

POLY PROPERTY GROUP CO., LIMITED

COMMUNITY MANAGEMENT POLICY

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COMMUNITY MANAGEMENT POLICY

1. GENERAL PROVISIONS

1.1 Policy Objectives

Poly Property Group Co., Limited is committed to fulfilling its corporate social responsibility and advancing sustainable development by integrating community management throughout project planning, construction and operation. This Policy aims to foster safe, green, smart, people-oriented and collaboratively governed modern communities; respect local cultures, customs and ecological environments; safeguard the lawful rights and interests of residents and other stakeholders; promote mutually beneficial development between the Group and the communities in which it operates; contribute to urban renewal, rural revitalisation and the building of a harmonious society; and continuously enhance residents' sense of fulfilment, happiness and security.

1.2 Scope of Application

This Policy applies to Poly Property Group Co., Limited (the “**Company**”) and its subsidiaries (collectively, the “**Group**”). The Group also encourages its business partners and other collaborating parties to observe this Policy.

For the purposes of this Policy, “communities” collectively refer to all types of residential and commercial spaces developed, operated or serviced by the Group in the locations where it conducts business. These include the Group's office premises, construction sites for projects under development, project sales centres, commercial and hotel properties held by the Group, and delivered residential properties.

1.3 Core Principles

1. **People-oriented approach:** Address the diverse needs of people of different ages, socio-economic backgrounds and social groups, provide particular care for the elderly, children, persons with disabilities and other vulnerable groups, and safeguard the rights and interests of people of all ages.
2. **Life-cycle management:** Community impact assessment, monitoring, risk prevention and mitigation shall be integrated throughout project initiation, planning, construction, delivery and operation.

3. Collaborative governance: Establish multi-stakeholder communication platforms and work with government authorities, communities, property owners, businesses and other parties to promote joint participation, consultation and shared benefits.
4. **Cultural heritage and ecological conservation:** Respect local cultural heritage, customs and natural ecosystems, and balance community development with ecological sustainability.
5. Green and smart development: Pursue green and low-carbon development, use digital technologies to develop smart communities, and advance sustainable community development.

2. PRELIMINARY RESEARCH AND PLANNING

2.1 Comprehensive Preliminary Research

At the project planning stage, conduct comprehensive research on the communities surrounding the project site, covering the demographic profile, local industry profile, public service facilities, local ecological environment and residents' needs for improved living conditions. The findings shall form a key basis for subsequent master planning and design.

2.2 Integration of Community Needs into Planning and Design

1. Optimise building layouts, residential unit design and public space planning, and provide affordable housing, talent housing, resettlement housing and other forms of policy-supported housing as required. These measures shall give effect to the principle of adequate housing for all and safeguard the housing rights and interests of low- and middle-income groups and existing local residents.
2. Coordinate the planning of essential facilities for education, healthcare, elderly care, leisure and sports; provide facilities and spaces serving people of all ages, including after-school learning centres, neighbourhood interaction spaces and activity areas for the elderly; and improve barrier-free facilities to meet the daily needs of different groups.
3. Explore participation in urban renewal, the regeneration of ageing residential communities and brownfield redevelopment projects; preserve local historical character and cultural features; improve the quality of the living environment; and contribute to regional development.

4. The “Good House” requirements shall be incorporated throughout the entire life cycle of design, construction, operation and maintenance. Green building standards shall be fully integrated; daylighting, ventilation and energy-efficient design shall be optimised; and low-carbon supporting facilities and features, including waste separation facilities, rainwater harvesting systems and landscaped green spaces, shall be planned to reduce community energy consumption and environmental impacts at source.

2.3 Employment and Local Economic Empowerment

Having regard to the nature of each project, give priority to hiring local residents, work with nearby businesses, leverage local industry resources and foster a local community economic ecosystem. For county-level and rural projects, promote rural industry development, livelihood improvement and local income growth through industry support, skills training and other initiatives.

3. IMPACT AND RISK MANAGEMENT

3.1 Life-cycle Impact Monitoring

Regularly conduct quantitative monitoring and dynamic analysis of community impacts throughout the project life cycle. Monitoring indicators shall include liveability, environmental quality and resident satisfaction. Changes in community impacts at each project stage shall be tracked, and monitoring records shall be retained.

