



2020

企业社会责任暨环境、社会及管治报告

Corporate Social Responsibility & Environmental, Social and Governance Report

目录

报告说明 03

报告时间范围与周期	03
报告组织范围	03
报告准则	03
确认与审批	04
报告获取与反馈	04

释义 05

卷首语 06

公司概况 07

公司简介	07
核心理念	08

企业荣誉 09

利益相关方沟通 13

重要性议题评估 15

齐心抗疫 01

下沉社区战疫情	19
常态化防控工作	21
全面复工复产	22

经营之道 02

优化企业管治	25
履行经济责任	26
同树廉洁形象	28
供应商管理	32
保护知识产权	35

以客为上 03

安全生产管理	39
服务与质量管理	42

以人为本 04

完善人才管理	53
健全职业培训	57
心系员工展关怀	59

绿色发展 05

打好污染防治攻坚战	63
垃圾分类新风尚	65
践行节能低碳	67
创建节水型企业	69
追求绿色建筑与技术	71
应对气候变化	74

回馈社会 06

精准扶贫助力产业发展	77
延续爱心护春苗	80

综合绩效表现 81

依法合规 90

联交所《环境、社会及管治报告指引》内容索引 92



报告说明

北京北辰实业股份有限公司欣然发布第13份《社会责任报告》暨第5份《环境、社会及管治报告》。本公司董事会及全体董事保证本报告内容不存在任何虚假记载、误导性陈述或重大遗漏，并对其内容的真实性、准确性和完整性承担个别及连带责任。

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

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

报告时间范围与周期

除非特殊说明，本报告主要描述 2020 年 1 月 1 日至 2020 年 12 月 31 日期间，本公司在环境、社会及可持续发展工作方面的具体政策与表现。由于涉及连续性及其可比性，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，而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

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

汇报原则

重要性

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

量化

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

一致性

发行人应使用一致的披露统计方法，令环境、社会及管治数据日后可作有意义的比较。

本公司的举措

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

本公司已在“综合绩效表现”中提供了有关汇报的排放量 / 能源耗用所用的标准、方法、假设及计算工具的资料。

本公司所采用的方法与去年所采用的方法一致，并已就该等方法任何变动作出必要说明。

确认与审批

本报告披露内容符合上海证券交易所发布的《上海证券交易所上市公司环境信息披露指引》的信息披露要求，以及香港联合交易所有限公司发布的《香港联合交易所有限公司证券上市规则》附录二十七《环境、社会及管治报告指引》有关“不遵守就解释”的 ESG 信息披露要求。本报告于 2021 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、巨潮资讯网站及香港交易及结算所有限公司披露易网站查阅和下载。若您期望索取纸质版报告，或者对本报告有任何疑问、评论或反馈，欢迎发送邮件至 northstar@beijingns.com.cn 与本公司联系。

释义

在本报告内，除文义另有所指外，下列词汇应具有以下含义：

“北辰实业”、“本公司”、“北辰”	▶ 北京北辰实业股份有限公司
“北辰集团”	▶ 北京北辰实业集团有限责任公司
“ESG”	▶ 环境、社会及管治
“本报告”	▶ 本公司《2020 年度环境、社会及管治报告》
“报告期”、“本年度”	▶ 2020 年 1 月 1 日至 2020 年 12 月 31 日
“香港联合交易所”、“联交所”	▶ 香港联合交易所有限公司
“上交所”	▶ 上海证券交易所
“市委”	▶ 中国共产党北京市委员会
“市国资委”	▶ 北京市人民政府国有资产监督管理委员会
“市政府”	▶ 北京市人民政府
“服贸会”	▶ 中国国际服务贸易交易会
“京内持有型物业”	▶ 本公司在北京约 120 万平方米持有型物业
“北辰信诚物业”	▶ 本公司北京北辰信诚物业管理有限责任公司
“公寓公司”	▶ 本公司公寓经营管理分公司
“公设公司”	▶ 本公司公用设施管理分公司
“写字楼公司”	▶ 本公司写字楼经营管理分公司
“北辰会展集团”	▶ 本公司北京北辰会展集团有限公司
“北辰地产”	▶ 本公司北京北辰地产集团有限公司
“国会主体”	▶ 本公司国家会议中心主体建筑
“国会酒店”	▶ 本公司国家会议中心酒店
“五洲皇冠”、“五洲皇冠国际酒店”	▶ 本公司北京北辰五洲皇冠国际酒店
“北京五洲大酒店”	▶ 本公司北京北京五洲大酒店
“国际会议中心”、“五洲·会议中心”	▶ 本公司北京国际会议中心、北京北京五洲大酒店
“北辰洲际酒店”	▶ 本公司北京北辰洲际酒店
“五险一金”	▶ 养老保险、医疗保险、失业保险、工伤保险和生育保险及住房公积金
“新冠疫情”	▶ 新型冠状病毒肺炎疫情

卷首语

2020年是“十三五”规划的收官之年，是“十四五”规划顺利起航的奠基之年，更是北辰实业在抗击疫情、履行经济、社会责任之路上勠力同心、砥砺前行的一年。

这一年，面对突如其来的新冠肺炎疫情，北辰实业迅速应对、科学部署、迎难而上，努力克服疫情所带来的冲击，在确保疫情防控前提下全力推动企业复工复产，确保公司各项经营活动回归正常水平。

这一年，北辰实业主动向前、勇挑重担，全力以赴服务首都工作大局，全面发力高端会议接待服务，场馆运营管理、会展项目主承办、行业研究咨询服务四大业务板块。年内公司圆满完成中国国际服务贸易交易会保障任务，“北京服务”、“北辰标准”再放光辉。

这一年，北辰实业坚持节能减排，扎实做好生态文明建设和环境保护工作，多措并举实施大修改造项目，扎实有效推进垃圾分类工作，以实际行动提升环保绩效。截至报告期末，北辰实业旗下8家分公司及子公司陆续完成了“创建节水型企业”相关工作，并实现年内减废852吨，温室气体排放量同比上年下降2,007吨CO₂e。

这一年，是北辰实业为决战脱贫攻坚、决胜全面小康作出新的更大贡献的一年，公司连续第九年向北京春苗慈善基金会捐赠善款95万元开展孤贫重症儿童救助工作，使超过330余名患儿重获新生，并通过与北京市消费扶贫双创中心合作，积极采购扶贫产品，于本报告期内助力帮销680.6万元人民币，帮扶工作取得预期成效。

展望未来，北辰实业将继续沿着轻资产运行、新经济支撑、低成本扩张、高端服务业发展的总体方向，秉承追求股东价值最大化的一贯原则和“服务国际交往 筑造理想空间”的企业使命，努力创建国际一流的会展品牌企业和国内领先的复合地产品牌企业。



公司概况



开发项目覆盖了华北、华中、华东、西南等

15 个热点区域的重点城市

公司简介

北京北辰实业股份有限公司1997年4月2日由北京北辰实业集团有限责任公司独家发起设立，同年5月在香港联合交易所挂牌上市。2006年10月在上海证券交易所成功发行A股并上市。公司注册总股本为336,702万股，其中A股为266,000万股，占总股本的79.002%，H股70,702万股，占总股本的20.998%。

历经二十余年发展，公司已建立起发展物业、投资物业（含酒店）两大核心业务。

发展物业以立足北京、拓展京外为方针，近年来持续推进区域深耕和新城市拓展，逐步形成多区域多层级的全国规模化发展布局，构建了涵盖住宅、公寓、别墅、写字楼、商业在内的多元化、多档次的

的物业开发体系。发展物业项目遍及全国15个热点区域的重点城市，开发规模和市场占有率不断提升。

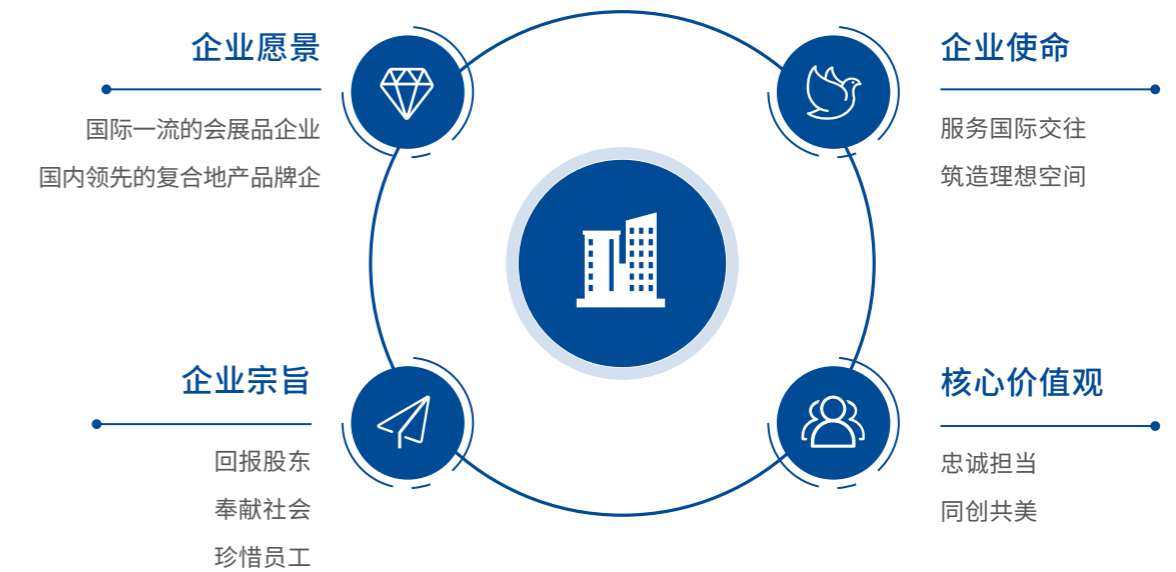
投资物业以会展为龙头，积极带动酒店、写字楼、公寓等业态协同发展。公司持有并运营的投资物业包括位于北京亚奥核心区的国家会议中心、北京国际会议中心、北辰洲际酒店、五洲皇冠国际酒店、北京五洲大酒店、国家会议中心大酒店、北辰世纪中心、汇宾大厦、汇欣大厦、北辰时代大厦、北辰汇园酒店公寓以及位于长沙的北辰洲际酒店等，总面积逾127万平方米。

在做优做强持有型物业的同时，公司以旗下北辰会展集团为依托，大力整合会展业务资源，不断强化会展产业新业务、新技术的外延扩张，探索发展包括会展场馆及酒店品牌经营管理输出、会展主承办、会展信息化、会展研发等在内的会展上下游产业，不断创新会展轻资产运营模式，助推公司高质量发展。

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



核心理念



企业荣誉

品牌及荣誉作为北京北辰实业重要的无形资产，是本公司可持续发展的源动力。多年来本公司凭借良好的品牌形象，实力的不断提升，获得社会各界给予的高度认可。

2020 年度北京北辰实业股份有限公司及旗下子公司及分公司 / 项目所获的部分奖项与荣誉：

奖项与荣誉名称	获奖时间	获奖公司 / 项目	授予单位
北辰实业			
2019 年度节能目标责任考核评价优秀	2020.01	北辰实业	北京市和朝阳区发改委
2020 中国房地产开发企业 500 强 -72 名	2020.03		中国房地产业协会
2020 中国房地产开发企业综合发展 10 强			中国房地产业协会
2020 中国房地产百强之星			中国房地产 Top10 研究组
2020 中国房地产百强企业 -62 名			中国房地产 Top10 研究组
2020 值得资本市场关注的房地产公司			中国房地产 Top10 研究组
2020 沪深上市房地产公司投资价值 Top10	2020.05		中国房地产 Top10 研究组
2020 沪深上市房地产公司财富创造能力 Top10			中国房地产 Top10 研究组
中国地产风尚大奖 -2020 中国房地产年度影响力综合运营商	2020.08		观点指数研究院 (连续两年)
2020 中国房地产综合开发专业领先品牌价值 TOP10——复合地产	2020.09		中国房地产 Top10 研究组 (连续十四年)
公益伙伴	2020.11		北京春苗慈善基金会
2020 年度 ESG 卓越企业			新地产财经传媒 (连续两年)
2020 领袖地产十大影响力品牌	2020.12		北京晚报 (连续五年)

奖项与荣誉名称	获奖时间	获奖公司 / 项目	授予单位	
北辰地产集团				
成都房地产绿色发展示范奖	2020.11	北辰鹿鸣院	成都房协	
成都市建设工程安全文明工地	2020.12		成都市住房和城乡建设厅质量与安全监管处	
十佳品质华宅楼盘			凤凰网	
2020 年度湖湘地标综合体大盘	2020.12	北辰三角洲	三湘都市报	
2020 年度湖湘影响力典范楼盘			长沙晚报	
亚太房地产大奖 2020-2021 年度中国公共服务建筑奖	2020.01	北辰新河三角洲 A3 项目	International Property Media Ltd	
中国绿色建筑二星级设计标识			湖南省建设科技与建筑节能协会	
湖南省建筑施工质量管理标准化“年度项目考评优良工地”	2020.06		湖南省住房和城乡建设厅	
湖南省建筑施工安全生产标准化考评“年度项目考评优良工地”			长沙市住房和城乡建设局	
2020 年上半年长沙市建筑施工绿色工地	2020.09			
2020 年下半年长沙市建筑施工绿色工地	2020.12			
国家优质工程奖	2020.12		北辰新河三角洲 E4 项目	中国施工企业管理协会
十大人居企业	2020.12		北辰地产集团成都城市中心	凤凰网
宁波海曙区 2020 年度房地产平安组织奖	2020.12		北辰府	宁波市海曙区住房和城乡建设局
第五届 REARD 全球地产设计大奖	2020.11		武汉辰发房地产开发有限公司	第五届 REARD 全球地产设计大奖
年度长效营销奖	2020.12	北辰中央公园	腾讯广告、大湘网	
长沙市建筑施工绿色工地	2020.12	湘府世纪 E+F2 项目	长沙市住房和城乡建设局	
2020 年第 15 届金盘奖年度最佳住宅	2020.12	长沙北辰三角洲奥城 C2 区	金盘奖组委会	
年度潜力商业项目	2020.12	长沙北辰三角洲大悦城	腾讯湖南	

奖项与荣誉名称	获奖时间	获奖公司 / 项目	授予单位
北辰会展集团			
大中华地区年度 MICE 酒店	2020.01	北辰洲际酒店	环旅世界
商旅优选酒店大奖	2020.05		中国酒店新势力联盟
亚太地区年度臻选商务酒店	2020.06		探索之旅
最佳 MICE 酒店	2020.08		《意游》杂志社
最佳会议会展酒店	2020.11		中国最佳酒店评选委员会、悠游网、最佳酒店融合媒体
豪华精选商务酒店			中国酒店风尚榜
2020 最佳商务酒店	2020.01		《意游》杂志社
2019 最佳卓越服务酒店			中国最佳酒店评选委员会
2019 年度微信直销最佳酒店			直客通
2020 中国饭店业最具盈利能力单体酒店		中国饭店业品牌价值峰会组委会	
2019 年度北京市“安康杯”竞赛活动中荣获优胜单位	2020.08	国家会议中心	北京市总工会、北京市应急管理局
2019-2020 年度中国会展品牌场馆	2020.12		全国会展工作委员
全国文明单位			中央精神文明委
2020 年“应急宣传进万家”暨“安全生产月”活动优秀组织单位	2020.11	北京五洲大酒店、北京国际会议中心	北京市突发事件应急委员会办公室 北京市安全生产委员会办公室
2020 年度携程最佳商务酒店	2020.12	北京五洲大酒店	携程旅行
写字楼公司—2020 年度写字楼卓越运营企业奖	2020.12	北辰写字楼经营管理分公司	全联房地产商会写字楼分会
北辰时代大厦—2020 年度亚奥区域卓越运营奖	2020.12	北辰时代大厦	

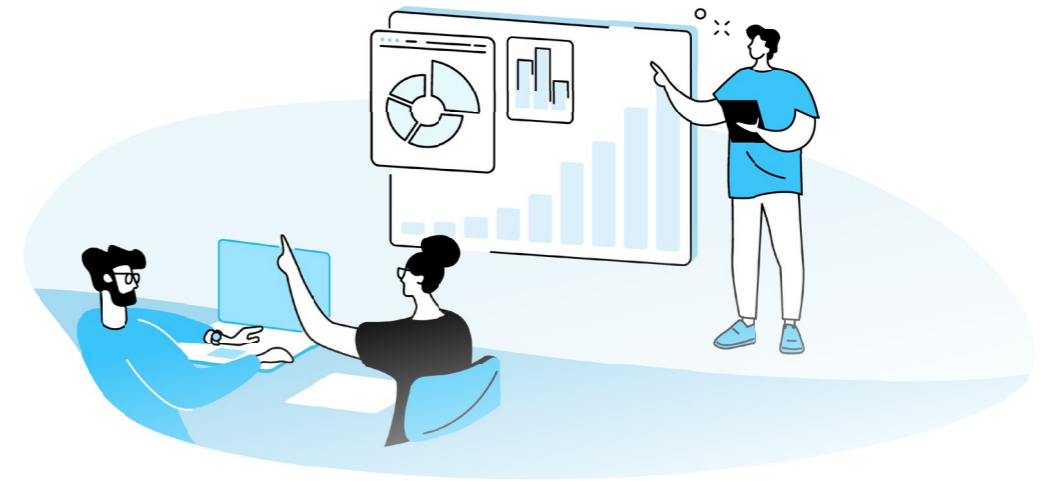
奖项与荣誉名称	获奖时间	获奖公司 / 项目	授予单位
北辰会展品牌输出管理项目			
新冠肺炎疫情防控工作先进基层党组织	2020.03	宁夏国际会堂	自治区机关事务管理局
2019-2020 年度宁夏青年文明号	2020.12		共青团宁夏回族自治区委员会
2019 年度会展业标准化先进单位	2020.06	杭州国际博览中心	浙江省会展业标准化技术委员会
2019-2020 年度中国十佳品牌会展中心	2020.08		中国会展业高峰论坛组委会
2020 年度金五星优秀会展场馆	2020.09		《中外会展》杂志社
中国会展十大会展场馆奖			《中国会展》杂志社 中国国际会展文化节组委会
新世纪 20 周年·20 个最具影响力会展中心金手指奖	2020.01	珠海国际会展中心	联合国世界商业组织 中国会展产业交易会组委会
中国最具品牌价值国际会展中心	2020.12		第十三届中国会议产业大会
020 年度金樽奖——最佳品质服务会议中心奖	2020.12	青岛国际会议中心	《中外会展》杂志社
CMIC2020·会奖之星中国最具品牌价值国际会议中心			北京市文化和旅游局、中国会展经济研究会
青岛旅游风云榜领军单位			青岛旅游协会

利益相关方沟通

为了更好了解主要利益相关方对企业营运的评价与期望，北辰实业建立了有效的沟通渠道，来评估企业在可持续发展工作中需要关注和解决的问题，对企业的成功发展具有重要意义。

北辰实业通过是否已投资或将要投资北辰实业、是否对北辰实业的业务营运具有影响力、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多方面内容来判断本公司主要利益相关方。

目前，本公司的主要利益相关方包括政府与监管机构、投资者及股东、客户、员工、供应商、媒体，以及公众等。为方便与各利益相关方进行有效交流，本公司设立并采用了不同沟通渠道，有效回应利益相关方诉求。



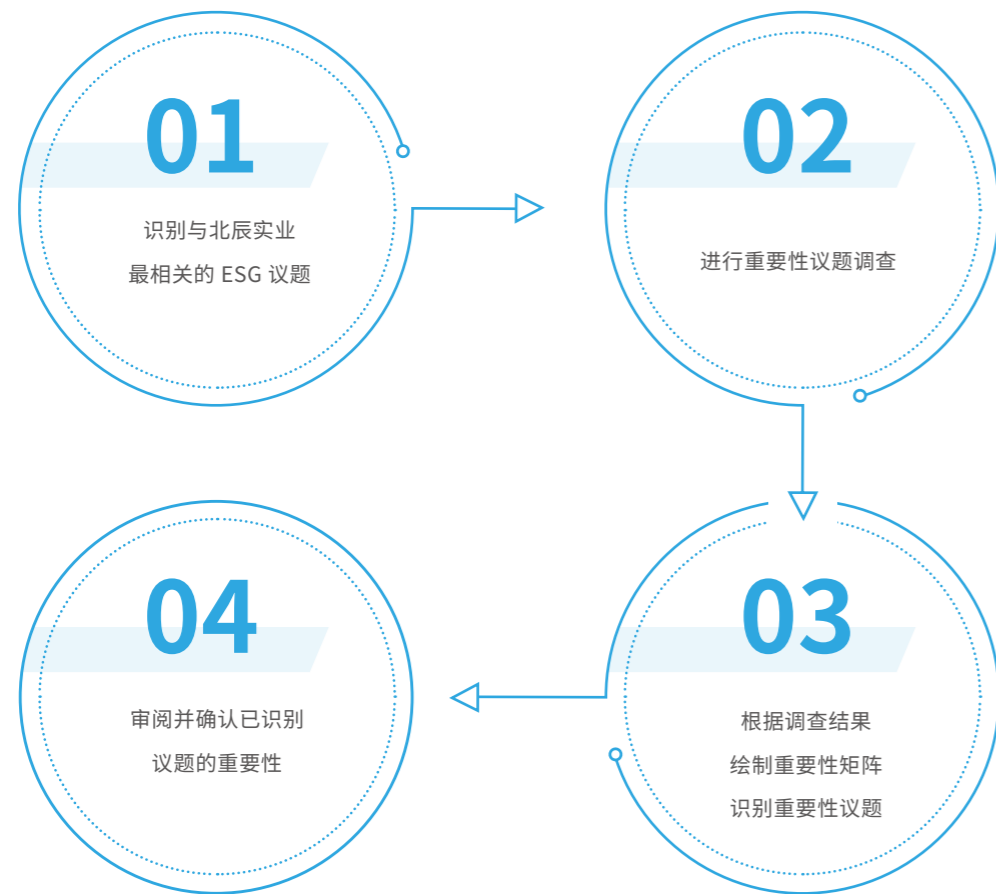
主要利益相关方	沟通渠道
 政府与监管机构	·参加会议 ·定期汇报 ·相关监督
 投资者及股东	·股东大会 ·公司网站投资者关系专栏 ·投资者关系热线 ·上证 e 互动 ·投资者调研 ·信息披露 ·投资者集体接待日 ·策略会
 客户	·客户服务热线 ·客户满意度调查 ·广告宣传

