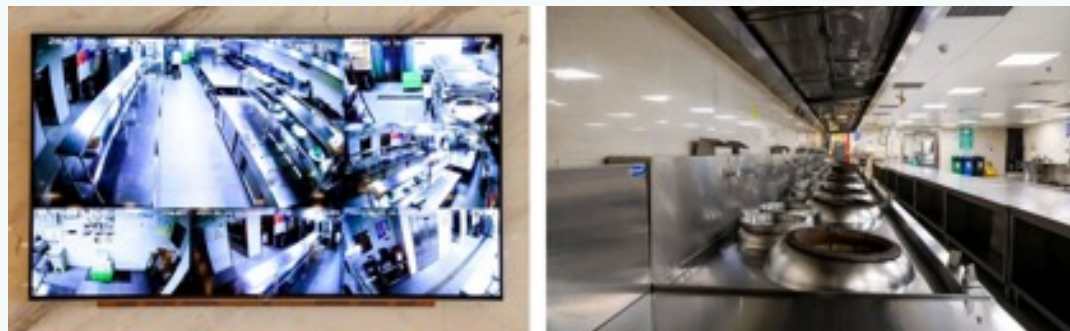
——杭州市委市政府

助力杭州打造“无废”赛事

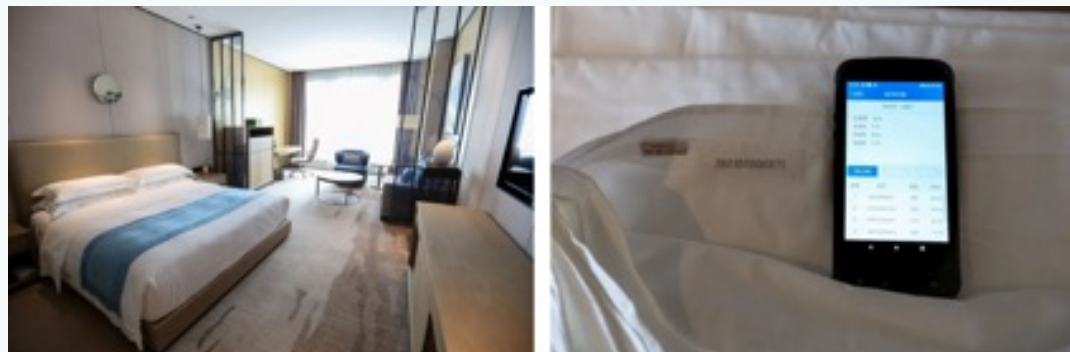
由北辰实业旗下首都会展受托管理的杭州国际博览中心,在本届亚运会中承担了主媒体中心、竞赛场馆(壁球项目)、亚运官方接待酒店功能,以智慧场馆建设与运营,助力杭州打造全球首个大型“无废”赛事。



杭博智慧场馆体系为本次盛会高效运营提供了有力支持。该体系涵盖智慧安防、智慧运营、智慧交通、智慧服务、智慧体验五大模块,实现对4,700多台套设备进行统一管理,亚运筹备期间完成电子巡检9,900余次,维保登记3,200余次,促进管理质效提升。围绕客户最关心的“吃”和“住”的问题,杭博启用了阳光厨房系统及“透明保洁”智能监管系统,全面保障食品卫生及客户的健康,并打造智能共享办公空间——Zip空间,实现了一空间多效能场景,倾心服务客户,广受客户赞誉。



智能阳光厨房



“透明保洁”智能监管系统



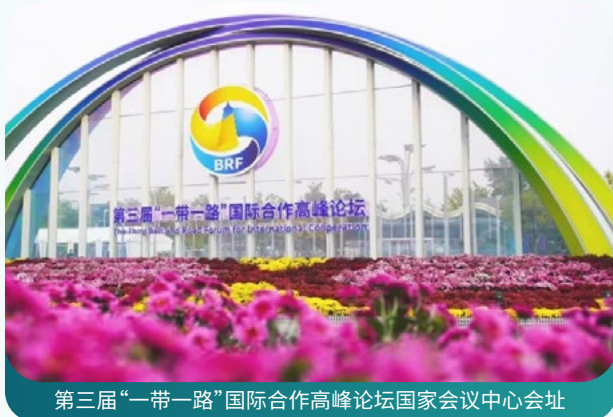
Zip空间

案例：第三届“一带一路”国际合作高峰论坛

第三届“一带一路”国际合作高峰论坛是我国2023年重要的主场外交，也是纪念“一带一路”倡议10周年最隆重的活动。北辰实业作为北京市唯一一家以会展为主业的国企、重大国务政务活动服务保障“国家队”，第三次参与高峰论坛服务保障工作，以更高政治站位、首善标准，践行国企担当，全力以赴做好各项工作。

国家会议中心第三次与“一带一路”国际合作高峰论坛携手，高效服务3场高级别论坛、6场专题论坛、1场企业家大会，并为与会代表、中外媒体记者、工作人员、保障人员提供会议、餐饮、住宿等服务。高峰论坛期间，国家会议中心共接待71场会议，大会堂、大宴会厅、多功能厅等厅室投入使用，完成275次翻场，充分展现出“北辰标准”和“北京服务”风采；全面落实安全保障工作，顺利实现零安全事故、零客人投诉、零负面事件、媒体评价优、嘉宾体验优、会场服务优的“三零三优”保障目标。

北京北辰洲际作为第三届“一带一路”国际合作高峰论坛专题论坛代表驻地酒店，主要接待香港特区政府和商界代表团、澳门商界代表团、国务院港澳办、国家发展改革委、新加坡交通部以及其他各专题论坛参会代表等200余人，提供了住宿、用餐、会见、高规格晚宴、媒体采访、同步转播开幕式以及合影等服务保障任务。高峰论坛期间，酒店接待入住超700人次，用餐超千人次，运营指挥体系顺畅，各点位衔接高效，行云流水般的服务保障得到了宾客的高度赞赏。



第三届“一带一路”国际合作高峰论坛国家会议中心会址



国家会议中心承担“一带一路”企业家大会签约仪式服务保障任务

五洲大酒店作为第三届“一带一路”国际合作高峰论坛专题论坛官方指定媒体接待酒店，主要负责媒体记者、工作人员、乌兹别克斯坦大使馆参会人员、大会保障组的住房、餐饮、会展、商务等综合接待服务，接待规模约500人。高峰论坛期间，五洲大酒店、北京国际会议中心承接了“一带一路”系列会议——语言教育文化组织联盟成立大会活动，热情、周到、专业的服务，为会议的顺利召开提供了坚实保障。



北京北辰洲际热情接待各界来宾



五洲大酒店服务团队一丝不苟

案例：北京市政协十四届一次会议

作为北京市政协十四届一次会议的驻地，北辰实业高度重视本次会议，周密部署，多次召开专题会听取接待筹备工作汇报；旗下相关企业不断细化并推进相关工作，以高水平的业务素质、高标准的服务品质、超前的服务意识，圆满完成市政协会议接待服务保障任务，赢得与会委员及工作人员的一致好评。



北京市政协十四届一次会议顺利召开



北京国际会议中心精细化服务

保障餐饮质量与卫生

北辰实业旗下企业严格执行餐饮卫生相关法律法规，建立健全内部制度，加强供应商定期审核评价力度，落实奖惩措施，针对不合格供应商，及时整改、替换，部分酒店通过追溯方法管理进口冷链食品安全，严控食品卫生。

国家会议中心高度关注餐饮服务统筹，根据经营需求，在提质增效的基础上，择优选材，不断进行创新和改变，严把原材料质量关，梳理原材料本地化占比，从而达到“精益求精”，为可持续发展贡献力量。

五洲大酒店制定并遵守《餐饮部管理制度》《企业食品安全管理规定》《企业质量手册》《食品冷链工作管理办法》等制度，全面管控食品采购、运输、验收、储存、加工等环节，不断加强监督力度，保障食品安全。

五洲大酒店全流程把控食品质量与卫生

环节	主要措施
食品采购	招标采购负责人员对供应商的许可证、安全标准文件等涉及食品安全相关文件进行审查，不与主流媒体、网站、食品安全监督机构公示的“黑名单”企业开展供给关系方面的业务往来；必要时对供应商生产经营所在地进行实地考察，优先选择技术先进、品质可靠、信誉良好的供应商等
食品验收	指派经验丰富、通过技术培训的食品验收员按照不同食材类别进行安全验收，检查食品的质量检验证明、检疫证明、保质期等信息，确保食品质量与安全；拒收产地来路不明、资质不全的无安全保障食品，以及受过污染、过保质期或临近保质期等与食品安全保障相悖的食品等
食品运输	对食品运输车辆做出防尘等方面的要求，运输路途不靠近污染源，运输人员具备健康证明等
食品储存	专门人员负责冷藏、冷冻设备安全、有效运转，食品严格分开存放、不与杂物及异味物品同库存放，及时处理超过保质期的食品，不出库临近报废期、出现变质趋势的食品等
食品加工环节	针对粗加工、冷荤加工、热菜加工间、面点间、洗碗间各项工作做出具体指导，确保加工环节食品卫生等
经营与销售环节	不符合安全标准的食品不得进入销售过程，保证餐具的清洗与消毒，任命经营负责人为食品安全监督员等



国家会议中心荣获食品安全管理体系认证证书

铸造品质工程

北辰实业健全工程管理制度、设定管理目标、开展审查和评估，锻造品质工程，为客户提供安全、高质量的商务与生活空间。北辰地产制定了《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，严格把控工程项目进度与工程质量，保障施工安全。2023年，面对外部环境带来的压力，北辰地产积极响应房地产政策趋势，合理把控营销节奏，加大数字营销力度，多措并举促成交、去库存，实现稳健经营，兑现交付承诺。

在项目评估方面，北辰地产根据《北京北辰地产集团有限公司第三方工程质量安全检查评估管理办法》对所有自有操盘在实施项目的质量与安全属性进行第三方检查，旗下各城市中心根据地产集团工程管理制度定期开展检查，助力提升工程质量。各项目需经过自查、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，在维护期内会派遣总包或维护团队上门检查，制定处理方案，方案达成一致后开展客户回访，确保客户的问题得到解决。

北辰地产2023年保交付成果

- 全年完成15个批次7,460套住宅平稳有序交付
- 数字营销平台“北辰橙享家”成交超5亿元
- 长沙北辰三角洲收官之作A2区悦江洋首开售罄
- 长沙北辰三角洲D4区瀚江府、宁波北辰香麓湾、重庆北辰悦来壹号以及海口北辰府等项目如期顺利完成集中交付
- 北京北辰墅院1900项目实现基本清盘
- 成都北辰南湖香麓售楼处实现整售

北辰地产工程项目三层防控体系



筑牢安全防线

北辰实业坚持人民至上、生命至上，筑牢安全生产防线，持续强化工作措施，狠抓责任落实，坚决防范遏制重特大事故发生，全力维护人民群众生命财产安全。

2023年，北辰实业持续健全“党政同责、一岗双责、齐抓共管、失职追责”的安全生产责任体系，严格遵循《安全生产管理办法》《安全生产党政同责、一岗双责管理办法》等内部规章制度，并将高管薪酬与安全考核结果挂钩，进一步推动安全责任的落实。为细化各层级的安全保障工作方案，以及针对不同活动特殊性制定专项指导，“以方案先行、制度为标、法规为尺、任务为本”的工作原则，制定《关于加强全国“两会”期间安全工作提示的通知》等工作部署，规范统一、对标严谨的执行和落实北辰实业安全保障工作理念、要求和标准。此外，北辰实业与首都会展、北辰地产、北辰商管签订了《安全稳定工作责任书》，将安全责任进一步下沉和落地，最大限度保证生产安全；组织开展安全生产隐患大排查大整治工作，结合企业经营实际，制定《安全生产隐患大排查大整治行动方案》与《安全生产隐患大排查大整治项目清单》，按照每两周开展一次安全检查工作，及时督导各企业检查中发现的问题并持续跟进整改情况。2023年，北辰实业未发生重大生产安全事故、重大火灾事故、重大交通甲方责任事故。

为进一步将安全意识渗透进职工日常工作，激发职工安全自觉，北辰实业扎实开展“安康杯”竞赛活动，深入学习领会习近平总书记关于安全生产重要论述。各企业采取专题研讨、集中学习、线上线下培训等多种形式组织开展“安全生产大家谈”“班前会”“以案说法”等活动209场，参与人数3,748人次；为增强安全防范意识，开展“安全生产月”宣传教育活动，组织职工观看安全生产警示教育片视频4,103人；组织开展“安全生产月”咨询日现场活动24场、参与1,525人次；针对不同场景组织事故应急演练78场，参与职工人数2,648人次；开展从业人员法律和科普知识、自救互救技能培训33场，参与1,827人次。

安全工作获得广泛认可

- 五洲皇冠酒店以高分通过安全生产标准化二级企业资质复审程序，再次荣获安全生产标准化二级企业牌证
- 公设公司获得“2023年首都应急管理创新案例征集评选活动三等奖”



2023年“安全生产月”专题培训

除此之外，北辰实业开展“安康杯”竞赛活动，积极组织总部及辖属29个企业、项目，210个部门、班组，共计4,816人次参加全国“安康杯”知识答题活动。各企业开展形式多样的宣传教育培训工作，持续深入推动群众性安全生产和职业健康活动，进一步强化生产经营单位安全生产和职业健康主体责任落实，引导广大职工提升安全保障能力和职业健康意识，极大地调动广大职工的参赛热情，营造安全生产的良好氛围。

倾心服务客户

保护客户权益

北辰实业高度重视客户隐私保障，持续加强客户信息管理。依照消费者权益保护相关规定，严格执行公司《法律事务管理办法》《合同管理实施细则》，对客户纸质版档案进行封存，对电话、地址等隐私信息保密。同时根据有关规定做好网络安全和信息化工作，落实网络安全工作责任制，搭建全方位的网络信息安全防护体系，构筑网络安全屏障，切实做好客户隐私保障工作。旗下各企业积极落实本公司要求，制定内部制度，企业管理层人员对隐私保护情况进行监督，纪检委员和廉政监督员负责监管，形成了体系化、流程性的客户权益保障架构。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。

案例：北京北辰洲际持续加强客户隐私与信息安全管理

北京北辰洲际将客户隐私权保护视为经营过程中的重要责任，以及企业信誉和品牌价值的重要组成部分。为更好地保护客户的隐私权，增强客户信任，北京北辰洲际开展多重措辞，不断更新和完善保障措施和实施方案，提升品牌形象和市场竞争能力。

1. 加强职工隐私信息安全意识培训，提高职工对客户隐私信息的重视程度。
2. 完善隐私信息安全管理和技术措施，以满足不断变化的客户需求和法律法规；加强与客户的沟通，了解客户的隐私信息需求，提供更加个性化的服务。
3. 在收集客户信息时，明确告知客户信息的收集和使用目的，并获得客户的同意；同时，向客户明确说明信息的安全保障措施和隐私权保护政策。
4. 酒店建立严格的安全措施，包括数据加密、访问控制、安全审计等，以防止客户信息泄露或被非法获取。
5. 酒店限制职工对客户信息的访问和使用范围，确保只有经过授权的职工才能访问和使用客户信息。
6. 定期对酒店进行安全审计和风险评估，及时发现和解决潜在的安全风险。
7. 通过客户反馈和满意度调查，评估客户对隐私权保护的满意度，并根据反馈进行持续改进。

客户满意度管理

为有效了解客户反馈，促进客户满意度提升，北辰实业旗下企业积极制定内部制度，通过发放客户满意度调查问卷等方式开展客户满意度调查，有效提高服务质量，提升客户体验与满意度。报告期内，北辰实业客户满意度为95.11%，代表着客户对北辰服务的充分认可。

- 2023年，会展、酒店、写字楼、公寓及商管的平均客户满意度为95.11%
- 妥善回复和处置的投诉占比100%

北辰实业旗下酒店客户满意度管理实践

五洲大酒店

- 2023年，完成40个组委会相关负责人的访谈和宾客意见征询。组委会客人对企业的整体服务给予一致肯定，对企业整体接待表示满意，特别在与销售部各项目经理的服务对接、前厅入住办理、客房卫生清洁、餐饮出品会场服务、设备保障等方面给予了积极肯定，表示希望今后能有更多合作机会。

五洲皇冠酒店

- 为加强和规范客户满意度的统一管理，有效提高酒店各部门的服务质量，提升客户入住体验及满意度，制定相关客户满意度管理办法。
- 根据客人的入住反馈意见，各部门及时沟通协调，制定解决方案，确保客人满意而归。
- 制定第三方宾客满意度调查方案，将客人反馈问题登记留存，如有较差体验反馈，第一时间上报并及时解决客诉。
- 每天办公会上分享客人评价，及时改进工作方法。每月汇总统计客人评论数据以及评论提名。每季度开展宾客满意总结会。
- 前台工作人员在退房时会询问客人入住体验，并让客人填写调查表。
- 行政酒廊工作人员会在客人退房当天下午致电部分第一次入住的客人询问入住体验。

北辰实业旗下企业制定规范化的投诉应对流程，以有效管理客户投诉，及时响应并解决客户问题，助力提升服务水平。截至2023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、商管）6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。

北辰实业旗下企业一般投诉应对流程

第一时间沟通了解诉求，做好记录

协调相关部门为客户解决问题

若无法解决则向上汇报，与管理层共同商讨解决办法

与投诉人反馈解决办法



03 绿色发展

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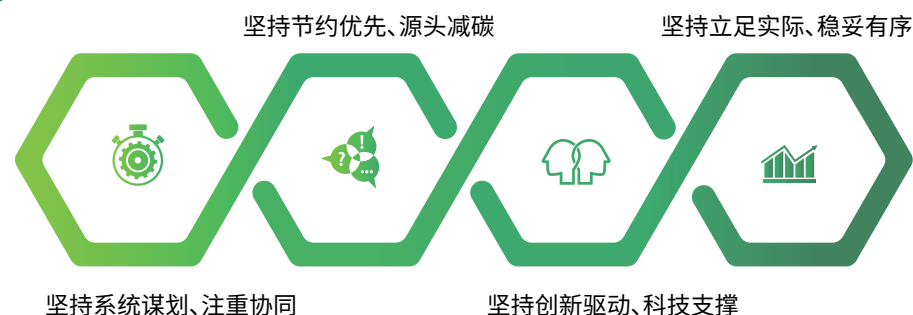
03 绿色发展

北辰实业深入贯彻习近平生态文明思想，立足新发展阶段，贯彻新发展理念，融入新发展格局，坚持首善标准和生态优先、绿色发展理念，以推动高质量发展为主题，以改革创新为动力，以绿色低碳发展为目标，以创新驱动、绿色节约、协同降碳为核心，持续加强企业节能、降耗、减污、增效综合管理工作水平，建立健全企业碳减排管理体系，切实推进业务整体绿色低碳发展，积极推动绿色建筑和低碳园区建设，创新高效绿色会展服务。

碳达峰行动部署

为全面贯彻落实党中央、国务院关于碳达峰、碳中和的决策部署和《北京市碳达峰实施方案》、北京市《市管企业碳达峰行动方案》要求，完整、准确、全面贯彻新发展理念，为北京市全面实现碳达峰、碳中和目标贡献力量，北辰实业结合发展实际，制定本公司《碳达峰行动方案》，明确碳达峰总体要求、主要目标及重点任务，全面指导碳减排工作。

主要原则



北辰实业碳达峰主要目标

1

促进碳排放强度持续降低，产业能源结构优化取得重大进展，绿色低碳转型发展取得显著成效。

2

争取在会展、商管、地产等实业领域形成一批绿色科技+重点场景的示范应用，建立健全绿色供应链，完善绿色低碳治理体系，助力经济社会碳达峰。

在管治层面，北辰实业成立了“碳达峰碳中和工作领导小组”，负责组织、协调、推进、落实“双碳”具体工作；所属企业成立相应工作领导小组，负责落实本企业相关工作。同时，本公司积极制定节能、减排、环保量化指标，层层分解下达，并持续细化各工程专业的检查项目，将检查结果纳入对所属企业年终考核内容之中，提高奖惩力度，有效监督、落实碳达峰相关工作。

在能力建设层面，北辰实业未来将不断加大宣传教育，将碳达峰、碳中和作为干部教育培训体系的重要内容，增强各级领导干部推动绿色低碳发展的本领；督促各企业将节能意识教育常态化，强化节能知识基础培训；不断提高能源管理人员的节能意识和法治观念，形成有专业技术能力的管理体系。

为有序推进目标实现，北辰实业明确四项重点任务：在统筹规划引领与制度建设、能源转型与资源节约、融合业务布局与绿色发展、低碳领域专项行动方面做出综合性部署。

北辰实业碳达峰重点任务



案例： 公设公司首次获得“绿色电力证书”

公设公司积极探索低碳路径,充分发挥业务和专业技术优势,以办公生产用电100%绿电消费为目标,先行先试发挥带头作用,积极落实绿电政策,参加绿电交易。2023年,公设公司通过电力市场化交易共购买绿电300万度,相当于减排二氧化碳2,480吨、二氧化硫1.4吨、氮氧化物1.29吨,以实际行动推动可再生能源利用,践行绿色发展理念。

下一步,公设公司将持续落实绿色能源发展战略,提高亚运村园区、国家会议中心区域的绿电用能,努力实现清洁能源项目商业价值最大化。



公设公司绿电证明

应对气候风险

气候风险对企业带来的影响愈发显著,积极应对气候风险已成为全球社会的共识。北辰实业携手旗下企业,共同识别气候相关实体风险与转型风险,并落实相关应对措施,有效降低风险对企业生产与运营的影响。

潜在风险类型		风险描述	应对措施
实体风险	急性	极端天气导致供应商无法按时供货	要求供应商透明化供应期
		施工期间,极端天气(如,大风天气、汛期等)增加职工健康与安全风险	制定并下发《关于做好极端天气应对处置工作的提示》《关于做好2023年汛期安全生产工作的通知》等文件,保障暴雨等极端天气下的施工安全
转型风险	政策和法律	监管机构对气候变化信息披露要求趋严	连续多年披露应对气候变化相关信息,并参考TCFD ² 框架优化相关披露
		北京市人民政府发布《北京市碳达峰实施方案》,北京市人民政府国有资产监督管理委员会发布《市管企业碳达峰行动方案》要求	通过现场调研、座谈、数据分析等方式,制订出符合公司实际的碳达峰行动方案
	技术	投入采用低碳排放技术	设置激励机制,对各企业节能、二氧化碳排放领域技术推广工作中获得市级及以上嘉奖的进行表彰
	市场	气候变化影响部分食材价格,导致供货商产能减少,价格不稳定	对价格进行监测,调整食材供应
	声誉	利益相关方展示出对气候变化议题的关切	发布开展节能、降碳工作、打造绿色建筑相关新闻在监管机构官网披露应对气候变化信息

巩固管理体系

北辰实业根据《中华人民共和国节约能源法》《中华人民共和国环境保护法》等国家法律法规、政策方针,立足本公司实际情况,制定、执行《环境保护管理办法》《节约能源管理办法》,将环保工作纳入管理层年终考核体系,并根据制度成立主要领导担任组长的“节能工作领导小组”,明确本公司及旗下各企业管理责任,有效强化环境管理的制度建设与组织保障。

2023年,本公司通过定期开展节能教育、岗位节能培训,淘汰落后用能设备及工艺,实施节能技术改造,制订用能管理规范,建立能源消费统计制度、能源利用状况分析制度、能源计量管理制度、照明管理制度和建立节能运行奖惩办法、建立环保罚款台账报送流程等举措,开展节能降耗、绿色低碳工作,为践行绿色低碳发展理念,完成“碳达峰”工作目标和推进公司绿色转型发展奠定坚实基础。