3.2 Comprehensive Risk Assessment

Periodically conduct comprehensive assessments of community-related risks to identify adverse factors within and beyond project boundaries, as well as potential risks arising during project construction and operation. These may include environmental and social risks associated with construction noise, dust, waste generation and disposal, soil contamination, traffic noise, traffic congestion, pressure on public services, crowd and pedestrian flow management and neighbourhood disputes. Also identify the specific challenges faced by vulnerable groups to ensure that the risk assessment is comprehensive.

3.3 Risk Mitigation and Control Measures

1. **Construction stage:** Comply with applicable design standards for residential projects and implement green construction practices. Measures such as noise control, dust suppression and waste recycling shall be adopted to minimise disturbance to surrounding communities. Site circulation and vehicle routes shall be properly planned, and construction activities and vehicle movements shall, where practicable, avoid residents' normal rest hours, so as to minimise disturbance to residents and alleviate traffic congestion.
2. **Operational stage:** Establish long-term environmental management mechanisms for operation and maintenance, standardise waste collection and removal, equipment operation and maintenance, and pollutant discharge management, and strictly control environmental risks during operation. Targeted traffic management measures shall be adopted to address recurring issues such as traffic congestion and parking difficulties.
3. **Responses to specific risks:** For each risk identified through assessment, develop and strictly implement practicable mitigation measures and emergency response plans. The effectiveness of rectification measures shall be reviewed periodically, control measures shall be continuously improved, and adverse impacts on communities shall be minimised to the greatest extent practicable.

4. COMMUNITY ENGAGEMENT AND GOVERNANCE

4.1 Diverse Communication Channels

Establish an integrated and ongoing online-and-offline communication mechanism to ensure that communication channels remain accessible and responses are timely:

1. **Offline channels:** Property management project managers shall hold regular consultation sessions with residents. Residents' forums, community outreach visits, open days, surveys and other engagement activities shall also be organised regularly to proactively understand residents' needs and concerns.
2. **Online channels:** Use the Poly Youyuehui App, official service hotlines, designated communication email accounts and other channels to enable requests to be submitted directly, progress to be tracked in real time and outcomes to be communicated online.

3. **Communication records:** Maintain communication registers, categorise and record feedback, comments and suggestions from homebuyers and residents, and ensure that each matter is followed through to closure. Recurring issues shall be periodically consolidated and analysed to improve management and services at source.

4.2 Collaborative Community Governance

Leveraging Poly Property Management's "5+4" Service System and the "Hemushe" councils, establish a collaborative community governance framework in which the Group provides overall direction, property management takes the lead, property owners participate and relevant stakeholders collaborate:

1. "Hemushe" councils shall be established to involve representatives of property owners, building representatives, business representatives and other stakeholders in consultation, oversight and decision-making on community affairs.
2. "Four-party co-governance" and other working arrangements shall be implemented. For public matters such as neighbourhood disputes, facility upgrades, environmental improvement and traffic management, relevant parties shall jointly discuss solutions to facilitate timely resolution.
3. Information on property management service income and expenditure, income generated from common areas and related expenditure, project renovation plans, service reports and other relevant matters shall be disclosed regularly in accordance with applicable laws. Residents' rights to information, participation and oversight shall be safeguarded to promote open and transparent community governance.

4.3 Complaint and Feedback Mechanism

Establish confidential and accessible internal and external complaint channels to ensure that stakeholders' legitimate concerns can be raised and addressed:

1. **Internal complaints:** Issues and suggestions may be escalated, as appropriate, to the person in charge of the project, the relevant regional management department or senior management of the property management company.

2. **External complaints:** Complaints may be submitted through the Group’s official service hotline or designated complaint email account. All complaints shall be handled in accordance with established procedures and within prescribed timeframes, followed up with complainants through to closure, and properly documented. Customer complaint handling shall meet the applicable performance targets.