主要利益相关方	沟通渠道
 员工	·员工访谈 ·企业培训 ·员工活动 ·晋升渠道
 供应商	·电话访谈 ·现场考察 ·供应商大会
 媒体	·新闻发布会 ·访谈
 公众	·社区活动 ·慈善公益 ·扶贫帮困 ·广告宣传

重要性议题评估

为辨别北辰实业主要利益相关方最为关注的议题，从而确认在本报告中需重点披露的信息，本公司于本报告准备期内，进行了重要性议题调查，确定本年度ESG报告需着重披露的重要性议题。

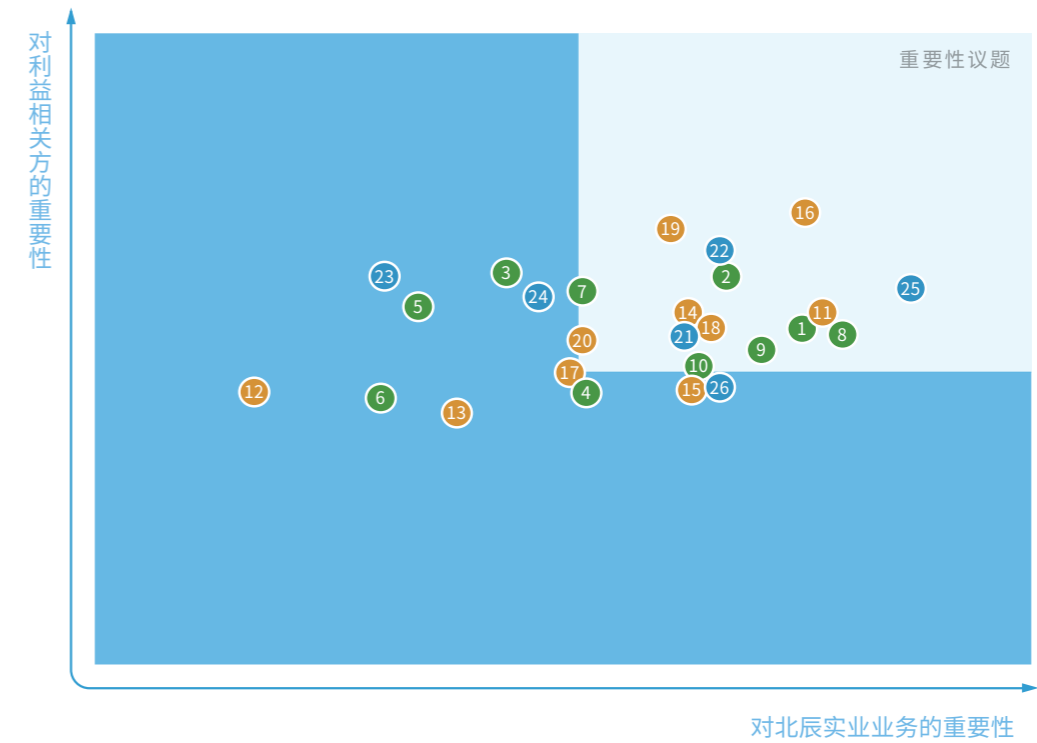
重要性议题确定过程



本公司基于自身的发展战略和业务特点，参考了企业可持续发展相关标准及指引，并且综合考虑了现时行业的发展背景及趋势通过填写线上问卷的调查方式，广泛收集并征求了部分主要利益相关方之意见。此次调查回收了合计230份来自本公司管理层、员工、政府与监管机构、投资者、客户、供应商、媒体，以及公众的有效问卷。根据利益相关方反馈，本公司确定了本年度ESG报告的重要性议题。

北辰实业通过对此次调查所回收的数据进行了综合分析，获得了如以下矩阵列示的重要性议题调查结果，并且识别出上述主要利益相关方最为关注的15个重要性议题。

北辰实业 2020 年度重要性评估矩阵



- | 环境议题 | 社会议题 | 管治议题 |
|--------------------------------|---------------------|----------------------|
| 1 绿色办公与运营 | 11 客户满意度 | 21 反腐倡廉 |
| 2 绿色建筑 | 12 社区投资及参与 | 22 财务表现及投资者利益 |
| 3 温室气体排放与管理 | 13 供应链管理 | 23 反不正当竞争 |
| 4 固废排放与管理 | 14 员工待遇及晋升机制 | 24 企业信息披露 |
| 5 废水排放与管理 | 15 保障服务质量 | 25 社会经济合规 |
| 6 废气排放与管理 | 16 客户健康与安全 | 26 利益相关方沟通 |
| 7 水资源使用及效益 | 17 劳工准则 | |
| 8 能源使用及效益 | 18 员工职业发展与培训 | |
| 9 材料使用及效益 | 19 员工职业健康与安全 | |
| 10 项目施工影响评估及相
关缓解措施 | 20 雇佣与员工福利 | |

本报告将着重围绕这些重要性议题，对相关内容进行汇报，以响应上述主要利益相关方的信息需求。

¹ 粗体为重要性议题。

齐心抗疫[★]

- ◉ 下沉社区战疫情
- ◉ 常态化防控工作
- ◉ 全面复工复产



齐心抗疫

面对新冠疫情的考验，本公司及旗下分公司及子公司坚持“疫情就是命令，防控就是责任”，坚定不移的把党中央各项决策部署落到实处，有序推进复工复产，确保疫情防控和业务发展齐头并进。

下沉社区战疫情

社区（村）是疫情联防联控、群防群控的关键防线。按照市委和市国资委、党委安排部署，本公司选派了17名党员干部下沉朝阳区社区（村）参与疫情防控工作。下沉人员分为3个工作小组，成立3个临时党支部，分别对接朝阳区安慧北里小区、崔各庄乡费家村、东辛店村。在新的“岗位”上，北辰下沉党员干部不忘初心，不辱使命，圆满完成了防疫任务。

17名

党员干部下沉朝阳区社区（村）



公司领导慰问下沉社区（村）党员干部

为中小微企业减免租金

为切实减轻疫情对中小微企业生产经营的影响，市政府和市国资委先后出台政策，以促进中小微企业持续健康发展。政策出台后，本公司高度重视、迅速反应，坚决贯彻及落实市政府和市国资委有关工作要求，深入细致的开展各项减免工作，主动帮扶中小微企业，全力为符合条件的中小微企业减免租金，报告期内，完成1,200余家中小微企业的房租减免。

报告期内，完成

1,200余家

中小微企业的房租减免。

用热血为抗“疫”奉献爱心

疫情之下，首都部分地区血库告急，在接到市国资委关于组织防疫期无偿献血的通知后，本公司立即响应，积极号召全体党员、团员、职工主动担当，为爱而行，以无偿献血的实际行动保障疫情期间医疗机构急救用血和正常医疗用血需求。



爱满北辰 共同抗疫



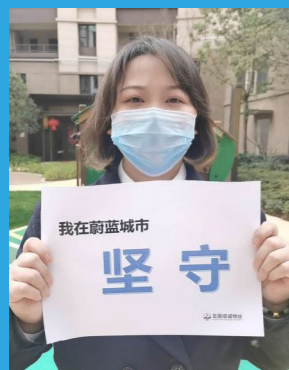
五洲·会议中心献血现场

齐心抗疫

常态化防控工作

面对反复无常的疫情，本公司及旗下分公司及子公司认真贯彻北辰集团疫情防控紧急部署会议精神，迅速调整工作重点，严格落实好属地、单位、部门、个人的“四方责任”，全面加强疫情防控措施，要求各部门、各岗位员工提高思想认知、不放松、不懈怠，把疫情防控作为当前重点工作抓，强化责任担当，对企业所辖区域防控措施落实情况进行重点检查。

本公司及旗下分公司及子公司坚持每日对公共区域、办公区、机房、设备间、卫生间等区域进行消毒；要求员工在工作区域佩戴口罩，实行每日两次体温监测，并要求上报同住家属身体状况；对外来人员严格落实扫码、测温、登记等各项防疫措施。



坚守岗位的逆行者们



国家会议中心疫情防控工作小组“站式会议”

本公司旗下国家会议中心第一时间成立疫情防控领导小组和工作小组，建立防控工作体系，出台各类防控管理专项方案、预案、流程51个，签订各类责任书1902份，编制约4万字企业突发公共卫生（新冠肺炎类）事件工作方案汇编，涉及服务、物资、设备、人员、区域等全方位管理举措，确保防控工作细致到位。

全面推进复工复产

面对疫情防控形势持续向好的局面，北辰实业以更大的决心、更安全的防控、更有力的举措，快速推动企业复工复产，逐步修复疫情对生产经营带来的阶段性影响，确保本公司各项经营活动回归至正常水平。



武汉城市中心复工前进行严格的核酸检测



重庆城市中心获得市场认可



北京城市中心金辰府项目逐步复工



长沙城市中心北辰三角洲和北辰中央公园项目实现平稳交付

经营之道

- 优化企业管治
- 履行经济责任
- 同树廉洁形象
- 供应商管理
- 保护知识产权



优化企业管治



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

报告期内，本公司按照《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》的规定，通过开展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，以及设置投资者关系专线电话等方式，保持与投资者及债权人进行全方位地互动与交流。北辰实业依法履行信息披露义务，保障股东知情权，充分维护投资者及债权人利益。

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

履行经济责任

投资者

报告期内，北辰实业按照《公司章程》及《股东分红回报规划》规定的分红标准和程序完成了本公司2019年度利润分配，充分维护了本公司股东依法享有的资产收益等合法权益。

报告期内，经2020年6月16日召开的2019年年度股东大会审议通过，本公司2019年度利润分配方案以方案实施前的公司总股本3,367,020,000股为基数，每股派发现金红利0.150元人民币（含税）。该利润分配方案已实施完毕（其中，A股现金红利派发已于2020年7月3日完成，H股股息已于2020年7月24日派发完毕），共计派发现金红利505,053,000元人民币，占本公司2019年度归属于上市公司普通股股东净利润的32.86%。

共计派发
2020年度现金红利



505,053,000
元人民币

比2019年度增加

101,010,600
元人民币（25%）

占本公司2019年度
归属于上市公司普通股
股东净利润的

32.86%

债权人

报告期内，为维护北辰实业债权人的合法权益，本公司积极保持有关公司债券及中期票据的付息情况之信息透明度。本年度各公司债券及中期票据的付息情况如下：

本公司于2020年1月13日

公告了《北京北辰实业股份有限公司2014年公司债券（品种二）2020年付息公告》，本次付息方案为：本期债券票面利率5.20%，每手“14北辰02”面值1,000元派发利息为52.00元（含税）；债券付息日2020年1月20日。

本公司于2020年4月8日

公告了《北京北辰实业股份有限公司关于2019年非公开发行公司债券（第一期）2020年付息公告》，本次付息方案为：本期债券票面利率4.80%，每手“19北辰F1”面值1,000元派发利息为48.00元（含税）；债券付息日2020年4月16日。

本公司于2020年4月8日

公告了《北京北辰实业股份有限公司关于非公开发行2016年公司债券（第一期）2020年付息公告》，本次付息方案为：本期债券票面利率4.48%，每手“16北辰01”面值1,000元派发利息为44.80元（含税）；债券付息日2020年4月21日。

本公司于2020年6月19日

公告了《北京北辰实业股份有限公司关于2019年度第一期中期票据2020年度付息公告》，本期债券基本情况为：本计息期债券利率5.20%；付息日2020年6月28日。

本公司于2020年11月26日

公告了《北京北辰实业股份有限公司关于2018年度第一期中期票据2020年度付息公告》，本期债券基本情况为：本计息期债券利率5.65%；付息日2020年12月3日。

截至2020年12月31日，“14北辰02”、“19北辰F1”及“16北辰01”等的付息已按期足额兑付，本公司不存在未按期、未足额支付及应付未付本期公司债券及中期票据利息的情况。

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

同树廉洁形象

通过监督检查约谈提醒

328 人次

抽查了 **8** 家企业

餐饮浪费、公务用车封存、
基层减负等情况

排查经营销售发票

1,957 份



为促进本公司经营发展，本公司扎实推进党风廉政建设工作，营造风清气正的发展环境，实现北辰新时代跨越式发展。

在廉政建设和反腐败工作方面，北辰实业坚持贯彻党的十九届五中全会精神，根据本公司党委2020年党风廉政建设和反腐败工作计划和2020年纪委、监察专员办公室重点工作安排，增强“四个意识”、坚定“四个自信”、做到“两个维护”，进一步提升党员领导干部的法律法纪观念和遵规守矩意识，为推进本公司经营改革发展提供坚强的政治保证和纪律保障。

本公司严格遵守《中华人民共和国刑法》、《中华人民共和国反洗钱法》及《中华人民共和国反不正当竞争法》等法律法规。在制度建设方面，本公司本年度修订《北辰实业党委关于进一步贯彻落实中央八项规定精神、纠正“四风”的若干规定》，进一步明确本公司管理层成员、各部室负责人以及企业管理层成员贯彻落实中央八项规定精神的实施细则，对苗头性、倾向性问题进行谈话提醒，对违纪问题严肃处理，努力提升监督执纪的质量和效果。

为了进一步拓宽信访举报渠道，本公司开拓网络举报新阵地，在OA平台设立信访举报窗口，构建“信、访、电、网、微信”五位一体的信访举报渠道，多种方式收集信访信息。同时，本公司规范信访台账管理，对所有信访统一编号，明确信访内容、办理方式、负责人和处置结果，实行动态化管理，确保对账销号记录清晰、准确无误。

本年度，本公司聘请廉政监督员276人，举办廉政监督员培训班，明确廉政监督员的监督职责和监督内容，将监督触角延伸至企业一线；并在国家法定节日等关键节点前，通过文件、即时通讯软件等进行提醒教育，确保节日期间值班、公务用车封存、节日送礼招待等问题的全覆盖监督。

案例

本公司开展“以案为鉴、以案促改”警示教育系列

为推动党风廉政建设宣传教育，本公司深入开展“以案为鉴、以案促改”警示教育系列活动。



建立主要领导负责、分管领导具体抓、专人专办落实、全体党员干部积极参与的警示教育工作机制，确保警示教育工作持续深入推进。



召开警示教育大会，通报了市纪委关于违反生活纪律案例和市国资委第三轮巡察反馈追责问责案例，进一步增强员工廉洁自律的意识。



开展以“阳光北辰”为主题的党风廉政建设宣传月活动，邀请了市纪委宣传部长、中国纪检监察学院原副院长等专家举办3场党风廉政建设专题讲座，持续深化党风廉政教育工作。



编写三部警示教育案例，运用典型案例教育员工。



“以案为鉴、以案促改”领导干部警示教育大会

报告期内本公司

2,279 人

参加了廉政专题党课学习

发放了廉政教育类资料

1,331 份

推荐阅读书目

148 部

248 人

参观廉政教育基地

发放警示教育光盘

20 余张

1,036 人

参加廉政知识测试

征集廉政文化主题方案

213 条

报告期内本公司旗下分公司及子公司

将警示教育延伸到企业基层 **1** 线

实现了查处 **1** 案

警示 **1** 片

治理 **1** 域的综合效应

剖析案例

18 个

召开警示教育大会

15 次



供应商管理

北辰实业结合经营实际和经营环境变化，制定了《供应商管理办法》、《采购招标管理规定》、内部比选管理办法等内部政策，切实将可持续发展的理念融入供应商管理机制中。本公司在商业开发、业务流程管理上与供应商共同承担环境、社会责任风险，共享发展机会，共同识别和监测供应链中存在的风险与机会，并积极推行集约高效的业务服务采购策略，是本公司践行可持续发展的重要表现。

截至 2020 年 12 月，
与本公司建立了长期合作的国内
供应商数量为

1,239 家



北辰实业严格执行供应商准入及淘汰机制，依照相关制度以招标比选等方式对供应商进行资格审核，审核内容包括但不限于营业执照、资质等级、服务范围、银行资信、业绩水平、合作项目、信誉水平等，对不诚信的供应商实行黑名单制。对于已经建立合作关系的供应商，实施全方位的监督与查核，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2020年12月，本公司坚持合格供应商认证入库原则，严格把关供应商实地考察和线上打分程序，进一步补充完善房地产开发与改扩建工程项目招采平台的供应商资源库，目前库内合格供应商共1,239家。供应商来源包括但不限于企业内部推荐、供应商自荐、招采平台外网注册等方式。

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

绿色采购具体措施包括：



在物业开发和投入制造上优先选择与具有绿色建筑资质的设计院及承建商合作



涉及大批量印刷制品时，签订合同中要求使用相关环保材料



采购省电环保的LED灯泡替换原始的白炽灯



所有外带塑料袋、打包盒及客人用吸管换成可降解的环保产品

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

严守食材质量关

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

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

根据供货商评分结果对应实施的主要激励方法：



以优质食材缔造卓越餐饮服务

力求建精品工程

北辰实业设有工程质量管理目标考核制度，每年度逐级落实工程质量管理目标，持续加大审查力度，针对所有在建项目进行定期质量抽检，交付前进行项目自查、城市中心检查和北辰地产评估三层防控体系，评估通过后方可交付客户。

本公司要求所有承建商必须做到：

- 质量管理体系的落实；
- 执行国家强制性标准；
- 保障在建工程的质量标准；
- 规范工程技术数据的填写与记录，保持与工程进度同步。

案例

北辰时光里以数据诠释质量

细节成就品质，匠心铸就精品。北辰时光里项目向客户全方位展示了该项目的住宅毛坯部分工程实体工艺过程和关键部分建筑构造做法，让客户充分了解到项目的工程质量，凸显北辰地产在工程质量管理方面的专业水平。



压槽抹灰样板

压槽抹灰样板

北辰时光里项目铝模施工工艺展示

案例

宁波北宸府项目邀请业主“鉴证”工程进度质量

北辰地产宁波北宸府于2020年5月举办了为期两天的“匠心深处、鉴微知筑”工地开放日活动，本次活动邀请业主对精装隐蔽工程项目进行检验。开放日当天，现场设置了工法样板展示区和实体样板展示区，在工作人员的带领下，业主深入了解到项目的结构和工艺细节。



宁波北宸府项目集中交房



工作人员热情细致的服务获得了业主的认可与赞誉



宁波北宸府，臻心精着每一寸细节

保护知识产权

知识产权管理与企业品牌战略密不可分，北辰实业高度重视本公司知识产权保护工作。报告期内，北辰实业积极进行商标保护工作，在本公司的授权范围内规范使用注册商标，同时主动收集整理商标使用证据，对于他人可能侵害北辰注册商标的情况，本公司及时通报和取证，有效维护本公司的合法权益，并切实保护本公司的无形资产。

除此之外，本公司持续增强相关的管理，通过向员工分享行业相关知识产权案例、加强企业知识产权制度建设、签订授权使用协议、加强日常监督监管等举措，对知识产权方面可能出现的风险及侵权行为严加防范。



本公司开展知识产权保护培训

案例

国家会议中心成为朝阳区知识产权联盟成员之一

2020年4月，北京市首家展会知识产权保护联盟—朝阳区知识产权保护联盟正式成立。本公司旗下国家会议中心代表联盟单位、展馆方在启动会上发言并参加了揭牌仪式。联盟成立后，将发挥各成员单位的协同作用，通过加强知识产权保护和改革创新展会领域知识产权保护的新模式，进一步提高知识产权保护水平，加强打击侵犯知识产权的行为，保障国家知识产权战略深入实施，维护公平竞争的市场秩序。国家会议中心作为联盟的重要一员，将担负起联盟单位的工作职责，进一步提升会展业服务水平，精心培育会展服务品牌，加强行业协同合作，推进联盟建设。



北京市首家展会知识产权保护联盟成立——国家会议中心积极参与展会知识产权保护

以客为上

- ◉ 安全生产管理
- ◉ 服务与质量管理



以客为上

客户满意是企业生存、盈利、可持续发展的基础，直接影响着企业品牌形象。北辰实业以为客户提供优质的服务为宗旨，建立上下联动的协同服务机制，切实提升客户满意度，与其共赢发展。

报告期内，本公司严格遵守我国相关法律法规，涉及范围包括但不限于提供产品或服务与健康与安全、广告、标签、隐私事宜、补救方法等。本公司于报告期内已遵守的有关法律法规名称，以及本公司对各法律法规的遵守情况概述，已列示于本报告“依法合规”章节。本公司在产品及服务责任上，聘请资深法律顾问，为本公司提供专业意见，制定合理有效的解决方案；在业务运营过程中，坚决打击违法建设和违规销售行为，以实实在在的态度维护客户权益。

安全生产管理

北辰实业在关注客户健康与安全方面，始终坚持“红线意识”，建立了完善的安全生产管理体系，全面落实“党政同责、一岗双责、齐抓共管”的安全生产管理主体责任，本着“预防为主、单位负责、突出重点、保障安全”的工作方针，全力发挥本公司安全生产的服务职能。

本公司与旗下分公司及子公司签订了《安全稳定工作责任书》，并按照工作要求，与各部门、班组、个人及商客户、承租承包、劳务派遣单位等层层签订责任书，认真落实逐级安全稳定主体责任，签订率100%。