促进清洁生产

北辰实业大力促进清洁生产工作,从固体废弃物、大气污染物、污水等方面进行严格管控。

为加强对各企业的环境保护工作的管理与监督,本公司制定并执行“一企一策”的环保应急预案,开展对《环境保护设施设备管理台账》《污染源统计台账》的自查与更新工作,保障各企业环境保护设施设备的正常运行和污染源的有效控制。报告期内,各类环保设施良好率达到100%。此外,2023年,本公司开展6项节能技改工程,累计投资330余万元,开展2项环保技改工程,累计投资50余万元,节能、环保技改合计投资380余万元,以提高能源利用效率,降低污染物排放量,减少生产与经营过程对环境的影响。

固体废弃物管理方面,北辰实业致力于从源头减少废弃物的产生,并将资源利用最大化。为此,本公司旗下酒店在采购易耗品时均选用可降解环保型包装材料的产品,不进行过度包装产品,有效减少不可降解垃圾的产生³。同时,本公司持续开展物资回收再利用工作,为废旧毛巾、塑料制品、玻璃制品等常用物资赋予新的“生命”,实现物资循环利用,提升资源使用效率。在废弃物处理环节,各企业与专业垃圾收纳公司签订垃圾收纳协议,生活垃圾、厨余垃圾、其他垃圾和有害垃圾分类进行专业清运及消纳,确保垃圾分类收纳到位,实现废弃物、危险废弃物签订专业垃圾收纳协议100%的目标。

针对大气污染防治,本公司开展厨房油烟废气、锅炉排放废气、工程项目扬尘等潜在挥发性有机物“污染源”的年度摸排,从源头进行污染管控。在改扩建工程中,本公司持有物业严格按照行业主管部门要求,通过苫盖施工现场裸露部分、设置喷淋喷雾设施、优化工艺有效抑制扬尘。

水污染防控方面,本公司根据《北京市排水和再生水管理办法》,对废水直接排放进行严格把控,在废水排放到市政管网前对废水进行预处理,确保水质达标排放,并持续加强水资源循环利用,推广中水使用,引导各企业引入市政中水或建立中水处理系统。2023年,本公司对亚运村园区内中水使用潜力进行了定量评估,为未来开展循环经济园区建设奠定基础。

³ 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。

² 二十国集团辖下的金融稳定委员会于2015年成立TCFD,TCFD气候变化相关信息披露框架包含治理、战略、风险管理、指标和目标四大核心元素,有助于投资者深入了解企业的气候风险及应对措施。

案例：五洲皇冠酒店应用中央空调冷却水处理设备

为减少废水排放，五洲皇冠酒店应用中央空调冷却水处理设备，利用直流电离子分解原理，降解冷却水中钙镁离子，阻隔管路中结垢，同时灭杀水中微生物，起到杀菌灭藻除垢作用，有效避免冷却水排放，实现无污染，节约水资源，助力促进生态可持续发展。



中央空调冷却水处理设备

优化节水工作

为积极贯彻落实《北京市节水条例》，助力节水型社会建设，北辰实业不断夯实计划用水和定额指标的管理，做好用水指标的分解工作，强化监督检查。2023年，本公司积极开展用水情况调查工作，经统计分析，京内持有资产企业2022年计划用水指标完成率100%，同时对可循环水资源的种类、数量、质量等方面进行评估，提出改进和优化节水工作建议，持续提升水资源使用效率，顺利完成水效益目标。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。

北辰实业水效益目标

各企业100%不超过北京市、区节约用水办公室2023年下达的计划用水指标。

绿色施工运营

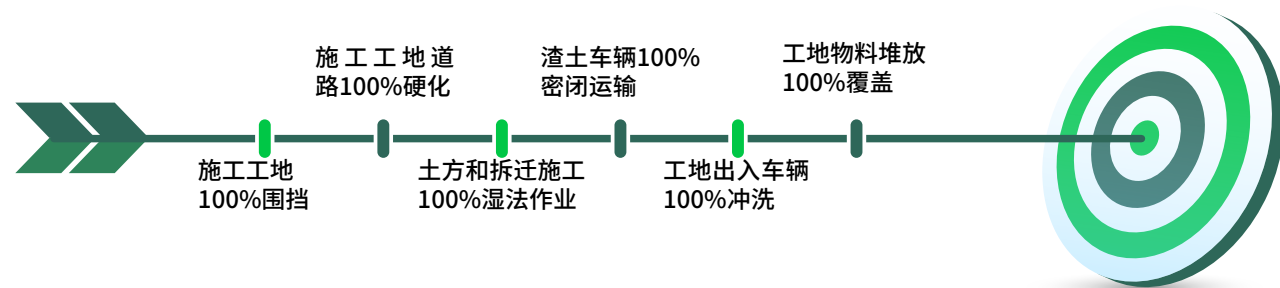
环境友好型施工

北辰实业严格遵循和执行环境保护相关法律法规，报告期内，未出现对环境及天然气源造成重大负面影响事件。多年来，本公司坚持绿色施工理念，已为多个在建项目制定绿色施工方案，明确组织架构，落实人员责任。同时，本公司在节约资源、控制大气污染物、水污染、噪声及固体废弃物排放等方

面做出详细要求，并依据内部规章规范《北京北辰地产集团有限公司装配式建筑全过程管理指引》等，在保障地产项目质量的同时对安全文明施工等方面进行全面管理和严格控制。



“六个百分百”目标



为进一步规范绿色建筑施工规程以及评价标准，北辰实业制定了《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，明确绿色建筑研发、绿色环保理念倡导、坚持绿色发展、生态优先的基本原则，指导开发及物业运营全流程，全面打造绿色建筑与绿色生活空间。针对新开发物业，本公司多选择节能环保类建材，其中，在北京新建的项目参照《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，为建筑赋予可持续属性。

绿色办公与运营

北辰实业旗下企业积极践行绿色发展理念，推进少纸化/电子化办公、促进再生纸使用，加强行为节能管理，提高资源与能源使用效率。

案例：五洲皇冠多措并举助推绿色办公

1. 数字化管控空调系统，通过楼宇自控系统，根据环境温度和人员需求定期对空调区域温度和空调机组启停机时间进行调整。
2. 逐步更换酒店公共区域照明，在满足现有照明系统的照度、显色指数、色温、功率因数的基础上，降低照明系统的能耗。
3. 硒鼓等有害物品进行统一收集，并交由专业公司进行回收处理。
4. 加强电梯运行调节和维护保养，提倡少乘电梯、多走楼梯。
5. 在办公室内禁止使用移动式大功率取暖设备、电暖炉等电器，保证安全用电同时节约能耗。



节能灯带

案例：国家会议中心连续十二年响应“地球一小时”活动



国家会议中心主体节能状态

2023年是国家会议中心连续第十二年参与地球一小时活动，作为企业社会责任计划的重要活动，国家会议中心不仅身体力行准时“关上灯 点亮希望”，还通过电子屏、宣传海报鼓励职工和客人参与其中，共同“为地球献出一小时”。



04 和睦企业



促进人才发展	50
守护职工健康	52
打造幸福职场	53



04 和睦企业

北辰实业坚持高站位，把握高标准，贯彻“政治上保证、制度上落实、素质上提高、权益上维护”的总体思路，积极融入新发展格局，坚定政治性、突出先进性、增强群众性，以职工为中心，持续推进民主管理，充分发挥工会作用，激发职工动能，加强职工培训，坚定不移走人才强企道路。

促进人才发展

2023年，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、防止雇佣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必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。

本公司不断完善内部制度建设，制定《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》《公司所属企业经营者薪酬管理办法（试行）》等制度规范职工管理。根据外部法律法规变更，北辰实业立足本公司内部程序与实际情况，对相关制度文件不定时更新，确保制度内容与与时俱进，切实保障职工合法权益。

根据本公司相关管理制度，北辰实业为职工提供：

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

北辰实业平等对待每一位职工，将其视为企业发展过程的伙伴，努力打造平等、多元、包容的工作环境，尊重不同性别、年龄、宗教信仰、民族、文化背景、家庭与健康状况的职工。2023年，北辰实业在残疾人雇佣、性别平等领域均有突出成绩。

截至2023年12月31日，

- 雇佣残障职工23人
- 管理层男女比例5:5
- 管理层男女薪酬比例1:1
- 一般职工男女比例5:5
- 一般职工男女薪酬比例1:1

健全民主管理

为更好保障职工权益、激发职工动能，北辰实业深入挖掘职工意见和建议，不断改进运营管理，着力加强民主管理，通过畅通职工诉求表达渠道，构建和谐企业。

北辰实业扎实推进民主管理各项工作，召开第三届职工代表大会第六次会议，职工代表听取了2023年行政工作报告、职工董事书面述职；召开第三届职工代表大会第六次团长联席会，审议通过《北京北辰实业集团有限责任公司合规行为准则（2023版）》；开展“我为‘提质增效’献一策”职工合理化建议活动，共收集职工建议932条，最终采纳保留建议45条，充分调动职工参与企业经营管理。

未来，北辰实业将进一步强化和完善以职代会为基本形式的民主管理制度，提高代表依法履职、依法维权、依法参与公司管理的能力和水平；通过厂务公开、劳动保护监督等渠道，组织职工参与企业经营管理，增强职工责任感和企业凝聚力，提高企业经营决策科学化水平，促进企业健康和谐发展。

强化人才培养

习近平总书记在党的二十大报告中对“加快建设教育强国、科技强国、人才强国”作出全面部署，中共中央办公厅、国务院办公厅印发《关于深化现代职业教育体系建设改革的意见》，对“推进职普融通、产教融合、科教融汇，优化职业教育类型定位”工作进行具体指导，将打造行业产教融合共同体列入深化现代职业教育体系建设改革的重要战略任务。

北辰实业充分响应党中央、国务院的决策部署，制定《公司培训管理办法》《北辰研学院建设方案》，构建“北辰研学院—专业平台公司—各企业”三级教育培训体系，形成具有北辰特色的人才培养模式，并积极开展提升经营管理能力研修班等培训活动，输出《2023年北辰培训需求调研报告》，为职工提供宝贵的学习机会，也为企业发展注入活力。

为帮助新职工迅速融入公司，理解企业文化，了解工作要求，提高工作技能，北辰实业将2023年应届毕业生入职培训项目创新调整为“项目实践—系统学习—追踪反馈”三个阶段，应届毕业生共152人参加了培训学习，总部部长、二级集团人力资源部门负责人、外部专家、业务骨干等13位老师进行授课。



2023年北辰实业应届毕业生入职培训

2023年,第三期北辰实业提升经营管理能力研修班顺利开班,旨在聚焦公司主责主业,进一步提高公司中层管理人员政治素质和经营管理能力,打造政治过硬、适应新时代要求、专业高效、堪当公司重任的高素质干部队伍,共计113名领导干部参与培训,充分展现了各自的能力和才华,为今后的工作实践提供了有益的参考。



第三期北辰实业提升经营管理能力研修班

首期“北辰-二外会展实验班”成果

- 组织招收30名学生
- 通过高管授课、组织学生到国家会议中心等场地参观等多种形式完成7期培训学习
- 学员完成课程心得30份,研讨作业32份
- 25名学员完成中国基础科学大会及服贸会共2个月实习



合作双方高管会晤

产学研合作方面,北辰实业根据自身发展战略规划和人才需求,与北京第二外国语学院合作开办“北辰—二外会展实验班”,聚焦打造会展人才核心竞争力,充分发挥双方资源禀赋,围绕“协同育人、协同创新”两大主题,学用结合、注重实践,积极探索创建“会展(酒店)人才实训基地”,将企业人才培养前移,夯实专业人才培养基础,做好北辰人才储备,助力北辰实业建设国际一流会展品牌企业。

2023年,北京市人社局与北京市商务局宣布在首都会展设立“北京市会展职业创新发展中心”,以贯彻落实《关于加强新时代首都高技能人才队伍建设的实施方案》,打造高技能人才队伍。未来,首都会展将以会展职业创新发展中心为依托,重点在会展业人才培养、人才评价、举办会展业技能竞赛、建立会展业人才库并发布会展业人才指数、开展会展业新职业推广、引入会展业国外优质资源、发挥会展业集聚效应等七个方面开展工作。

守护职工健康

职工的健康与安全是企业实现长期稳定发展的关键因素。北辰实业严格遵守相关法律法规,制定《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》等管理办法,为职工的健康保驾护航。

本公司致力于不断促进职工健康水平,为职工提供完善的医疗保障体系,组织职工到指定医疗机构开展定期体检,并为职工完善医疗保障体系,有效预防疾病,降低疾病风险,减轻职工医疗负担。同时,北辰实业坚持做好在职职工互助保障投保、续保和理赔工作。本年度在职工互助保障工作有序推进,全年完成各项理赔累计300余人次,81.56万元,为23人发放代办慰问金4.6万元;累计1,300余人次获得“暖•互助”二次报销金额总计30余万元。

打造幸福职场

北辰实业坚持“以人为本”理念,通过多样化的职工活动,丰富职工业余生活,帮助职工实现工作与生活的平衡,持续提升职工幸福感,打造“共美”北辰。

开展文体活动

北辰实业组织2023年“北辰杯”职工乒乓球团体赛、第六届迎“三八”女工健走等活动,将具有体育基因的企业文化传承好、发扬好,将北辰实业的“共美文化”实践好、传播好。



职工乒乓球团体赛



“三八节”女工健走活动

北辰实业开展了“寻工匠、展风采”微视频创作大赛活动，用镜头记录职工所展现出来的爱岗敬业、勇于创新、争创一流、甘于奉献的劳模精神，崇尚劳动、热爱劳动、辛勤劳动、诚实劳动的劳动精神，执着专注、精益求精、一丝不苟、追求卓越的工匠精神。



“寻工匠，展风采”活动风采



情系职工冷暖

北辰实业切实落实困难帮扶长效机制，深入开展两节送温暖活动。各领导、工会办公室和相关基层企业领导、工会负责人，分别走访慰问了申请送温暖基金的9名困难职工。2023年，北辰实业及所属企业送温暖活动共使用资金271.6万元，慰问生活困难职工、劳模先进70人，慰问一线职工3,578人，并积极为职工提供心理健康、文化、生活保障等各项服务。北辰实业全年累计使用划拨5.2万余元专项慰问资金，慰问奋战在一线的北辰职工，进一步激励职工奋发的状态和干事创业的激情。



为职工送温暖

05

“共美”社会

满足民众需求
赋能乡村振兴

58
58



北辰世纪中心 A座
NORTH STAR CENTURY CENTER BLOCK



05 “共美”社会

北辰实业坚持“忠诚担当 同创共美”的企业核心价值观，积极履行企业社会责任，厚植为民情怀，为全面推进乡村振兴贡献北辰力量。

乡村振兴工作投入金额：

905.45万元人民币

其中，资金投入**75万元**人民币

物资折款**830.45万元**人民币

满足民众需求

为认真贯彻落实市委市政府和市国资委“接诉即办”工作指示精神和安排部署，北辰实业各级将快速妥善处理好群众诉求为总目标，压实企业社会责任，完善和加强接诉即办组织机制及制度建设；不断增强领导责任体系建设，逐级落实接诉即办实施主体责任，将工作落实情况纳入各级党组织党建和负责人业绩考核范围；持续细化管理流程，严格把关诉求事项首接负责制，持续增强群众诉求响应速度和效率，坚持问题导向，深入剖析难点症结，集中力量稳妥推动，确保每一件诉求事项能够得到满意办理结果。同时，北辰实业不断深化主动治理、未诉先办，年内共接办市民热线工单97件，较2022年大幅下降。为落实好企业安全稳定责任，北辰实业不断强化企业涉稳风险防范化解工作，压实维护社会稳定责任主体，着力推进重大决策社会稳定风险评估和信访工作法制化，加强重大活动信访稳定和安全保卫等工作，切实做到信访工作“四个坚决防止”，为企业安全和谐稳定的良好氛围提供坚强保障。

北辰实业本着国企担当，不断加大社会公益投入，积极响应国家“安居房”政策，深入推进老旧小区改造，切实解决群众住房问题，提升群众生活幸福感和满意度。历经26个月，北辰地产海口长秀仕家项目于2022年底完成高品质交付，成为海口当前唯一一家由国企开发的安居房项目。2023年，北辰地产向海口市秀英区政府移交长秀幼儿园，助力秀英区学前教育高质量发展，更好满足人民群众的需求。

2023年，北辰实业参与安慧北里老旧小区环境综合整治，已完成包括企业改造部分的所有施工和四方验收。信诚物业高度重视老旧小区业主反映的电梯安全问题，历时210天完成世纪村电梯更新改造工作，为群众创造更加安全温馨的居住环境，真正做到“民有所呼，我有所应”。

赋能乡村振兴

2023年是全面贯彻党的二十大精神开局之年，是实施“十四五”规划、巩固拓展脱贫攻坚成果的关键之年。北辰实业严格按照市委和市国资委关于乡村振兴工作的部署要求，充分发挥国有企业优势，推动产业、就业、消费、公益等帮扶工作迈上新台阶，助力支援合作地区和本市集体经济薄弱村在乡村振兴的道路上迈出新步伐，推动共同富裕结出新硕果。

本公司成立乡村振兴工作领导小组和工作小组，定期召开乡村振兴工作小组会和驻村第一书记会议，于年初召开2023年乡村振兴工作会，集中学习党中央最新文件精神，听取重点工作推进情况，审议《2023年度助力全面推进乡村振兴工作计划》，就2023年乡村振兴帮扶工作作出安排部署。

2023年，北辰实业着重通过产业帮扶、消费帮扶、就业帮扶和公益帮扶等四个途径在外埠帮扶和集体经济薄弱村对口帮扶两方面发力。产业帮扶方面，重点推进“一企一村”白虎头村高端民宿、内蒙古鄂伦春自治旗诺敏镇菌厂项目、红色乡村旅游项目；结合北京市怀柔区汤河口镇对口集体经济薄弱村实际资源，有效开展经济帮扶工作，为建立可持续发展的集体经济体系奠定基础。公益帮扶方面，向受汛情影响的白虎头村、银河沟村、许营村、大栅子村捐赠25万元，切实为对口帮扶村灾后重建工作提供有力保障；向内蒙古鄂伦春自治旗诺敏镇人民政府捐赠50万元，支持当地红色文化资源挖掘，助力当地红色旅游产业优化升级。就业帮扶方面，在同等条件下优先录用六省区人口及农村家庭大学毕业生，年内共在内蒙古、西藏、青海、新疆、河北张承、山西长治地区招收94人；积极响应北京市国资委“工装援疆”行动工作部署，向和田地区提供两批工

装援疆订单，总价值26.29万元，以实际行动助力援疆企业稳岗就业，推动当地产业振兴。消费帮扶方面，通过以购代捐、以买代帮的形式，推动外埠受援地区农产品帮销工作，采购双创中心产品765.76万元，收购怀柔区对口帮扶集体经济薄弱村甜玉米近3.2万斤，红薯近3万斤，助力对口集体经济薄弱村增收近36万元；积极创新消费帮扶模式，助力“稻田认养”活动，通过认养水稻（3亩）的方式，帮销大米1,800斤，助力对口集体经济薄弱村增收2.4万元，以实际行动助力产业振兴。后续，本公司将继续发挥党建引领作用，增强责任担当，积极推进公益帮扶、消费帮扶、就业帮扶等工作，加大对口帮扶力度，精准聚焦产业协作，全面助力乡村发展。



乡村振兴工作小组赴内蒙古鄂伦春自治旗调研



怀柔对口帮扶村调研



北辰实业收到汤河口镇锦旗

06

展望未来



06 展望未来

2024年,北辰实业将以习近平新时代中国特色社会主义思想为指导,深入贯彻党的二十大精神,坚定发展信心,保持战略定力,坚持稳中求进,主动服务新时代首都发展,统筹高质量发展和高水平安全、重大活动保障与重大项目建设,创新谋划资本运作,深化国企改革,推进产业数字化转型,持续完善会展产业布局,保持地产业务稳健经营,提升商业物业管理水平,加快构建相互支撑、优势互补、协同发展的新产业格局,着力推动公司高质量发展。

经营责任

北辰实业将扎实做好重大活动服务保障工作,充分发挥会展核心功能,全力服务中央、北京市交办的重大活动保障任务,以专业水平、过硬实力、优异成绩为大国外交和首都国际交往中心建设增光添彩;坚持首善标准,持续优化重大活动常态化保障机制,加强队伍建设,打造专业化、标准化、体系化的北辰服务。

环境责任

北辰实业将继续加强节约能源管理工作,坚持推动绿色转型助力企业高质量发展,完善节约能源和环境保护等管理制度;全面落实“碳达峰行动”总体要求、主要目标及重点任务,推进节能降碳工作有序开展;继续开展二氧化碳核查、节能监察等专项工作;落实重要会议活动设备设施检查工作,为服务保障工作提供支持。

社会责任

北辰实业将继续推进人力资源改革创新实施方案,落实新一轮国企改革要求,巩固改革成效;持续加强人才引进与培养工作;深入学习贯彻习近平总书记对“千万工程”带动乡村全面振兴经验的重要批示精神,不断把学习成效转化为解决问题、促进工作、推动发展的强大动力,全面推进乡村振兴取得新成效。



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)。较2022年,本年度社会类绩效指标及部分环境类指标覆盖范围扩大。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	2023年度	2022年度	2021年度
对本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职工人数 ⁴	4,210	7,902	2,982

⁴ 反腐倡廉培训形式主要包括:分析廉政案例、组织观看警示教育视频、发放廉政教育类资料、推荐阅读廉政书目、参观廉政教育基地、开展廉政知识测试等。

卓越品质

产品及服务质量

产品及服务表现:

指标	2023年度	2022年度	2021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)	0	0	2
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)	6	4	26
客户满意度(%)	95.11	93.40	91.58

绿色发展

排放物

大气污染物排放⁵:

指标	2023年度	2022年度	2021年度
氮氧化物(公吨)	4.25	3.25	3.77
硫氧化物(公吨)	0.021	0.016	0.018

⁵ 此计算范围仅为本公司京内持有型物业2023年度使用柴油机动车、锅炉等以柴油为燃料的设备及燃气锅炉等以天然气为燃料的设备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》。2023年全面复工复产、辖属企业经营活动增多,能源消耗量较上一年度增加,故大气污染物排放量有所上升。

温室气体排放⁶:

指标	2023年度	2022年度	2021年度
温室气体排放总量(公吨二氧化碳当量)	61,282	54,640	59,120
直接排放量(范围一)(公吨二氧化碳当量)	983	771	908
间接排放量(范围二)(公吨二氧化碳当量) ⁷	60,318	53,872	58,213
持有的树木减排量(公吨二氧化碳当量)	19	3	1
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)	0.0759	0.0677	0.0732

无害废弃物数量⁸:

指标	2023年度	2022年度	2021年度
无害废弃物产生总量(公斤)	10,146,667	2,292,142	3,046,858
厨余垃圾(公斤)	1,677,630	942,178	1,785,819
生活垃圾(公斤)	8,469,037	1,349,964	1,261,039
每平方米楼面面积无害废弃物产生总量(公斤)	11.69	2.76	3.67
无害废弃物合规处理率(%)	100	100	100

有害废弃物数量⁹:

指标	2023年度	2022年度	2021年度
有害废弃物产生总量(公斤)	3,485	4,525	9,452
含水银的废弃灯管(公斤)	2,132	3,770	5,820
电子废弃物(公斤)	671	143	2,638
废电池(公斤)	300	311	334
废墨盒(公斤)	357	301	616
清洗冷气系统的废油(公斤)	25	0	44
每平方米楼面面积有害废弃物产生总量(公斤)	0.0040	0.0055	0.0114
有害废弃物合规处理率(%)	100	100	100

排放合规情况:

指标	2023年度	2022年度	2021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¹⁰:

指标	2023年度	2022年度	2021年度
能源消耗总量(兆瓦时)	128,283	114,892	119,992
外购电力(兆瓦时)	54,202	44,990	48,562
天然气(兆瓦时)	4,505	3,428	3,970
汽油(兆瓦时)	272	227	332
柴油(兆瓦时)	18	86	96
外购热力(兆瓦时)	69,287	66,161	67,032
每平方米楼面面积能源消耗总量(兆瓦时)	0.16	0.14	0.15

⁶ 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2023年度的温室气体计算范围包括使用汽油机动车、柴油机动车等以柴油为燃料的设备,及燃气锅炉等以天然气为燃料的设备导致的温室气体直接排放,使用外购电力及外购热力导致的温室气体间接排放。2023年全面复工复产、辖属企业经营活动增多,能源消耗量较上一年度增加,故温室气体排放有所上升。

⁷ 外购电力产生的温室气体间接排放量计算使用2022年度全国电网平均排放因子(来自《关于做好2023—2025年发电行业企业温室气体排放报告管理有关工作的通知》)。

⁸ 由于复工复产后会议活动增加、出租率增高、环境数据统计范围扩大等原因,生活垃圾、厨余垃圾产生量有所上升。

⁹ 由于部分企业已不使用含水银灯管,其重量下降较多且占有害废弃物产生总量比例较大,因此有害废弃物产生总量、每平方米楼面面积有害废弃物产生总量有所下降;由于环境数据统计范围扩大、部分企业出租率增高,因此电子废弃物、清洗冷气系统的废油重量有所上升。

¹⁰ 计算范围为本公司京内持有型物业业年度用量的总和。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。2023年全面复工复产、辖属企业经营活动增多,能源消耗量较上一年度整体增加;辖属企业不再使用柴油锅炉,因此其消耗量同比上一年度有所下降。

用水情况¹¹:

指标	2023年度	2022年度	2021年度
用水总量(立方米)	734,548	559,351	676,075
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)	0.91	0.69	0.84
污水 ¹² 排放量(立方米)	675,784	514,603	621,989

减少自然环境影响

回收再利用废弃物数量:

指标	2023年度	2022年度	2021年度
玻璃制品(公斤)	57,754	49,994	62,764
塑料制品(公斤)	87,853	76,723	83,691
酒店客房废旧毛巾(块)	15,270	5,115	15,097
酒店客房肥皂(公斤)	1,085	3,150	726
酒店客房牙刷(支)	210,715	126,290	133,824

环境绿化:

指标	2023年度	2022年度	2021年度
持有5米及以上的树木(棵)	826	126	53

环保合规情况:

指标	2023年度	2022年度	2021年度
涉及对自然环境造成破坏的案件(宗)	0	0	0

和睦企业

雇佣

在岗职工组成:

指标	2023年度	2022年度	2021年度
职工人数(人)	5,290	5,387	5,588
按性别划分			
男职工(人)	2,980	3,030	3,181
女职工(人)	2,310	2,357	2,407
按受教育程度划分			
研究生及以上(人)	279	269	278
本科(人)	1,757	1,766	1,806
大专(人)	1,404	1,444	1,484
中专(人)	840	827	544
其他(人)	1,010	1,081	1,476
按年龄划分			
50岁以上(人)	672	667	778
30至50岁(人)	3,236	3,289	3,370
30岁以下(人)	1,382	1,431	1,440
按地区划分			
中国内地	5,285	5,382	5,581
港澳台地区	0	0	0
海外	5	5	7

¹¹ 2023年全面复工复产、辖属企业经营活动增多,用水总量、污水排放量较上一年度有所上升。

¹² 所排放的污水均属于生活污水。

按雇员类别划分			
高层人员	58	65	61
中层人员	491	497	474
一般人员	4,741	4,825	5,053

薪酬：

指标	2023年度	2022年度	2021年度
女性与男性职工薪酬比例			
管理层	1.0	1.0	1.0
一般职工	1.0	1.0	1.0

职工变动情况：

指标	2023年度	2022年度	2021年度
按性别划分			
男职工 (%)	12.4	10.1	11.6
女职工 (%)	13.2	12.5	13.2
按年龄划分			
50岁以上 (%)	6.1	4.2	4.1
30至50岁 (%)	10.3	8.8	9.4
30岁以下 (%)	20.5	18.8	21.8
按地区划分			
中国内地 (%)	12.8	11.1	12.3
港澳台地区 (%)	不涉及 ¹³	不涉及 ¹⁴	不涉及 ¹⁵
海外 (%)	16.67	28.57	0

培训与发展：

指标	2023年度
受训雇员百分比 ¹⁶ (%)	99
按性别划分 ¹⁷	
男雇员 (%)	54.60
女雇员 (%)	45.40
按雇员类别划分 ¹⁸	
高层人员 (%)	0.69
中层人员 (%)	9.10
一般人员 (%)	90.21
人均受训时数	
按性别划分	
男雇员	33.80
女雇员	43.56
按雇员类别划分	
高层人员	39.59
中层人员	45.02
一般人员	37.32

¹³ 该地区年度期末雇员总数及雇员流失总数均为0

¹⁴ 该地区年度期末雇员总数及雇员流失总数均为0

¹⁵ 该地区年度期末雇员总数及雇员流失总数均为0

¹⁶ 受训雇员百分比 = (受训雇员/雇员总人数) x 100%

¹⁷ 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%

¹⁸ 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%

职业健康及安全

职工健康安全¹⁹：

指标	2023年度	2022年度	2021年度
因工死亡事故(宗)	2	0	0
须予记录的工伤数(人次)	19	20	29
二十万小时可记录工伤事故率	0.359	0.374	0.519
职业病率 (%)	0	0	0
因工伤损失工作日数(天)	709	1,557	799

“共美”社会

社区投资

乡村振兴²⁰：

指标	2023年度	2022年度	2021年度
乡村振兴工作投入金额(万元人民币)	905.5	630.2	901.1
其中, 资金总额(万元人民币)	75	N/A	N/A
资金:公益帮扶资金投入(万元人民币)	25	N/A	N/A
资金:产业帮扶资金投入(万元人民币)	50	N/A	N/A
其中, 物资折款总额(万元人民币)	830.45	N/A	N/A
物资折款:就业帮扶总价值 (万元人民币)	26.29	N/A	N/A
物资折款:消费帮扶物资折款(万元人民币)	804.16	N/A	N/A
惠及人数(人)	94	N/A	N/A

¹⁹ 本公司严格遵守工伤相关规定, 将在上下班途中发生的交通事故等多类情况均认定为工伤。因工伤损失工作日数属于意外因素导致, 未来本公司将继续加强职工健康与安全的管理和防范工作。

²⁰ 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
A. 环境	
层面A1: 排放物	
《中华人民共和国环境保护法》 《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》 《中华人民共和国固体废物污染环境防治法》 《中华人民共和国噪声污染防治法》 《中华人民共和国水法》 《大气污染物综合排放标准》 《国家水污染物排放标准制订技术导则》 《国家危险废物名录》 《危险废物贮存污染控制标准》 《空气污染管制条例》 《城镇排水与污水处理条例》 《消耗臭氧层物质管理条例》 《废物处置条例》 《废弃电器电子产品回收处理管理条例》 《北京市生活垃圾管理条例》 《北京市宾馆不得主动提供的一次性用品目录》 《餐饮业大气污染物排放标准》 《北京市水污染防治条例》 《污水综合排放标准》 《北京市排水许可管理办法》 《北京市排水和再生水管理办法》 《北京市节约用水办法》	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、有害及无害废弃物的产生的法律法规。
层面A2: 资源使用	
《中华人民共和国清洁生产促进法》 《中华人民共和国循环经济促进法》 《中华人民共和国节约能源法》 《重点用能单位节能管理办法》 《节能监察办法》	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。
层面A3: 环境及天然资源	
《中华人民共和国环境影响评价法》 《中华人民共和国土地管理法》 《中华人民共和国土壤污染防治法》 《中华人民共和国水土保持法》 《规划环境影响评价条例》 《绿色建筑评价标准》(GB/T50378 – 2019) 《居住建筑节能设计标准》(DB11/891-2020)	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。
B. 社会	
层面B1: 雇佣	
《中华人民共和国劳动法》 《中华人民共和国劳动合同法》 《中华人民共和国劳动合同法实施条例》 《中华人民共和国社会保险法》 《中华人民共和国未成年人保护法》 《中华人民共和国妇女权益保障法》 《中华人民共和国残疾人保障法》 《职工带薪年休假条例》 《全国年节及纪念日放假办法》	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。

层面B2: 健康与安全	
《中华人民共和国安全生产法》 《中华人民共和国消防法》 《中华人民共和国职业病防治法》 《中华人民共和国劳动保险条例》 《工作场所职业卫生管理规定》 《工伤保险条例》 《北京市安全生产条例》	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职工免受职业性危害的法律法规。
层面B4: 劳工准则	
《禁止使用童工规定》	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。
层面B6: 产品责任	
《中华人民共和国民法典》 《中华人民共和国建筑法》 《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》 《商标法条约》 《世界知识产权组织版权条约》 《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》 联合国《保护消费者准则》 《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商品检验法》 《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》 《中华人民共和国专利法》 《中华人民共和国电子商务法》 《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措施规定》 《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》 《中华人民共和国监察法》	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	绿色发展 – 巩固管理体系 依法合规
指标A1.1	排放物种类及相关排放数据。	附录 – 综合绩效表现
指标A1.2	直接 (范围1) 及能源间接 (范围2) 温室气体排放量 (以吨计算) 及 (如适用) 密度 (如以每产量单位、每项设施计算)。	附录 – 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)。	附录 – 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)。	附录 – 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。	绿色发展 – 碳达峰行动部署
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。	绿色发展 – 促进清洁生产
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。	绿色发展 – 巩固管理体系 绿色发展 – 促进清洁生产
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)。	附录 – 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)。	附录 – 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。	绿色发展 – 碳达峰行动部署
指标A2.4	描述求取适用水源上可有任何问题, 以及所订立的用水效益目标及为达到这些目标所采取的步骤。	绿色发展 – 优化节水工作
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。	绿色发展 – 绿色施工与运营
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。	绿色发展 – 绿色施工与运营 附录 - 综合绩效表现
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。	绿色发展 – 碳达峰行动部署
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。	绿色发展 – 碳达峰行动部署
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。	和睦企业 - 促进人才发展 依法合规

指标B1.1	按性别、雇佣类型、年龄组别及地区划分的雇员总数。	附录 - 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。	附录 - 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。	卓越品质 – 筑牢安全防线 和睦企业 – 守护职工健康
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。	附录 – 综合绩效表现
指标B2.2	因工伤损失工作日数。	附录 – 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。	和睦企业 – 守护职工健康
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。	和睦企业 – 促进人才发展
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。	附录 – 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。	附录 – 综合绩效表现
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。	和睦企业 – 促进人才发展
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。	和睦企业 – 促进人才发展
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。	和睦企业 – 促进人才发展
运营惯例		
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。	稳健经营 – 完善可持续供应链
指标B5.1	按地区划分的供货商数目。	稳健经营 – 完善可持续供应链
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。	稳健经营 – 完善可持续供应链
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。	稳健经营 – 完善可持续供应链
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。	稳健经营 – 完善可持续供应链
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。	卓越品质 - 保障餐饮质量与卫生 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。	卓越品质 - 倾心服务客户
指标B6.3	描述与维护及保障知识产权有关的惯例。	稳健经营 – 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。	卓越品质 – 铸造品质工程
指标B6.5	描述消费者资料保障及私隐政策, 以及相关执行及监察方法。	卓越品质 – 倾心服务客户

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。	稳健经营 - 党风廉政建设 依法合规
指标B7.1	于报告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。	附录 – 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。。	卓越品质 – 倾心服务客户
指标B7.3	描述向董事及员工提供的反贪污培训。	稳健经营 – 党风廉政建设 附录 – 综合绩效表现
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。	“共美”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)。	“共美”社会
指标B8.2	在专注范畴所动用资源 (如金钱或时间)。	“共美”社会 附录 – 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《2023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！

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- ☐ 稳健经营
- ☐ 卓越品质
- ☐ 绿色发展
- ☐ 和睦企业
- ☐ “共美”社会
- ☐ 展望未来
- ☐ 综合绩效表现
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- 排版设计

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☐ 不好
- 总体印象

☐ 好

☐ 一般

☐ 不好

3. 您对本公司下一年度的报告有何建议？

4. 请与本公司联系：

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About the Report

Beijing North Star Company Limited is delighted to publish its 16th *Corporate Social Responsibility Report* and the 8th *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, social and governance 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.

Report Period

Unless otherwise mentioned, the Report mainly describes the specific policies and performance of the Company in terms of environmental, social and governance from January 1, 2023, to December 31, 2023. 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 branches and 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 branches and subsidiaries.

Reporting Guidelines

The Report is prepared according to the *No. 1 Self-Regulatory Guidelines for Listed Companies of Shanghai Stock Exchange - Standardised Operation* published by the Shanghai Stock Exchange and the *Environmental, Social and Governance Reporting Guide* under Appendix C2 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
Materiality	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. Moreover, the Company's Board of Directors has already been notified of the materiality assessment results and approved the Report.
Quantitative	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". Key performance indicators for historical data have been measured in the Report. The Company has set targets to reduce individual impact, including actual figures or directional, forward-looking statements.
Balance	The content contained herein reflects objective facts and discloses both positive and negative indicators.
Consistency	The data collection methods adopted by the Company is consistent with last year.

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.

- The Board of Directors oversees ESG issues:
 - Mainly responsible for reviewing the Company's ESG policies and strategies;
 - Participating in decision-making on ESG issues;
 - Approving ESG reports, confirming the results of materiality assessment, reviewing the progress of ESG-related goals and ESG risk management, and explaining how ESG issues relate to the Company's businesses;
- The Secretary to the Board of Directors is responsible for reviewing ESG reports and reporting to the Board of Directors;
- The ESG special personnel conducts data and information collection in various departments, branches and subsidiaries, deeply understands the progress of ESG issues, and writes working reports.

Confirmation and Approval

The contents disclosed in the Report are in compliance with the information disclosure requirements of the *No. 1 Self-Regulatory Guidelines for Listed Companies of Shanghai Stock Exchange - Standardised Operation* 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 C2 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 2024 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 have any questions, comments, or feedback on the Report, please send an email to northstar@beijings.com.cn to contact us.

DEFINITIONS

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

Name	Abbreviation
Beijing North Star Company Limited	"Beijing North Star", "the Company"
Environmental, Social and Governance	"ESG"
2023 Corporate Social responsibility & Environmental, Social and Governance Report of the Company	"the Report"
From January 1, 2023 to December 31, 2023	"Reporting Period", "the Year"

The properties of around 1.2 million m ² held by the Company in Beijing	"Properties held in Beijing"
Capital Convention (Group) Co., Ltd.	"Capital Convention Group"
Beijing North Star Real Estate Group	"NSREG"
Beijing North Star Commercial Management Co., Ltd	"Beijing North Star Commercial Management"
Beijing North Star Co., Ltd. China National Conference Centre	"China National Convention Centre"
Beijing North Star Co., Ltd. Beijing International Conference Centre	"Beijing International Convention Centre"
Beijing North Star Co., Ltd. Continental Grand Hotel	"Beijing Continental Grand Hotel"
Beijing North Star Co., Ltd. V-Continent Wuzhou International Hotel	"V-Continent Wuzhou"
Beijing North Star Co., Ltd. InterContinental Beijing Hotel	"InterContinental Beijing"
Beijing North Star Co., Ltd. Public Facilities Management Branch	"Public Facilities Management Company"
Endowment Insurance, Medical Insurance, Unemployment Insurance Employment Injury Insurance, Maternity Insurance and Housing Provident Fund	"Social Insurances and Housing Fund"
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"	"Dual-carbon goals"
The 20 th National Congress of the Communist Party of China	The 20 th CPC National Congress
The State-owned Assets Supervision and Administration Commission of Beijing Municipal	"Municipal SASAC"
Beijing Municipal Committee of the Communist Party of China	"Municipal Party Committee"
Beijing Municipal People's Government	"Municipal Government"
Task Force on Climate-Related Financial Disclosures	"TCFD"
The 29 th Summer Olympic Games	"The Beijing Olympic Games"
The 24 th Winter Olympic Games	"The Beijing Winter Olympics""The Winter Olympics"
The 13 th Winter Paralympic Games	"The Beijing Winter Paralympics""The Winter Paralympics"
The Summer Olympics Games and the Winter Olympics Games	"Dual Olympic"
The 19 th Asian Games Hangzhou	"Asian Games"
The 4 th Asian Para Games Hangzhou	"Asian Para Games"
The 19 th Asian Games Hangzhou and the 4 th Asian Para Games Hangzhou	"Asian (Paralympic) Games"
Hangzhou International Expo Centre	"Hangzhou International Expo Centre"
China International Fair for Trade in Services	"CIFTIS"
The 3 rd China-Africa Economic and Trade Expo	"the 3 rd CAETE"

PREFACE

Time is the scale for the ploughman to move forward, and the witness for the dreamers' struggle. Looking back on 2023, Beijing North Star firmly held confidence, forged ahead, and fully served the overall development of the capital. Through practical work, it interpreted responsibilities, forged brilliance through hard work, and wrote a splendid chapter for the new era.

2023 was a year of remarkable achievements and inspiring spirits. Beijing North Star took proactive actions and made full efforts to satisfactorily complete a series of significant national and governmental service support tasks with the highest standards, ensuring the radiance of ‘Beijing service’ and ‘Beijing North Star standard’ continued to shine.

2023 was a year of pursuing excellence and fruitful achievements. Beijing North Star’s three major business sectors progressed in synergy, creating a new situation of high-quality development. The Capital Convention Group actively promoted the layout expansion of the entire industry chain, further enhancing the level of exhibition hosting and operation services. Beijing North Star Real Estate faced challenges head-on, operated prudently, actively implemented the national requirements of ‘ensuring the delivery of projects, ensuring people’s livelihood, ensuring stability,’ ensuring that each project was delivered on schedule, and contributed to urban development with comprehensive strength. Beijing North Star Commercial Management endeavoured to improve quality and efficiency, empowered asset operation with digitisation, and fully built a flat, intensive, and professional investment property management brand with Beijing North Star characteristics.

2023 was a year of low-carbon environmental protection and Green Development. Beijing North Star resolutely followed the path of ecological priority and Green Development, with innovation-driven, green-saving, and collaborative carbon reduction as the core, continuously strengthening comprehensive management levels, striving to play a leading role in demonstrating in the ‘carbon peak action,’ and contributing to achieving the national ‘dual carbon’ goals.

2023 was a year of unity and progress. Beijing North Star vigorously carried out rural revitalisation, responded promptly to complaints, comprehensively improved the environment of old and dilapidated communities, and helped improve people’s livelihoods and welfare. In terms of industrial support, consumption support, employment support, and public welfare support, it continuously innovated support measures, improved the effectiveness of support, and invested 9.0545 million yuan in rural revitalisation work during the year.

2024 marks the 75th anniversary of the founding of New China and is a crucial year for the implementation of the ‘14th Five-Year Plan.’ Facing new challenges, tasks, and historical opportunities on new historical coordinates, Beijing North Star will still carry forward its aspirations, fulfill its mission, and forge ahead with determination!



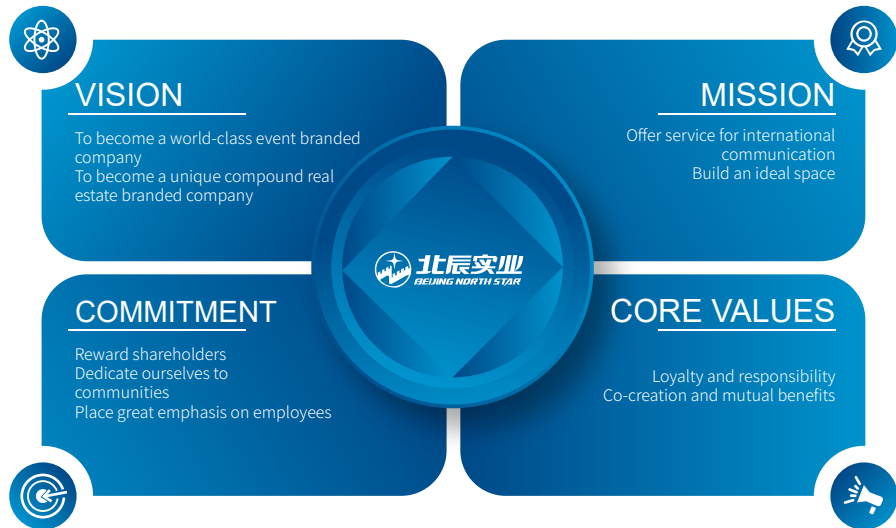
Company Overview

About the Company

Beijing North Star's main business includes real estate development, exhibitions (including hotels), and commercial properties. In recent years, the real estate development business has continued to deepen the regional presence and expand into new cities, gradually shaping a nationwide development layout with multiple regions and levels. The business involves diversified and multi-level property development and operation in residential, apartment, villa, office building, commercial and other areas. As of the end of the Reporting Period, the Company's development projects and land reserves are distributed in 15 core cities, including the Beijing-Tianjin-Hebei region, the Yangtze River Economic Belt, the Sichuan-Chongqing urban agglomeration, the Hainan Free Trade Port, and the Guangdong-Hong Kong-Macao Greater Bay Area. The Company has constructed a pattern of coordinated development of residential, industrial complexes, commercial, and property services businesses.

The exhibition (including hotels) business is based on the Capital Exhibition Group, vigorously integrating exhibition resources, continuously strengthening the expansion of new businesses and technologies in the exhibition industry, and actively promoting the layout and expansion of the entire exhibition industry chain. It has become a professional operator of the CIFTIS, a high-end government event service provider, an important carrier for the development of the capital international exhibition industry, and a benchmark for the digital transformation and development of the exhibition industry. The Company is committed to building an international first-class exhibition brand. The Company relies on the operation model of "Exhibition + Real estate" to continuously strengthen resource integration and industrial interaction. With the support of Beijing North Star Commercial Management, the Company specialises in the operation and management of office buildings, apartments, comprehensive commercial and other supporting formats for exhibition and real estate. By establishing a unified asset centre management model and empowering property operation management with smart technology, we aim to build a professional commercial property service brand with the ability to output light assets.

Core Philosophy



Company Awards

Beijing North Star takes on the responsibility of state-owned enterprises and is committed to building an international first-class exhibition brand enterprise and a leading domestic composite real estate brand enterprise. With highly professional service quality and responsible actions, it is widely recognised by different sectors of society.