5. COMMUNITY CARE

5.1 Care for All Age Groups

Respond to the needs of different community groups and develop a caring community service system:

1. **Care for the elderly:** Implement the “Home Is Where My Heart Is” Senior Service Programme, establish profiles of senior residents, and provide targeted services such as complimentary health consultations, haircuts, home-based assistance, festive visits and health seminars, thereby fostering a supportive and enriching environment for elderly residents.
2. **Youth development:** Provide after-school learning centres and children’s playgrounds, offer science education programmes, and organise study tours and cultural and sports activities to enrich young people’s lives outside school and support children’s healthy development.
3. **Convenience services:** Regularly provide services such as household appliance repair, plumbing and electrical inspection and maintenance, and safety awareness activities to address residents’ common day-to-day needs.

5.2 Community Culture

Respect local cultural customs, preserve distinctive regional cultural traditions, and regularly organise community activities such as traditional festival celebrations, neighbourhood gatherings, cultural performances and reading-sharing sessions and other activities. These activities shall strengthen neighbourly ties, foster a spirit of mutual assistance and friendliness, and cultivate a diverse and inclusive community culture.

5.3 Public Welfare and Social Responsibility

1. Encourage all employees, property owners and merchants to participate in public-welfare activities, including charitable donations, voluntary blood donation, the reuse and upcycling of used items, and book-for-vegetable exchange initiatives, thereby promoting a public-welfare spirit.
2. Actively participate in public-welfare initiatives, including rural revitalisation, targeted assistance programmes, educational donations, and ecological conservation. Provide targeted support in remote areas and resettlement communities to support residents in adapting their lifestyles and integrating into modern community life.
3. Promote green public welfare by organising waste-sorting campaigns, tree-planting and greening activities, low-carbon education, thereby encouraging residents to adopt sustainable lifestyles.

6. SMART AND GREEN COMMUNITY DEVELOPMENT

6.1 Smart Community Operations

Leverage digital technologies and artificial intelligence (“AI”)-enabled solutions to enhance community governance:

1. Upgrade hardware facilities, including smart access-control, digital surveillance, intelligent barriers, security early-warning systems, to strengthen community safety and security.
2. Utilise smart service platforms to integrate functions such as repair requests, payments processing, visitor management and information notifications, thereby achieving streamlined, transparent and efficient community service processes.
3. Explore the application of AI in areas such as community planning, resource allocation and risk early warning to enhance overall community management effectiveness.

6.2 Green and Low-Carbon Community Development

1. All newly acquired projects shall be designed to meet, at a minimum, the basic requirements of China’s green building standards. Promote renewable energy and water- and energy-saving technologies, and implement systems for waste sorting and resource recycling.

2. Develop ecologically landscaped communities by protecting existing natural vegetation, increasing green coverage within communities and reducing resource consumption and carbon emissions, thereby contributing to the achievement of the “Dual Carbon Target of Poly Property”.
3. Guide residents in adopting green and low-carbon lifestyles and develop liveable, low-carbon and sustainable green communities.

7. SUPERVISION, ASSESSMENT, AND ACCOUNTABILITY

7.1 Organisational Responsibilities

The ESG Committee of the Company shall serve as the supervisory body for this Policy. The ESG Executing Group shall be responsible for its implementation, including overall coordination, communication and awareness-raising, training, and oversight of implementation.

7.2 Assessment and Supervision

1. Incorporate indicators including customer satisfaction, risk management and public-opinion monitoring into the performance assessment systems for relevant business units and positions, so as to reinforce management accountability.
2. Conduct regular reviews of Policy implementation through a combination of internal audit and external assessment, identify management gaps and require the rectification of identified issues.
3. Proactively disclose community-management performance through channels including ESG reports, the official website and community notice boards, and facilitate oversight by the public and residents.

7.3 Training and Awareness-Raising

Regularly provide ESG training to the Group’s employees and business partners on management requirements, service standards and risk control requirements. Conduct awareness-raising activities for community residents on relevant policies, services, safety and community-civility guidelines, with a view to building consensus and jointly maintaining good community order.

8. SUPPLEMENTARY PROVISIONS

1. This Policy shall take effect on the date of its publication and shall be reviewed and revised at least once every three years.
2. Regional offices and projects may, having regard to local circumstances, formulate specific implementation rules within the framework of this Policy, provided that such rules shall not contravene the core requirements of this Policy.
3. In the event of any conflict between this Policy and applicable national or local laws, regulations or industry standards, the applicable laws, regulations and standards shall prevail.

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