本公司依据《北辰集团安全生产专项整治三年行动方案》，结合企业实际情况，落实企业安全生产主体责任、隐患排查治理体系建设、建设工程施工项目安全整治、消防安全整治、交通安全整治、内部安全防范整治7个专项工作深入推动实施，要求各企业层层抓好组织实施，细化整治工作方案，确保责任落实到位、任务完成到位。



案例

本公司旗下五洲会议中心获得北京市应急宣传进万家活动优秀组织奖

为科学稳妥安全有序推进复工复产，维护职工生命健康权益，五洲·会议中心积极开展2020年“应急宣传进万家”活动，获得了北京市2020年“应急宣传进万家”暨“安全生产月”活动优秀组织单位奖。



安全宣传咨询日活动



消防应急演练



应急救援演练



消防器材使用培训

案例

国家会议中心通过北京市二级安全生产标准化复审

2020年12月，国家会议中心（国家会议中心大酒店）顺利通过北京市二级安全生产标准化复评工作现场评审，评审专家组一致认为国家会议中心安全生产标准化工作符合评定标准并给予充分肯定和良好评价，并正式颁发了证书和奖牌。



国家会议中心

长期以来，北辰实业始终把安全生产放在企业工作的重中之重，在警卫勤务、大型活动工作中，严格落实接待大型会议、活动安全保障工作“万无一失”的工作要求。并在每次接待重大会议、活动安全保障工作前，及时全面的了解、掌握接待工作的任务和要求，排查工作隐患，重点加强防火、维稳、治安、交通管理方面相关工作，强化岗位安全责任制的落实，夯实工作方案细节及应急预案，积极完善各种安全保障措施。

服务与质量管理

数字化创新经营

2020年，受新冠疫情影响，国内外众多大型展会被取消或推迟，会展业经营面临较大压力。本公司在兼顾疫情防控的前提下，充分发挥网络展会聚集效应，积极推进会展经济的数字化融合，尝试将单一线下展会服务业态拓宽为线上线下同步发展，以增强用户体验。这一举措，在中国国际服务贸易交易会等一系列重要会展活动中成功应用。

案例

北辰保障团队高标准通过服贸会“大考”

2020年中国国际服务贸易交易会在国家会议中心及周边场地举办，本公司旗下多家单位参与接待保障。国家会议中心不仅承担了主会场的保障任务，还首次承担了室外7万平方米临时场馆的总保障任务。本公司成立了专项组织机构，投入4,344人力，制定了有关工作方案36个，涉及防疫、办公、会议、展览、餐饮、住宿、运行等2类47项应急预案，各项筹备工作稳步推进，8月25日已完成全部演练。

其中，公设公司作为环境、能源和信息通信等各大系统的综合服务保障单位，全面排查、完善流程、团结协作、压实责任，圆满完成了服贸会的服务保障任务；五洲皇冠国际酒店在做好疫情防控无疏漏、安全生产无事故、设备设施无故障、服务接待无差错的前提下，共计接待用房百余间夜，接待参会人员用餐153人次，接待会议活动4场，出色地完成了此次接待任务；公寓公司共计接待服务组委会部分工作人员以及来自11个省市地区参会人员400余人，共计301间客房；北京北辰洲际酒店接到国家会议中心支援需求，仅用3小时就集结了包含餐饮服务、公共区域维护和现场协调三大块近70人的支援团队，首次增加了室外7万平方米的临时展区，支援工作中，每一名员工都将五星级的服务标准带到服贸会中。

服贸会期间，本公司各企业齐心协力，以“精益求精，万万无一失”的标准确保服务的最高品质，成功打造了全国展会疫情防控的样板。



本公司董事长向国资委有关领导汇报服贸会筹备情况



会展接待组嘉宾讲解团



消防及周围环境秩序保障



“红马甲”防疫保障团队



会场服务精益求精



室外场馆设备安装调试

案例

国家会议中心推动智慧场馆建设 提升客户体验感

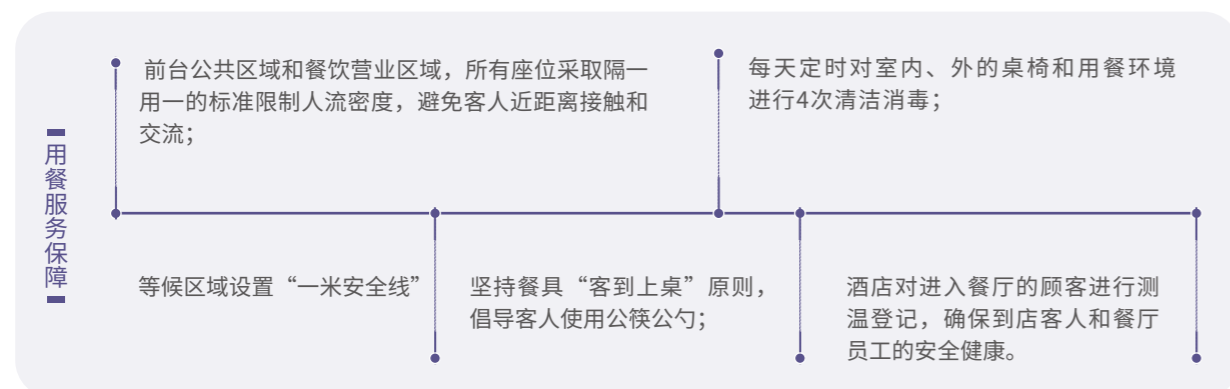


“云展会”战略合作签约仪式

北辰旗下国家会议中心通过推出电子报馆、BIM (Building Information Modeling) 项目、线上看馆、与酒店对接直客通 (线上商城) 等项目的实施落地, 大大提高场馆智能化水平。更通过升级会展布置方案、在展区设置“网格定点”、采取差异化进场等方式优化服务, 提升客户体验感。国家会议中心运用跨界思维, 开展场馆服务数字化升级, 携手CHINAFIT健身大会等优质项目, 通过“云展示”、“云论坛”、“云洽谈”积极探索双线会展新模式。




餐饮卫生管理

随着疫情风险的降低, 餐饮经营陆续复工复产, 酒店严格落实疫情防控工作要求, 在客人办理入住时, 向客人及时传达当地有关疫情防控的相关工作要求和精神, 按行业、公安部门要求如实填写登记表, 督导客人做好疫情防控。在客人住店期间, 酒店专人每日早晚两次为客人测量体温, 建立疫情风险实时监测体系。在大堂入口和员工通道入口处设临时隔离观察室, 以备发现发热、疑似、确诊人员使用, 并为到店客人提供干净、放心、安全的用餐服务和环境。



用餐环境的全面消杀

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

 餐厅卫生	餐厅家具和公共设备每日进行两次消毒及开窗通风
	延长餐具高温消毒时间
	送餐服务人员要佩戴卫生防护工具
 厨房卫生	服务人员采取分散用餐
	厨师身体健康监测
	消毒液擦拭厨房地面
	冷荤间紫外线消毒
 烹饪	生熟食材使用专属工具分开加工
	菜品出品中心温度达到 75°C 15 秒



重视客户满意度管理

报告期内，北辰实业客户满意度水平保持良好，会展、酒店、写字楼、公寓及地产项目的客户满意度，已经达到行业内标杆企业水平，这表明本公司近年来持续关注并优化客户满意度工作落实成效显著。

在持续推进客户满意度管理的同时，报告期内，北辰实业制定并下发了销售案场客户接待服务执行标准并引入“神秘客”检查机制，以多维度督导、提升客户服务水平。在客户投诉处理方面，截至2020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、公寓及地产项目）25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。

2020年度

会展、酒店、写字楼及公寓的平均客户满意度



87.67%

各类投诉妥善回复和解决率为



100%

在投诉处理应对方面，本公司积极回应客户诉求，找到并解决客户投诉的根源，整理客户投诉的敏感点，从根本上提升产品及服务质量，杜绝类似投诉情况的再次发生。

案例

北辰地产成都城市中心圆满完成 2020 年项目交付工作

2020年，北辰地产成都城市中心圆满完成北辰国颂府、北辰天麓御府（精装修）、北辰南湖香麓（三期）三个项目集中交付工作，集中交付期到访交付率分别为81%、70%、90%，客户满意度高，未出现一起客户维权事件，为成都房地产企业树立了新标杆。



北辰国颂府

加强网络及信息安全

面对当前日益严峻复杂的网络安全局势，北辰实业根据《中华人民共和国网络安全法》、《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》、《中华人民共和国计算机信息系统安全保护条例》等有关法规规定做好网络安全和信息化各项工作，严格落实网络安全工作责任制，扎实推进网络安全保障体系和能力建设，切实筑牢公司网络安全屏障，不断开创网络安全工作新局面。

近年来，本公司及旗下分公司、子公司持续完善从物理安全、网络安全、系统安全到应用安全、数据安全、安全管理和安全组织的网络信息安全防护体系。

管理方面

建立健全网络信息安全管理制度

本公司制定了信息与网络安全管理指导意见、数据中心应急预案、管控信息系统网络信息安全应急预案等信息安全相关管理制度，各分、子公司也分别制定了《信息安全管理规定》、《网络与信息安全应急处置预案》、《信息发布审批制度》等信息安全相关管理制度。本公司及旗下分公司及子公司遵守信息安全事件上报、处理、分析机制。

不断深化全员安全意识

加强教育和宣传工作。对运维人员定期进行岗位培训，对网络与信息安全事件及时响应、处理。组织全员信息安全教育培训，培养员工安全意识，养成良好的上网习惯，例如定期使用杀毒软件进行计算机病毒查杀。不断提高员工网络信息安全风险防范能力。

加强人员管理

建立完善的网络信息安全组织架构，明确相应的岗位、职责和职权。按照机房安全管理制度，设置机房门禁、视频监控等设施，严格管理出入人员。对信息系统设定用户访问权限，对业务敏感信息进行加密，控制信息传播范围。与具有涉密信息系统操作权限的人员签订信息安全和保密责任书，合理分配系统查询权限。离职人员及时关闭系统权限。

技术方面

- 本公司内、外网络之间部署身份认证 / 识别系统，并设置有效安全措施配置；数据中心部署防火墙、入侵防御系统、异常流量清洗系统、WEB 应用防火墙、数据库审计系统、网页防篡改系统、服务器深度安全防护系统、邮件安全网关和安全运维监控管理平台，提升了网络信息安全的防护能力。
- 严格执行日常运行状态监控工作，加强安全设备运行的检查。定期对系统进行更新升级，保持最新的病毒库防护。指派专人对网络运行监控等方面的日志进行分析、处理，定期检查违反安全策略的行为。做到对风险早发现、早处置，将风险降至可承受范围之内。
- 按照各系统的备份策略，通过灾备一体机定期进行数据备份，对恢复时限要求高的系统做了快照备份，出现故障时可通过灾备一体机实现分钟级托管，快速恢复访问。并定期对各系统进行恢复性测试以确保数据的完整性、正确性。对重要数据进行数据加密。
- 通过技术手段，以视频、文字日志的形式记录运维厂家、系统管理人员对服务器的维护修改，多方位多角度保障网络与信息安全，为企业信息化管理水平保驾护航。

客户资料隐私保护

本公司坚持客户至上的行为标准，坚决执行《北辰集团暨北辰实业合同管理实施细则》及《公司法律事务管理办法》以保障客户信息资料及隐私，分别由各分公司及子公司主管进行监督，及由纪检委员和廉政监督员负责监管。报告期内，本公司没有收到有关因泄露客户信息而遭到投诉的事件。

案例

北辰地产构建“云平台”下的客户数据保护法

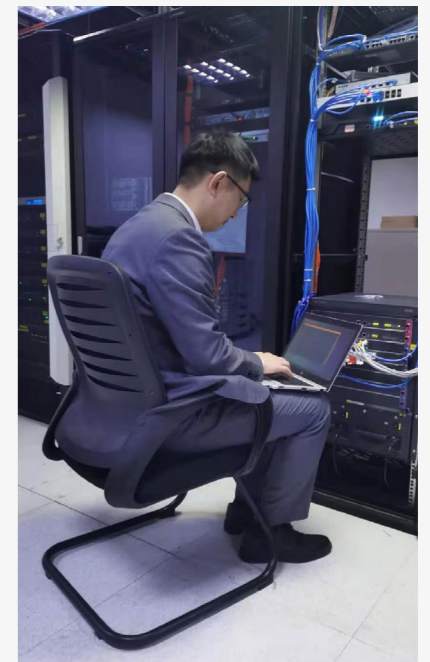
北辰地产所有信息系统均部署在网络安全等级保护云计算平台第三级认证及测评的专业云端服务器上，拥有完善的安全管理措施，系统中存储的客户资料和信息由安全集成人员、安全运维人员、安全管理人员组成的安全团队管理妥善存储在安全物理环境、安全通信网络、安全区域边界、安全计算环境、安全管理中心五个层面。

案例

长沙北辰洲际酒店开展网络安全升级工作

长沙北辰洲际酒店在九月开展了网络安全全面升级工作，具体工作包括：

- 针对酒店内部计算机和服务器进行全面升级，并安装WINDOWS自动更新工具确保在软件系统层面拒绝黑客发现漏洞；
- 针对酒店办公网络硬件设备进行专门的网络安全扫描，对存在网络安全漏洞的设备关闭相关漏洞端口，并对计算机IP和MAC地址进行绑定，指定固定上网IP地址；
- 在酒店办公网中，通过WINDOWS域控统一管理用户权限，确保所有受管辖用户无法使用U盘，也无权限安装软件，以拒绝用户在无意间带入外部病毒，或者在未经许可的情况下安装不知名软件；
- 组织酒店全员参加信息安全教育培训，提高信息安全意识和基本技能。



开展网络安全升级

以人为本

- 完善人才管理
- 健全职业培训
- 心系员工展关怀





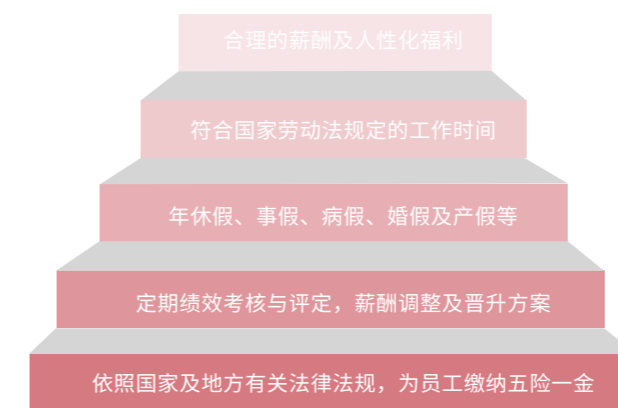
完善人才管理

北辰实业奉行“以人为本”的管理理念，以匠心、温暖构建企业大家庭。一直以来，本公司努力为员工营造温暖、关怀、安全、和谐的工作环境，多角度为员工搭建成长平台，让员工与企业共同成长，从而增强企业凝聚力，提升员工归属感。

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、反歧视以及其他待遇及福利的法律法规，以及有关防止雇用童工及强制劳工的法律法规。本公司于报告期内已遵守的有关法律法规名称，以及本公司对各法律法规的遵守情况概述，已列示于本报告“依法合规”。本公司对雇佣童工及强制劳工采取零容忍的态度，所有应聘人员入职前都须提供合法且有效的身份证明文件，以保证合规雇佣。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。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。

本公司已建立的内部政策及管理办法包括《公司职工薪酬管理办法》、《公司培训管理办法》、《公司交叉培训管理办法》、《公司招聘配置管理办法》、《公司技术技能人才工作室管理办法》、《公司关于人力资源信息系统管理的有关规定》、《公司劳动合同管理办法》、《公司绩效考核管理办法》、《公司企业经营管理者薪酬管理办法（试行）》、《公司人员返聘工作管理暂行办法》、《退休人员重疾医疗互助帮困实施办法》等。本公司会依据内部程序与实际情况，对相关制度文件进行不定时更新。

根据《公司劳动合同管理办法》，北辰实业为员工提供：



此外，本公司在按时足额为全体员工缴纳各项法定保险之余，还为员工提供企业年金、补充医疗、职工互助保险等多项补充福利，全方位加大员工生活保障，提升员工的安全感和满意度。

推进人才战略

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

案例

不拘一格揽人才



2020年，北辰实业加大人才引进力度，激活国有企业高质量发展的活力和动力。在校园招聘方面，本公司一直强化毕业生实践平台，牵头旗下分公司及子公司共同开展2020-2021年度校园招聘工作——“辰星计划”，以“线上+线下”的全新招聘形式，开展线上宣讲、校园宣传、简历收集工作，计划京内引进大学及以上应届毕业生百余人。在社会招聘方面，通过网络招聘渠道及猎头服务机构，积极开展管理岗位与高端专业人才的社会招聘工作。此外，公司还组织参加各项专项特色招聘活动，扶贫就业双选会、重点高校毕业生招聘会等，累计引进退役大学生士兵2名、建档立卡贫困户毕业生1名；并做好做实军转干部接收工作，累计接收安置军转干部2名，在承担国有企业社会责任方面发挥了积极作用。

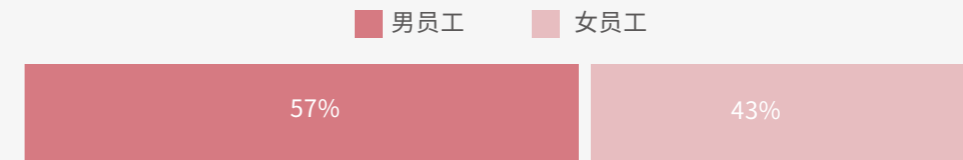


实现多元共融

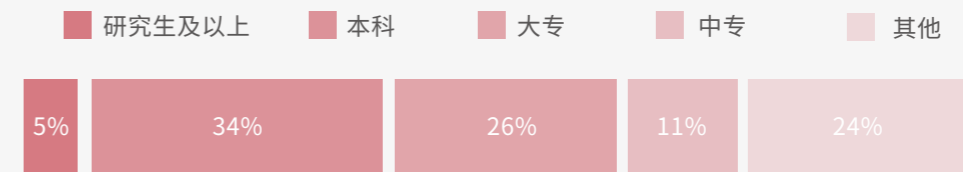
北辰实业致力于维护员工权利，尊重并公平对待不同性别、年龄、宗教信仰、民族、文化背景、家庭与健康状况的员工，努力打造公平、多元化、具有创造力的团队，更为每一位员工提供适合自身发展的工作环境。截至2020年12月31日，本公司雇用残障员工18人。

截至2020年12月31日，本公司及旗下分公司及子公司的在职员工总数为5,690人。详细员工数据已列示于本报告“综合绩效表现”。

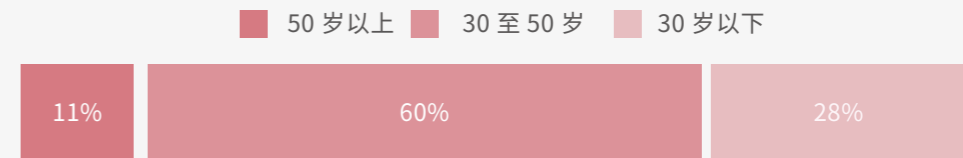
按性别划分



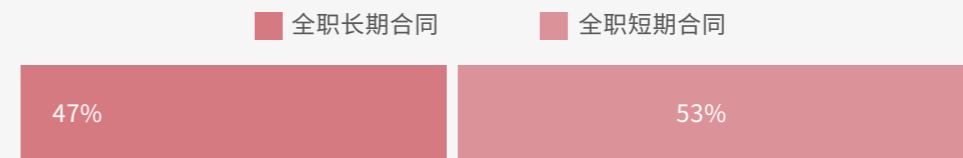
按教育成分划分



按年龄划分



按雇佣类型划分



按雇员类别划分



健全职业培训

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

随着本公司近年来不断加强房地产开发全国化布局，以及受托管理与顾问咨询业务、重大国务政务活动接待项目的开展，本公司对各类人才尤其是专业型人才与高级管理人才的需求量大幅提升，短期内或将面临人才短缺的风险。

针对上述风险，本公司成立了人才工作领导小组，通过加强内部选拔培养与市场化选聘，举办企业领导人与年轻人才等培训班，推进高素质专业化领导人员队伍建设，选优配强人才队伍；通过开展会展集团专项人才、北辰地产岗位实践型人才培养，加速人才储备。

案例

开展第二期公司辖属企业董监事培训班

随着本公司规模的迅速扩张，子企业数量显著增加，为了将各层级公司治理纳为有机统一的整体，切实增强本公司治理效能，本公司组织了第二期辖属企业董监事履职能力提升培训班。培训覆盖面广，内容丰富，课程设计紧紧围绕学员们工作实际，涵盖本公司治理、财务审计、民法典、国有资产法等10项内容，总计48学时，有效促进了子企业公司治理水平的提升。



培训会现场

本公司积极开拓培训渠道，为员工提供自我提升的机会：

» 组织开展新员工入职培训——为了帮助新入职员工快速融入企业，北辰以集团级、企业级、部门级，三级培训体系组织新员工入职培训。累计培训课时近200课时，参训人次约为300人。

» 加强技术技能人才培养——围绕公司战略发展需要，为一线职工岗位成长、技能成才搭建平台，本公司与北京市工贸技能学院服务管理分院联合举办了北辰劳模（职工）创新工作室线上培训。累计培训课时为10课时，参训人次约为200人。

» 组织开展人力资源专业培训——本公司采取线上线下结合的培训形式，以“理论+实操+案例”的模式开展了员工档案管理培训、劳动争议调解培训等人力资源专业知识提升培训。

» 开展线上职业技能提升培训——疫情期间，本公司积极引导企业根据《关于推进职业技能提升行动“互联网+职业技能培训”工作的通知》、《关于精准支持重点行业中小微企业稳定就业工作的通知》文件精神开展线上职业技能提升培训，以上培训累计超过20万课时，参训人数约3,600人。