Selected awards and honours received by Beijing North Star and its branches and subsidiaries/projects in 2023:

Awards and Honours	Time	Awarded Company/ Project	Granting Authority
Beijing North Star			
Top 500 Real Estate Developers in China in 2023 – No. 68	2023.03	Beijing North Star Company Limited	China Real Estate Association
2023 China's Top 100 Real Estate Enterprises -No.54	2023.03		China Real Estate Top 10 Research Group
"Beijing Jointly Cast Integrity Enterprise" for the Year 2022	2023.08		Office of the Capital Spiritual Civilisation Construction Committee, Beijing Municipal Bureau of Economy and Information Technology, Beijing Municipal Administration for Market Regulation, Beijing Municipal Bureau of Commerce, Beijing Municipal Bureau of Culture and Tourism, Beijing Municipal Bureau of Statistics, Beijing Municipal Taxation Bureau of the State Administration of Taxation, Beijing Federation of Industry and Commerce
2023 Top 10 of Leading Brand Value inComprehensive Real Estate Development in China – Real Estate Enterprise with Comprehensive Operations	2023.09		China Real Estate Top 10 Research Group
Information Disclosure Assessment of Listed Companies-Rated A	2023.09		Shanghai Stock Exchange
Convention and Exhibition Companies			
Practice the social responsibility of state-owned enterprises Work together to promote rural revitalisation	2023.03	Beijing Continental Grand Hotel	Beijing Consumption Assistance and Double Gen Centre
Units with Outstanding Achievements in Traffic Safety Work at the Municipal Level in Beijing in 2022	2023.05		Office of the Joint Meeting of Beijing Traffic Safety Work Departments, Office of the Capital Spiritual Civilisation Construction Committee, Beijing Transportation Commission, and Public Security Traffic Management Bureau of Beijing Public Security Bureau
China Hotel Industry Golden Tripod Award	2023.02	InterContinental Beijing	China Hotel Industry Association
Top 10 Charming Hotels of the Year	2023.04		China Hotel Starlight Award
Best MICE Hotel for Business Travel of the Year	2023.06		Top 100 Hotels in China
Comprehensive Service Quality Hotel Award	2023.07		The 10 th China Hotel New Power Media Award
Best Hotel of the Year	2023.08		The Organizing Committee for the Selection of High end Hotels in Taste of Life
CMIC 2022 Award Star China's most competitive international conference centre	2023.02	National Convention Centre	Conference Magazine
Practice the social responsibility of state-owned enterprises Work together to promote rural revitalisation	2023.03		Beijing Consumer Assistance and Entrepreneurship Centre
2023 China's Exhibition Industry High Quality Development Exhibition Service Innovation Demonstration Case Honorary Title Standardisation Service	2023.09		China Exhibition Economy Research Association
Excellent booth online at the 2023 China International Fair for Trade in Services	2023.09		China International Fair for Trade in Services
Best word-of-mouth hotel in the hearts of consumers for 2022	2023.05	V-Continent Wuzhou	JOINT WISDOM Network
Best Business and Travel Hotel of the Year on the 2023 Star List	2023.06		Enjoyable Travel Magazine
Real Estate Companies			
Commendation of Outstanding Construction Sites in Liangjiang New Area, Chongqing in 2022	2023.03	Chongqing Urban Centre Yuelai Convention and Exhibition Centre Beijing North Star Phase V Project	Chongqing Liangjiang New Area Construction Management Bureau
High quality structural engineering of the Three Gorges Cup	2023.04	China Construction Second Engineering Bureau Co., Ltd./ Yuelai Convention and Exhibition Centre Beijing North Star Project Phase III, Plot 6 (C10-1/06)	Chongqing Construction Engineering Quality Association
Green Island Cup	2023.06	Beijing North Star Haikou West Coast Project Phase I (Block A and B of B6903 plot) Project	Hainan Construction Industry Association
2022High Quality Development Contribution Award	2023.07	Changsha Beijing North Star Real Estate Development Co., Ltd	Communist Party of China Changsha Kaifu District Committee and Changsha Kaifu District People's Government

Responsible Communication

Stakeholder Communication

Beijing North Star is committed to building consensus among stakeholders on the path of sustainable development, establishing efficient and smooth communication channels among stakeholders, fully understanding the needs and expectations of all parties towards the enterprise, and evaluating the issues that the enterprise needs to focus on and solve in ESG work.

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

- 1) Whether they have invested or will invest in Beijing North Star;
- 2) Whether they have an influence on the business operation of Beijing North Star;
- 3) Whether they have interests in or are affected by the business, products and services of Beijing North Star

In 2023, the main stakeholders of Beijing North Star include government and regulatory agencies, investors and shareholders, customers, employees, suppliers, media, and the public. The Company actively communicates with all parties through diverse communication channels, understands and responds to their demands.

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

Social Responsibility Management

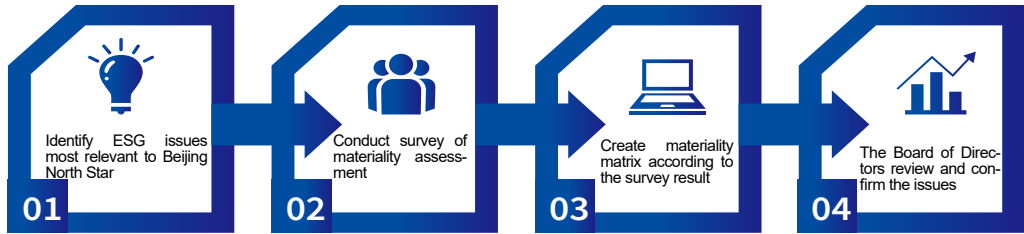
Beijing North Star has integrated the concept of social responsibility into its corporate vision, mission, and core values, forming a corporate culture rich in social responsibility characteristics, and leading the high-quality development of the enterprise. The Work Department of the Board of Directors of Beijing North Star is mainly responsible for social responsibility affairs and effectively manages related work.

In the field of environment, the Company has established the “Carbon Peak and Carbon Neutrality Work Leading Group” and “Energy Conservation Work Leading Group” to strengthen the organisational guarantee of green and low-carbon development work. In the social field, the Company has established a rural revitalisation working group, responsible for the overall coordination of rural revitalisation assistance work. The subsidiaries also integrate social responsibility affairs into their departmental responsibilities, continuously improve social responsibility management, and efficiently implement social responsibility related work.

Materiality Assessment

In 2023, based on its own development strategy and business characteristics, Beijing North Star referred to the *Environmental, Social, and Governance Reporting Guide*, comprehensively considered industry development trends and sustainable development issues widely concerned at home and abroad, and analysed and confirmed the evaluation results of important issues, as shown in the following matrix. This report will focus on reporting on sustainable development work and performance around these material issues, in response to the information needs of the major stakeholders mentioned above.

Process for determining material issues



Matrix of Beijing North Star 2023 Materiality Assessment



Environmental		Social		Governance	
1	Impact assessment and related mitigation measures for project construction	11	Employment and employee welfare	22	Anti-corruption
2	The use of environmental materials	12	Occupational health and safety	23	Financial performance and investor
3	Energy use and efficiency	13	Career development and training for employees	24	Anti-competitive behaviour
4	Water use and efficiency	14	Employee benefits and promotion mechanism	25	Corporate information disclosure
5	Exhaust gas emission and management	15	Health and safety of clients	26	Compliance operation
6	Wastewater discharge and management	16	Client privacy	27	Stakeholder communication
7	Solid waste disposal and management	17	Protecting intellectual property right	28	Risk management
8	Climate change and greenhouse gas emission¹	18	Ensuring service quality		
9	Green building	19	Supply chain management		
10	Green office and operation	20	Contributing to social development		
		21	Client satisfaction		

¹ The blue bold font represents "highly important" topics, while the rest are "moderately important" or "moderately important" topics.

01 Stable Operation



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Stable Operation

Consolidating Corporate Governance

As the first domestic A+H share real estate listed company, Beijing North Star has always adhered to the consistent principle of maximising enterprise value, actively safeguarding the legitimate rights and interests of investors and creditors, attaching great importance to creating win-win development space for partners, carefully listening to the opinions and suggestions of all parties, and winning the recognition of Beijing North Star's value by the market and investors.

Beijing North Star shall fulfill its information disclosure obligations in accordance with the law, strictly abide by *the Rules Governing the Listing of Stocks on Shanghai Stock Exchange*, *the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited*, as well as the requirements for information disclosure in *the Company's Articles of Association* and *the Administrative Rules on Information Disclosure*. During the Reporting Period, the Company conducted comprehensive interaction and communication with investors and creditors through receiving research from domestic and foreign investors, holding remote meetings, setting up investor relations columns on the Company's website, and setting up investor hotlines, fully safeguarding the rights and interests of investors and creditors.

Beijing North Star is committed to continuously improving the level of enterprise management, using scientific, systematic, standardised, and professional management to help enterprises identify and prevent market risks, and achieve high-quality development. During the Reporting Period, the directors, supervisors, and senior management of the Company strengthened their business training and continuously improved their ability to perform their duties by participating in course training, online learning, and other means in accordance with the regulatory requirements of the listed regions. During the Reporting Period, the actual state of corporate governance of the Company met the requirements of *the Company Law of the People's Republic of China*, *the Code of Corporate Governance of Listed Companies* and relevant regulations of the China Securities Regulatory Commission.

Beijing North Star has separated the powers and responsibilities of the chairman and general manager, with three independent directors on the Board of Directors. This enhances the independence of the Board of Directors, helps improve management efficiency and governance level, and provides a good guarantee for the stable development of the company. In 2023, the Company held a total of 30 board meetings to comprehensively guide the Company's decision-making and planning.

Beijing North Star attaches great importance to enterprise risk management, formulates and implements *the Internal Control Manual*, actively identifies potential risks, and implements prevention and response measures. For more detailed information, please refer to the *2023 Annual Report of Beijing North Star*.



Case: Beijing North Star was Awarded the Title of "Beijing Jointly Cast Integrity Enterprise" in 2022

For a long time, Beijing North Star has attached great importance to its own integrity construction, has a sound financial system, abides by professional ethics and industry standards, abides by labour contract agreements, safeguards the legitimate rights and interests of employees, establishes and improves organisational and corporate governance structures, combines relevant laws and regulations and development strategies, continuously improves governance systems, and lays the foundation for the standardised operation, effective balance, and scientific decision-making of various governance entities. At the same time, the Company has also achieved outstanding results in the field of social responsibility. After a rigorous comprehensive evaluation conducted by the Office of the Capital Spiritual Civilisation Construction Committee and multiple departments, Beijing North Star stood out with high scores and was awarded the title of "Beijing Jointly Cast Integrity Enterprise" in 2022, representing recognition of the Company's comprehensive quality, business management, integrity performance, cultural construction, social responsibility, and other aspects.

Constructing Party Style and Integrity

Beijing North Star has deeply studied and implemented the Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and the spirit of the 20th CPC National Congress. Based on the strategic goals and central tasks of the enterprise, it has orderly promoted various work such as party conduct and integrity, anti-corruption and integrity, and disciplinary inspection and supervision. It has strictly implemented the *Discipline Inspection and Supervision Manual of Beijing North Star* to ensure that the construction of party conduct and integrity is on track.

In 2023, Beijing North Star continues to improve its supervision work, coordinate and coordinate supervision forces at all levels, and improve the "supervision closed-loop management mechanism" of supervision and inspection, problem feedback, implementation of rectification, and results "looking back"; deeply promotes the concretisation and precision of supervision work through methods such as sinking supervision, list supervision, and preventive supervision, and promotes the normalisation of political supervision by identifying problems, proposing suggestions, promoting rectification, and forming mechanisms.

Beijing North Star has established a five in one petition and reporting channel of "letters, interviews, telephone calls, network, and WeChat". The unified numbering and reporting system is used for accepting complaints, clarifying the content, handling methods, responsible persons, and disposal results of complaints, standardising the management of petition accounts, and ensuring accuracy. In 2023, the Company conducted anti-corruption and integrity promotion to directors, executives, and some employees through holding meetings, circulating documents, and pushing articles. The Company has also carried out a Party conduct and integrity education month activity with the theme of "maintaining integrity and promoting integrity" to create a clean working atmosphere and strengthen the cultivation of integrity awareness.

Protecting Intellectual Property Right

Beijing North Star fully implements the requirements for intellectual property protection, continuously strengthens its intellectual property business, continuously enhances its internal requirements for brand building and technological achievement protection, improves the legality and compliance of intellectual property management, and promotes the protection of intellectual property.

In 2023, the Company has fully deployed intellectual property work, improved rules and regulations, and continuously strengthened the construction of the intellectual property organisation system. In the Board of Directors, a special committee responsible for legal construction and compliance management has been established, providing strong organisational support for the development of intellectual property legal construction work. At the practical level, the Company collaborates with various subordinate enterprises to form a working mechanism that is interconnected, effectively communicated, and closely cooperated. The Company also carries out special training to promote the awareness of protecting and respecting intellectual property rights, and promotes the smooth operation of the intellectual property protection mechanism. At the supervisory level, the Company conducts dynamic management of intellectual property accounts and supervises affiliated enterprises, paying attention to the use and changes of trademarks, patents, and copyrights, and identifying potential risks.

Beijing North Star Exhibition Venue Management Information System



Beijing North Star applies innovative means to continuously strengthen the informatization construction of intellectual property protection. The Beijing North Star Exhibition Venue Management Information System developed by the Company is the first venue management system with independent intellectual property rights in China. Through the "Software as a Service" (SAAS) model design and standardised management processes, we efficiently accumulate exhibition data, effectively promote exhibition venue management and output management work, and have become an important information infrastructure for the Company, continuously consolidating Beijing North Star's core competitiveness in the field of exhibitions.

Improving Sustainable Supply Chain

Beijing North Star collaborates with its subsidiaries to promote sustainable development of the supply chain, formulates multiple management measures, strictly implements supplier admission and elimination mechanisms, conducts qualification audits on suppliers, including but not limited to business license, qualification level, service scope, bank credit, performance level, cooperation projects, reputation level, etc., and implements a blacklist system for dishonest suppliers. For suppliers who have already established cooperative relationships, the Company implements comprehensive supervision and auditing to fundamentally solve potential problems or weak links in the supply chain and prevent their affiliated suppliers from engaging in illegal activities. As of December 2023, the number of suppliers who have established long-term cooperation with the Company is 1519, all from mainland China, without any suppliers from Hong Kong, Macao, Taiwan or overseas.

As of December 2023, the number of suppliers certified by quality, occupational health and safety, environmental or energy management systems is

698

Affiliated enterprises	Sustainable supply chain measures
NSREG	- Supervise suppliers in terms of environmental protection and prioritise suppliers who use environmentally friendly materials - During the bidding process, high importance is attached to the reputation of suppliers. Suppliers who engage in bribery, anti-corruption behaviour, or major safety accidents are included in the list of unqualified suppliers
China National Convention Centre	- Announcement on the <i>Recruitment of Conference Service Suppliers for National Conference Centre Conference Service Projects</i>: recruiting conference service suppliers to form a professional supplier database for exhibitions, and maximising the inclusion of service units with strength, good reputation, and excellent service into the enterprise supplier database to improve the comprehensive quality of supply chain products and services - Develop regulations related to green and environmentally friendly procurement, requiring procurement personnel to strengthen the promotion of green procurement, develop green procurement channels, regularly request green product certification from suppliers, and actively monitor supplier behaviour; at the same time, suppliers are required to actively learn about green environmental protection knowledge, provide products that fully comply with national environmental protection and quality standards, and provide qualified reports - Under the same conditions, energy-saving and environmental protection products that have passed environmental labelling product certification, energy-saving product certification, or other nationally recognized certifications are preferred - At the end of the year, an annual evaluation of supply units will be conducted. For suppliers who pose a threat to public safety, seriously affect service quality, cause serious consequences to the enterprise, damage the environment, and do not prioritise green and environmentally friendly work methods, a one vote veto system will be adopted, and their supply qualifications can be directly terminated
V-Continent Wuzhou	- Promote the use of environmentally friendly materials and prioritise selecting suppliers with environmental qualifications - Add miscellaneous items and require suppliers to provide biodegradable material related products - Reduce the purchase of guest supplies and office supplies according to the annual procurement plan - Establish a procurement system, issue customs related inspection reports for imported cold chains, enhance information transparency, and efficiently manage sustainable supply chains - Review the certificates and qualifications of suppliers, and require them not to have any joint relationship with relevant personnel within the hotel, including the user department, functional management department, and supervision department, and comply with the commitment to integrity
InterContinental Beijing	- Actively use biodegradable products such as straws and packaging boxes - Convene the 2023 centralised procurement conference to discuss low-carbon development issues and provide training on supplier environment, society, and governance - Every year, the ESG performance of suppliers is reviewed and evaluated. In 2023, a total of 132 suppliers were evaluated, and the results were all excellent



Supplier ESG training

To effectively control supply chain risks, companies under Beijing North Star continue to carry out risk identification and response work, comprehensively controlling common compliance risks in the supply chain.

Analysis of Potential Supply chain Risks for Beijing North Star

Potential risk	Risk description	Risk Respons	Subject Addressing the Risk
Compliance Risk	- Suppliers violating the legitimate rights and human rights of employees - Should conduct bidding but did not conduct bidding, or decompose projects to avoid bidding - Falsification, bid rigging, collusion, bribery, and other violations of laws and regulations during the bidding process	- Improve relevant internal systems and management for bidding and procurement, eliminate such behaviour, and ensure that all supplier selection procedures are compliant and legal - Some of its subsidiaries obtain information about suppliers in terms of environmental protection and delivery through methods such as Tianyancha and background checks	The Company

Research to Support Industry Development

As the first exhibition enterprise in the country to have a national level service industry venue standard system, Capital Convention Group continues to deepen its think tank consulting and research work, and has exclusively developed a national standard *Classification and Terminology of Meetings*, filling the gap in domestic conference industry national standards; draft four departmental standards: *Operational Service Regulation of Convention Centre*, *Operation Service Regulation of Exhibition Centre*, *Exhibition Service (Exhibition Layout Engineering) Unit Operation Service Specification*, and *Classification and Evaluation of Professional Exhibition Registration*; We have established 416 enterprise standards covering 20 management and service modules, including environment and energy, safety and emergency, conference services, exhibition services, and catering services, as well as a series of enterprise standard specifications such as *the Green Exhibition Venue Guide*, *Energy Management Specification*, and *Environmental Management Specification*. The Company has also participated in the preparation of multiple local and industry standards.

In the field of industry research, Capital Exhibition Group is committed to building a government think tank for the exhibition industry, participating in the preparation of the 14th Five Year Plan for the development of the exhibition industry at the two levels of the Beijing urban area. It has prepared industry research reports and planning documents for multiple cities such as Ningbo, Shenzhen, and Zhuhai, and has released the authoritative exhibition industry data statistics think tank results *China Exhibition Index Report* for five consecutive years. *China Exhibition Index 2022*, released in 2023, conducted a statistical analysis of the exhibition situation in 2022, covering 30 provinces (regions, cities) and 134 cities. It included a total of 819 exhibition data, with a total exhibition area of approximately 37.43 million square meters; At the same time, in order to make the report more closely aligned with industry discovery demands, an industry section has been set up to label and track exhibitions in 18 major industries and more than 90 industry segments, analyse industry exhibition rules, discover emerging industry tracks, and explore industry development prospects. After the report was released, it received positive feedback from the industry.



China Exhibition Index Report 2022



Continuously improving the standardisation system construction of the exhibition industry

02 Outstanding Quality



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Outstanding Quality

In 2023, as offline exhibitions and events across the country fully recovered, the exhibition industry once again showed its vibrancy. As the only municipally-owned enterprise in Beijing focusing on the exhibition industry, Beijing North Star is dedicated to 'serving international exchanges'. It has deeply integrated its corporate development into the capital's developmental trend and has made concerted efforts around creating a service platform for the capital's exhibition industry. The company has successfully completed numerous substantial state affairs and high-end exhibitions and providing services for events such as the third edition of the 'Belt and Road' International Cooperation Summit Forum, the China International Fair for Trade in Services, the Inaugural China-Central Asia Summit, the Asian (Paralympics) Games, the First International Basic Science Conference, and the Third China-Africa Economic and Trade Expo. Additionally, Beijing North Star has also handled events such as the 2023 Cross-Strait Entrepreneurs Summit Annual Meeting, the Beijing Fragrant Hills Summit, the 2023 Zhongguancun Forum (Science and Technology Expo), the 2023 Financial Street Forum, "Beijing Enterprises Direct Selling - State-Owned Enterprises Consumption Season", and many more. All the while focusing on the capital's 'Four Centres' and 'Two Zones' 'Three Platforms' construction, continuously improving the capital's exhibition hardware construction, and demonstrating Beijing North Star's responsibility in assisting the high-quality development of the capital's exhibition industry.

The Achievements of Beijing North Star's Exhibition Activities in Numbers

Over thirty-three years, Beijing North Star, with its high-quality services, advanced venue facilities, and professional management capabilities, has attracted **more than 20,000** conferences and **over 10,000** exhibitions. It has successfully completed the reception tasks for numerous major international and domestic exhibitions, earning high praise from all quarters. Statistically, **over two-thirds** of the significant international conferences held in Beijing are hosted within Beijing North Star facilities. Hence, Beijing North Star's exhibitions have indeed become an important window for the capital to showcase "Beijing Services" to the world.

Shouldering the Mission of State-Owned Enterprise

Vigorously Developing Main Hosting Business

In 2023, the capital's exhibitions continued to expend effort in cultivating and introducing exhibition projects, significantly improving the scale and level of the main hosting business, with fruitful results. The capital's exhibitions fully leveraged the advantages of the "government + enterprise" exhibition model, promoting the marketisation, professionalisation, and internationalisation of CIFTIS. Beijing International Exhibition Centre, under its banner, operated the 2023 Zhongguancun Forum (Science and Technology Expo), and the National Convention Centre provided services for the 2023 Financial Street Forum, actively aiding in the construction of the "Three Platforms". For the first time, it acted as the market execution entity for the Third China-Africa Economic and Trade Expo, smoothly completing key tasks such as invitation of merchants and exhibitions, recruitment of market sponsors, service of key events, exhibition site operation management and others. It successfully hosted the "Beijing Enterprises Direct Selling - State-Owned Enterprises Consumption Season" activity, perfectly completed the industry's largest refrigeration equipment and technology exhibition, as well as brand exhibitions with high domestic influence including the Logistics Exhibition, Medical Aesthetics Exhibition, China Game Festival, Trendy Toys Exhibition and Beijing Fencing Open. The number of exhibition projects hosted and operated by Beijing North Star has reached 25.

Case: The 2023 China International Fair for Trade in Services(CIFTIS)

As the organising entity for the 2023 CIFTIS, the Capital Convention Group is going all out to handle all the preparations and during-exhibition tasks, aiming to expand the scale and hierarchy of the event, increase its international influence and transform it into an even more international, market-oriented and digitalised special occasion.



Exterior of the Beijing International Convention Centre



Interior of the Beijing International Convention Centre



The views of the Shougang Park

To ensure the perfect presentation of the CIFTIS, Beijing North Star mobilised 23 of its subsidiaries to fully support the comprehensive coordination, exhibition hosting, service guarantee, online platform construction, conference forums, promotional liaison, and other tasks of the CSFTIS. Nearly 5,000 employees were directly involved in the service guarantee work of the CIFTIS.

Upgraded Level of Internationalisation

This iteration of the CIFTIS attracted a total of 83 countries and international organisations to hold exhibitions, with over 2,400 companies participating offline, including over 500 of the Fortune 500 and industry-leading companies. It covers 28 countries and regions, including those in the top 30 for service trade, with a total exhibition area of 155,000 square meters. The overall rate of internationalisation exceeds 20%. In addition, over 6,700 companies participated online, successfully building an international platform for communication, cooperation, and innovative development in the field of international cooperation and service trade.