2020年应届毕业生入职培训

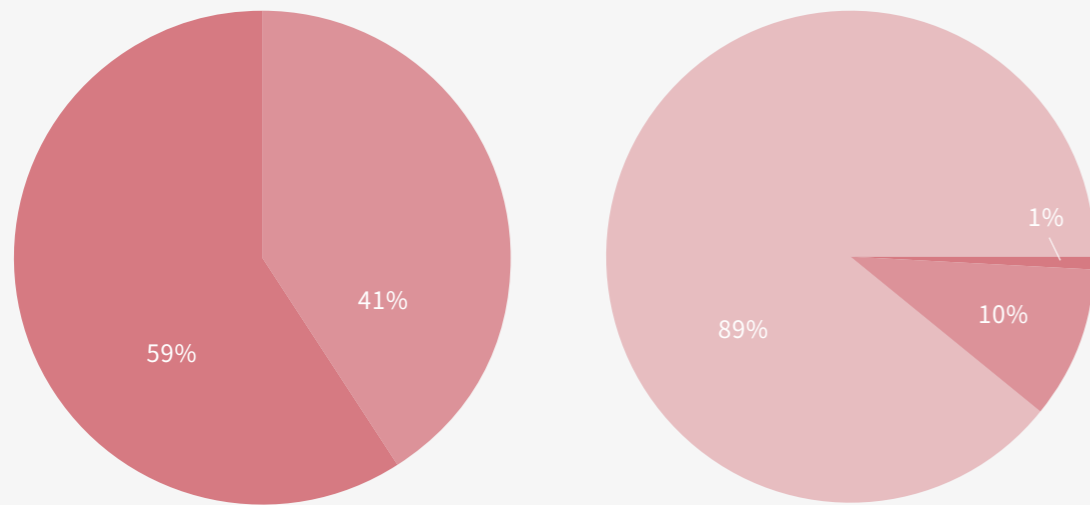
于本报告期内，本公司及旗下分公司及子公司的受训雇员百分比为97.29%²。详细员工培训信息已列示于本报告“综合绩效表现”。

雇员受训百分比

按性别划分³

按雇员类别划分⁴

■ 男雇员 ■ 女雇员 ■ 高层人员 ■ 中层人员 ■ 一般人员



心系员工展关怀

为了让每位员工能在安全、舒适的环境下工作，本公司持续维护办公室及其他运营场地的设备和设施，确保室内照明适宜及保持空气流通，定期维护改造茶水间硬件设施，在办公区域和运营场地配备了休憩室、活动室及母婴室等，以满足员工所需。

本公司高度重视员工的身心健康，定期组织员工到医疗机构进行体检，完善员工福利保障，确保每位员工都能以饱满的精神、健康的体魄投入到工作中。此外，为了进一步完善补充医疗保障体系，为员工提

²受训雇员百分比 = (受训雇员/雇员总人数) × 100%

³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) × 100%

⁴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) × 100%

高医疗保障水平，减轻退休人员因患重大疾病所需承担的医疗费用，本公司继续执行《公司职工补充医疗保障方案》及《公司退休人员重疾医疗互助帮困实施办法》。

值得一提的是，新冠疫情爆发以来，本公司始终把守护员工的生命安全和身体健康放在首位，为全体员工投保“新冠安康住院津贴”团体保险计划，保险计划覆盖所有在岗和不在岗职工以及劳务临时工，惠及员工约6,900名员工。

“新冠安康住院津贴”
团体保险计划覆盖
6,900名员工。

本公司致力于提升员工归属感，用心关怀每一位员工。报告期内，本公司为职工开展了不同形式的关怀活动，充分体现了对一线职工的人文关怀，活动包括但不限于：

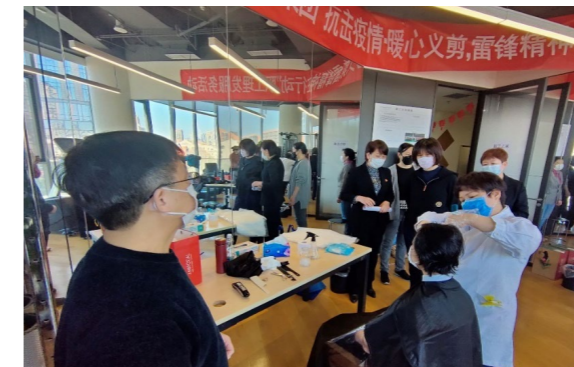
- 2020年2月，本公司工会紧急拨付11.18万元人民币疫情防控专项资金，所属各级工会组织按要求购置疫情防护用品及慰问坚守岗位一线职工，共投入53.6万元人民币。



本公司领导慰问一线坚守岗位职工

- 组织开展暖心义剪活动，助力战“疫”，活动历时8天，为北辰所属16家单位近300名职工提供了义剪服务。

- 组织开展“夏送清凉·抗疫助考”活动，为100余名职工子女及时发放了“防疫暖心助考应援包”。



开展义剪服务



发放“防疫暖心助考应援包”

绿色发展

- ◉ 打好污染防治攻坚战
- ◉ 垃圾分类新风尚
- ◉ 践行节能低碳
- ◉ 创建节水型企业
- ◉ 追求绿色建筑与技术
- ◉ 应对气候变化



打好污染防治攻坚战

北辰实业始终贯彻中央精神，高度重视生态环保工作，以实际行动展现企业“绿色风采”。本公司内部制定了污染防治管理章程，通过在项目经营、日常运作及施工现场管理等方面采取污染防治措施，切实减少了自身运营对环境造成的影响。

本公司通过对旗下持有物业实行统一标准的管理，在实践中稳中前行，截至2020年12月31日，本公司及旗下分公司及子公司的排污许可证均通过复检，并实现达标排放。



抓好排污管理

北辰实业绝不以牺牲生态环境为代价换取经济发展，本公司在业务运营过程中，严格遵守中国相关大气污染排放、污水排放、固体废物处理及控制噪音的法律法规。本公司于报告期内已遵守的有关法律法规名称，以及本公司对各法律法规的遵守情况概述，已列示于本报告“依法合规”。

北辰实业的大气污染物及污水排放主要来自酒店业务，本公司持续加强行业相关管理标准，认真遵守并执行《餐饮业油烟污染物排放标准》、《北京市地方标准餐饮业大气污染物排放标准》、《北京市地方标准大气污染物综合排放标准》、《北京市地方标准水污染物排放标准》、《北京市排水许可管理办法》及《国家水污染物排放标准制订技术导则（HJ 945.2-2018）》等行业排放标准。本公司定期（平均每两个月一次）组织清洗酒店厨房油烟罩、设备管道、隔油器和风机等，有计划地对厨房运水及烟罩设备进行维护保养，确保相关设备运行正常。



2020年度
氧化物（NOx）和硫氧化物（SOx）
排放总量分别较去年同期减少约

47.5%



垃圾分类新风尚

无害废弃物处置与管理

北辰实业通过实际行动努力减少废弃物的产生，积极对废弃物进行分类、回收与再利用。由于本公司持有物业在日常经营、设备运行与维护过程中，产生的废弃物量占有业务比例最高，本公司持续加强对持有物业的无害废弃物管理工作。

为贯彻落实新修订的《北京市垃圾分类管理条例》，本公司及旗下分公司及子公司积极学习《朝阳区生活垃圾分类工作行动方案》，开展垃圾分类投放行动，按厨余、可回收、有毒有害和其他垃圾进行分类投放以此达到垃圾总量实际减少的目的。

2020年度
无害废弃物产生量
较去年同期减少约



35.8%

2020年度
其中厨余垃圾产生量
较去年同期减少约



45.4%



国家会议中心场馆配备四色分类垃圾桶



公共区域设置红色有毒有害垃圾桶作为口罩回收垃圾桶

通过实践，北辰实业将节约环保和高效利用资源的意识贯穿于本公司各业务的日常运营中。本公司旗下酒店更积极响应《北京市宾馆不得主动提供一次性用品目录》，不再主动提供牙刷、梳子、浴擦、剃须刀、指甲锉、鞋擦等“六小件”用品，并科学配置垃圾分类容器。本公司各项回收再利用物资工作开展顺利并进一步扩大回收工作执行范围，酒店按照客房产生的可回收废弃物进行分类、分离并加以利用，如把客房的废旧毛草染色后做成抹布给公共区域使用，报废的床单做成内枕袋，使用客房使用过的香皂头、洗发、沐浴露回收给洗衣房用于清洗抹布玻璃、塑料制品则由本公司委托专门的回收企业进行统一回收后再利用。



回收再利用客房废旧毛巾

此外，本公司旗下酒店在采购易耗品时均会选用包装材料为可降解环保型的产品，且客房内不使用过度包装产品，以减少产生不必要的不可降解垃圾。由于本公司各项业务不涉及大批量采购与使用包装物，故不披露包装物使用数据。

践行光盘行动

针对厨余垃圾处理的问题，北辰旗下分公司及子公司积极倡导光盘行动，在各个餐饮点设置倡导光盘行动的提示海报和指示牌，电子屏滚动播放光盘行动提示，做好节俭用餐，反对浪费等宣传工作，并推出“小份餐”，避免舌尖上的浪费。

本公司旗下酒店对不可回收的一般废弃物实施干湿分离，针对厨余配置了专门容器并单独储存。此外，本公司将厨余数量作为衡量采购数量的重要参考指标，希望从源头减少厨余的产生。另外，进行干湿分离后的一般废弃物分别由符合资质的单位进行收集、运输与处理。



餐厅设有专员指导厨余分类



餐厅配置了厨余的专门容器



餐厅内张贴海报倡导“光盘行动”

有害废弃物处置与管理

本公司根据《国家危险废物名录》对危险废弃物进行筛选与鉴别，选择在危险废弃物经营、运输与处置方面有合格资质的供应商进行危险废弃物的集中回收与处置。此外，为进一步加强本公司办公、生产环境中所产生的有害废弃物的控制，以及保障员工的健康安全，本公司制定并实行了《有害废弃物管理规定》，该规定对本公司日常运营过程中所产生的有害废弃物的分类、存放、记录、运输及处理等做了严格规定。

由于本公司报告期内积极节能减碳，在疫情防控期间推动绿色改造，如将旗下子公司及分公司原有高耗能的照明系统淘汰，更换LED节能灯，而因此造成大量制造废弃灯管等有害废弃物。本公司严格执行已制定的《有害废弃物管理规定》，对改造期间所产生的有害废弃物的处置进行严格把控及监督。

另外，本公司旗下部分酒店采取IHG的有害物质管理政策，对酒店里的有害物质包括清洗液、涂料、脱漆剂和稀释剂等物质确定隔离储存区域并认真管理，避免了潜在的健康和环境风险，提高了工作环境的安全性；对负责有害物质处置的员工进行风险识别和正确处理程序方面的培训；对每一种有害物质都委托了符合资质的回收处理机构进行妥善的运输与处理。

践行节能低碳

在能源资源使用方面，北辰实业坚持以习近平新时代中国特色社会主义思想为指导，认真贯彻绿色发展理念，严格遵照《中华人民共和国节约能源法》、《重点用能单位节能管理办法》、《节能监察办法》、《清洁生产促进法》、《循环经济促进法》等有关规定，结合公司内部已建立的规章制度加强能源管理，在保证技术可行、合理的基础上，降低消耗、减少损失、杜绝资源浪费，实现企业效益最大化。

为强化日常节能管理工作，使环保绩效见到实效，本公司持续优化能源管理体系，每月对各分公司及子公司的能源使用情况进行统计，并绘制能耗对比曲线，以数字为依据，制定切实可行的环保解决方案。本公司于1991年成立了设备能源及资源管理节能办公室，对本公司京内持有型物业的能源使用情况进行监控与管理。

2020年度
天然气消耗量
较去年同期减少约
47.9%



外购电力消耗量
较去年同期减少约
28.7%



作为北京市重点耗能单位，近年来公司积极贯彻党中央、市委、市政府一系列绿色发展相关政策法规，持续开展“推进绿色发展、共建美丽北辰”工作。

2020年8月，根据市发改委、市统计局《关于公布2020年北京市重点用能单位名单并做好相关工作的通知》要求，本公司迅速组织开展节能目标责任考核评价工作，监督指导各企业全面梳理企业能源管理体系情况、综合能耗消耗情况、节能技改项目开展情况和用能设备淘汰情况等，并汇总撰写完成自查报告。该报告被市发改委认为“工作详实有效，能源使用效率稳步提升”最终被评定为“优秀”，这也是自2015年以来本公司第五次获得市重点用能单位节能目标责任考评“优秀”等级，这也证明了公司在推进绿色发展、承担社会责任方面获得各界认可。

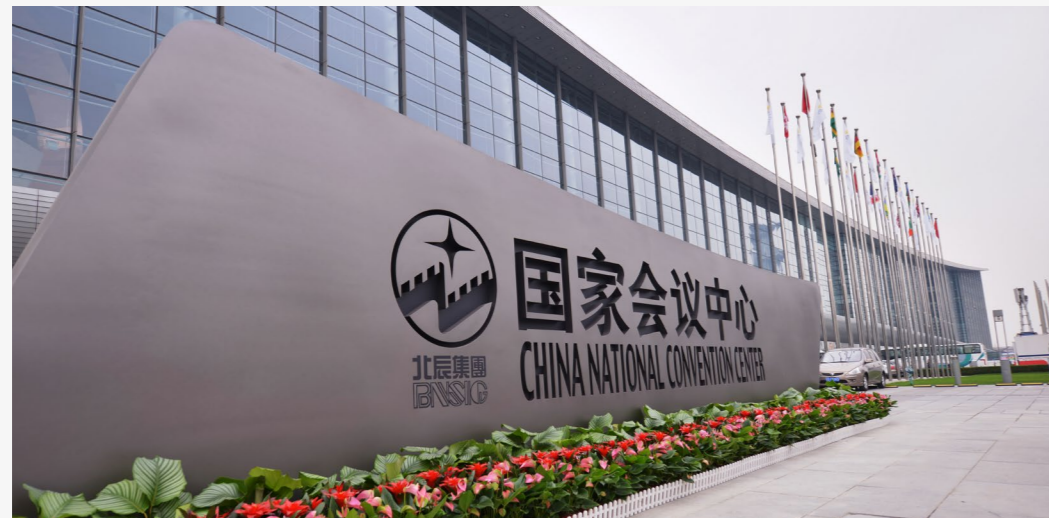
本公司连续

5次获得市重点用能单位
节能目标责任考评
“优秀”等级

案例

国家会议中心建设资源节约型企业

为建设资源节约型企业，国家会议中心本着“绿色低碳，全面小康”的原则，对空调机组控制系统、水泵供电和控制系统进行了升级改造，更换变频控制系统2套。原本耗能较大的工频运行的空调改为了变频运行后，不仅减小了风力对电机和管道的冲击，而且提高了通风系统运行的舒适性、经济性和安全性。投入运行后的调频空调通风系统预计每年可节省电能约32.4万千瓦时，减少企业开支约31万元，切实达到了节省电能的预期效果。



国家会议中心

案例

积极参与“地球一小时”活动，以实际行动践行绿色发展理念



国家会议中心针对“地球一小时”活动举办线上“半脸 cosplay”

本公司旗下国家会议中心、五洲皇冠国际酒店、公寓公司、写字楼公司等众多企业积极参与由WWF世界自然基金会发起的“地球一小时”公益活动，同世界180多个国家和地区一起开启了2020年熄灯活动，用实际行动把节能、环保、低碳的意识普及到更多的人。



创建节水型企业

作为市属国有企业，本公司一直坚持节水优先，每年严格控制所属各企业用水指标，落实指标责任制，将责任层层分解到各企业，并根据指标落实情况进行考核，大力宣传节水相关的法律法规，与北京市节约用水管理中心建立联系，邀请行业专家进行培训授课。本公司在日常经营的同时，积极落实节水目标，肩负起社会责任，以实际行动推进节水型社会建设。

本公司通过全面梳理各企业的用水状况和水指标使用情况，以及开展用水系统“水平衡”测试等相关工作创建节水型企业。自2010年起，本公司所属国家会议中心、北辰洲际酒店、写字楼公司、公寓公司、五洲·会议中心、五洲皇冠国际酒店、公设公司等8家分公司及子公司陆续完成了“创建节水型企业”工作，获得北京市水务局颁发的“创建节水型企业”奖牌和奖金。

案例

节约用水有妙计

本公司旗下分公司及子公司在节约用水上采取了不同的措施，以促进水资源循环利用：

国家会议中心在洗手间及绿化等区域大规模使用市政中水，不仅节约用水还能降低用水成本。

写字楼公司在招揽租户和举办展会的过程中大力宣传节水理念，通过宣传栏开展节水优先的宣传，引导客户树立节水理念。

公寓公司将1,400余个房间的抽水马桶和淋浴器具换成节水型器具，从用水源头进行节水。

五洲·会议中心和五洲皇冠国际酒店建立自身水处理系统，将生活用水进行沉淀、过滤、消毒等工艺处理再用作冲马桶，利用率达到98%，接近满回收。

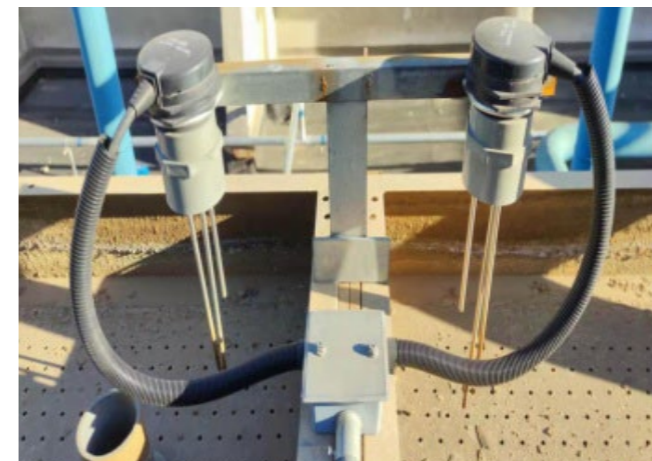
公设公司在三个排污口建立化粪池，为市政处理污水提供了有力支撑。

疫情防控期间，北辰实业在严格把守疫情安全大门的同时，多措并举推进大修改造项目实施，本公司于报告期内先后启动了公设公司热力西站凝水箱、五洲·会议中心冷却塔等更新改造工程，充分利用疫情经营间隙，提前于报告期内完成重点改造项目，释放正常运营与改造之间的冲突所产生压力。

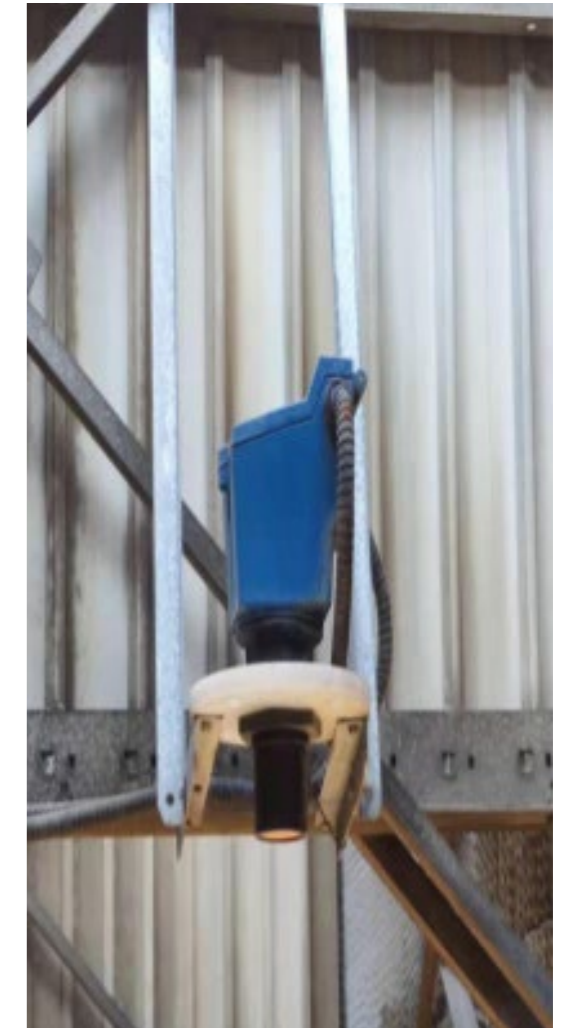
本公司旗下北京国际会议中心针对冷却水补水系统进行了升级改造，解决了多年冷却塔水位不平衡的问题，彻底改善冷却塔溢水现象，整个制冷季节约冷却水补水约700吨。冷却水补水系统更新改造，将补水泵更新为节能产品，塔内液位采用电子监测，有效避免跑冒水现象。



冷却水补水系统更新改造



将补水泵更新为节能产品



塔内液位采用电子监测

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用水困难的情况。



2020年度
外购自来水占水资源消耗量比例为
100%



2020年度
用水总量较去年同期减少约
38.7%

追求绿色建筑与技术

北辰实业深知生态环境保护责任重大，生态文明建设任重道远。在践行可持续发展道路上，北辰实业深入贯彻习近平生态文明思想，全力推动企业节能减排和绿色转型，构建绿色生产生活方式，为经济绿色转型和可持续发展提供有力支撑。本公司于内部制定了相关管理规章制度，制度中明确要求本公司通过对绿色建筑的研发和在运营过程中倡导绿色环保理念、坚持绿色发展、生态优先的基本原则，以确保经济发展和生态环境协调统一。

案例

北辰鹿鸣院获得成都房地产绿色发展示范奖

北辰鹿鸣院项目在成都房协首届成都房地产绿色发展示范奖评选中成功获得“绿色发展示范奖”。该项目通过在节约土地资源、优化建筑布局、节约建材、采用节能设备、非传统水源利用、采用节水设备、景观配置、BIM 技术、装配式技术等 9 大方面专项设计的应用，实现再生资源利用率、减少污染、降低能源消耗，达到绿色可持续发展目标。