Regarding the conference forums, 10 high-level forums on popular topics in the field of service trade were held during the exhibition; around the themed exhibition content, 102 specialist forums focusing on cutting-edge industry fields were held, and 18 side events in various forms such as business negotiations and salons were successfully held; 72 events including country, provincial, regional, city, Hong Kong, Macao, Taiwan, industry introduction negotiations, among others were held successfully. In addition, the CIFTIS also set up both online and offline press rooms, hosting over 70 press activities including launches, authority releases, and service demonstration case releases.

Great Improvement in Market-Oriented Operations

Since hosting the CIFTIS, the Capital Convention Group has continually expanded its market-oriented scope, comprehensively carrying out investment promotion and exhibition attraction, bringing market-oriented operations to a new level. In 2023, the Capital Convention Group successfully completed the "1+4" themed exhibition hosting work, further consolidating the results of market-oriented operations, laying out the entire industry chain, building an international and innovative platform for the international service trade, and attracting a large number of Fortune 500 and industry-leading companies from around the world to participate. In terms of innovative market development, one new global partner was added, with cash income and physical sponsorship exceeding 80 million yuan, setting a new record for the past three years.

Highlights and Achievements of the "1+4" Themed Exhibition

Annual Theme Area

- 42 companies from 10 countries and regions participated, with an internationalisation rate of 48%
- Among them, 12 are Fortune 500 companies, and 21 companies are participating for the first time

Telecommunications, Computer and Information Services Themed Exhibition

- 116 companies/organisations participated offline, with an internationalisation rate of 17.2%
- For the first time, all five major telecommunications companies, including 3 Fortune 500 companies, were present.

Environmental Service Themed Exhibition

- Four major areas were set up: Low Carbon Energy, Carbon Neutral Green Technology, Climate and Carbon Economy, and Circular Economy
- 48 companies and organisations took part offline, with an internationalisation rate of 29.2%; 243 companies and organisations participated online

Engineering Consulting and Architectural Services Themed Exhibition

- 122 companies registered for offline participation, with online exhibitors reaching 228
- 94 Fortune 500 and industry-leading companies participated, accounting for 77% of the total

Supply Chain and Business Services Themed Exhibition

- 40% of participating companies were first-time exhibitors
- 41 companies participated offline

Enhanced 'Beijing North Star Service' Standards



CIFTIS Service Team

In 2023, the Capital Convention Group continually upgraded the 'Beijing North Star service' standards for the CIFTIS, formulated the '1+8' service operation model, established one comprehensive coordination group and eight special working groups, and compiled various materials such as the *Investment and Exhibition Publicity Manual*, *Venue Operation Scheme Manual*, *Exhibition Construction Manual*, and *Visitor Guide* to guide the related work.

The Beijing International Convention Centre optimised the venue location arrangements in the exhibition area, added traffic guidance and public service locations at major intersections. The Shougang Exhibition Area, following the CIFTIS 3.0 version's general guideline of 'three upgrades, three optimisations, and three innovations', provided the audience with a more detailed and superior supporting service.

Advancement of Digitalisation

In order to better achieve the goal of a 'never-ending CIFTIS', the digital platform of this year's CIFTIS is continually improving and upgrading to enhance the user experience and exhibition operation efficiency of exhibitors, visitors and platform managers. From the exhibitors' perspective, the regular information release and content-update mechanisms provide smoother services for transactional intentions and information sharing between supply and demand. From the visitor view, the digital platform unblocks the five-in-one ticket purchase channel, adding tools such as fixed information submission, making ticket purchasing and attending the exhibition more convenient. From the platform managers' view, the multi-level organisational structure is accomplished by 'one account, multiple roles', which completely resolves issues such as difficulty in data statistics and unclear hierarchical ownership; the upgrades and optimisation of the platform content management system improve content maintenance efficiency; more flexible and convenient data-reporting tools enhance the timeliness and accuracy of exhibition data analysis.

First-time Realisation of 'Zero Carbon CIFTIS'

In response to the national 'dual-carbon' goals, the Beijing North Star initiated the innovative practice of 'Zero Carbon CIFTIS' for the first time, aiming to create a green service trade brand and provide a demonstration sample for Beijing's carbon-neutral exhibition activities. The company established a special working group for 'Zero Carbon CIFTIS' together with its partners, introducing a 'carbon neutral' project to offset the greenhouse gas emissions from the 2023 CIFTIS through innovative solutions such as carbon assets, carbon credit purchases, and carbon-neutral insurance. In addition, they issued a 'Zero Carbon CIFTIS, Shared by All' initiative, appealing to all attendees to support the 'Zero Carbon CIFTIS' through voluntary actions, and to promote low-carbon green lifestyles to the public.

"As one of the organisers of CIFTIS, Capital Convention Group has fully demonstrated its rich industry experience and the professionalism of its team in terms of exhibition organisation, order, scale, and number of participants. The service intensity of the exhibition has exceeded previous sessions, and the service content is constantly being enriched."

— Organising Committee of the Air Silk Road International Cooperation Summit

"Your organisation has provided great support in terms of staffing for the forum's preparation, for which we extend our sincere gratitude!"

— Office of the Beijing Culture Forum Leadership Group

"We extend our heartfelt gratitude for your active contributions! At the same time, please convey sincere thanks to all those involved in the service support!" stated the Office of the Urban Operation and Environmental Protection Special Working Group, encouraging both sides to "continue to strive forward and make progress bravely, to achieve more excellent results, and jointly compose the Beijing chapter of fully building a socialist modern country."

— Office of the CIFTIS Urban Operation and Environmental Protection Special Working Group

The 2023 Zhongguancun Forum (Science and Technology Fair)

With the theme of "Open Cooperation for a Shared Future", the 2023 Zhongguancun Forum (Science and Technology Fair) is comprised of six major sections, including forum meetings, technology transactions, exhibitions, achievements release, frontier competitions, and supporting activities. This exhibition is the highest-level, highest-tech, and best-organised event in recent years. The Beijing International Convention Centre, a subsidiary of Beijing North Star, has joined forces with the Zhongguancun Forum for the fifth consecutive year. A VIP service team of 16 experienced business backbones has been sent for government affairs services. They arrived at the venue for on-site inspections as soon as possible; decomposed and refined work projects, sorted out task difficulties, and formulated off-site service plans. They were on standby all day for many days in advance, deployed work arrangements, cooperated with various levels of units for live rehearsals, and used professional "Beijing Service" to add colour to the event.



The Opening Ceremony of the 2023 Zhongguancun Forum (Science and Technology Fair)

Case: The 2023 Financial Street Forum

The 2023 Financial Street Forum, themed "A Better China, A Better World—Strengthening Financial Cooperation and Promoting Shared Economic Prosperity", has for the first time on a large scale invited overseas guests to attend in-person. A total of over 400 heavyweight guests from 30 countries and regions globally participated. To fully guarantee this forum, Beijing North Star's Beijing International Convention Centre, deeply conscious of its mission to "serve international exchanges", deployed a team of 30 specialists to provide comprehensive services — from the opening ceremony and related conference services, VIP room services, VIP guiding, to venue decoration and more. The high-quality, high-standard, and highly efficient "Beijing Service" shone brightly during the activities, contributing to the construction of Beijing's "Two Districts" and "Three Platforms".



Case: The Third China-Africa Economic and Trade Expo

The Third China-Africa Economic and Trade Expo, themed "Common Development for a Shared Future", saw the Capital Convention Group acting as the market execution body for the expo for the first time. The group coordinated exhibitor and investor recruitment, guest invitations, buyer appointments, major event guarantee, and on-site operation, outstandingly completing market-oriented operation of the institutional exhibition. It coordinated the recruitment for the financial institutions exhibition area, African enterprises and product pavilion, Chinese enterprises and product pavilion, and outdoor exhibition area covering nearly 40,000 square metres, attracting approximately 750 exhibitors; 24 partnering enterprises with over 20 million yuan in sponsorship were achieved in terms of market development; successful appointment of more than 8,000 buyers and professional visitors and the hosting of two high-end forum events and more than 20 new product launches and business matching activities were achieved; with an excellent state of diligence, the entire service guarantee task was successfully completed.



The Third China-Africa Economic and Trade Expo Site



Capital Convention Group Service Team

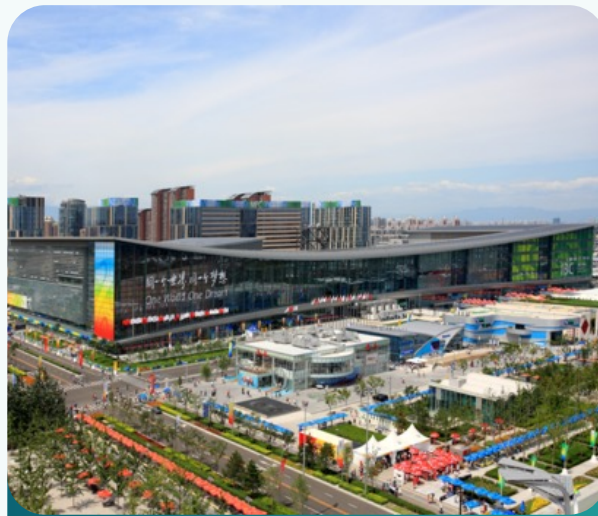
Guaranteeing Major State and Government Activities

In terms of service guarantee for high-end state and government activities, Beijing North Star fully integrates the convention and exhibition industry with the national strategy and international interactions, adheres to the supreme standard, performs the responsibilities of state-owned enterprises, and successfully completes a series of major tasks such as the third "Belt and Road" International Cooperation Summit Forum, the 19th Asian Games, the 4th Asian Para Games, etc. It demonstrates the style of the "International Reception Hall" and interprets the quality of "Beijing Service". Meanwhile, the Capital Convention Group provides comprehensive support to these significant events.

Continuing the Asian Olympic Legacy, Engaging with the Asian Games Once Again



September 7th, 1990 Asian Games Village Opening Ceremony



2008 Olympics Main Press Centre and International Broadcast Centre



2022 Beijing Winter Olympics Main Media Centre

In 2023, the 19th Asian Games and the 4th Asian Para Games were successfully held in Hangzhou, making them the largest and highest-level international comprehensive sports events hosted in China after the successful convocation of the Twentieth National Congress of the Communist Party of China. Beijing North Star has always been an integral part of major international sports events in China. This time, after a gap of 33 years, they are once again engaged with the Asian Games - making their mission all the more honourable and significant.

During the Asian Games, the Hangzhou International Expo Centre, managed by Capital Convention Group under Beijing North Star, undertook triple guarantees as the operator of the Guobo Squash Stadium, the caterer of the Main Media Centre, and the service support of Main Media Centre, and unlocked the identity of a sports event operator and caterer for the first time.

High-Quality Operation Services of the Guobo Squash Stadium



National Convention Centre Squash Stadium Operation Team

The operation team of the Guobo Squash Stadium, in the 137 matches of the 10 competition days, served nearly 4,000 journalists and nearly 3,000 spectators. Their outstanding performance has won full recognition from the President of the World Squash Federation and the President of the Asian Squash Association.

High-Quality Catering Services



Hangzhou Expo Main Media Centre Restaurant

During the Asian Games, the "Hangzhou Expo Team" implemented a 24-hour shift system, providing four meals including breakfast, lunch, dinner, and late-night snacks for journalists. Considering the needs of different countries and ethnicities, Hangzhou Expo set the restaurant into five flavour zones: Chinese, East Asian, South Asian and Subcontinent, Arabic and Middle East (Halal), and European. They carefully prepared 88 sets of menus for friends both domestic and overseas, attracting a constant stream of guests.

High-Level Main Media Centre Service Guarantee

The Hangzhou Asian Games Main Media Centre is the "headquarters" for media journalists at the Asian Games and the main hub for information dissemination. It also serves as the headquarters for media operations of the Asian Olympic Council, making it an important window for showcasing China's charm and Hangzhou's flavour to the world. During the Asian Games, Hangzhou Expo operated around the clock for 24 hours, successfully completing the service guarantee task for the Main Media Centre for over twenty days.

After fulfilling their duties at the Asian Games Main Media Centre, Squash Stadium Operation, and Main Media Centre's restaurant services, the "Hangzhou Expo Team" continued to strive for excellence. They were once again invested in the service guarantee tasks of the Asian Para Games. They devoted themselves to venue maintenance, signage conversion, and the renovation and installation of accessibility facilities to ensure the realisation of "Two Asian Games, Equally Brilliant".



Hangzhou Asian Games Main Media Centre



Accessible Help Desk

To effectively ensure the operation of the Asian Para Games, Hangzhou Expo Venue has incorporated accessible signage into the indoor and outdoor environmental signage systems, continuously and clearly indicating the location and direction of accessible facilities. Upon entering the venue, escalators at the stair sections help individuals in wheelchairs to climb the steps more easily. The ground floor parking area has designated accessible parking spaces for vehicles. Additions to the conference area include accessible toilets, multifunctional podiums, low-position coat hooks, and emergency call devices. The entire area demonstrates warm and accommodating services.

During the Asian (Paralympic) Games guarantee period, a specialised service guarantee team for the Games opening and closing ceremonies, consisting of 42 staff members from the Capital Convention Group, was stationed on-site to focus on office work in the early stages of the event. With a total of over 150 person-times' interconnection, 90 inspections, and participation in over 10 specialist meetings, they devised more than 50 versions of optimised specialised service guarantee plans. During the event, the team served approximately 4,000 VIPs from 45 countries and regions, allowing the "Beijing North Star Service" to shine with honour on the banks of the Qiantang River in Hangzhou. With solid capabilities and warm service, they interpreted the spirit of the Asian Games, the Chinese heart and the Beijing North Star dream. Their excellent performance won recognition and thanks from the Hangzhou Municipal Party Committee and the City Government.



Main Media Centre for the 19th Asian Games Hangzhou 2023



The mascot of the 4th Asian Para Games Hangzhou

"During the opening and closing ceremonies of the Asian (Paralympic) Games, your establishment was mainly responsible for the tea break service guarantee tasks for the podium and VIP rooms at Hangzhou's opening and closing ceremonies. In the process of VIP reception preparations and service, your establishment attached great importance, worked overtime, and accomplished preparations, rehearsals, reception and other guarantee tasks effectively and at a high standard. It is indeed your full support and the hard work of your staff that won accolades with attentive service, and displayed the confident, inclusive and open city image of Hangzhou with a good mental outlook."

— The Hangzhou Municipal Party Committee and the City Government

Assisting Hangzhou in Creating a "Waste-Free" Event

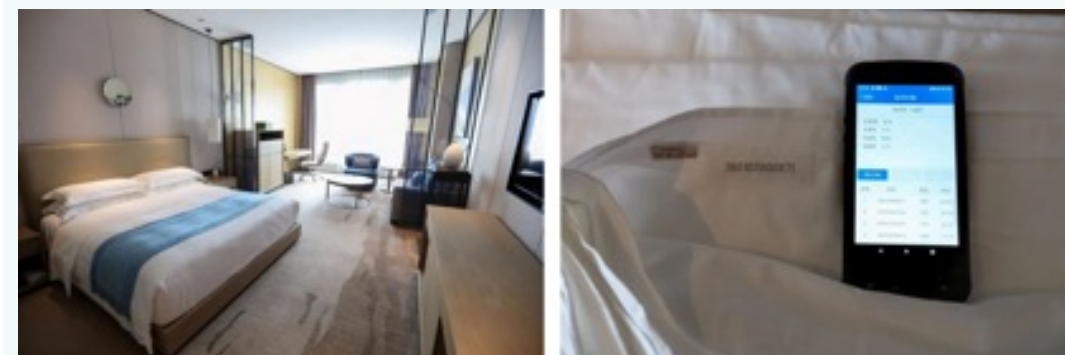
The Hangzhou International Expo Centre, managed by the Capital Convention Group under Beijing North Star, played vital roles as the main media centre, competition venue (squash event), and official hotel for the Asian Games. Utilising smart facility construction and operation, it is assisting Hangzhou in creating the world's first large-scale "waste-free" event.



The intelligent facilities system at Hangzhou Expo Centre provided robust support for the efficient operation of this grand event. This system covers five major modules: intelligent security, intelligent operation, intelligent transportation, intelligent service, and intelligent experience, enabling unified management of over 4,700 equipment sets. During the Asian Games preparation period, more than 9,900 electronic inspections were completed, and over 3,200 maintenance registrations were recorded, promoting improved management quality and effectiveness. Focusing on customer concerns about food and accommodation, the Hangzhou Expo Centre has activated the Sunshine Kitchen system and the "Transparent Cleaning" intelligent supervision system, fully safeguarding food hygiene and the health of customers. Furthermore, it has created an intelligent shared workspace—Zip space, achieving multi-functional scenarios in one space, dedicated to serving customers and highly praised by customers.



Intelligent Sunshine Kitchen



"Transparent Cleaning" Intelligent Supervision System



Zip Space

Case: The Third "Belt and Road" International Cooperation Summit Forum

The Third "Belt and Road" International Cooperation Summit Forum is an important home field diplomacy for our country in 2023, as well as the grandest event to commemorate the 10th anniversary of the "Belt and Road" initiative. Beijing North Star, as the only state-owned enterprise in Beijing specialising in conventions and exhibitions and as the "national team" providing service guarantees for major state affairs, has participated in the service guarantee work of the summit forum for the third time. They uphold higher political standings and the highest standards, carrying out the responsibility of state-owned enterprises, and going all out to achieve high performance in all aspects of work.

Beijing International Convention Centre has cooperated with the "Belt and Road" International Cooperation Summit Forum for the third time, efficiently serving 3 high-level forums, 6 thematic forums, 1 entrepreneurs conference, and providing meeting, dining, and accommodation services for delegates, Chinese and foreign media journalists, staff, and security personnel. During the summit forum, the Beijing International Convention Centre hosted a total of 71 meetings, with the Great Hall, Grand Banquet Hall, and multifunctional halls being put into use, completing 275 turnovers, fully showcasing the "Beijing North Star Standard" and the charm of "Beijing Service". Comprehensive implementation of security work was carried out, successfully achieving the "three zero and three excellence" guarantee target of zero security incidents, zero guest complaints, zero negative events, good media evaluations, excellent guest experiences, and excellent venue services.

InterContinental Beijing, as the hotel accommodating the themed forum representatives of the third "Belt and Road" International Cooperation Summit Forum, principally received the Hong Kong Special Administrative Region Government and business delegations, Macao business delegations, the Hong Kong and Macao Affairs Office of the State Council, the National Development and Reform Commission, the Singapore Ministry of Transport, and other thematic forum participants, serving over 200 people in total. They offered a range of service guarantee tasks including accommodation, dining, meeting facilities, high-end dinners, media interviews, simultaneous broadcast of the opening ceremony and group photos. During the summit forum, the hotel hosted over 700 guest arrivals and served meals to over a thousand people. With its smooth operating command system and highly efficient coordination at various points, the seamless service guarantee was highly appreciated by the guests.

Beijing Continental Grand Hotel, as the official designated media reception hotel for the themed forums of the Third "Belt and Road" International Cooperation Summit Forum, is principally responsible for the comprehensive reception services including accommodation, dining, exhibition, and business for media journalists, staff, participants from the Uzbekistan Embassy, and the conference support group, accommodating approximately 500 people in total. During the summit forum, Beijing Continental Grand Hotel and Beijing International Convention Centre undertook the "Belt and Road" series of meetings - the establishment meeting of the Language Education and Cultural Organisation Alliance. Their warm, thoughtful, and professional services provided solid support for the smooth convening of the meeting.



The Third "Belt and Road" International Cooperation Summit Forum Venue at Beijing International Convention Centre



Beijing International Convention Centre Undertakes Service Guarantee Task for "Belt and Road" CEO Conference Signing Ceremony



InterContinental Beijing Warmly Welcomes Guests from All Walks of Life



Beijing Continental Grand Hotel Service Team is meticulous

The First Session of the Fourteenth Beijing Municipal Committee of the Chinese People's Political Consultative Conference (CPPCC)

As the venue for the first session of the Fourteenth Beijing Municipal Committee of the Chinese People's Political Consultative Conference (CPPCC), Beijing North Star attached great importance to the conference, arranged meticulously, and held multiple themed meetings to hear reports on reception preparation work; its related enterprises continually refined and propelled associated work. With high-level professional competence, high-standard service quality, and forward-thinking service awareness, they successfully completed the reception service assurance task for the CPPCC conference, and won unanimous praise from the participating committee members and staff.



The First Session of the Fourteenth Beijing Municipal Committee of the CPPCC is successfully held



Fine-tuned Services at Beijing International Convention Centre

Ensuring the Quality and Hygiene of Food

Enterprises under Beijing North Star strictly enforce relevant laws and regulations on food hygiene, establish and perfect internal systems, strengthen the regular audit and evaluation of suppliers, implement reward and punishment measures, and promptly rectify and replace unqualified suppliers. Some hotels manage the safety of imported cold chain food through traceability methods, strictly controlling food hygiene.

The Beijing International Convention Centre pays great attention to the overall coordination of catering services. According to operational needs, by improving quality and efficiency, selecting superior materials, constantly innovating and changing, strictly controlling the quality of raw materials, and sorting out the proportion of localised raw materials, hence achieving "pursuit of excellence", contributing to sustainable development.

Beijing Continental Grand Hotel adheres to management systems including the *Food and Beverage Department Management System*, *Enterprise Food Safety Management Regulations*, *Enterprise Quality Manual*, *Food Cold Chain Work Management Measures* and others. It controls all aspects of food procurement, transportation, acceptance, storage, and processing, continuously strengthening supervision to ensure food safety.



The Beijing International Convention Centre Awarded Certificate of Food Safety Management System Certification

Beijing Continental Grand Hotel Maintains Full Control of Food Quality and Hygiene Throughout the Entire Process

Stage	Main Measures
Food purchasing	The person in charge of bidding and procurement will review the supplier's license, safety standard documents and other documents related to food safety, and will not conduct business in supply relationships with "blacklisted" companies announced by mainstream media, websites, and food safety supervision agencies. ; If necessary, conduct on-site inspections of the supplier's production and operation locations, and give priority to suppliers with advanced technology, reliable quality, and good reputation, etc.
Food acceptance	Assign experienced and technically trained food inspectors to conduct safety inspections according to different food ingredient categories, check the quality inspection certificate, quarantine certificate, shelf life and other information of the food to ensure food quality and safety; reject food with unknown origin and incomplete qualifications Food with no safety guarantee, as well as food that is contaminated, has expired or is approaching the shelf life, and is inconsistent with food safety guarantee, etc.
Food transportation	Requirements for food transportation vehicles include dust protection, transportation routes are not close to pollution sources, and transportation personnel must have health certificates, etc.
Food storage	Specialised personnel are responsible for the safe and effective operation of refrigeration and freezing equipment. Food is strictly stored separately and not stored in the same storage with debris and odorous items. Food that has exceeded its shelf life is processed in a timely manner. Food that is approaching its end-of-life date or that is likely to spoil will not be shipped out of the warehouse.
Food processing	Provide specific guidance on rough processing, cold meat processing, hot dish processing room, pastry room, and dishwashing room to ensure food hygiene during processing, etc.
Operation and sales	Food that does not meet safety standards must not enter the sales process, ensure that tableware is cleaned and disinfected, and the person in charge of operations is appointed as a food safety supervisor, etc.