北辰鹿鸣院的样板间



北辰鹿鸣院

环境友好型施工

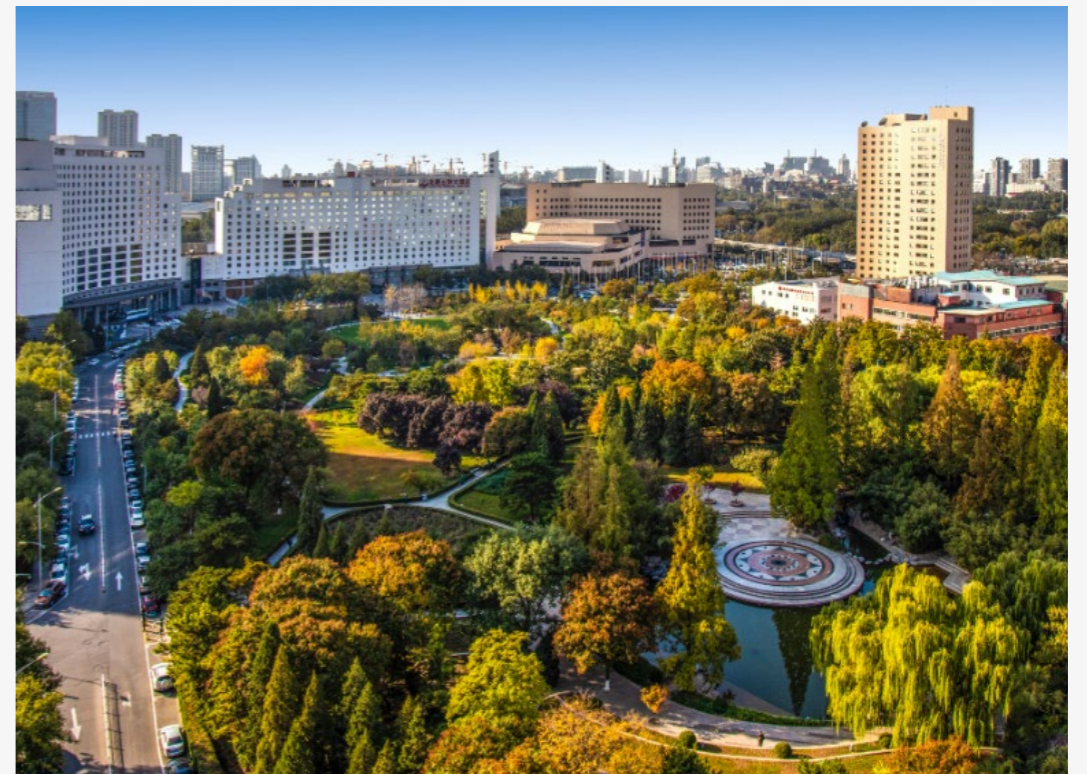
本公司认真贯彻落实国家及市政府关于环境保护的各项要求，包括但不限于扬尘治理有关标准、规范和文件等，积极完成上级单位下达的各项环境保护任务，通过制定及统一内部相关管理政策及措施，降低工程建设对周边环境的影响。

本公司于开发及运营物业中大量引入绿色设计概念，在规划、施工及后期运营的过程中参照绿色建筑及相关可持续发展标准执行。新开发物业多选择节能环保类建材，在北京新建的项目均参照《北京市居住建筑节能设计标准》（DB/J11-602-2006）及《绿色建筑评价标准》（GB/T50378-2014）。

案例

亚运村配套环境再升级

为更好地提升亚运村服务接待配套环境，打造中心花园整体景观效果，2020年5月，公设公司开展了中心花园北园改造工程。本次改造工程旨在通过绿化改造、园区内道路改造、水域改造、微地形改造及仿古凉亭修缮等方式，打造中心花园整体景观，形成南、北园风格统一、各具特色的效果。



亚运村绿色生态区

案例

公寓公司积极推动“绿色改造”

- 完成燃油炉改造项目，将位于公设公司东西站公寓自有计8台燃油炉全部更新为以清洁能源天然气为燃料的燃气炉，更新改造后不仅提高了热效率同时预计减少48%的有害气体排放量；
- 亚运村宾馆A座2-13层装修改造项目中将原有非节能产品全部更新，共计更换LED节能灯带6,800米；外窗使用断桥铝双层中空玻璃，共计更换396樘；更换全部给水、排水、采暖、空调老旧管线；新做岩棉材料外墙内保温；
- 为解决因系统老化造成的跑冒滴漏现象，进行了公寓西区部分生活冷热水、采暖、空调管线更新及管线保温，共计更新管线480米；
- C座营销中心装修外窗使用断桥铝双层中空玻璃，隔热保温效果良好，降低冷辐射节约能源消耗；
- 根据《关于北京市发改委对北京北辰实业股份有限公司开展2020年节能监察工作的通知》要求，公寓公司高度重视，建立有效清单名录，高效准确地收集并提供了相关资料，并按本公司要求逐步将淘汰设备列入年度改造计划；
- 根据北京市节能监察大队要求，将公寓现有《高耗能落后机电设备（产品）淘汰名录》（第一、二、三、四批）收录20KW及以上需淘汰设备梳理统计；更新了节能型干式变压器2台，并将L座2台变压器更新列入公寓公司《2021年持有资产改扩建工程项目计划》；拆除了地下车库送风、排烟风机电机4台。

绿色办公与环保运营

在绿色办公方面，公设公司于2020年5月印发《关于印发<北辰公用设施管理分公司“过紧日子”工作方案>的通知》，该通知明确提出绿色办公、纸张使用、无纸化、优化设备设施运行效率等方面实施细则，通过“节能降耗、缩减支出”两手抓实现节能降耗及降低成本双目标。本公司希望通过日常环保行为与理念的引导，将节能低碳的意识根植于每一位员工心中。

本公司旗下分公司及子公司纷纷提出绿色办公方案：

- 优先采购节能、节材产品，选择低碳、简包装的办公用品
- 节约使用能源，办公区域禁止使用高功率电器，严格执行办公室人走灯灭，下班后及时关闭室内电源，减少电脑、打印机等办公设备待机能耗
- 推广办公电子化、无纸化，减少纸质文件、资料印发数量，利用OA平台，实现数据信息网络互联互通，数据信息资源共享共享
- 加强废旧电子产品、生活垃圾等分类收集、回收工作，按有关规定报废老旧台式电脑
- 严格控制室内夏、冬季空调设置标准
- 办公区域安装集中供水设备，少饮瓶装水，减少一次性制品的使用

应对气候变化

在全球气候变化背景下，洪水、暴雨等灾害频次和强度增加，重大极端天气气候事件发生的可能性上升，容易对本公司供电、给水、排水等产生重大影响。本年度夏季，进入汛期以来，亚运村区域已历经两次强降雨的考验。公设公司按照本公司发布的《关于做好2020年汛期暑期安全生产工作的通知》要求，冷静应对，强降雨期间及时启动防汛预案，企业总调度室、环管部及安保部联合启动亚运村区域排涝保畅部门联动机制，各级领导于一线现场指挥调度，保证亚运村区域安全平稳度过强降雨，未有任何人员及财产遭受损失。

本公司旗下五洲皇冠国际酒店本年度为汛期配备了潜水泵3台、防汛沙袋50袋，并建立防汛抢险救灾物资台账。此外，酒店还组织了防汛应急预案演练，针对演练中的问题，及时进行了整改。

未来，北辰实业将积极识别气候变化对本公司及旗下分公司及子公司的影响以及制定适应对策，提高防御自然灾害的能力，为各企业积极做好应对气候变化的战略准备。

回馈社会[★]

- ◉ 精准扶贫助力产业发展
- ◉ 延续爱心护春苗



回馈社会

北辰实业自成立至今，始终秉承公益传统，积极践行社会责任。目前，本公司在参与社会公益方面的主要形式包括实施精准扶贫和公益慈善捐款。



精准扶贫助力产业发展

2020年是脱贫攻坚收官之年，本公司按照市委、市政府、市国资委党委关于精准扶贫工作的具体要求，通过党建共建、消费帮扶、就业帮扶等多个方面，实施帮扶措施，为受援地区实现“造血”发展，加快脱贫致富步伐。

本公司以消费扶贫为抓手，通过与北京市消费扶贫双创中心合作，积极采购扶贫产品，于本报告期内助力帮销680.6万元人民币，实现消费扶贫带动产业扶贫。

公益扶贫方面，北辰本年度向河北省张家口市赤城县人民政府公益捐赠150万元人民币，帮扶赤城县养殖产业发展，建立产业扶贫车间，助力养殖户实现进场集中养殖，产业收益直接带动赤城县建档立卡贫困户实现增收。此项目投资建设17个集中养殖场，为贫困户提供170个扶贫专岗，帮助赤城县提前完成年度脱贫攻坚任务，实现摘帽。

公益捐赠



150 万元

帮销扶贫产品共



680.6 万元

建立



17 个
集中养殖场

为贫困户提供



170 个
扶贫专岗

“一企一村”结对帮扶工作取得预期成果，白虎头村产业帮扶工作按计划顺利开展，目前“会呼吸的院子——味庭”民宿小院已正式投入运营。并且为了规范白虎头村民宿经营，本公司发挥行业优势，组建专业团队“送教下乡村”，赴白虎头村开展技能培训，就中餐摆台与席间服务、客房铺床与卫生清洁程序、中式烹调菜品制作现场教学、实践指导，让村民在家门口学到星级服务、星级标准，切实提高白虎头村民宿接待服务水平。



“送教下乡村”活动中餐摆台规范讲解



“送教下乡村”活动客房铺床培训

案例

走进白虎头村开展低收入帮扶座谈会

为扎实推进扶贫攻坚工作，本公司领导及精准帮扶工作小组成员走进白虎头村开展低收入帮扶座谈会。会上，斋堂镇政府及白虎头村领导代表全村村民向北辰的帮扶工作表示感谢并赠送锦旗，赞扬北辰“扶贫助困促安居乐业，资金注入助山村发展”。



走进白虎头村开展低收入帮扶座谈会



收到锦旗受赞誉

本公司董事长李伟东表示，北辰将继续在市委、市政府、市国资委的坚强领导下，不忘初心、牢记使命，践行国企社会责任，加强与白虎头村两委的配合，坚决落实精准扶贫工作任务，全力以赴助力白虎头村稳定脱低，让全村村民和低收入群众受益，为打赢脱贫攻坚战、实现全面小康贡献力量。



公司领导及帮扶小组走访慰问低收入户

延续爱心扶春苗

自2012年起，本公司已连续八年携手春苗基金会开展孤贫重症儿童救助工作，助力公益事业发展。八年中，北辰·春苗基金已为重症、贫困家庭患儿及危重早产儿提供医疗资金近800万元人民币，累计帮助330余名患儿得到及时治疗、重获新生。

2020年11月，北辰实业在首届“关爱中国早产儿健康成长”发展论坛活动中，将第九期95万元人民币善款交给了春苗基金会，用于资助“春苗儿童关爱中心”开展患儿救助服务。



春苗基金会授予本公司“公益伙伴”铜牌

公益在心，更在于行。本公司将秉承忠诚担当、同创共美的核心价值观，以爱心和行动持续投身公益事业，履行社会责任。



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）。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。

经营之道

管治表现
及防止贪污：

指标	2020 年度	2019 年度	2018 年度
涉及关于贿赂、勒索、欺诈及洗钱案件（宗）	0	0	0

以客为上

产品及服务质量

产品及服务表现：

指标	2020 年度	2019 年度	2018 年度
产品及服务涉嫌安全与健康的诉讼案件（宗）	0	0	0
产品及服务涉嫌侵犯知识产权的案件数目（宗）	2	1	0
因泄露客户信息而遭到投诉件数（例）	0	0	0
客户满意度（%）	87.67	93.10	N/A

绿色发展

排放物

大气污染物排放⁵：

指标	2020 年度	2019 年度	2018 年度
氮氧化物（公吨）	2.80	5.32	5.99
硫氧化物（公吨）	0.014	0.026	0.029

⁵此计算范围仅为本公司京内持有型物业2020年度使用燃气炉与锅炉而导致的大气污染物排放总量。此大气污染物排放的计算方法及相关排放系数计算参考了中华人民共和国国务院发布的《第二次全国污染源普查城镇生活源产排污系数手册》及原中华人民共和国环境保护部发布的《关于北京市燃气设施（燃用市政管道天然气）二氧化硫排污系数有关问题的复函》。

温室气体排放⁶:

指标	2020 年度	2019 年度	2018 年度
温室气体排放量 (公吨二氧化碳当量)	57,447 ⁷	68,926	44,534
直接排放量 (范围一) (公吨二氧化碳当量)	728	1,330	1,432
间接排放量 (范围二) (公吨二氧化碳当量) ⁸	56,720	67,598	43,160
持有的树木减排量 (公吨二氧化碳当量)	1	2	4
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)	0.0699	0.0839	0.0525

处理无害废弃物数量:

指标	2020 年度	2019 年度	2018 年度
无害废弃物产生总量 (公斤)	1,525,469	2,377,515	5,034,858
厨余垃圾 (公斤)	954,251	1,749,852	3,138,443
生活垃圾 (公斤)	571,218	627,663	1,896,415
每平方米楼面面积无害废弃物产生总量 (公斤)	1.86	2.89	6.13
无害废弃物合规处理率 (%)	100	100	100

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2020年度的温室气体计算范围直接排放量包括使用机动车、燃气炉与锅炉导致的温室气体直接排放,间接排放为使用外购电力及外购热力导致的温室气体间接排放。

⁷2020年度的温室气体排放量由于业务受到疫情影响及节能减碳成效显著,所以导致排放量明显比2019年度减少。2020及2019年度的温室气体计算范围在2018年度的基础上有所扩大,新增的计算内容包括使用机动车导致的温室气体直接排放,以及使用外购热力导致的温室气体间接排放;故本报告所披露的2020及2019年度温室气体排放量较2018年度有所上升。

⁸2020年度间接排放量的计算方法及相关排放系数按中华人民共和国生态环境部于2019年1月发布的《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》提及的2015年全国电网平均排放因子进行了调整,并已对2018及2019年度数据进行重新计算。

处理有害废弃物数量⁹:

指标	2020 年度	2019 年度	2018 年度
有害废弃物产生总量 (公斤)	4,370 ¹⁰	1,924	2,627
含水银的废弃灯管 (公斤)	3,395	735	1,434
电子废弃物 (公斤)	446	404	468
废电池 (公斤)	255	564	261
废墨盒 (公斤)	275	221	464
清洗冷气系统的废油 (公斤)	0	0	0
每平方米楼面面积有害废弃物产生总量 (公斤)	0.0053	0.0023	0.0032
有害废弃物合规处理率 (%)	100	100	100

排放合规情况:

指标	2020 年度	2019 年度	2018 年度
涉及非法向环境排放污染物的案件 (宗)	0	0	0

⁹有关数据折算,以本公司根据不同废弃物的平均质量统一计算。

¹⁰本公司于报告期内积极推动绿色改造,将旗下分公司及子公司原有高耗能的照明系统淘汰,更换LED节能灯,因此造成大量制造废弃灯管等有害废弃物。

资源使用

能源消耗量¹¹:

指标	2020 年度	2019 年度	2018 年度
能源消耗总量 (兆瓦时)	115,109	148,541	152,058
外购电力 (兆瓦时)	44,363	62,192	70,655
天然气 (兆瓦时)	2,882	5,537	6,279
汽油 (兆瓦时)	310	481	474
柴油 (兆瓦时)	288	381	282
外购热力 (兆瓦时)	67,266	79,950	74,368
每平方米楼面面积能源消耗总量 (兆瓦时)	0.14	0.1808	0.1850

用水情况:

指标	2020 年度	2019 年度	2018 年度
用水总量 (立方米)	601,844 ¹²	981,702	1,051,353
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)	0.73	1.20	1.28
¹³ 污水排放量 (立方米)	553,696	903,166	967,245

¹¹计算范围为本公司京内持有型物业年度用量的总和。本报告所披露的各能源消耗量数据根据各能源的实际消耗量及国际能源署提供的相关转换因子计算。

¹²2020年度用水总量减少主要由于本公司于报告期内积极推动绿色改造,采取各种节水措施,以及受到疫情影响,旗下分公司及子公司举办的会议展览活动、酒店入住率、写字楼及公寓出租率下降。具体节水措施请看“创建节水型企业”的章节。

¹³所排放的污水均属于生活污水。

减少自然环境影响

回收再利用废弃物数量:

指标	2020 年度	2019 年度	2018 年度
玻璃制品 (公斤) ¹⁴	9,303	102,570	16,183
塑料制品 (公斤)	7,803	102,701	35,105
酒店客房废旧毛巾 (块)	30,806	34,625	61,454
酒店客房肥皂 (公斤)	1,774	3,936	2,591
酒店客房牙刷 (支)	124,695	333,000	299,639

环境绿化:

指标	2020 年度	2019 年度	2018 年度
持有 5 米及以上的树木 (棵)	48	94	173

环保合规情况:

指标	2020 年度	2019 年度	2018 年度
涉及对自然环境造成破坏的案件 (宗)	0	0	0

¹⁴2020年度玻璃回收量大幅减少主要由于本公司旗下酒店及会议中心等企业于2019年度曾进行楼层装修及更换杯具等会议用品,导致增加2019年的玻璃回收量,而于本报告期内未有进行装修或更换,加上疫情期间客人减少,导致玻璃产品的使用及其回收量减少。

以人为本

雇佣

在岗员工组成：

指标	2020 年度	2019 年度	2018 年度
员工人数 (人)	5,690	5,852	5,167
按性别划分			
男员工 (人)	3,249	3,403	3,046
女员工 (人)	2,441	2,449	2,121
按受教育程度划分			
研究生及以上 (人)	302	290	230
本科 (人)	1,912	1,834	1,504
大专 (人)	1,490	1,555	1,334
中专 (人)	630	593	593
其他 (人)	1,356	1,580	1,506
按年龄划分			
50 岁以上 (人)	649	616	531
30 至 50 岁 (人)	3,435	3,344	2,813
30 岁以下 (人)	1,606	1,892	1,823
按雇员类别划分			
高层人员 (人)	75	N/A	N/A
中层人员 (人)	532	N/A	N/A
一般人员 (人)	5,083	N/A	N/A
按地区划分			
中国内地 (人)	5,690	N/A	N/A

薪酬：

指标	2020 年度	2019 年度	2018 年度
女性与男性员工薪酬比例			
管理层	1.0	1.0	1.0
一般员工	1.0	1.0	1.0

员工变动情况¹⁵：

指标	2020 年度	2019 年度	2018 年度
按性别划分			
男员工 (%)	7.8	15.5	N/A
女员工 (%)	10.1	23.3	N/A
按年龄划分			
50 岁以上 (%)	16.5	9.1	N/A
30 至 50 岁 (%)	5.8	8.9	N/A
30 岁以下 (%)	2.8	34.2	N/A

培训与发展：

指标	2020 年度
受训雇员百分比 (%) ¹⁶	97.29
按性别划分 ¹⁷	
男雇员 (%)	58.69
女雇员 (%)	41.31
按雇员类别划分 ¹⁸	
高层人员 (%)	1.35
中层人员 (%)	9.58
一般人员 (%)	89.07
人均受训时数 (小时)	
按性别划分	
男雇员	78.22
女雇员	49.44
按雇员类别划分	
高层人员	176.99
中层人员	24.95
一般人员	62.53

¹⁵员工变动包括辞退员工、员工主动请辞，以及北辰实业内部的员工调岗。

¹⁶受训雇员百分比 = (受训雇员/雇员总人数) × 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) × 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) × 100%

员工健康安全：

指标	2020 年度 ¹⁹	2019 年度	2018 年度
因工死亡事故（宗）	0	0	0
须予记录的工伤数（人次）	18	1	0
二十万小时可记录工伤事故率	0.315	0.017	0
职业病率（%）	0	0	0
因工伤损失工作日数（天）	781	3	0

回馈社会

社区投资

公益慈善：

指标	2020 年度	2019 年度	2018 年度
社区 / 公益慈善投入金额 (万元人民币)	95	95	95
累计帮助有先天性疾病儿童（名）	330	283	265

精准扶贫：

指标	2020 年度	2019 年度	2018 年度
扶贫工作投入金额（万元人民币）	967.9 ²⁰	887.5	21.2
其中：产业扶贫项目	150	N/A	N/A
其中：帮销扶贫产品	680.6	N/A	N/A
帮助建档立卡贫困人口脱贫数	191	N/A	N/A
职业技能培训人数（人 / 次）	35	N/A	N/A

¹⁹2020年度须予记录的工伤数及因公损失工作日数在2019年度的基础上扩大了统计范围，而导致数量增加。

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

北辰实业的营运依法合规，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	
<ul style="list-style-type: none"> • 《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》 • 《中华人民共和国环境保护税法》 • 《中华人民共和国环境保护税法实施条例》 • 《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》 • 《中华人民共和国环境噪声污染防治法》 • 《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》 	<p>报告期内，本公司无违反任何列示于此章节的有关废气排放、向水及土地的排污、有害及无害废弃物的产生及控制噪音的法律法规。</p>
B. 社会	
层面 B1：雇佣	
<ul style="list-style-type: none"> • 《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》 • 《禁止使用童工规定》 • 《中华人民共和国残疾人保障法》 	<p>报告期内，本公司无违反任何列示于此章节的有关薪酬及解雇、招聘及晋升、工作时长、假期、平等机会、多元化、反歧视以及其他待遇及福利的法律法规。</p>

各法律法规对应《环境、社会及管治报告指引》内容	本公司遵守情况
B. 社会	
层面 B2: 健康与安全	
<ul style="list-style-type: none"> 《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》 《工作场所职业卫生监督管理规定》 《工伤保险条例》 	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员工免受职业性危害的法律法规。
层面 B4: 劳工准则	
<ul style="list-style-type: none"> 《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	
<ul style="list-style-type: none"> 《中华人民共和国建筑法》 《中华人民共和国安全生产法》 《中华人民共和国食品安全法》 《中华人民共和国商标法》 《中华人民共和国广告法》 《中华人民共和国侵权责任法》 《中华人民共和国专利法》 《中华人民共和国电子商务法》 《中华人民共和国知识产权法》 《餐饮服务食品安全监督管理办法》 《建设工程质量管理办法》 《施工企业安全生产管理规范》 	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	
<ul style="list-style-type: none"> 《中华人民共和国公司法》 《中华人民共和国刑法》 《中华人民共和国反贪污贿赂法》 《中华人民共和国反不正当竞争法》 《中华人民共和国招标投标法》 《中华人民共和国反洗钱法》 	报告期内，本公司无违反任何列示于此章节的有关防止贿赂、勒索、欺诈及洗黑钱的法律法规。

联交所《环境、社会及管治报告指引》内容索引

主要范畴、层面、一般披露及关键绩效指标（指标）		披露位置或备注
A. 环境		
层面 A1: 排放物		
一般披露	有关废气及温室气体排放、向水及土地的排污、有害及无害废弃物的产生等的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	打好污染防治攻坚战
指标 A1.1	排放物种类及相关排放数据。	综合绩效表现
指标 A1.2	温室气体总排放量（以吨计算）及（如适用）密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A1.3	所产生有害废弃物总量（以吨计算）及（如适用）密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A1.4	所产生无害废弃物总量（以吨计算）及（如适用）密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A1.5	描述所订立的排放量目标和为达到这些目标所采取的步骤。	践行节能低碳
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。	垃圾分类新风尚
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。	由于本公司的业务性质，有关包装材料事宜对本公司而言不适用。
指标 A2.1	按类型划分的直接及 / 或间接能源（如电、气或油）总耗量（以千个千瓦时计算）及密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A2.2	总耗水量及密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A2.3	描述能源使用效益目标及为达到这些目标采取的步骤。	践行节能低碳
指标 A2.4	描述求取适用水源上可有任何问题，以及用水效益目标，并描述所订立的目标和达标步骤。	创建节水型企业
指标 A2.5	制成品所用包装材料的总量（以吨计算）及（如适用）每生产单位占量。	由于本公司业务性质，此项指标对本公司而言不适用。
层面 A3: 环境及天然资源		
一般披露	减低发行人对环境及天然资源造成重大影响的政策。	追求绿色建筑与技术
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。	追求绿色建筑与技术

主要范畴、层面、一般披露及关键绩效指标（指标）		披露位置或备注
层面 A4：气候变化		
一般披露	识别及应对已经及可能会对发行人产生影响的重大气候相关事项的政策。	应对气候变化
指标 A4.1	描述已经及可能会对发行人产生影响的重大气候相关事项，及其应对的行动。	应对气候变化
B. 社会		
雇佣及劳工常规		
层面 B1：雇佣		
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。	完善人才管理
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。	综合绩效表现
指标 B1.2	按性别、年龄组别及地区划分的雇员流失比率。	综合绩效表现
层面 B2：健康与安全		
一般披露	有关提供安全工作环境及保障雇员避免职业性危害的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	心系员工展关怀
指标 B2.1	过去三年（包括汇报年度）每年因工亡故的人数及比率。	综合绩效表现
指标 B2.2	因工伤损失工作日数。	综合绩效表现
指标 B2.3	描述所采纳的职业健康与安全措施，以及相关执行及监察方法。	心系员工展关怀
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。	健全职业培训
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。	健全职业培训
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。	健全职业培训

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

主要范畴、层面、一般披露及关键绩效指标（指标）

披露位置或备注

层面 B7：反贪污		
一般披露	有关防止贿赂、勒索、欺诈及洗黑钱的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	同树廉洁形象
指标 B7.1	于汇报期内对发行人或其雇员提出并已审结的贪污诉讼案件的数目及诉讼结果。	综合绩效表现
指标 B7.2	描述防范措施及举报程序，以及相关执行及监察方法。	同树廉洁形象
指标 B7.3	描述向董事及员工提供的反贪污培训。	同树廉洁形象
社区		
层面 B8：社区投资		
一般披露	有关以社区参与来了解营运所在社区需要和确保其业务活动会考虑社区利益的政策。	回馈社会
指标 B8.1	专注贡献范畴（如教育、环境事宜、劳工需求、健康、文化、体育）。	回馈社会
指标 B8.2	在专注范畴所动用资源（如金钱或时间）。	回馈社会

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《2020 年度社会责任暨环境、社会及管治报告》。如果您对本报告有任何意见和建议，请您填写下面的意见反馈表，通过信件、电子邮件或传真等方式发给本公司。对于您的宝贵意见，本公司致以深深的谢意！

1. 您认为哪些章节为您提供了重要信息？

- 卷首语
 公司概况
 企业荣誉
 齐心抗疫
 经营之道
 以客为上
 以人为本
 绿色发展
 回馈社会
 综合绩效表现
 依法合规

2. 您如何评价本报告？

- 易读性 好 一般 不好
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 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？

请与本公司联系：

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邮政编码：100101

电子邮箱：northstar@beijingns.com.cn

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CONTENTS

ABOUT THE REPORT 99

Reporting Period	99
Reporting Organisational Boundary	99
Reporting Guidelines	99
Confirmation and Approval	100
Report Acquisition and Feedback	100

DEFINITIONS 101

THE PREFACE 102

COMPANY OVERVIEW 103

About the Company	103
Core Philosophy	104

COMPANY AWARDS 105

Stakeholder Communication 109

Materiality Assessment 111

FIGHTING COVID-19 TOGETHER 01

Join the community to fight the epidemic	115
Normalizing prevention and control work	117
Resuming Normal Work Arrangement	118

RULE OF MANAGEMENT 02

Improving Corporate Governance	121
Fulfilling Economic Duty	122
Integrity and Clean Governance	124
Supplier Management	128
Protecting Intellectual Property Right	131

CLIENT ORIENTED 03

Safety Production Management	135
Service and Quality Management	138

PEOPLE ORIENTED 04

Improving Talent Management	149
Sound Vocational Training	153
Caring for Employees	155

GREEN DEVELOPMENT 05

Pollution Prevention and Control	159
Waste Separation	161
Implementing Energy Saving and Low Carbon	163
Creating a Water-Saving Enterprise	165
Pursuing Green Building and Technology	167
Adapting to Climate Change	170

CONTRIBUTING TO THE COMMUNITY 06

Supporting Poverty Alleviation	173
Supporting "Chunmiao"	176

COMPREHENSIVE PERFORMANCE 177

LEGAL COMPLIANCE 186

SEHK ESG REPORTING GUIDE CONTENT INDEX 188



ABOUT THE REPORT

Beijing North Star Company Limited is delighted to publish its 13th *Corporate Social Responsibility Report* as well as the 5th *Environmental, Social and Governance Report*. The board of directors and all the directors of the Company warrant that there are no false records, misleading statements or major omissions in the Report, and they shall be individually and severally liable for the authenticity, accuracy and completeness of the contents.

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

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

Reporting Period

Unless otherwise mentioned, the Report mainly describes the specific policies and performance of the Company in terms of environment, social and sustainable development work in the period of January 1, 2020 to December 31, 2020. For continuity and comparability, some information in the Report shall be extended as needed.

Reporting Organisational Boundary

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

Reporting Guidelines

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

Reporting Principles

Materiality

The issuer should report when the board of directors has determined the environmental, social and governance issues which can significantly impact the shareholders and other stakeholders.

Quantitative

Related historical key performance indicators should be measurable. The issuer should set targets for reducing its individual impacts (could be actual numbers or directional, proactive statement). This enables the efficiency of the environmental, social and governance policies and management system be assessed and verified. Quantitative data also comes with a remark, which describes its purposes and impacts, and provides comparable data when appropriate.

Consistency

Issuer should use a consistent reporting methods so that the environmental, social and governance data can conduct meaningful comparison in the future.

The Company's Actions

When preparing for the Report, a professional consultancy group has assisted the Company to conduct materiality assessment, which identified the related material issues to Beijing North Star and its key stakeholders. Afterwards, the related information of the material issues have been collected and disclosed accordingly in the Report. Moreover, the Company's board of directors has already been notified of the results of the materiality assessment and approved the Report.

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".

Methodologies adopted by the Company are consistent with the one used last year and changes have been explained, if any.

Confirmation and Approval

The disclosure of the Report conforms to the information disclosure requirements of *the Guidelines on Environmental Information Disclosure of Listed Companies of Shanghai Stock Exchange* published by the Shanghai Stock Exchange and "comply or explain", the information disclosure requirements of ESG, stated in *the Environmental, Social and Governance Reporting Guide* under Appendix 27 of *the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited* published by the Stock Exchange of Hong Kong Limited. The Report was confirmed by the ESG responsible personnel of the Company in March 2021 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 at the Company's website, Cninfo and HKEXnews. If you would like to request the print version of the Report, or have any questions, comments or feedback on the Report, please send an email to northstar@beijingns.com.cn for contacting us.

DEFINITIONS

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

“Beijing North Star”, “the Company”	▶ Beijing North Star Company Limited
“BNSIGC”	▶ Beijing North Star Industrial Group Limited Liabilities Company
“ESG”	▶ Environmental, Social and Governance
“the Report”	▶ 2020 ESG Report of the Company
“Reporting Period”, “the Year”	▶ from January 1, 2020 to December 31, 2020
“SEHK”	▶ The Stock Exchange of Hong Kong Limited
“SSE”	▶ The Shanghai Stock Exchange
“Municipal Party Committee”	▶ Beijing Municipal Committee of the Communist Party of China
“Municipal SASAC”	▶ The State-owned Assets Supervision and Administration Commission of Beijing Municipal
“Municipal Government”	▶ Beijing Municipal People's Government
“CIFTIS”	▶ China International Fair for Trade in Services
“Properties held in Beijing”	▶ the properties of around 1.2 million m ² held by the Company in Beijing
“Xin Cheng Property”	▶ Beijing North Star Xin Cheng Property Management Co., Limited of the Company
“Apartment Management Company”	▶ Apartment Operation and Management Branch of the Company
“Public Facilities Management Company”	▶ Public Facilities Management Branch of the Company
“Office Building Company”	▶ Office Building Operation and Management Branch of the Company
“North Star Exhibition Group”	▶ Beijing North Star Convention Group Co., Limited of the Company
“NSREG”	▶ Beijing North Star Real Estate Group
“National Convention Centre”	▶ Main Building of the China National Convention Centre of the Company
“National Convention Centre Hotel”	▶ China National Convention Centre Grand Hotel of the Company
“V-Continent Wuzhou”	▶ V-Continent Beijing Parkview Wuzhou Hotel of the Company
“North Star Continent Hotel”	▶ Beijing North Star Continent Grand Hotel of the Group
“Beijing International Convention Centre”	▶ Beijing International Convention Centre of the Company
“InterContinental Beijing”	▶ InterContinental Beijing Beichen of the Company
“Social Insurances and Housing Fund”	▶ Endowment Insurance, Medical Insurance, Unemployment Insurance ▶ Employment Injury Insurance, Maternity Insurance and Housing Provident Fund
“COVID-19”	▶ Coronavirus disease 2019

THE PREFACE

The year 2020 is the closing year of the 13th Five-Year Plan and the foundation year of the 14th Five-Year Plan, and it is also a year for Beijing North Star to work hard and forge ahead on the way of fighting the epidemic and fulfilling its economic and social responsibilities.

In this year, in the face of the sudden epidemic of COVID-19, Beijing North Star quickly responded, scientifically deployed and rose to the challenge, striving to overcome the impact brought by the epidemic, promoting the resumption of work and production under the premise of ensuring the prevention and control of the epidemic, and ensuring that the Company's business activities returned to normal levels.

During the Year, Beijing North Star took the initiative to move forward and bear the heavy burden, and made every effort to serve the capital city, and comprehensively launched four business modules: high-end conference reception services, venue operation and management, exhibition hosting, and industry research and consulting services. During the Year, the Company successfully completed the task of safeguarding the China International Fair for Trade in Services, propagating "Beijing Service" and "Beijing North Star Standard".

During the Year, Beijing North Star insisted to save energy and reduce emissions, firming the job in the construction of ecological civilisation and environmental protection. The Company implemented multiple major renovation projects, and promoted waste separation in a solid and effective manner to improve environmental performance with practical actions. By the end of the Reporting Period, eight subsidiaries of Beijing North Star had earned the title of "creating a water-saving enterprise", and achieved a waste reduction of 852 tons during the Year, with greenhouse gas emissions dropping by 2,007 tons of CO₂e compared with the previous year.

This year is a year for Beijing North Star to make a new and greater contribution to the battle against poverty and to the overall prosperity. For the 9th consecutive year, the Company donated RMB950,000 to the Beijing Chunmiao Charity Foundation for the relief of orphaned and seriously ill children, enabling more than 330 children to regain their lives, and actively procured products through cooperation with the Beijing Consumer Poverty Alleviation Centre to alleviate poverty, helping to sell RMB6.806 million during the Reporting Period, and the expected results have been achieved.

Looking ahead, Beijing North Star will continue to follow the general direction of asset-light operation, new economy support, low-cost expansion and high-end service industry development, adhering to the consistent principle of maximizing shareholders' value and the corporate mission of serving international interactions and building ideal spaces", and will also strive to become a world-class event branded company and a leading compound real estate branded company in China.



COMPANY OVERVIEW



Development projects cover **15**

key cities in North China, Central China, East China, and Southwest China, etc.

About the Company

Beijing North Star Company Limited was established on April 2, 1997 by Beijing North Star Industrial Group Limited Liabilities Company and was listed on the SEHK in May 1997. The Company successfully issued its A-shares and was listed on the SSE in October 2006. The total registered capital of the Company is 3,367,020,000 shares, of which 2,660,000,000 are A-shares, accounting for 79.002% of the total capital, and 707,020,000 are H-shares, accounting for 20.998% of the total capital.

After more than 20 years of development, the Company has built up two core businesses, including development properties and investment properties (including hotels).

The development properties business mainly set foot in Beijing aiming to expand beyond Beijing. In recent years, as the Company continued to deepen the regional exploration and development in new cities, a

multi-level nationwide development layout covering several regions is gradually taking shape, constructing a property development system that covers residential units, apartments, villas, offices and commercial buildings of different classes and features. The development projects are spread in 15 hotspot cities, continuously enhancing both the development scale and market share of the Company.

The investment properties are led by conventions and exhibitions, actively driving the synergistic development of hotels, offices, apartment and other businesses. The investment properties held and operated by the Company include the China National Convention Centre, Beijing International Convention Centre, InterContinental Beijing Beichen, North Star V-Continent Beijing Parkview Wuzhou Hotel, Beijing Continental Grand Hotel, National Convention Centre Grand Hotel, Hui Bin Offices, Hui Xin Offices, North Star Times Tower, North Star Century Centre, Hui Yuan Apartment, as well as InterContinental Changsha Beichen outside Beijing, with a total area of over 1.27 million m².

While optimising and consolidating traditional properties held, the Company strengthened resources integration and exerted continued efforts on the expansion of new businesses and new technologies of convention and exhibition industry relying on North Star Exhibition Group. The Company explores opportunities the development of the upstream and downstream industries of convention and exhibition, including operation and provision of management services for exhibitions and hotels, convention hosting, convention and exhibition information technology, and convention and exhibition research and development, etc., continuously innovating the light asset operation mode of convention and exhibition and promoting the high-quality development of the Company.

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



Core Philosophy



COMPANY AWARDS

As Beijing North Star's important intangible asset, branding and honour are regarded as the driving force for the Company's sustainable development. For a long time, the Company has been highly recognised by the public with its good brand image and improving strength.

Part of the awards and honours of Beijing North Star Company Limited and its subsidiaries in 2020:

Awards	Awarded Time	Winning Company/Projects	Granting Authority
Beijing North Star			
Excellent Performance in the 2019 Assessment of Energy Conservation Targets and Responsibilities	2020.01	Beijing North Star	Beijing Municipal Commission of Development and Reform and Chaoyang District Commission of Development and Reform of Beijing Municipality
Too 500 Real Estate Developers in China in 2020-No. 72	2020.03		China Real Estate Association
Top 10 Real Estate Developers of Comprehensive Development in China in 2020			China Real Estate Association
Star of the Top 100 in China Real Estate Industry in 2020			China Real Estate Top 10 Research Group
Top 100 Real Estate Enterprise in China in 2020- No. 62			China Real Estate Top 10 Research Group
Noteworthy Real Estate Companies of the Capital Market in 2020	2020.05		China Real Estate Top 10 Research Group
Top 10 of the SSE-SZSE Listed Real Estate Companies for Investment Value in 2020			China Real Estate Top 10 Research Group
Top 10 of the SSE-SZSE Listed Real Estate Companies for Wealth Creation Ability in 2020			China Real Estate Top 10 Research Group
China Real Estate Fashion Awards – Comprehensive Operator of China Real Estate Annual Influence in 2020	2020.08		Guandian (the second consecutive years)
Top 10 of Leading Brand Value in Comprehensive Real Estate Development in China – Real Estate Enterprise with Comprehensive Operations	2020.09		China Real Estate Top 10 Research Group (the consecutive 14th year)
Public Partners Bronze Award	2020.11		Beijing Chunmiao Charity Foundation
ESG Outstanding Enterprise in 2020			Xindichan (the consecutive 2nd year)
Top 10 Influential Brands for Leading Real Estate in 2020	2020.12		Beijing Evening News (the consecutively 5th year)

Awards	Awarded Time	Winning Company/Projects	Granting Authority	
NSREG				
The House and Real Estate Association of Chengdu Green Development Demonstration Award	2020.11	Chengdu North Star Luming Mansion	The House and Real Estate Association of Cheng Du	
Chengdu Construction Safety and Civilised Site	2020.12		Chengdu Municipal Housing and Urban-rural Development Bureau Quality and Safety Management Service	
Top Ten Quality Mansion Real Estate			Phoenix New Media – ifeng.com	
2020 Hunan Landmark HOPSCA Index	2020.12	Changsha North Star Delta	Hunan Sunshine Metropolis Daily	
2020 Hunan Influential Paragon Real Estate			Changsha Evening Post	
Asia Pacific Real Estate Award 2020-2021 China Public Service Construction Award	2020.01	Changsha North Star River Delta A3 Project	International Property Media Ltd	
China Green Building 2-Star			Hunan Housing And Urban And Rural Construction Department	
Hunan Province Building Construction Safety Production Standardisation Assessment "Annual Project Assessment Excellent Site"	2020.06		Hunan Housing And Urban And Rural Construction Department	
Hunan Province Building Construction Quality Management Standardisation "Annual Project Assessment Excellent Site"				
First half of 2020 Changsha City Building Construction Green Site	2020.09		Changsha Municipal Housing and Urban-rural Development Bureau	
Last half of 2020 Changsha City Building Construction Green Site	2020.12			
National Quality Engineering Award	2020.12		Changsha North Star River Delta E4 Project	China Association of Construction Enterprise Management
Top 10 Humanity Enterprise	2020.12		NSREG Chengdu City Centre	Phoenix New Media – ifeng.com
Ningbo Haishu 2020 Annual Real Estate Safety Organisation Award	2020.12		Beichen Mansion in Ningbo	Ningbo Haishu District Housing and Urban-Rural Development Bureau
The Fifth REARD Global Real Estate Design Award	2020.11		Wuhan Chenfa Real Estate Development Company Limited	The Fifth REARD Global Real Estate Design Award
Annual Long Term Marketing Award	2020.12	North Star Central Park	Tencent Advertisement, hn.QQ.com	

Awards	Awarded Time	Winning Company/Projects	Granting Authority
Changsha City Building Construction Green Site	2020.12	Xiangfu Century E+F2 Project	Changsha Municipal Housing and Urban-rural Development Bureau
2020 the Fifteenth Annual Best Housing	2020.12	Changsha North Star River Delta C2 Area	Jinpan Awards Committee
Annual Potential Business Project	2020.12	Changsha North Star River Delta Joy City	Tencent Hunan
North Star Exhibition Group			
Greater China Area Annual MICE Hotel	2020.01	InterContinental Beijing Beichen	Premium Traveller
Best Travel Hotel Award	2020.05		China Hotel New Power Consortium
Asia-Pacific Area Annual Business Hotel Selection	2020.06		Discovery
The Best MICE Hotel	2020.08		EnjoyableTravel magazine
The Best Convention and Exhibition Hotels	2020.11		China Best Hotel Selection Committee, iyoyo.com, the Best Fusion Hotel Media
Luxury Business Hotel			China Hotel Fashion List Award
2020 Best Business Hotel	2020.01		North Star V-Continent Beijing Parkview Wuzhou Hotel
2019 Best Hotel for Service Excellence		China's Best Hotels Selection Committee	
Best Hotel in WeChat Direct Marketing 2019		Zhiketong	
2020 Most Profitable Single Hotel in China's Hotel Industry	2020.12		China hospitality Brand Value Summit Organising Committee
Winner of the 2019 Beijing "Health and Safety Cup" Competition	2020.08	National Convention Centre	Beijing Municipal Federation of Trade Unions, Beijing Emergency Management Bureau
2019-2020 China Exhibition Brand Venues	2020.12		National Exhibition Committee
National Civilisation Unit			Central Spiritual Civilisation Committee
2020 "Safety Production Month" Excellent Organiser Award	2020.11		North Star Continent Hotel, Beijing International Convention Centre