Creating Quality Projects

Beijing North Star has improved the project quality management system, set management objectives, and carried out reviews and evaluations to forge high-quality projects, providing clients with safe, high-quality business and living spaces. NSREG has put in place systems such as the *Measures for Inspection and Assessment of Project Management of Beijing North Star Real Estate Group*. They strictly control the progress and quality of construction projects to ensure the safety of construction. In 2023, facing the pressures brought about by the external environment, NSREG responded proactively to real estate policy trends, reasonably controlling the marketing pace, increasing digital marketing efforts, and adopting multiple measures to promote transactions, reduce inventory, achieve steady operations, and fulfil delivery promises.

In terms of project evaluation, NSREG, according to the *Management for Third-party Project Quality Inspection and Assessment of Beijing North Star Real Estate Group*, conducts third-party inspections on the quality and safety attributes of all its own ongoing projects. The city centres under its umbrella carry out regular inspections based on the real estate group's project management system to help enhance project quality. Each project must go through a three-tiered prevention and control system evaluation consisting of self-inspection, city centre inspection, and NSREG evaluation. Only after passing can they be delivered to customers. Should customers raise quality issues upon receipt of the property, the relevant department will carry out a thorough review. During the warranty period, a main contractor or maintenance team will be sent for a site inspection, a solution plan will be drawn up, customer re-visiting will be conducted once an agreement on the plan is reached, to ensure the customers' issues are resolved.

NSREG 's 2023 Delivery Achievements

- Completed the steady and orderly delivery of 7,460 homes in 15 batches throughout the year
- Digital marketing platform "Beijing North Star Orange Home" achieved over 500 million yuan in transactions
- Changsha Beijing North Star Triangle Delta's grand finale project, A2 District Yuejiang Ocean, sold out in its initial sale
- Projects including Changsha Beijing North Star Triangle Delta D4 District Hanjiang Residence, Ningbo Beijing North Star Xianglu Bay, Chongqing Beijing North Star Yuelai No.1, and Haikou Beijing North Star Mansion were all successfully delivered on schedule
- Beijing North Star's Villa Courtyard 1900 project practically sold out
- Chengdu Beijing North Star South Lake Xianglu Sales Office achieved total sales

NSREG's Three-Tiered Project Control System



Strengthening the Safety Defence Line

Beijing North Star prioritises people and their lives, fortifies safety in production, continues to intensify working measures, underscores the execution of responsibilities, staunchly prevents and suppresses major accidents, and fully protects the lives and properties of the people.

In 2023, Beijing North Star continues to improve the safety production responsibility system of "the Party Committee shares common responsibilities with the Administration, one position with two responsibilities, joint control and management, accountability for dereliction of duty" strictly adheres to internal regulations such as the *Safety Production Administrative Measures* and *Safety Production Party and Government Responsibility, Dual Responsibilities of One Post Management Regulations*. It links executives' salaries to safety assessment results, further promoting the implementation of safety responsibilities. To refine safety assurance work plans at all levels and provide specific guidance for different activities, the work principle of "plan advanced, system as standard, regulations as measure, task as base" is applied to formulate work deployments including *Notice on Strengthening Safety Work during National Two Sessions*, which standardise and rigorously implement and execute the safety assurance work ideals, requirements and standards of Beijing North Star. In addition, Beijing North Star has signed the *Work Responsibility Agreement for Safety Stability* with Capital Convention Group, NSREG and Beijing North Star Commercial Management, ensuring safety responsibilities are further implemented and grounded and ensuring safety maximum production safety. It organises large-scale investigations and rectifications of potential safety issues, combine with the company's operational reality to create *Action Plan for Major Remediation of Potential Safety Hazards* and *Project List for Major Remediation of Potential Safety Hazards*, conducts safety inspections every two weeks and timely supervises companies for issues detected in inspections while continuously following up with rectifications. In 2023, Beijing North Star had no major production safety accidents, serious fires or serious traffic accidents where there was a fault on their part.

In order to further permeate safety awareness into the employees' daily work and encourage safety consciousness, Beijing North Star firmly organised "Ankang Cup" competition activities, deeply studied and understood General Secretary Xi Jinping's important expositions on safety in production. The Company organised 209 activities of "Everybody Talks About Safety Production", "Before Class Meetings", and "Using Cases to Explain the Law" by organising special discussions, concentrated studies, online and offline training, with a total attendance of 3,748 people; organised "Safety Production Month" propaganda and educational activities to enhance safety awareness and arranged for 4,103 employees to watch safety production cautionary educational videos; organised 24 onsite activities for "Safety Production Month" consultation day with 1,525 participants; organised 78 accident emergency drills for different scenarios with 2,648 participating employees; and organised 33 training sessions on legal and scientific knowledge and self-rescue skills for employees, with 1,827 attendees.

Safety Work Obtains Wide Recognition

- V-Continent Wuzhou has achieved a high score in the re-audit procedure for the Second Level Enterprise Qualification for Safety Production Standardisation, being once again honoured with the Second Level Enterprise Plaque for Safety Production Standardisation.
- Public Facilities Management Company has been awarded third place in the "2023 Capital Emergency Management Innovation Case Collection and Evaluation Activity".



2023 "Safety Production Month" Special Training

In addition to the above, Beijing North Star carried out the "Ankang Cup" competition, actively involving the headquarters and 29 affiliated companies/projects, along with 210 departments and teams, with a total of 4,816 participants in the national "Ankang Cup" knowledge quiz. Various companies launched diverse publicity, education and training initiatives, continuously deepening the grass-roots promotion of safety production and occupational health activities. This further enforced the implementation of primary responsibilities for safety in production and occupational health by carrying out production and business units. Such initiatives guided the majority of employees to enhance their ability to ensure safety and their awareness of occupational health, significantly fuelling the enthusiasm of the work force to participate in the competition and creating a positive atmosphere for safe production.

Wholeheartedly Serving Customers

Protecting Customer Rights

Beijing North Star places great emphasis on the protection of customer privacy and the continuous strengthening of customer information management. In accordance with regulations related to consumer rights protection, the Company strictly carries out its *Legal Affairs Management Measures* and *Contract Management Implementation Rules*, securing customers' paper documents and maintaining privacy information such as telephone numbers and addresses confidential. At the same time, in line with relevant rules, the Company focuses on cyber security and information technology work, implements a network security responsibility system, establishes a comprehensive network information security protection system, builds network security barriers, and earnestly carries out customer privacy protection work. Each of its affiliated companies actively implements the Company's requirements, formulates internal regulations, and the corporate management personnel supervise the protection of privacy. The Disciplinary Committee members and Integrity Supervisors are responsible for supervision, forming a systematic and procedural customer rights protection framework. During the Reporting Period, the company received no complaints related to the disclosure of customer information.

Case: InterContinental Beijing Continuously Strengthens Customer Privacy and Information Security Management Work

InterContinental Beijing regards the protection of customer privacy as an important responsibility in the operation process, as well as a vital part of corporate reputation and brand value. In order to better protect customers' privacy and enhance their trust, Beijing North Star Intercontinental has adopted multiple measures, continuously updating and improving protection measures and implementation plans, enhancing brand image and market competitiveness.

1. Strengthen staff training on privacy information security awareness, enhancing staff's attention to customer privacy information.
2. Improve the privacy information security management system and technical measures to meet the ever-changing customer needs and laws and regulations; strengthen communication with customers, understand their privacy information needs, and provide more personalised services.
3. When collecting customer information, clearly inform customers of the purpose of collection and use, and obtain their consent; at the same time, clearly explain to customers the security measures and privacy protection policy.
4. The hotel has established strict security measures, including data encryption, access control, and security auditing, to prevent customer information from being leaked or illegally acquired.
5. The hotel restricts the range of employees' access to and use of customer information, ensuring that only authorised staff can access and use customer information.
6. Regularly carry out security audits and risk assessments of the hotel, timely discovering and solving potential security risks.
7. Through customer feedback and satisfaction surveys, assess customer satisfaction with privacy protection, and make continuous improvements based on feedback.

Customer Satisfaction Management

In order to effectively understand customer feedback and promote customer satisfaction, the companies under Beijing North Star actively formulate internal regulations. They carry out customer satisfaction surveys by distributing customer satisfaction questionnaires, etc., effectively improving service quality, enhancing customer experience and satisfaction. During the reporting period, the customer satisfaction of Beijing North Star was 95.11%, representing full recognition of North Star's services by customers.

- In 2023, the average customer satisfaction for exhibitions, hotels, office buildings and apartments was 95.11%.
- The proportion of complaints properly responded to and handled was 100%.

Practices of Customer Satisfaction Management in Hotels under Beijing North Star

Beijing Continental Grand Hotel

In 2023, 40 interviews and guest opinion solicitations were conducted with the heads of the Organising Committee. The guests of the Organising Committee unanimously affirmed the overall services of the company and expressed satisfaction with the overall reception. They especially gave positive feedback regarding the service coordination with the sales department's project managers, front desk check-in procedures, room hygiene and cleanliness, catering output, conference services, and equipment guarantees. They expressed their hopes for more cooperation opportunities in the future.

V-Continent Wuzhou

- To strengthen and standardise the unified management of customer satisfaction, effectively improve the service quality of each hotel department, and enhance the customer's stay experience and satisfaction, we developed relevant customer satisfaction management measures.
- In response to guest feedback, each department promptly communicates and coordinates to develop problem-solving strategies, ensuring that guest satisfaction is met.
- Developed a third-party guest satisfaction survey plan, keeping a record of guest feedback. If there is negative feedback, it is reported immediately and complaints are resolved in a timely manner.
- Customer evaluations are shared at daily office meetings to promptly improve working methods. Customer comment data is compiled and nominations are made monthly. A guest satisfaction summary meeting is conducted quarterly.
- Front desk staff ask about the guest's stay experience at check-out and have the guest fill out a survey.
- Executive Lounge staff call a portion of first-time guests on the day of check-out to ask about their stay experience.

Businesses under Beijing North Star have established standardised complaint handling procedures to efficiently manage customer complaints. This allows them to respond and resolve customer issues promptly, thereby improving service levels. As of 31st December 2023, Beijing North Star received a total of 6 customer complaints (including exhibitions, hotels, office buildings, apartments, and commercial management) throughout the year. All complaints were immediately communicated to the relevant project companies and feedback had been completed.

Standard Complaint Response Procedures of Enterprises under Beijing North Star

Communicate promptly to understand the request, and record it

Coordinate with relevant departments to solve the issue for the customer

If unable to resolve, report to higher management and discuss solutions together

Feedback the resolution to the complainant.



03 Green Development



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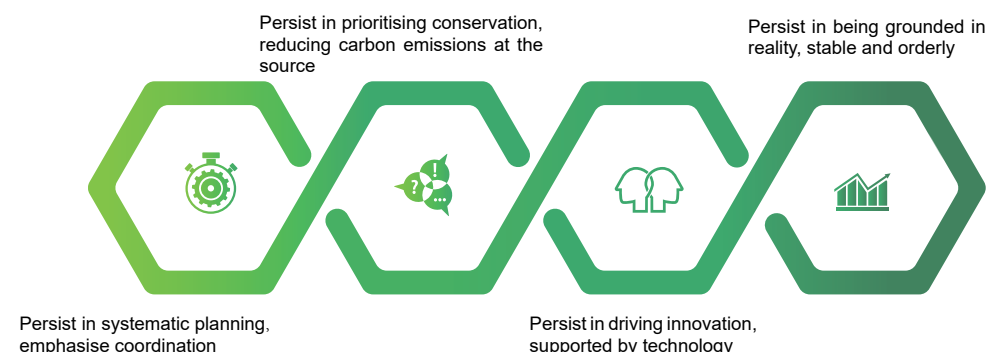
Green Development

Beijing North Star is deeply implementing Xi Jinping's ecological civilisation thought, rooted in the new stage of development, implementing new development concepts, integrating into the new development pattern. Adhering to the highest standards and the principle of ecology first, and the concept of Green Development. With the theme of promoting high-quality development, powered by reform and innovation, targeting green and low-carbon development, centred on innovative driving, green saving, and coordinated carbon reduction. Continuously improving the enterprise's energy-saving, consumption-reducing, pollution-reducing, efficiency-enhancing integrated management work level, establishing a sound enterprise carbon reduction management system, promoting the overall green low-carbon development of the business, actively promoting green building and low-carbon park construction, and innovating highly efficient green exhibition services.

Carbon Peaking Action Deployment

To fully implement the decision and deployment of the Party Central Committee and State Council regarding carbon peaking and carbon neutrality, and the requirements of the *Beijing Carbon Peaking Implementation Plan* and *Beijing Municipal Enterprises Carbon Peaking Action Plan*, to fully, accurately and comprehensively implement the new development concept, contribute to the full realisation of the carbon peaking and carbon neutrality goals in Beijing, Beijing North Star, in conjunction with its actual development, formulated the *Carbon Peaking Action Plan* for the company, clarifying the overall requirements for carbon peaking, main goals, and key tasks, providing comprehensive guidance for carbon reduction work.

Main Principles



Primary Goals for Carbon Peaking of Beijing North Star

1

Promote the continuous reduction of carbon emissions intensity, make significant progress in optimising the industrial energy structure, and achieve remarkable results in green, low-carbon transition development.

2

Strive to form a group of demonstration applications of green technology + key scenarios in the fields of exhibitions, commercial management, real estate, and other industries, establish a sound green supply chain, improve the green, low-carbon governance system, and help the economy and society achieve carbon peaking.

In terms of governance, Beijing North Star has established a "Carbon Peaking and Carbon Neutrality Working Leading Group", responsible for organising, coordinating, advancing, and implementing the specific work of "dual carbon". Sub-sidiaries have established corresponding work leading groups, responsible for implementing related work in their respective enterprises. Meanwhile, the Company actively formulates energy-saving, emission-reduction, and environmental protection quantitative indicators, decomposing them to each level, and continuously refining inspection items for each engineering specialty, integrating inspection results into the annual assessment content for its subsidiaries, enhancing the intensity of rewards and penalties, effectively supervising and implementing carbon peaking related work.

In terms of capacity building, Beijing North Star plans to continually strengthen its efforts in publicity and education in the future, making carbon peaking and carbon neutrality an important part of its cadre education and training system, and intensifying the ability of leaders at every level to promote green, low-carbon development. The Company will press every enterprise to normalise energy-saving awareness education, emphasising foundational training in energy-saving knowledge. It also aims to continuously enhance the energy-saving consciousness and legal concepts of energy management personnel, striving to establish a management system constituted by professionals possessing technical capabilities.

In order to orderly advance the realisation of the goals, Beijing North Star has identified four key tasks: making comprehensive deployments in the coordinated planning and leadership and institutional construction, energy transformation and resource conservation, integration of business layout and green development, and specialised actions in the low-carbon field.

Beijing North Star's Key Tasks for Carbon Peak



Case: Public Facilities Management Company Receives Its First "Green Power Certificate"

Actively exploring a low-carbon path, Public Facilities Management Company maximises its business advantage and professional technical advantage, aiming to consume 100% green electricity in office production. It has taken the lead in implementing green electricity policies and participating in green electricity transactions. By 2023, Public Facilities Management Company purchased a total of 3 million degrees of green electricity through the power market, equivalent to a reduction of 2,480 tons of carbon dioxide, 1.4 tons of sulphur dioxide, and 1.29 tons of nitrogen oxides. This act promotes the use of renewable energy and practices Green Development.

Going forward, Public Facilities Management Company will continue to implement green energy development strategies, increase the use of green electricity in the Asian Games Village Park and the National Convention Centre area, and strive to maximise the commercial value of clean energy projects.



Public Facilities Management Company's Green Power Certificate

Addressing Climate Risk

Climate risk is increasingly affecting companies, and active responses to this risk have become a global consensus. Beijing North Star, together with its subsidiaries, is recognising physical risks and transition risks related to climate, and implementing relevant measures to effectively reduce the impact of risk on business production and operation.

Potential Risk Types	Risk Description		Responses
Physical risk	Acute	Extreme weather prevents suppliers from delivering goods on time	Require suppliers to be transparent about supply periods
		During construction, extreme weather (such as windy weather, flood season, etc.) increases employee health and safety risks	Formulate and issue documents such as <i>Tips on Doing a Good Job in Responding to Extreme Weather</i> and <i>Notice on Doing a Good Job in Safety Production during the Flood Season in 2023</i> to ensure construction safety during heavy rains and other extreme weather.
Transition risk	Policies and laws	Regulators tighten climate change information disclosure requirements	Disclose information related to climate change for many consecutive years, and optimize relevant disclosures with reference to the TCFD ² framework
		The Beijing Municipal People's Government issued the <i>Beijing Carbon Peaking Implementation Plan</i> , and the State-owned Assets Supervision and Administration Commission of the Beijing Municipal People's Government issued the <i>Municipal Enterprise Carbon Peaking Action Plan</i> requirements.	Through on-site surveys, discussions, data analysis, etc., we develop a carbon peaking action plan that is in line with the company's actual conditions
	Technology	Invest in low-carbon emission technologies	Set up an incentive mechanism to commend enterprises that have won municipal-level and above awards for their technology promotion work in the fields of energy conservation and carbon dioxide emissions.
	Market	Climate change affects the prices of some food ingredients, resulting in reduced supplier production capacity and unstable prices.	Monitor prices and adjust food supply
	Reputation	Stakeholders demonstrate concern about climate change issues	Publish news related to energy conservation, carbon reduction work and building green buildings Disclosure of Climate Change Information on Regulatory Authority's Official Website

² The Financial Stability Board of the Group of Twenty (G20) established the TCFD (Task Force on Climate-related Financial Disclosures) in 2015. The TCFD framework for climate-related information disclosure includes four core elements: governance, strategy, risk management, and metrics and targets. This assists investors in gaining a deeper understanding of company's climate risks and responses.

Strengthening Management Systems

Beijing North Star, in accordance with the *Energy Conservation Law of the People's Republic of China*, the *Environmental Protection Law of the People's Republic of China*, and other national laws and regulations and policy guidelines, develops and implements the *Environmental Protection Management Measures* and *Energy Conservation Management Measures* based on the actual circumstances of the company. It integrates environmental protection work into the end-of-year assessment system for the management team and establishes an "Energy Conservation Work Leading Group" with the main leaders as the team leader, according to the system, making clear the management responsibilities of the company and its subsidiaries. This effectively strengthens both the institutional building of environmental management and organisational protection in the quest for carbon peaking and carbon neutrality.

In 2023, Beijing North Star periodically carries out energy-saving education and on-the-job energy-saving training, phase out outdated energy-using equipment and processes, implement energy-saving technical alterations, draw up energy management standards, establish an energy consumption statistics system, an energy utilisation status analysis system, an energy measurement management system, a lighting management system, and establish an energy-saving operation reward and punishment system, establish an environmental protection fine ledger submission process and other measures. The Company has launched energy-saving and consumption reduction, green and low carbon work, laying a solid foundation for practicing the concept of green and low-carbon development, achieving the goal of "Carbon Peaking" and promoting the green transformation development of the company.

Promoting Clean Production

Beijing North Star is vigorously promoting clean production work and strictly controlling solid waste, atmospheric pollutants, and sewage.

To strengthen the management and supervision of environmental protection work in various enterprises, the company has developed and implemented an "individual plan for each enterprise" emergency plan for environmental protection, carries out self-check and update tasks on the *Environmental Protection Facilities Equipment Management Ledger* and *Pollution Source Statistics Ledger* to ensure the normal operation of environmental protection facilities and equipment in various enterprises and the effective control of pollution sources. During the Reporting Period, the rate of good environmental protection facilities reached 100%. In addition, in 2023, the Company carried out 6 energy-saving technical transformation projects, with a total investment of over 3.3 million yuan, and 2 environmental protection technical transformation projects, with a total investment of over 500,000 yuan. The total investment in energy-saving and environmental protection technical transformations exceeded 3.8 million yuan, aimed to improve energy utilisation efficiency, reduce pollutant emissions, and lessen the impact of production and operation processes on the environment.

In terms of solid waste management, Beijing North Star is committed to reducing waste at the source and maximising resource utilisation. To this end, all easily consumable products procured by the company's hotels opt for products using biodegradable environmental packaging materials, avoiding over-packaged products, effectively reducing the production of non-biodegradable waste³. At the same time, the company continues to carry out material recycling and reuse work, giving common materials such as old towels, plastic products, glass products, etc., a new "life", achieving material recycling, and improving resource use efficiency. In terms of waste treatment, each enterprise signs garbage collection agreements with professional waste collection companies. Domestic waste, kitchen waste, other waste and hazardous waste are professionally collected and disposed of by classification, ensuring that waste is sorted and collected appropriately, and the goal of signing a professional waste collection agreement for 100% of waste and hazardous waste is achieved.

In terms of the prevention and control of atmospheric pollutants, Beijing North Star carries out annual investigations of potential "pollution sources" such as kitchen fume exhaust, boiler emission exhaust, and dust from engineering projects, controlling pollution at the source. During renovation and expansion projects, the company, as a property owner, strictly follows the requirements of the industry supervisory department, effectively suppressing dust by covering exposed parts of the construction site, setting up spraying and misting facilities, and optimising procedures.

In terms of water pollution prevention and control, Beijing North Star, in accordance with the *Measures of Beijing Municipality for Administration of Drainage and Water Recycling*, strictly controls direct wastewater discharge. Wastewater is pretreated before being discharged into the municipal pipe network to ensure that the water quality meets the standards. The company continues to strengthen the recycling of water resources, promotes the use of reclaimed water, and guides each enterprise to introduce municipal reclaimed water or establish a reclaimed water treatment system. In 2023, Beijing North Star carried out a quantitative assessment of the potential for the use of reclaimed water in the Asian Games Village Park, laying the foundation for future development of a circular economy park.

³ As the various operations of Beijing North Star do not involve large-scale procurement and use of packaging materials, the company does not disclose data on packaging material usage.

Case: V-Continent Wuzhou Applies Central Air Conditioning Cooling Water Treatment Equipment

In order to reduce the discharge of wastewater, V-Continent Wuzhou applies central air-conditioning cooling water treatment equipment, using the principle of direct current ionisation and decomposition, degrading calcium and magnesium ions in cooling water, blocking scaling in pipelines, and killing microorganisms in the water at the same time, which plays the role of sterilisation, algae and descaling, effectively avoiding cooling water discharge, achieving no pollution, saving water resources, and helping to promote sustainable ecological development.



Central Air Conditioning Cooling Water Treatment Equipment

Optimising Water Conservation Efforts

In order to actively implement the *Beijing Water Conservation Regulation* and support the construction of a water-saving society, Beijing North Star is constantly strengthening the management of planned water usage and quota indicators, fine-tuning the breakdown of water usage targets, and enhancing monitoring and inspection. In 2023, the Company actively carried out a survey on water usage, and through statistical analysis, it was found that the assets holding enterprises in Beijing had a 100% completion rate for the planned water usage targets in 2022. At the same time, an assessment was carried out on the type, quantity, and quality of recyclable water resources. Suggestions were put forward to improve and optimize water conservation efforts, continuously increase water usage efficiency, and successfully achieve water efficiency goals. Since the official launch of the south-to-north water diversion project at the end of 2014, the shortage of water resources in the Beijing-Tianjin-Hebei region has been eased. During the Reporting Period, as most of the properties held by the Company are located in Beijing, and the water used for daily operations is externally purchased tap water, the company's operations did not face any difficulties in accessing water during the Reporting Period.