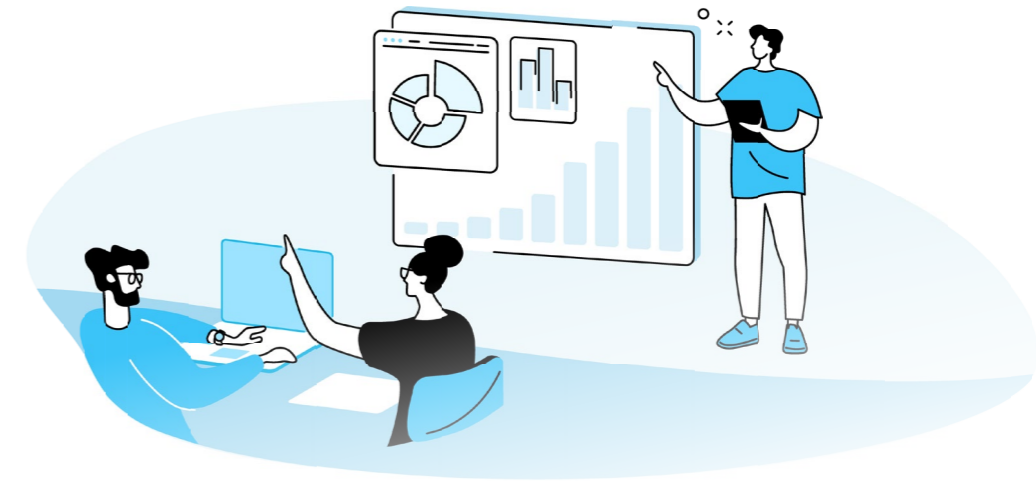
Awards	Awarded Time	Winning Company/Projects	Granting Authority
2020 Trip.com Best Business Hotel	2020.12	North Star Continent Hotel	Ctrip
Office Building Company - 2020 Annual Office Building Excellent Operational Corporate Award	2020.12	Beijing North Star Office Building Management Company	Commercial Office Research Council
North Star Times Tower - 2020 ASO Regional Operational Excellence Award	2020.12	North Star Times Tower	
Management Projects Exported by North Star Exhibition Group			
Advanced grass-roots party organisation for the prevention and control of the COVID-19 epidemic	2020.03	Ningxia International Hall	Autonomous Region Administration of Institutional Affairs
Ningxia Youth Civilisation Organisation 2019-2020	2020.12		Ningxia Hui Autonomous Region Committee of the Communist Youth League
2019 Advanced Unit of Exhibition Industry Standardisation	2020.06	Hangzhou International Expo Centre	Zhejiang Exhibition Industry Standardisation Technical Committee
Top 10 Branded Exhibition Centres in China 2019-2020	2020.08		China Exhibition Industry Summit Organising Committee
Golden Five Star Outstanding Exhibition Venue 2020	2020.09		China international conference exhibition magazine
China Top Ten Exhibition Venue Award			China international conference exhibition magazine China International Exhibition and Culture Festival Organising Committee
20th Anniversary of the New Century - 20 Most Influential Exhibition Centres Golden Finger Award	2020.01		Zhuhai International Convention & Exhibition Centre
China's Most Valuable Brand Exhibition Centre	2020.12		The 13th China Conference Industry Conference
Golden Bottle Award 2020 - Best Quality Service Conference Centre	2020.12	Qingdao International Convention Centre	China International Conference Exhibition Magazine
CMIC2020 - MICE Star - China's Most Branded International Convention Centre			Beijing Culture and Tourism Bureau, China Convention and Exhibition Society
Qingdao Tourism Leader			Qingdao Tourism Association

Stakeholder Communication





To better understand the comments and expectations on the Company's operation from key stakeholders, Beijing North Star established effective communication channels for assessing the issues which should be noticed and handled in the work of corporate sustainability development, which has great significance to a company's success.

Beijing North Star determines whether the relevant individuals or groups are the Company's key stakeholders through the following aspects: whether they have invested or will invest in Beijing North Star; whether they have an influence on the business operation of Beijing North Star; and whether they have interests in or are affected by the business, products and services of Beijing North Star.

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



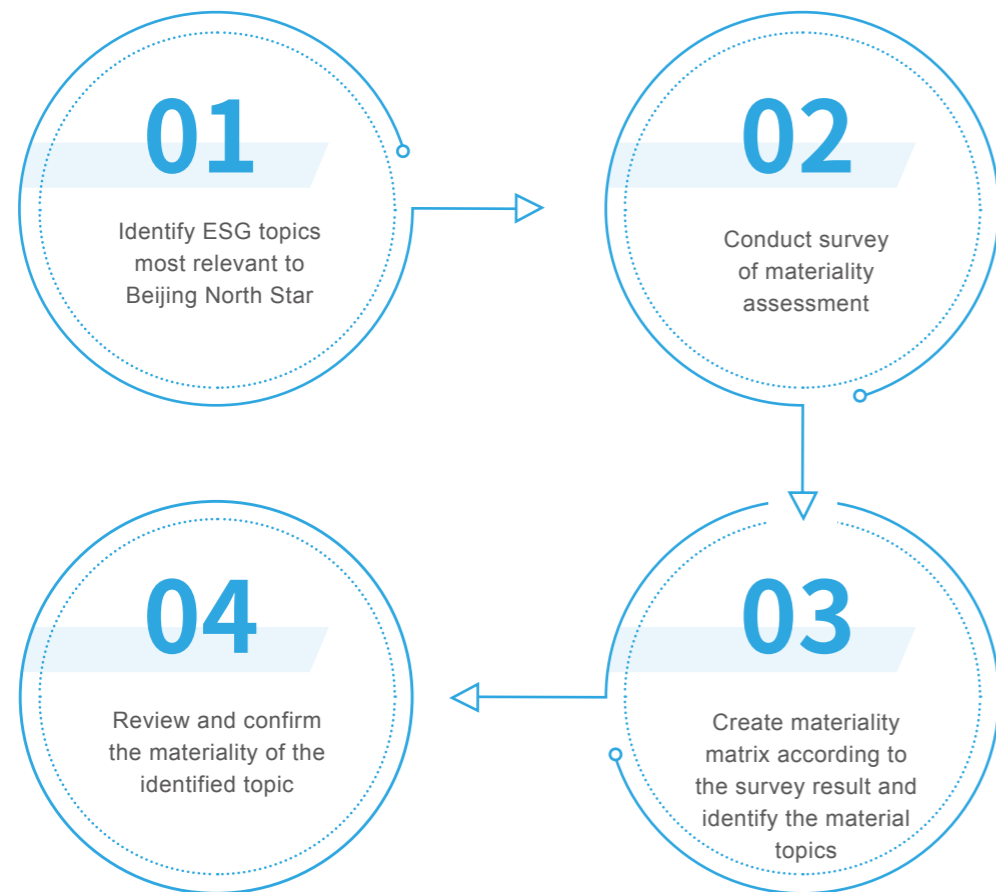
Key Stakeholders	Communication Channels
 Government and Regulators	<ul style="list-style-type: none"> Attend conferences Report regularly Accept inspection and supervision
 Investors and Shareholders	<ul style="list-style-type: none"> Annual general meeting Investor relations hotline Investor survey Investor collective reception day Investor Relations on the official website SSE E-interaction Information disclosure Strategic meeting
 Clients	<ul style="list-style-type: none"> Client service hotline Client satisfaction survey Advertisement

Key Stakeholders	Communication Channels
 Employees	<ul style="list-style-type: none"> Employees interview Employee activities Corporate training Promotion mechanism
 Suppliers	<ul style="list-style-type: none"> Telephone interview On-site inspection Supplier conferences
 Media	<ul style="list-style-type: none"> Press conferences Interview
 The Public	<ul style="list-style-type: none"> Community engagement Charity Poverty alleviation Advertisement

Materiality Assessment

The Company conducted materiality assessment during the Report preparation period to identify Beijing North Star stakeholders' material topics, which determined the key information for disclosure in the Report.

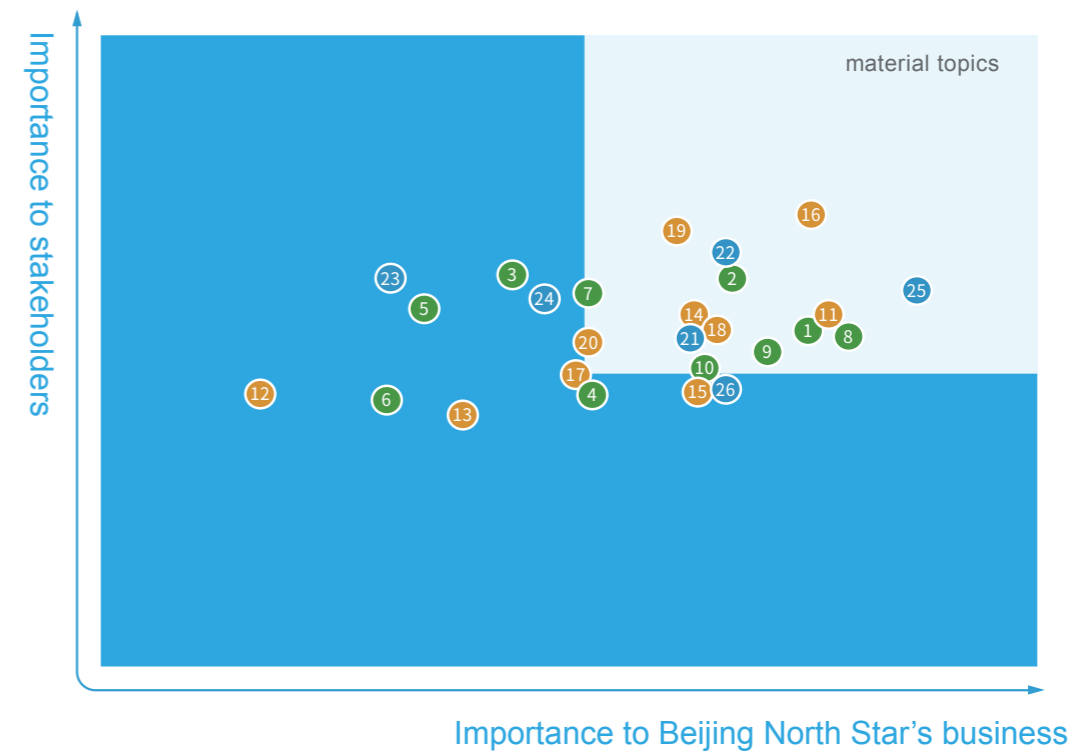
The Process of Materiality Assessment



Based on the Company's own development strategy and business characteristics, the Company has referenced corporate's sustainable development related standards and guidelines and took the latest sectoral development background and trends into considerations. Through online survey, the Company has widely collected some of the stakeholders' opinions. In the survey, a total of 230 effective questionnaires were collected from the Company's management, employees, government and regulators, investors, clients, suppliers, media and the public. Based on the feedback of key stakeholders, the Company has confirmed the material topics for the Year's ESG report.

Based on the comprehensive analysis of the data and information collected in the survey, Beijing North Star obtained the survey results of material topics which are illustrated in the matrix. 15 material topics¹ were identified to be most concerned by stakeholders who were involved in the survey.

Matrix of Beijing North Star 2020 Materiality Assessment



- | | | |
|---|--|---|
| <p>Environmental Topics</p> <ul style="list-style-type: none"> 1 Green office and operation 2 Green building 3 Greenhouse gas emission and management 4 Solid waste disposal and management 5 Wastewater discharge and management 6 Exhaust gas emission and management 7 Water use and efficiency 8 Energy use and efficiency 9 Material use and efficiency 10 Impact assessment and related mitigation measures for project construction | <p>Social Topics</p> <ul style="list-style-type: none"> 11 Client satisfaction 12 Community investment and engagement 13 Supply chain management 14 Employee benefits and promotion mechanism 15 Ensuring service quality 16 Health and safety of clients 17 Labour standards 18 Career development and training for employees 19 Occupational health and safety 20 Employment and employee welfare | <p>Governance Topics</p> <ul style="list-style-type: none"> 21 Anti-corruption 22 Financial performance and investor interests 23 Anti-competitive behaviour 24 Corporate information disclosure 25 Social and economic compliance 26 Stakeholders communication |
|---|--|---|

In response to the key stakeholders' information requests, the Report mainly focused on these material topics and disclosed relevant information accordingly.

¹Please refer to the bold text as the material topics.

FIGHTING COVID-19 ✨ TOGETHER

- ① Joining the Community to Fight the Epidemic
- ② Normalizing Prevention and Control Work
- ③ Resuming Normal Work Arrangement



FIGHTING COVID-19 TOGETHER

In the face of the COVID-19 epidemic, the Company and its subsidiaries insisted that "the epidemic is an order, prevention and control is a responsibility", and firmly put into practice the decisions and deployments of the Central Committee of the Party, orderly promoted the resumption of work and production, and ensured that the prevention and control of the epidemic and business development went hand in hand.

Joining the Community to fight the Epidemic

Communities (villages) are the key defense line for joint prevention and control of the epidemic and for group prevention and control. In accordance with the arrangements of the Municipal Party Committee, the Municipal SASAC and the Party Committee of the Company, the Company sent 17 Party members and cadres to sink into the communities (villages) in Chaoyang District to participate in the epidemic prevention and control work. The members were divided into three working groups, establishing three temporary Party branches were set up to work in the Anhuibeili neighbourhood in Chaoyang District, Feijia village and Dongxindian village in Cuigezhuangxiang Township. In their new "posts", the Party members and cadres did not forget their initial resolution and did not disgrace their mission, and successfully completed the epidemic prevention tasks.

17

Party members and cadres to sink into the communities (villages) in Chaoyang District to participate in the epidemic prevention and control work.



Company leaders visiting some of the Party members and cadres sent to the community (village)

Rent Relief for Micro, Small and Medium Enterprises

In order to reduce the impact of the epidemic on the production and operation of micro, small and medium enterprises (MSMEs), the Municipal Government and the Municipal SASAC have successively issued policies to promote the sustainable and healthy development of MSMEs. After the introduction of the policy, the Company attached great importance to it and reacted swiftly, resolutely implementing the relevant work requirements of the Municipal Government and the Municipal SASAC, carrying out various rent reduction work in an in-depth and meticulous manner, taking the initiative to help MSMEs and making every effort to provide rent reduction to eligible MSMEs, and completing the rent reduction for over 1,200 MSMEs during the Reporting Period.

Completing the rent reduction for over **1,200** MSMEs during the Reporting Period.

Donating Blood to Fight the Epidemic

In the wake of the epidemic, blood banks in some parts of the capital were in a state of emergency. Upon receiving the notice from the Municipal SASAC to organise blood donation during the epidemic prevention period, the Company immediately responded by actively calling on all Party members, League members and staff to take the initiative and act for love by donating blood to ensure the supply for blood for emergency and normal medical use in medical institutions during the epidemic.



Love in Beijing North Star fighting the epidemic together



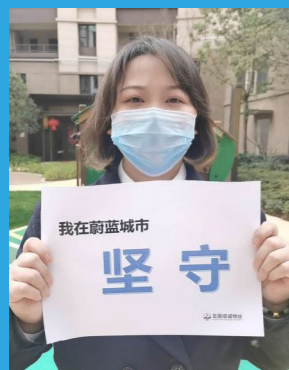
Blood donation site at Beijing International Convention Centre

FIGHTING COVID-19 TOGETHER

Normalizing Prevention and Control Work

In the face of the erratic epidemic, the Company and its subsidiaries earnestly implemented the spirit of the emergency deployment of Beijing North Star on epidemic prevention and control, and quickly adjusted the focus of work, strictly implemented the "four-party responsibility" of the local area, units, departments and individuals respectively. The Company also comprehensively strengthened the epidemic prevention and control measures by requiring all departments and staff of each post to raise their awareness, not to relax and not to slacken, took epidemic prevention and control as the key work at that moment, and strengthened their responsibility and carried out key inspections on the implementation of prevention and control measures in the areas under the jurisdiction of the Company.

The Company and its subsidiaries disinfect public areas, office areas, machine rooms, equipment rooms, toilets and other areas daily. Employees were required to wear masks in their work areas, to have their temperature taken twice in a day, and to report the health conditions of family members living with them. The Company strictly implemented various epidemic prevention and control measures such as scanning QR codes, temperature monitoring and registration for foreign personnel.



Employees staying at their posts



"Stand-up meeting" of National Convention Centre Outbreak Prevention and Control Working Group

National Convention Centre, a subsidiary of the Company, immediately set up an epidemic prevention and control leadership group and working group, established a prevention and control work system, issued 51 various prevention and control management specialised proposals, plans and procedures, signed 1,902 various responsibility letters, and compiled a compilation of about 40,000 words of work plans for corporate public health emergencies (COVID-19 related), involving a full range of management initiatives such as services, materials, equipment, personnel and areas, to ensure that prevention and control work was meticulously in place.

Resuming Normal Work Arrangement

While the epidemic situation was getting under control, Beijing North Star has taken greater determination, safer and more powerful prevention and control measures to quickly promote the resumption of work and production, gradually repairing the interim impact of the epidemic on production and operation to ensure that the Company's business activities return to normal levels.



COVID-19 testing before resumption of work at Wuhan City Centre



Chongqing City Centre gaining market recognition



Gradual resumption of work of Jinchen Mansion project in Beijing City Centre



Changsha North Star River Delta and North Star Central Park projects by Changsha City Centre smoothly delivered

RULE OF MANAGEMENT

- ◉ Improving Corporate Governance
- ◉ Fulfilling Economic Duty
- ◉ Integrity and Clean Governance
- ◉ Supplier Management
- ◉ Protecting Intellectual Property Right



Improving Corporate Governance



As a state-owned real estate company which listed on the SSE and the SEHK, Beijing North Star adheres to its consistent principle of maximising shareholders' value, safeguarding the legitimate rights and interests of investors and creditors. The Company attaches great importance to creating new space for win-win development for its partners. The Company carefully considers the opinions and suggestions of various parties, and through its financial performance to improve the market's and investors' recognition about the value of the Company.

During the Reporting Period, the Company, in accordance with the *Stock Listing Rules of the Shanghai Stock Exchange*, the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*, and the Company's *Articles of Association* and the *Administrative Rules on Information Disclosure*, and through hosting domestic and overseas investors survey, teleconference, establishing Investor Relations column on the Company's website as well as dedicated telephone hotline, maintained full interaction and communication with its investors and creditors. Furthermore, Beijing North Star complied with its obligations of information disclosure under laws and regulations, to protect shareholders' right to know, and fully to safeguard the interests of the investors and creditors.

Beijing North Star deeply understands that scientific, systematic, standardised and professional management helps enterprises to develop efficiently and healthily, to identify and prevent market risks. Therefore, Beijing North Star is constantly committed to improving the level of corporate governance. 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 attending courses and learning online in accordance with the regulatory requirements of the listed regions. During the Reporting Period, the actual status of corporate governance of the Company was in compliance with the requirements of the *Company Law of the People's Republic of China*, the *Code of Governance for Listed Companies* and the relevant regulations of the China Securities Regulatory Commission.

Fulfilling Economic Duty

Investors

During the Reporting Period, Beijing North Star, in accordance with the Company's *Articles of Association* and the dividend standards and procedures stated in the *Dividend Distribution Plan for Shareholders*, completed the Company's 2019 annual profit distribution, fully safeguarded the asset proceeds and other legitimate rights and interests of the Company's shareholders.

During the Reporting Period, the 2019 Annual General Meeting of the Company held on June 16, 2020, has deliberated and approved the 2019 profit distribution plan of the Company. Based on the total capital stock of the Company at the end of 2019, 3,367,020,000 shares, the Company paid a cash dividend of RMB0.150 (i.e. including tax) per share to all shareholders. The profit distribution plan has been implemented; the dividend distribution of A-shares has been completed on July 3, 2020, and the dividend distribution of H-shares has also been completed separately). A total cash dividend of RMB 505,053,000, accounting for 32.86% of the net profit attributable to the Company's shareholders in 2019, was distributed.

Total distribution
cash dividend in 2020

505,053,000
RMB

Compared to 2019 increased by

101,010,600
RMB (25%)

32.86%

of the net profit attributed to
shareholders of the listed
companies in 2019

Creditors

During the Reporting Period, in order to protect the legitimate rights and interests of Beijing North Star's creditors, the Company actively maintains information transparency on the payment of interest on its bonds and medium-term notes. The payments of interest on the Company's bonds and medium-term notes in the Year are as follows:

On January 13, 2020,

On January 13, 2020, the Company announced the *Announcement on the 2014 Corporate Bond Interest Payment of Beijing North Star Company Limited*. The interest payment plan was as follows: the interest rate of the current bond is 5.20%, and the interest paid on each board lot of "14 North Star 02" with a value of RMB1,000 is RMB52.00 (i.e. including tax); interest payment date was January 20, 2020.

On April 8, 2020

On April 8, 2020, the Company announced the *Announcement on the 2020 Interest Payment of 2019 Corporate Bonds (Phase I) Privately Placed by Beijing North Star Company Limited*. The interest payment plan was as follows: the interest rate of current bonds is 4.80%, and the interest payment of each board lot of "19 North Star F1" with a value of RMB1,000 is RMB48.00 (i.e. including tax); interest payment date was April 16, 2020.

On April 8, 2020

On April 8, 2020, the Company announced the *Announcement on the 2020 Interest Payment of 2016 Corporate Bonds (Phase I) Privately Placed by Beijing North Star Company Limited*. The interest payment plan was as follows: the interest rate of current bonds is 4.48%, and the interest payment of each board lot of "16 North Star 01" with a value of RMB1,000 is RMB44.80 (i.e. including tax); interest payment date was April 21, 2020.

On June 6, 2020

On June 6, 2020, the Company announced the *Announcement on the 2020 Interest Payment of 2019 Mediumterm Notes (Phase I) of Beijing North Star Company Limited*. The current interest payment plan was as follows: the interest rate of current bonds is 5.20%; interest payment date was June 28, 2020.

On November 26, 2020

On November 26, 2020, the Company announced the *Announcement on the 2020 Interest Payment of 2018 Mediumterm Notes (Phase I) of Beijing North Star Company Limited*. The current interest payment plan was as follows: the interest rate of current bonds is 5.65%; interest payment date was December 3, 2020.