Beijing North Star's Water Efficiency Target

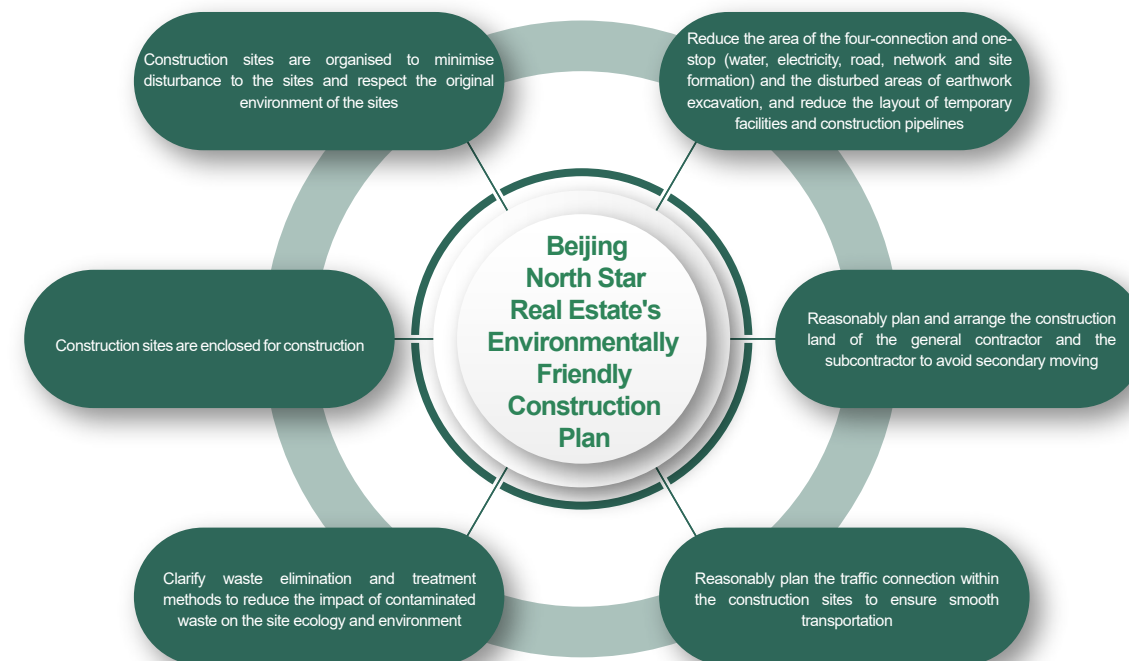
Every enterprise should ensure 100% compliance with the planned water usage indicators issued by the Beijing Municipal and District Water Conservation Offices for the year 2023

Green Construction and Operation

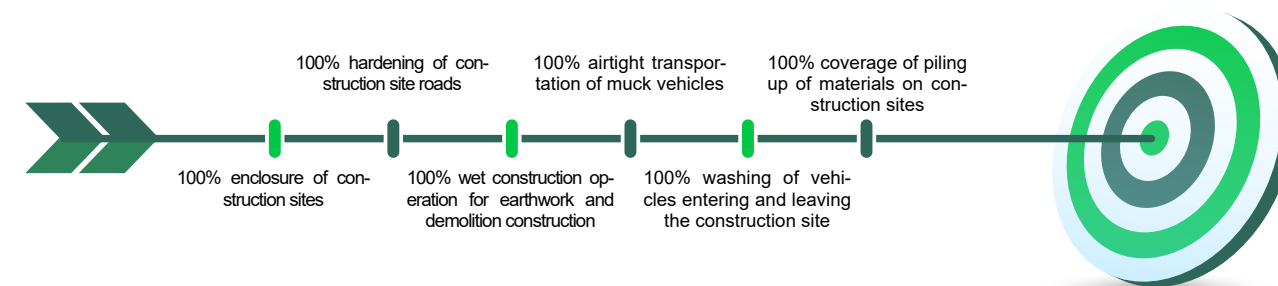
Environmentally Friendly Construction

Beijing North Star strictly follows and implements environmental protection laws and regulations. During the Reporting Period, there were no incidents that had significant negative impacts on the environment or natural gas sources. Over the years, the Company has steadfastly adhered to the concept of green construction, and has developed green construction plans for multiple ongoing projects, with definite organisational structures and clearly defined responsibilities. At the same time, the company has detailed requirements for conserving resources, controlling atmospheric pollutants, water pollution, noise, and the emission of solid waste, managing and strictly controlling aspects such as safe and civilised construction while adhering to internal rules and norms, including the *Guidelines*

for the Management of the Whole Process of Prefabricated Construction of Beijing North Star Real Estate Group, thus ensuring the quality of property projects.



"Six 100 Percent" Targets



To further standardise the green building construction procedures and evaluation standards, Beijing North Star has formulated management regulations and systems like the *Evaluation Standard for Green Construction Projects*, *Standard for Green Building Evaluation*, *Acceptance Standard for Construction Quality of Energy-saving Building Projects*, etc. These documents clearly establish the basic principles of green building research and development, promoting green and environmentally friendly concepts, adhering to Green Development and giving priority to ecology, guiding the full process of development and property operations, and comprehensively creating green buildings and green living spaces. For newly developed properties, the company often opts for energy-saving and environmentally friendly building materials. Among these, in the newly constructed projects in Beijing, *Energy-saving Design Standards for Residential Buildings in Beijing (DB11/891-2020)* and *Standard for Green Building Evaluation (GB/T50378-2019)* are referred to. Beijing North Star is also actively using these standards in projects under construction all over the country, endowing buildings with sustainable attributes.

Green Office and Operations

Enterprises under Beijing North Star are actively implementing the concept of Green Development. They are advancing the use of less paper/electronic office methods while also promoting the use of recycled paper. Stronger behaviour energy-saving management is being emphasised to improve the efficiency of resource and energy use.

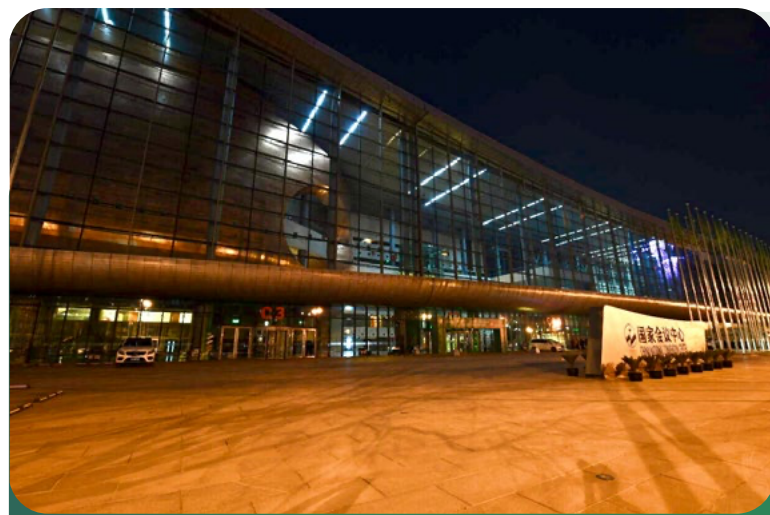
Case: Multiple Measures by V-Continent Wuzhou Promote Green Office Practices

1. Digitised Air Conditioning System Management – Through a building automation system, the air conditioning temperature and air conditioning unit start and stop time are adjusted periodically according to the environmental temperature and personnel needs.
2. Renovation of the Hotel Public Area Lighting System – While satisfying the existing lighting system's illuminance, colour rendering index, colour temperature, power factor, infinite dimming, and intelligent control, the energy consumption of the lighting system has been reduced.
3. Collection of Harmful Items – Selenium drums and other harmful items are collected uniformly and handed over to professional companies for recycling.
4. Enhanced Elevator Operation Adjustment and Maintenance – Advocating less use of elevators and more use of stairs.
5. Prohibition of Portable High-Power Heating Devices – The use of mobile, high-power heating devices, such as electric heaters, is banned in the office to ensure safe electricity usage and save energy consumption.



Energy-Saving Light Strip

Case: Beijing International Convention Centre Responds to 'Earth Hour' for Twelve Consecutive Years



Main Body Energy-Saving Status of Beijing International Convention Centre

2023 marks the twelfth consecutive year that the Beijing International Convention Centre participated in the Earth Hour initiative. As an essential activity of corporate social responsibility programmes, the Centre does not simply 'turn off lights to light up hope' punctually, but also encourages employees and guests to take part through electronic screens and promotional posters, collectively 'dedicating an hour to the Earth'.



04 Harmonious Enterprise



Promoting Workforce Development
Protecting Workers' Health
Creating a Flourishing Workplace

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04 Harmonious Enterprise

Beijing North Star adheres to a high position, grasps high standards, and implements the overall approach of "political guarantee, institutional implementation, quality improvement, and rights maintenance". It actively integrates into the new development pattern, strengthens political orientation, highlights advancement, and enhances popular participation. With employees at its heart, Beijing North Star continuously promotes democratic management, fully utilises the role of the trade union, stimulates staff motivation, strengthens employee training, and unswervingly takes the path of strengthening the enterprise through the workforce development.

Promoting Workforce Development

In 2023, Beijing North Star strictly adheres to China's relevant laws and regulations on salary and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination, compensation and benefits, and prevention of child and forced labour. The company adopts a zero-tolerance attitude towards child and forced labour. All applicants must provide legal and valid identification documents before entering the company to ensure compliance with the law. If any situation involving child or forced labour is discovered, the company will execute the corresponding procedures in accordance with the aforementioned laws and regulations. During the Reporting Period, the Company did not have any cases of illegal employment, usage of child labour or forced labour.

The Company continuously improves the internal system construction, and has formulated *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)*, etc. In accordance with changes in external laws and regulations, based on the Company's internal procedures and actual situation, Beijing North Star updates relevant system documents from time to time to ensure that the system content is up-to-date and effectively protect the legitimate rights and interests of employees.

According to the relevant management system of the Company, Beijing North Star provides employees with:

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

Beijing North Star treats each employee as a partner in the process of enterprise development, striving to create an equal, diverse, and inclusive work environment. We respect employees of different genders, ages, religious beliefs, ethnicities, cultural backgrounds, and those with various family and health conditions. In 2023, Beijing North Star achieved significant results in the areas of employing disabled people and promoting gender equality.

As of December 31, 2023

- Number of employees with disabilities: 23
- Male-to-female ratio in management: 5:5
- Male-to-female salary ratio in management: 1:1
- Male-to-female ratio among general staff: 5:5
- Male-to-female salary ratio among general staff: 1:1

Strengthening Democratic Management

In order to better protect the rights and interests of employees and stimulate their motivation, Beijing North Star actively seeks out their opinions and suggestions, continuously improves its operational management, and works tirelessly to enhance democratic management. By establishing open channels for employee complaints and grievances, Beijing North Star is building a Harmonious Enterprise.

Beijing North Star has made solid progress in advancing democratic management. The Sixth Meeting of the Third Workers' Congress took place, during which worker representatives heard the 2023 administrative work report and the director's written report on their term. The Sixth Union Leaders Joint Meeting of the Third Workers' Congress was also held, in which the *Beijing North Star Group Limited Liability Company's Compliance Behaviour Guidelines (2023 Edition)* was reviewed and approved. Furthermore, a campaign called "I Propose a Plan for Improving Quality and Effectiveness" was launched. We openly collected 932 employee suggestions, ultimately adopting and retaining 45, which greatly encouraged employees to participate in the company's operations and management.

In the future, Beijing North Star will further reinforce and refine the democratic management system centred around the Workers' Congress. This will enhance representatives' abilities and their proficiency in performing their duties in accordance with the law, maintaining their rights and participating in company management. Through factory public affairs, labour protection supervision, and other channels, Beijing North Star organises employee participation in company operation and management, increase workers' sense of responsibility and the Company's cohesion, elevate the scientific level of company operational decision-making, and promote the healthy and harmonious development of the enterprise.

Enhancing Workforce Development

In the 20th National Congress of the Communist Party of China, General Secretary Xi Jinping comprehensively deployed to "speed up work to build a strong educational system, greater scientific and technological strength, and a quality workforce". The General Office of the Central Committee of the Communist Party of China and the General Office of the State Council issued *Opinions on Deepening the Construction and Reform of the Modern Vocational Education System*, which gave specific guidance to the work of "promoting integration of vocational and general education, integration of industry and education, and optimization of the positioning of vocational education types". The creation of an education-industry integrative partnership is included within the important strategic tasks of deepening the modern vocational education system's construction and reform.

As a response to the decision-making deployment of the CPC Central Committee and the State Council, Beijing North Star has fully implemented *Company Training Management Measures* and *Beijing North Star Research Institute Construction Plan*. It has established a three-tier education and training system involving "Beijing North Star Research Institute - Specialised Platform Companies - Various Enterprises", forming a unique talent development model with Beijing North Star characteristics. The Company actively carries out enhancements in management capability training workshops and other training activities, releasing the *Beijing North Star 2023 Training Needs Research Report*, providing employees with valuable learning opportunities and injecting vitality into the development of the Company.

To assist new employees in quickly integrating into the Company, understanding company culture, acknowledging work requirements, and improving work skills, Beijing North Star has innovatively adjusted the 2023 entry-level training project for recent graduates into three stages: "Project Practice - Systematic Learning - Tracking Feedback". A total of 152 recent graduates participated in this training, with lectures given by 13 teachers including the head office director, the head of the second-tier group human resources department, external experts, and key business personnel.



Beijing North Star's 2023 Onboarding Training for Graduates

In 2023, Beijing North Star successfully launched its third phase of the Management Capability Enhancement Workshop. The objective of this workshop is to focus on the Company's main responsibilities and main businesses, further improve the political quality and management capabilities of middle-level managers, and build a high-quality cadre team that is politically firm, adaptable to the requirements of the new era, professionally efficient, and capable of undertaking important company tasks. A total of 113 leaders participated in the training, fully demonstrating their abilities and talents, providing valuable references for future work practices.



The third phase of Beijing North Star's Management Capability Enhancement Workshop

Results of the First "Beijing North Star – Foreign Language Experiment Class"

- Organised and enrolled 30 students
- Completed 7 phases of training through various forms such as lectures by senior executives, organisational students to visit venues such as the National Convention Centre
- Students completed 30 course feedback and 32 discussion assignments
- 25 students completed a two-month internship at the China Basic Science Conference and Service Trade Conference



Meeting Between Top Executives of Both Parties to the Cooperation

In the field of industry-academia-research cooperation, Beijing North Star, according to its own development strategic planning and talent requirements, cooperates with Beijing Second Foreign Languages Institute to open the "Beijing North Star – Foreign Language Exhibition Experimental Class". It focuses on creating core competitiveness of exhibition talents, fully utilising the resource endowments of both parties, revolving around the two main themes of "collaborative education and collaborative innovation". It combines learning with practical application, emphasising on practice, and actively explores the creation of an "exhibition (hotel) talent practical training base". It advances corporate talent training, consolidates the professional talent team's foundational qualities, prepares the talent reserves for Beijing North Star, and helps Beijing North Star Industry build a world-class exhibition brand enterprise.

In 2023, the Beijing Municipal Human Resources and Social Security Bureau and the Beijing Municipal Commerce Bureau announced the establishment of the "Beijing Convention and Exhibition Career Innovation Development Centre" at the Capital Convention Group, in order to implement the *Implementation Plan for Strengthening the Construction of High-skilled Workforce in the capital for the New Era*. The aim is to build a team of high-skilled talents. In the future, the Capital Convention Group will rely on the Convention and Exhibition Career Innovation Development Centre, focusing on seven aspects: talent training in the exhibition industry, talent evaluation, hosting skill competitions in the exhibition industry, establishing a talent pool and releasing talent indices for the exhibition industry, promoting new professions in the exhibition industry, introducing high-quality foreign resources in the exhibition industry, and exploiting the agglomeration effect of the exhibition industry.

Protecting Workers' Health

The health and safety of workers is a key factor in the long-term stable development of a company. Beijing North Star strictly observes the relevant laws and regulations, formulates management methods such as *Supplementary Medical Insurance Programme for Employees* and *the Implementation Measures for Mutual Assistance in Medical Treatment for Retirees with Critical Illness*, protecting the health of our workers.

The Company is committed to continuously promoting the health level of employees, providing employees with a sound medical insurance system, organising regular medical check-ups at designated medical institutions, and improving the medical insurance system for employees, effectively preventing diseases, reducing disease risks, and alleviating the medical burden of workers. Meanwhile, Beijing North Star insists on conducting mutual support insurance investment, renewal and claims work for on-duty workers. During the Year, the mutual assistance protection work for on-duty workers was orderly promoted, and a total of over 300 claims were processed throughout the year, totalling 815,600 yuan, and condolence money of 46,000 yuan was distributed to 23 people; cumulatively, over 1,300 people received a total of more than 300,000 yuan from the "Warm Mutual Assistance" secondary reimbursement.

Creating a Flourishing Workplace

Beijing North Star adheres to the concept of "people-oriented", enriching workers' leisure lives through a variety of activities, helping workers achieve a balance between work and life, continuously enhancing workers' sense of happiness, and promoting mutual benefits.

Organising Cultural and Sporting Activities

Beijing North Star organised the 2023 "Beijing North Star Cup" staff table tennis team competition, the sixth "Welcoming Women's Day" female workers' walk, and other events. These activities carry forward the sport-oriented corporate culture well and spread the "Mutual Benefits Culture" of Beijing North Star effectively.



Staff Table Tennis Team Competition



"Women's Day" Female Workers' Healthy Walk

Beijing North Star has launched the "Search for Craftsmen, Display of Charm" Micro-video Creation Competition, using the camera to record the workers showing the spirit of loving their jobs, being brave to innovate, striving for first-class, and willing to dedicate. It advocates the spirit of labour, such as valuing labour, loving labour, hard work and honest labour, and the spirit of craftsmen, such as being dedicated, striving for perfection, being meticulous, and pursuing excellence.



"The Quest for Craftsmanship, Display of Charm" Event Highlights



Caring for the Wellbeing of Staff

Beijing North Star implements a sustainable mechanism for providing help to those in difficulty, and carries out deep "Warmth Delivering Activities" during festivals. Leaders, Union offices, and relevant grassroots enterprise leaders, union heads, visited and comforted 9 employees who applied for the Warmth Fund. In 2023, Beijing North Star and its affiliated companies spent a total of 2.716 million Yuan on Warmth Delivering Activities, assisting 70 employees with difficult lives and advanced workers, comforting 3,578 front-line workers, and actively providing all kinds of services such as psychological health, culture, and life guarantees to employees. Over the Year, Beijing North Star has used over 52,000 Yuan of special comfort funds, to give comfort to its frontline workers, further stimulating their enthusiasm for work and passion for entrepreneurship.



Caring for Employees

05 "Mutual Benefits" in Society

Meeting Public Needs
Empowering Rural Revitalisation

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北辰世纪中心 A座
NORTH STAR CENTURY CENTER BLOCK



"Mutual Benefits" in Society

Beijing North Star adheres to the core corporate values of "loyalty and responsibility, Co-creation and mutual benefits". The Company actively fulfils the corporate social responsibilities, foster a mindset of serving the people, and contribute to the comprehensive promotion of Rural Revitalisation with the strength of Beijing North Star.

Investment in Rural Revitalisation Work:

9,054,500 RMB

Of which, **750,000 RMB** was contributed in cash, and the equivalent of **8,304,500 RMB** in supplies

Meeting Public Needs

In strict implementation of the "swift response to public complaints" work directives and arrangements by the Municipal Party Committee, the Municipal Government, and the Municipal SASAC, Beijing North Star at all levels will handle public demands promptly and prudently as a primary goal. We are pressing for corporate social responsibility, perfecting and strengthening the organisation mechanism and institutional construction of immediate handling. Our leadership responsibility system is continuously enhanced, with the implementation responsibilities for immediate handling placed at various levels, and the performance of tasks included in the party building and performance assessment scope of party organisations at all levels. We are consistently refining management processes, strictly ensuring the first-line responsibility system for handling public demand, continuously enhancing the response speed and efficiency of public appeal, and adhering to problem-oriented and in-depth analysis of tough points and cruxes, focusing on steadily promoting them, ensuring that every appeal can be satisfactorily handled. At the same time, Beijing North Star continues to deepen proactive governance and prior handling before complaints. The Company has handled a total of 97 hotline work orders within the year, showing a significant decrease compared to 2022. To ensure corporate safety and stability, we continue to strengthen risk prevention and resolution related to stability, emphasise the responsibility of maintaining social stability, proactively promote the legalisation of social stability risk assessment and petition work during major decisions, strengthen major activities' petition stability and safety defence work, effectively prevent "four absolutisms" in petition work, and provide robust guarantees for a secure, harmonious, and stable corporate environment.

Beijing North Star, in line with the responsibility of state-owned enterprises, continues to increase its social welfare investment. It actively responds to the national "Anjufang" policy, deeply promotes the renovation of old communities, effectively solves public housing problems, and enhances public happiness and satisfaction. After 26 months, the Haikou Changxiu House project by NSREG was completed at the end of 2022 with high quality, becoming the only affordable housing project in Haikou currently developed by a state-owned enterprise. In 2023, NSREG handed over the Changxiu Kindergarten to the Xiuying District Government of Haikou City, contributing to the high-quality development of preschool education in Xiuying District and better meeting the needs of the people.

In 2023, Beijing North Star participated in the comprehensive environmental renovation of the old community in Anhui Beili. All construction, including the enterprise renovation part, and the four-party acceptance have been completed. Xin Cheng Property pays high attention to the elevator safety problems reflected by the owners of the old community, and completed the elevator updating and renovation work of the Century Village in 210 days, creating a more safe and warm living environment for the public, truly achieving "responding to the public's need whenever it arises".

Empowering Rural Revitalisation

2023 marks the start of thoroughly implementing the spirit of the 20th CPC National Congress, and a crucial year for implementing the Fourteenth Five-Year Period Development Plan and consolidating and expanding the results of poverty alleviation. Beijing North Star, strictly in line with the requirements set out by the Municipal Party Committee and the Municipal SASAC, fully utilises the advantages of state-owned enterprises, propelling work in industries, employment, consumption, and public welfare to a new level, assisting economically weak villages in our support regions and collective economy of the city to make new strides on the path of Rural Revitalisation. It also aims to bring about new results in shared prosperity.

The Company has established the Rural Revitalisation Leading Group and Working Group, holding regular meetings of the Rural Revitalisation Team and the First Secretary Stationed in the Village meetings. At the beginning of the year, the 2023 Rural Revitalisation Work Conference was convened to focus on learning the spirit of the latest documents from the Central Committee of the Party, listening to the progress of key tasks and reviewing the 2023 Annual Plan to Support the Fully Promotion of Rural Revitalisation. Arrangements and plans for the rural revitalisation assistance work in 2023 were made.

In 2023, Beijing North Star focuses on supporting efforts through four avenues: industrial assistance, consumption assistance, employment assistance, and public welfare assistance in both outside assistance and targeted assistance to villages with weak collective economies. In terms of industrial assistance, key projects include the high-end homestay in Baihutou Village's 'One Enterprise, One Village' initiative, the mushroom factory project in Nuomin Town, Oroqen Autonomous Banner, Inner Mongolia, and the rural red tourism project. Combining with the actual resources of Tanghekou Town in Huairou District, Beijing, effective economic assistance work has been carried out, laying the foundation for a sustainable collective economic system. As part of public welfare support, donations of 250,000 yuan were made to Baihutou Village, Yinhegou Village, Xuying Village, and Dazhaizi Village, which were affected by floods, providing strong assurance for reconstruction work in these targeted aid villages post-disaster. 500,000 yuan was donated to the Nuomin Town People's

Government in Oroqen Autonomous Banner, Inner Mongolia to support the exploration of local red cultural resources, contributing to the optimisation and upgrade of the local red tourism industry. In terms of employment assistance, under equal conditions, graduates from rural families in six provinces and regions were given priority for recruitment. A total of 94 people were hired in Inner Mongolia, Tibet, Qinghai, Xinjiang, Zhangcheng in Hebei, and Changzhi in Shanxi. The Beijing SASAC's 'Workwear Aid to Xinjiang' action plan was responded to positively, providing two batches of workwear orders to the Hotan region, worth a total of 262,900 yuan. The practical action aids Xinjiang enterprises in stabilising employment and promoting local industrial revitalisation. For consumption assistance, the 'buy to donate' and 'buy to aid' methods were used, promoting the sale of agricultural products in assisted regions outside the city. Products from the Double Creation Center were purchased for 7,657,600 yuan, nearly 3.2 tons of sweet corn and nearly 3 tons of sweet potatoes were sourced from the targeted assistance villages in Huairou District, helping the villages increase income by nearly 360,000 yuan. By innovatively assisting in consumption and supporting the 'Paddy Field Adoption' activity, 1,800 jin (900 kg) of rice were sold through the adoption of paddy fields (3 acres), contributing an additional income of 24,000 yuan to the targeted aid villages with weak collective economies. Moving forward, the Company will continue to leverage the leading role of party building, enhance a sense of responsibility, actively promote public welfare assistance, consumption assistance, employment assistance, and other tasks, increase targeted assistance efforts, focus accurately on industrial collaboration and comprehensively support rural development.



Rural Revitalisation Working Group Visits Evenki Autonomous Banner in Inner Mongolia for Research Survey



Research Survey on the Paired-Assistance Programme in Huairou Village



Beijing North Star receives a banner of honour from Tanghekou Town

06 Outlook



Outlook

In 2024, Beijing North Star will be guided by Xi Jinping Thought on Socialism with Chinese Characteristics in the New Era, deeply implement the spirit of the 20th CPC National Congress, strengthen its development confidence, maintain its strategic stability, insist on seeking progress while maintaining stability, proactively serve the development of the capital city in the new era, co-ordinate the high-quality development and high-level safety, major event protection and major project construction, innovatively plan capital operation, deepen the reform of state-owned enterprises, push forward the digital transformation of industry. It will continue to improve the layout of the exhibition industry, maintain the steady operation of the real estate business, improve the level of commercial property management, accelerate the construction of a new industrial pattern with mutual support, complementary advantages and synergistic development, and strive to promote the high-quality development of the Company.

Business Responsibility

Beijing North Star will provide high-quality service in major events and guarantee work, give full play to the core function of the exhibition, fully serve the central government, Beijing handed over the task of major events protection, with a professional level, excellent strength, excellent results for the construction of great power diplomacy and the capital of the international communication centre of glory; adhere to the first-class standard, and continue to optimise the regular protection mechanism of the major events, and strengthen the construction of the team, to create a professional, standardised, systematic Beijing North Star service.

Environmental Responsibility

Beijing North Star will continue to strengthen the management of energy conservation, adhere to the promotion of green transformation to facilitate the high-quality development of enterprises, improve the management system of energy conservation and environmental protection; fully implement the overall requirements, main objectives and key tasks of the carbon peaking action and promote the orderly implementation of energy conservation and carbon reduction; continue to carry out carbon dioxide verification, energy conservation monitoring and other special work; implement the inspection of equipment and facilities for important conference activities to support the service and protection work. The Company will continue to carry out carbon dioxide verification, energy-saving supervision and other special work; implement the inspection of equipment and facilities for important conferences and activities, and provide support for the service guarantee work.

Social Responsibility

Beijing North Star will continue to promote the implementation of human resources reform and innovation programme, implement the requirements of the new round of state-owned enterprise reform, and consolidate the effectiveness of the reform; continue to strengthen the introduction and cultivation of talents; in-depth study and implementation of the spirit of General Secretary Xi Jinping's important instructions on the "Ten Million Project" for driving the overall revitalisation of the countryside, and continue to transform the effectiveness of the study into a powerful impetus to solve problems, promote work, and promote development. The Company will continue to transform the learning effect into a powerful driving force for solving problems, promoting work and advancing development, and achieve new results in comprehensively promoting rural revitalisation.



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). Compared to 2022, the scope of social performance indicators and some environmental indicators for the Year has expanded. "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 Operation

Prevention of bribery and corruption:

Indicator	2023	2022	2021
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 (cases)	0	0	0
Number of employees receiving anti-corruption training ⁴	4,210	7,902	2,982

⁴ The forms of anti-corruption and integrity training mainly include: analysing cases of clean governance, organising the viewing of warning education videos, distributing materials related to clean governance education, recommending reading materials on clean governance, visiting clean governance education bases, and conducting tests on clean governance knowledge.

Outstanding Quality

Quality of Product and Service

Product and service performance:

Indicator	2023	2022	2021
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	0	0	2
Number of complaints about leaking clients' information	0	0	0
Number of complaints from customers	6	4	26
Clients' satisfaction rate (%)	95.11	93.40	91.58

Green Development

Emissions

Atmospheric pollutant emissions⁵:

Indicator	2023	2022	2021
NOx (tonne)	4.25	3.25	3.77
SOx (tonne)	0.021	0.016	0.018

⁵ This calculation includes the total atmospheric pollutant emissions caused by the usage of diesel-powered vehicles, boilers, and other diesel-fuelled equipment, as well as natural gas-fuelled equipment such as gas boilers in the Company's properties held in Beijing in 2023. 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. In 2023, with the full-scale resumption of production, the increase in business activities of the enterprises, energy consumption has increased compared with the previous year, thus the atmospheric pollutant emissions have increased.

Greenhouse gas (GHG) emissions⁶:

Indicator	2023	2022	2021
Total GHG emissions (tonne CO ₂ eq)	61,282	54,640	59,120
Direct emissions (Scope 1) (tonne CO ₂ eq)	983	771	908
Indirect emissions (Scope 2) (tonne CO ₂ eq) ⁷	60,318	53,872	58,213
Emission reduced by held trees (tonne CO ₂ eq)	19	3	1
Total GHG emissions per m ² of floor area (tonne CO ₂ eq)	0.0759	0.0677	0.0732

Non-hazardous waste⁸:

Indicator	2023	2022	2021
Total non-hazardous waste produced (kg)	10,146,667	2,292,142	3,046,858
Kitchen waste (kg)	1,677,630	942,178	1,785,819
General waste (kg)	8,469,037	1,349,964	1,261,039
Total non-hazardous waste produced per m ² of floor area (kg)	11.69	2.76	3.67
Legally disposal rate of non-hazardous waste (%)	100	100	100

Hazardous waste⁹:

Indicator	2023	2022	2021
Total hazardous waste produced (kg)	3,485	4,525	9,452
Fluorescent tube contained mercury (kg)	2,132	3,770	5,820
Electronic waste (kg)	671	143	2,638
Used battery (kg)	300	311	334
Used cartridge (kg)	357	301	616
Waste oil for cleaning air-conditioning system (kg)	25	0	44
Total hazardous waste produced per m ² of floor area (kg)	0.0040	0.0055	0.0114
Legally disposal rate of hazardous waste (%)	100	100	100

Emission and discharge compliance:

Indicator	2023	2022	2021
Number of cases involving illegal emission	0	0	0

Use of Resources

Energy consumption¹⁰:

Indicator	2023	2022	2021
Total energy consumption (MWh)	128,283	114,892	119,992
Purchased electricity (MWh)	54,202	44,990	48,562
Natural gas (MWh)	4,505	3,428	3,970
Petrol (MWh)	272	227	332
Diesel (MWh)	18	86	96
Purchased heat (MWh)	69,287	66,161	67,032
Total energy consumed per m ² of floor area (MWh)	0.16	0.14	0.15

⁶ 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 scope of greenhouse gas calculation for the Company in 2023 includes direct emissions of greenhouse gases caused by the use of gasoline vehicles, diesel vehicles, and other equipment using diesel fuel, and gas boilers and other equipment using natural gas as fuel, as well as indirect emissions of greenhouse gases caused by the use of purchased electricity and heat. In 2023, with the full-scale resumption of production, the increase in business activities of the enterprises, energy consumption has increased compared with the previous year, thus the GHG emissions have increased.

⁷ The calculation of indirect greenhouse gas emissions from purchased electricity uses the national grid average emission factor for 2022 (from the *Notice on the Management of Greenhouse Gas Emission Reports for the Power Generation Industry Enterprises from 2023 to 2025*).

⁸ With the resumption of production, higher occupancy rates and the expansion of the scope of environmental data, the amount of non-hazardous waste has increased.

⁹ The amount of hazardous waste generated declined because some enterprises no longer use mercury-containing tube, which have declined in weight and accounted for a larger proportion of the total amount of hazardous waste generated; the weight of electronic waste and waste oil for cleaning air-conditioning system increased because the scope of environmental data was expanded and the occupancy rate of some enterprises increased.

¹⁰ 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. In 2023, with the full-scale resumption of production, the increase in business activities of the enterprises, energy consumption has increased compared with the previous year; enterprises no longer use diesel boilers to provide domestic hot water, so the consumption of diesel has decreased compared to the previous year.

Water Consumption¹¹:

Indicator	2023	2022	2021
Total water consumption (m ³)	734,548	559,351	676,075
Percentage of purchased municipal water (%)	100	100	100
Total water consumed per m ² of floor area (m ³)	0.91	0.69	0.84
Wastewater ¹² discharge (m ³)	675,784	514,603	621,989

Mitigate Natural and Environmental Impacts

Waste recycled and reused:

Indicator	2023	2022	2021
Glass (kg)	57,754	49,994	62,764
Plastic (kg)	87,853	76,723	83,691
Discarded towel (piece)	15,270	5,115	15,097
Used soap (kg)	1,085	3,150	726
Used toothbrush (piece)	210,715	126,290	133,824

Greening environment:

Indicator	2023	2022	2021
Held trees with height above or equal to 5 meters	826	126	53

Environmental protection compliance:

Indicator	2023	2022	2021
Number of cases involving damage to the natural environment	0	0	0

Harmonious Enterprise

Employment

Employee structure:

Indicator	2023	2022	2021
Total number of employees	5,290	5,387	5,588
Divided by gender			
Male	2,980	3,030	3,181
Female	2,310	2,357	2,407
Divided by educational level			
Master's Degree and above	279	269	278
Bachelor's Degree	1,757	1,766	1,806
Tertiary education diploma	1,404	1,444	1,484
Secondary education diploma	840	827	544
Others	1,010	1,081	1,476
Divided by age			
Above 50	672	667	778
30 to 50	3,236	3,289	3,370
Below 30	1,382	1,431	1,440
Divided by area			
Mainland China	5,285	5,382	5,581
Hong Kong, Macao and Taiwan regions	0	0	0
Overseas	5	5	7

¹¹ In 2023, with the full-scale resumption of production, the increase in business activities of the enterprises, the amount of total water consumption and wastewater discharge have increased.

¹² All the wastewater discharged was domestic wastewater.

Divided by employee category			
Senior management	58	65	61
Middle management	491	497	474
General employee	4,741	4,825	5,053

Remuneration:

Indicator	2023	2022	2021
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:

Indicator	2023	2022	2021
Divided by gender			
Male (%)	12.4	10.1	11.6
Female (%)	13.2	12.5	13.2
Divided by age			
Above 50 (%)	6.1	4.2	4.1
30 to 50 (%)	10.3	8.8	9.4
30 to 50 (%)	20.5	18.8	21.8
Divided by area			
Mainland China (%)	12.8	11.1	12.3
Hong Kong, Macao and Taiwan (%)	Not Applicable ¹³	Not Applicable ¹⁴	Not Applicable ¹⁵
Overseas (%)	16.67	28.57	0

Training and development:

Indicator	2023
Percentage of trained employees ¹⁶ (%)	99
By gender ¹⁷	
Male (%)	54.60
Female (%)	45.40
By employee category ¹⁸	
Senior management (%)	0.69
Middle management (%)	9.10
General employee (%)	90.21
Training hours per capita	
By gender	
Male	33.80
Female	43.56
By employee category	
Senior management	39.59
Middle management	45.02
General employee	37.32

¹³ The total number of employees and the total employee turnover are 0

¹⁴ The total number of employees and the total employee turnover are 0

¹⁵ The total number of employees and the total employee turnover are 0

¹⁶ Percentage of employees trained = Employees who took part in training / Number of employees x100%

¹⁷ Breakdown for employees by gender = Number of male or female employees took part in training / Employees who took part in training x100%

¹⁸ 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%

Occupational Health and Safety

Employees' health and safety¹⁹:

Indicator	2023	2022	2021
Work-related fatalities (case)	2	0	0
Number of reportable work injury	19	20	29
Injury rate (per 200,000 hours work)	0.359	0.374	0.519
Occupational disease rate (%)	0	0	0
Number of lost day due to work-related injury	709	1,557	799

"Mutual Benefits" in Society

Community Investment

Rural Revitalisation²⁰:

Indicator	2023	2022	2021
Investment amount for rural revitalisation work (RMB 0'000)	905.5	630.2	901.1
Among them, the total amount of funding (RMB 0'000)	75	N/A	N/A
Funding: Public welfare assistance fund investment (RMB 0'000)	25	N/A	N/A
Funding: Industrial assistance fund investment (RMB 0'000)	50	N/A	N/A
Among them, the total amount of goods converted into money (RMB 0'000)	830.45	N/A	N/A
Goods converted into money: total value of employment assistance (RMB 0'000)	26.29	N/A	N/A
Goods converted into money: Consumption assistance material conversion (RMB 0'000)	804.16	N/A	N/A
Number of beneficiaries (person)	94	N/A	N/A

¹⁹ The Company strictly adheres to the regulations related to work-related injuries, and recognises various situations such as traffic accidents during commuting as work-related injuries. The loss of workdays due to work-related injuries was caused by accidental factors, the Company will continue to strengthen the management and prevention of employee health and safety in the future.

²⁰ 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 <i>Environmental, Social and Governance Reporting Guide</i>		Compliance of the Company
A. Environmental		
Aspect A1: Emissions		
<i>Environmental Protection Law of the People's Republic of China</i> <i>Atmospheric Pollution Prevention and Control Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Prevention and Control of Water Pollution</i> <i>Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes</i> <i>Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise</i> <i>Water Law of the People's Republic of China</i> <i>Integrated Emission Standard of Air Pollutants</i> <i>Technical Guidelines for the Formulation of National Water Pollutant Discharge Standards</i> <i>Directory of National Hazardous Wastes</i> <i>Pollution Control Standard for Hazardous Waste Storage</i> <i>Air Pollution Control Ordinance</i> <i>Regulation on Urban Drainage and Sewage Treatment</i> <i>Regulation on the Administration of Ozone Depleting Substances</i> <i>Waste Disposal Ordinance</i> <i>Regulation on the Administration of the Recovery and Disposal of Waste Electrical and Electronic Products</i> <i>Beijing Municipal Regulations on the Management of Municipal Solid Waste</i> <i>Catalogue of Disposable Products Not Allowed in Beijing Hotels</i> <i>Emission Standard of Air Pollutant Emitted from Catering Industry</i> <i>Regulations of the Beijing Municipality on the Prevention and Control of Water Pollution</i> <i>Integrated Discharge Standard of Water Pollutants</i> <i>Measures of Beijing Municipality for Administration of Drainage License</i> <i>Measures of Beijing Municipality for Administration of Drainage and Water Recycling</i> <i>Measures of Beijing Municipality for Water</i>		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.
Aspect A2: Use of Resources		
<i>Law of the People's Republic of China on Promoting Clean Production</i> <i>Circular Economy Promotion Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Energy Conservation</i> <i>Measures for the Management of Energy Conservation in Key Energy-using Units</i> <i>The Energy Conservation Inspection Scheme</i>		During the Reporting Period, the Company did not violate any laws and regulations related to the use of resources.
Aspect A3: The Environment and Natural Resources		
<i>Law of the People's Republic of China on Environmental Impact Assessment</i> <i>Land Administration Law of the People's Republic of China</i> <i>Soil Pollution Prevention and Control Law of the People's Republic of China</i> <i>Water and Soil Conservation Law of the People's Republic of China</i> <i>Regulation on Environmental Impact Assessment of Planning</i> <i>Standard for Green Building Evaluation(GB/T50378-2019)</i> <i>Energy Saving Design Standard for Residential Buildings(DB11/891-2020)</i>		During the Reporting Period, the Company did not violate any laws and regulations related to the environment and natural resources.
B. Social		
Aspect B1: Employment		
<i>Labour Law of the People's Republic of China</i> <i>Labour Contract Law of the People's Republic of China</i> <i>Regulation on the Implementation of the Employment Contract Law of the People's Republic of China</i> <i>Social Insurance Law of the People's Republic of China</i> <i>Law of the People's Republic of China on the Protection of Minors</i> <i>Law of the People's Republic of China on the Protection of Women's Rights and Interests</i> <i>Law of the People's Republic of China on the Protection of Disabled Persons</i> <i>Regulation on Paid Annual Leave for Employees</i> <i>Regulation on Public Holidays for National Annual Festivals and Memorial Days</i>		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.

Aspect B2: Health and Safety		
<i>Production Safety Law of the People's Republic of China</i> <i>Fire Protection Law of the People's Republic of China</i> <i>Law of the People's Republic of China on the Prevention and Control of Occupational Diseases</i> <i>Labour Insurance Regulations of the People's Republic of China</i> <i>Provisions on the Supervision and Administration of Occupational Health at Work Sites</i> <i>Regulation on Work-Related Injury Insurances</i> <i>Regulations of Beijing Municipality on Work Safety</i>		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.
Aspect B4: Labour Standards		
<i>Provisions on the Prohibition of Using Child Labour</i>		During the Reporting Period, the Company did not violate any laws and regulations on preventing child and forced labour listed in this chapter.
Aspect B6: Product Responsibility		
<i>Civil Code of the People's Republic of China</i> <i>Construction Law of the People's Republic of China</i> <i>Food Safety Law of the People's Republic of China</i> <i>Trademark Law of the People's Republic of China</i> <i>Implementation Regulations of the Trademark Law of the People's Republic of China</i> <i>Trademark Law Treaty</i> <i>World Intellectual Property Organization Copyright Treaty</i> <i>Product Quality Law of the People's Republic of China</i> <i>Law of the People's Republic of China on the Protection of Consumer Rights and Interests</i> <i>United Nations Guidelines for Consumer Protection</i> <i>Copyright Law of the People's Republic of China</i> <i>Standardisation Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Import and Export Product Inspection</i> <i>Cybersecurity Law of the People's Republic of China</i> <i>Regulations of the People's Republic of China on Safety Protection of Computer Information Systems</i> <i>Advertising Law of the People's Republic of China</i> <i>Patent Law of the People's Republic of China</i> <i>Electronic Commerce Law of the People's Republic of China</i> <i>Construction Enterprises</i> <i>Construction Enterprise Safety Production Management Standard</i> <i>Property Management Services Ordinance</i> <i>Personal Data (Privacy) Ordinance</i> <i>Product Environmental Responsibility Ordinance</i> <i>Sale of Goods Ordinance</i> <i>Consumer Goods Safety Ordinance</i> <i>Trade Descriptions Ordinance</i> <i>Basic Requirements for the Graded Protection of Information Security Technology and Network Security</i> <i>Regulations on the Implementation of Internet Security Protection Technologies</i> <i>Administrative Measures for Internet Information Services</i> <i>Administrative Measures for the Security Protection of Computer Information Networks Linked to the Internet</i>		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		
<i>Company Law of the People's Republic of China</i> <i>Criminal Law of the People's Republic of China</i> <i>Anti-Unfair Competition Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Bid Invitation and Bidding</i> <i>Anti-Money Laundering Law of the People's Republic of China</i> <i>Oversight Law of the People's Republic of China</i>		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
A. Environmental		
Aspect A1: Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Green Development- Consolidating Management System Legal Compliance
KPI A1.1	The types of emissions and respective emissions data.	Appendices-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).	Appendices-Comprehensive Performance
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendices-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).	Appendices-Comprehensive Performance
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Green Development- Carbon Peaking Action Deployment
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.	Green Development- Promoting Clean Production
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	Green Development- Consolidating Management System Green Development- Promoting Clean Production
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).	Appendices-Comprehensive Performance
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Appendices-Comprehensive Performance
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green Development- Carbon Peaking Action Deployment
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.	Green Development- Optimising Water Conservation Efforts
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.
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural	Green Development-Green Construction and Operation
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Development-Green Construction and Operation Appendices-Comprehensive Performance
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.	Green Development- Carbon Peaking Action Deployment
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.	Green Development- Carbon Peaking Action Deployment

B. Social		
Employment and Labour Practices		
Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Harmonious Enterprise - Promoting Workforce Development Legal Compliance
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Appendices-Comprehensive Performance
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Appendices-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.	Outstanding Quality - Strengthening the Safety Defence Harmonious Enterprise - Protecting Workers' Health
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Appendices-Comprehensive Performance
KPI B2.2	Lost days due to work injury.	Appendices-Comprehensive Performance
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Harmonious Enterprise - Protecting Workers' Health
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	Harmonious Enterprise - Promoting Workforce Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendices-Comprehensive Performance
KPI B3.2	The average training hours completed per employee by gender and employee category.	Appendices-Comprehensive Performance
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.	Harmonious Enterprise - Promoting Workforce Development
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Harmonious Enterprise - Promoting Workforce Development
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Harmonious Enterprise - Promoting Workforce Development
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Stable Operation - Improving Sustainable Supply Chain
KPI B5.1	Number of suppliers by geographical region.	Stable Operation - Improving Sustainable Supply Chain
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.	Stable Operation - Improving Sustainable Supply Chain
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Stable Operation - Improving Sustainable Supply Chain
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Stable Operation - Improving Sustainable Supply Chain

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.	Outstanding Quality - Ensuring the Quality and Hygiene of Food
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 KPI does not apply to the Company.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Outstanding Quality - Wholeheartedly Serving Customers
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Stable Operation - Protecting Intellectual Property Right
KPI B6.4	Description of quality assurance process and recall procedures.	Outstanding Quality - Creating Quality Projects
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Quality - Wholeheartedly Serving Customers
Aspect B7: Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Stable Operation - Constructing Party Style and 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.	Appendices-Comprehensive Performance
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Outstanding Quality - Wholeheartedly Serving Customers
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Stable Operation - Constructing Party Style and Integrity Appendices- Comprehensive Performance
Community		
Aspect B8: Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	"Mutual Benefits" in Society
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	"Mutual Benefits" in Society
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	"Mutual Benefits" in Society Appendices- Comprehensive Performance

Reader’s Feedback

Dear Sir/Madam,

Greetings!

Thank you very much for reading the 2023 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?

- ☐ Preface
- ☐ Company Overview
- ☐ Company Awards
- ☐ Responsible Communication
- ☐ Stable Operation
- ☐ Outstanding Quality
- ☐ Green Development
- ☐ Harmonious Enterprise
- ☐ “Mutual Benefits” in Society
- ☐ Outlook
- ☐ Comprehensive Performance
- ☐ Legal Compliance

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

- Legibility

☐ Very Good

☐ Good

☐ Not Good
- Completeness

☐ Very Good

☐ Good

☐ Not Good
- Cogeneity

☐ Very Good

☐ Good

☐ Not Good
- Layout and Design

☐ Very Good

☐ Good

☐ Not Good
- Overall Impression

☐ Very Good

☐ Good

☐ Not Good

3. What do you suggest for our next report?

4. Please contact us:

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