As of December 31, 2020, the above-mentioned interest payments of "14 North Star 02", "19 North Star F1", and "16 North Star 01", etc. have been paid in full on schedule. There have been no circumstances under which the Company has failed to pay the interest of its current bonds in full and on schedule.

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

Integrity and Clean Governance

Through monitoring inspection interview, it reminded

328 persons

Selectively inspected

8 corporates' food waste,
company vehicles management,
stress reduction of grass-roots
employee

Inspected

1,957
operational sales invoice



To promote the Company's operational development, the Company promoted the clean Party governance construction, creating an upright development environment, to achieve leapfrog development for Beijing North Star in the new generation era.

In terms of constructing clean governance and anti-corruption work, Beijing North Star insisted on implementing the spirit of the 5th Plenary Session of the 19th CPC Central Committee, according to the Party Committee of the Company's 2020 work plan for clean Party governance construction and anti-corruption work and the key work arrangements of the Discipline Inspection Commission and the Office of the Ombudsman in 2020, enhancing the "Four Consciousnesses", firmly establishing the "Four Confidences" and achieving the "Two Maintenances", further enhancing the legal and disciplinary concepts of Party members and cadres and their awareness of compliance with rules and regulations, and providing strong political assurance and disciplinary guarantee for the Company's operation and reform and development.

The Company strictly compiled with the *Criminal Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and other laws and regulations. In terms of system construction, the Company formulated the Year's *Beijing North Star Party Committee on Further Implementing the Spirit of the Eight Provisions of the Central Government and Correcting the Morale*, further ensuring the Company's management, person in charge of each office and corporate management members to implement the detailed rules of the Party's spirit of Eight Provisions by conducting talks and reminders on the problems that are of an incipient nature and tendency, and dealing with disciplinary issues seriously, and striving to improve the quality and effectiveness of supervision and discipline.

The Company further expands the whistleblowing channels, sets up an online whistleblowing platform and a whistleblowing channel in the OA system, thus building a whistleblowing system based on letters, interviews, telephone calls, network, and WeChat. At the same time, the Company standardised the management of petition ledger, provided an administrative number to all petitions, clearly stated the content of the petitions, management method, responsible personnel and results. It can achieve dynamic management and ensure a clear and correct record of the ledgers.

In the Year, the Company employed 276 clean governance supervisors, held trainings for the supervisors and clearly defined their responsibilities and supervision content, extending the supervision boundaries to the frontline of the corporate. Before key nodes such as national holidays, the Company also reminded the employees through notice and instant messaging software to ensure full coverage supervision of issues such as duty during festivals, managing of the Company's vehicles, holiday gifts and hospitality etc.

Case study

Carrying out “learning from the case, promoting reform from the case” warning education activities

In order to promote the publicity and education of the construction of Party conduct and clean governance, the Company has launched “learning from the case, promoting reform from the case” warning education activities in depth.



Establishing a warning education work mechanism in which the main leader is responsible, the leader in charge is specifically responsible for inspection, a dedicated person is responsible for implementation, and all Party members and cadres actively participate, to ensure that the warning education work continues to be promoted in depth.



Held a warning education conference to inform the Municipal Discipline Inspection Commission about cases of violation of life discipline and the third round of inspection by the Municipal SASAC to further enhance employees' awareness of clean governance and self-discipline.



Carrying out the publicity month of the Party style and clean government construction with the theme of "Sunshine North Star", inviting experts such as the Minister of Propaganda of the Municipal Discipline Inspection Commission and the former Vice President of the Chinese Academy of Discipline Inspection and Supervision to hold 3 lectures on clean Party governance, so as to continuously deepen the education work of the clean Party governance.



To formulate a three-step warning education case study, utilising the typical example to educate employees.



“Learning from the case, promoting reform from the case” warning education conference for Company leaders

During the Reporting Period, the Company has:

a total of **2,279** participants attended lectures on clean governance

distributed **1,331** copies of clean governance education materials

recommended **148** books for reading

248 participants visited clean governance education bases

issued more than **20** warning education CDs

1,036 participants taken relevant clean governance tests.

collected **213** programmes on the theme of clean governance culture

During the Reporting Period, the Company's and the subsidiaries have:

extended warning education to the grassroots level of the enterprise and achieving the comprehensive effect of investigating and dealing with **1** case

warning **1** area and governing **1** region.

analysed **18** cases

held a total of **15** warning education conferences



Supplier Management

Beijing North Star has integrated the concept of sustainable development into its supplier management mechanism and formulated internal policies such as the *Administrative Measure for Supplier Management*, *Procurement Tender Management Regulations*, internal management measures for selective tendering and other related internal policies. It realistically puts the concept of sustainable development into stakeholder management system. The Company shares environmental and social responsibility risks and development opportunities with suppliers in business development and business process management, jointly identifies and monitors risks and opportunities in the supply chain, and actively promotes an intensive and efficient business service procurement strategy, which is an important manifestation of the Company's practice of sustainable development.

As at December 2020,

1,239 suppliers have established long-term relationships with the Company





Beijing North Star strictly implements the supplier access and elimination mechanism, and conducts qualification audits on suppliers in accordance with the relevant system by means of bidding and selection, including but not limited to business license, qualification level, service scope, bank credit, performance level, cooperation projects and credit level, etc. A blacklist system is implemented for dishonest suppliers. For suppliers who have established cooperative relationships, a full range of supervision and checks are implemented to fundamentally address potential problems or weak links in the supply chain and to avoid their associated suppliers from being involved in illegal acts.


As at December 2020, the Company adhered to the principle of only letting qualified supplier certification into the supplier pool, strictly gauged the supplier field inspection and online scoring procedures, and further supplemented and improved the pool of the procurement platform for real estate development and renovation projects, partnering with a total of 1,239 qualified suppliers in the pool at present. The sources of suppliers include, but are not limited to, internal recommendations from enterprises, self-nominations from suppliers and registration on the external website of the procurement platform.


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

Specific measures of the Green Procurement include

- 

Prioritise with the selection of designers and contractors with green building quality during property development and construction.
- 

When printing products in a large amount, insist the requirement of using related environmental materials in the agreement.
- 

Purchase energy-saving environmentally friendly LED light bulbs to replace traditional incandescent light bulbs
- 

All takeaway plastic bags, leftover boxes and straws for clients should be replaced by biodegradable eco-friendly products

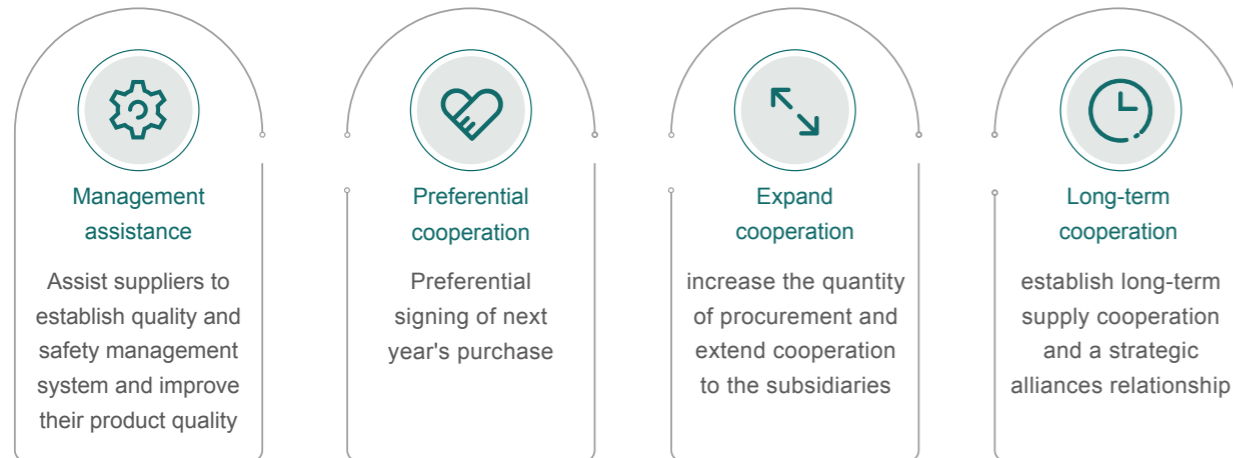
Beijing North Star firmly resists the occurrence of violations of employees' legal rights and human rights in the supply chain and eliminates any illegal activities such as no bidding when there should be bidding, dividing the project to prevent bidding, or creating fake bidding, bid ridding, collusion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

Quality Control of Food Ingredients

In terms of food safety, the Company's hotels strictly comply with the food safety management system and arrange for special personnel to inspect and receive food raw materials to ensure quality and expiry dates, and cooperate with the Food and Drug Administration to conduct sampling and inspection of dishes and leave food samples as required. The hotels also carry out food safety education and training on a regular basis, and comprehensively raises the legal administrative level of food safety supervisors and their awareness of food safety.

The Company's hotels regularly review and evaluate the performance of suppliers according to the existing supplier rating system, which covers the management of HACCP plan management, quality management systems, food storage environment, production control, hygiene control and personnel management of suppliers. According to the scoring results, the excellent suppliers are rewarded and the unqualified suppliers are given a deadline for rectification or replacement.

Main incentive methods implemented according to the supplier score results:



Excellence in food service through quality ingredients

Building High-quality Projects

Beijing North Star has a target assessment system for project quality management, implements project quality management targets at each level every year, continuously increases review efforts, conducts regular quality sampling inspections for all projects under construction, and carries out a three-tier prevention and control system of project self-inspection, City Centre inspection and NSREG assessment before delivery, and can only deliver to clients after the assessment is passed.

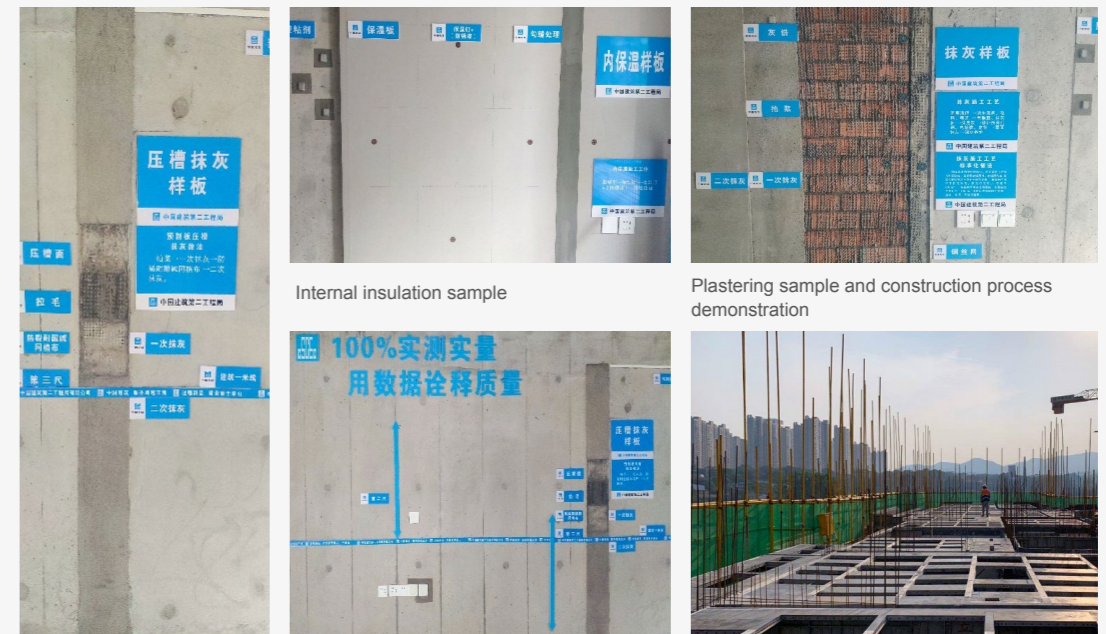
All contractors are required to:

- Implement quality management system;
- Implement national mandatory standards;
- Guarantee the quality standards of the project under construction;
- Standardise the record of engineering technical data and keep pace with the project progress.

Case study

North Star Times interprets quality by data

Details make quality, craftsmanship makes quality. North Star Times project showed clients the physical engineering process of the rough part of the project and key parts of the building construction practices, allowing clients to fully understand the project's engineering quality and highlighting the professional level of NSREG in engineering quality management.



Groove plastering sample

Groove plastering sample

Internal insulation sample

Plastering sample and construction process demonstration

Exhibition of aluminium moulding workmanship in the North Star Times

Case study

Beichen Mansion in Ningbo Project invites proprietors to “inspect” the construction process quality

In May 2020, NSREG’s Beichen Mansion in Ningbo held a two-day construction site opening event called “Ingenuity at heart, meticulous and contentment”. This event invited proprietors to conduct assessment for binding and hidden construction. On the open day, a workmanship sample display area and a physical sample display area were set up on site. Led by the employees, the owners were given an in-depth understanding of the project’s structure and workmanship details.



Beichen Mansion in Ningbo Project Concentrated Delivery



Staff’s warm and attentive service received proprietors’ approval and compliments



Attentive and perfection in every details at Beichen Mansion in Ningbo

Protecting Intellectual Property Right

Intellectual property management is closely connected with corporate brand strategy, Beijing North Star attaches great importance to the Company’s intellectual property rights protection work. During the Reporting Period, Beijing North Star actively conducts trademark protection work and uses registered trademarks in the Company’s authorised scope. At the same time, it voluntarily collects and manages the use of trademark and reports and supports with evidence when others violated Beijing North Star’s trademarks. This can protect the Company’s legal rights and practically protect the Company’s intangible assets.

Other than that, the Company constantly enhances related management through sharing with employees about different practices such as case studies related to industrial intellectual property, strengthening corporate intellectual property system construction, signing license agreement and augmenting daily supervision and administration. This can take extra precautions against the potential intellectual property risks and violation.



The Company is conducting the intellectual property protection training

Case study

National Convention Centre has become one of the members of Chaoyang District Intellectual Property Alliance

In April 2020, Beijing first intellectual property protection alliance in the exhibition industry – Chaoyang District Intellectual Property Alliance was formally established. National Convention Centre represented alliance units and exhibition halls to give a speech and participate in the opening ceremony during the kick-off meeting. After the establishment of the alliance, each member will present their synergy effects, through strengthening the protection of intellectual property, reforming and innovating a new model for the protection of intellectual property in exhibition industry. This can further increase the level of intellectual property protection, strengthen the strike of intellectual property violation behavior, ensure the implementation of the nation’s intellectual property protection strategies and maintain the market in a fair competition order. As one of the key members, National Convention Centre will carry the responsibility as an alliance unit, further enhance exhibition service level, carefully nurture the brand of exhibition service, enhance industrial collaboration and promote alliance construction.



Beijing first intellectual property protection alliance for the exhibition industry – National Convention Centre actively participates in the intellectual property protection of the exhibition industry.

CLIENT ORIENTED

- ◎ Safety Production Management
- ◎ Service and Quality Management



CLIENT ORIENTED

Client satisfaction is the basis for the survival, profitability and sustainable development of the enterprise, and directly affects the brand image of the enterprise. Beijing North Star aims to provide quality services to its clients and has established a collaborative service mechanism with upward and downward linkages to effectively enhance client satisfaction and win-win development with them.

During the Reporting Period, the Company strictly complied with relevant laws and regulations in China, covering but not limited to health and safety, advertising, labelling, privacy matters, methods of redress, etc. for the provision of products or services. The names of the relevant laws and regulations that the Company has complied with during the Reporting Period, as well as a summary of the Company's compliance with each law and regulation, are set out in the "Legal Compliance" section of the Report. In terms of product and service responsibility, the Company employs experienced legal advisors to provide professional advice and to formulate reasonable and effective solutions for the Company; in the course of business operations, the Company resolutely combats illegal construction and sales practices to protect the rights and interests of clients in a practical manner.

Safety Production Management

Beijing North Star is always conscious in paying attention to the health and safety of clients, and has established a sound safety management system and implemented a safety responsibility system which responsibility is jointly shared by both the Party Committee and Management of the Company, in order to realise the Company's safety management service functions. The Company fully exerted the service function of safety management of the Company, bearing in mind that "prevention is the main focus, every unit is responsible, highlighting the key points and guaranteeing safety".

The Company has signed the *Work Responsibility Agreement of Safety and Stability* with its subsidiaries. The subsidiaries, in accordance with the work requirements, has signed responsibility agreements with its subordinate departments, teams, individuals together with tenants and labour dispatch service providers, and has seriously implemented the accountability at each level and achieved signing rates of 100%.

Based on the *Three-Year Action Plan for Special Rectification of Safety Production of BNSIGC*, the Company, combined with the actual situation, promoted and implemented the main responsibility of enterprise safety production, hidden danger investigation, construction project safety rectification, fire safety rectification, traffic safety rectification and internal safety prevention rectification, adding up to seven specialised actions in depth in total. The Company also required all subsidiaries follow the *Rectification plan* at all levels, refine the plan, and ensure that the responsibilities are in place.



Case

Beijing International Convention Centre won the Excellent Organiser Award for outstanding safety performance

In order to resume work and production in a scientific, safe and orderly manner, and to safeguard employees' health and rights, Beijing International Convention Centre actively carried out emergency promotion in 2020, and won the Excellent Organisation Award for their outstanding performance in organizing "Safe Production Month" activity and enhancing employees' safety awareness in 2020.



Safety Awareness Day



Fire emergency drills



Emergency rescue drills

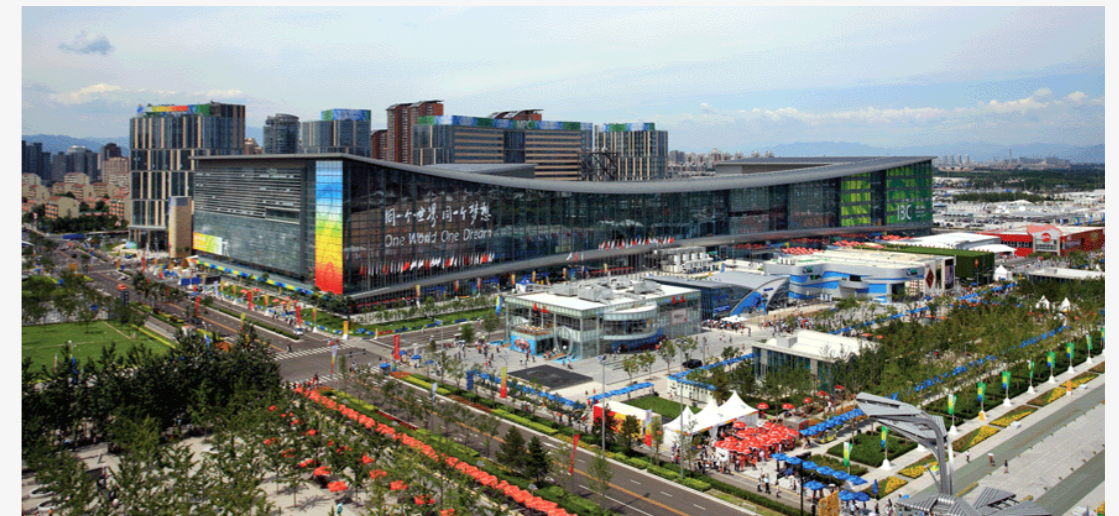


Fire-fighting equipment training

Case

National Convention Centre passed the re-evaluation of Beijing's Level 2 safety production standardisation

In December 2020, National Convention Centre (National Convention Centre Hotel) successfully passed the on-site evaluation of the re-evaluation of the standardisation of production safety in Beijing. The review panel unanimously agreed that the standardisation of production safety in National Convention Centre met the standards and gave full recognition and positive comments, and issued certificates and medals.



National Convention Centre

In addition, the Company strictly implements work requirements of absolute safety for the reception of large-scale meetings and events security work in the security service and large-scale activities. In each reception of large-scale meetings and event security work, the Company comprehensively understands and masters the requirements of the reception tasks in time, conducts analysis and research according to the key issues and difficult issues, seriously formulates the security work plan and contingency plan, and actively improves various security measures.

Service and Quality Management

Digitised and Innovated Operation

In 2020, many large-scale domestic and international exhibitions were cancelled or postponed due to outbreak of COVID-19, increasing the operational stress faced by the exhibition industry. While taking into account the prevention and control of the epidemic, the Company gave full play to the aggregation effect of online exhibitions, actively promoted the digital integration of the exhibition sector and attempted to broaden the single offline exhibition service mode to simultaneous online and offline development to enhance user experience. This initiative has been successfully applied in a series of important exhibition events such as the CIFTIS.

Case

Beijing North Star's security team passed the "exam" of the CIFTIS with high standards

CIFTIS 2020 was held at National Convention Centre and surrounding areas, and a number of units under the Company participated in the reception and security. National Convention Centre not only took on the task of managing the main venue, but also an outdoor temporary venue of 70,000 m² for the first time. The Company set up a specialised and structured organisation, hired 4,344 personnel and formulated 36 relevant work plans, involving 47 contingency plans in 2 categories covering epidemic prevention, office, conference, exhibition, catering, accommodation and operation, etc. The preparatory work progressed steadily and all drills were completed on August 25.

As the integrated service guarantee unit of major systems such as environment, energy and information and communication, Public Facilities Management Company comprehensively investigated, enhanced the process, united and collaborated, enforced the responsibility, and successfully completed the service guarantee task of the CIFTIS. V-Continent Wuzhou, on the premise of no oversight in epidemic prevention and control, no accident in safety production, no failure in equipment and facilities, and no error in service reception, served a total of more than one hundred rooms in one night, catered 153 guests and 4 conference receptions. Apartment Management Company received more than 400 CIFTIS staffs and participants coming from 11 provinces and municipals, renting out 301 rooms in total. InterContinental Beijing supported National Convention Centre by assembling a team of nearly 70 people in just three hours, responsible for catering service, public area maintenance and on-site coordination, and added a temporary outdoor exhibition area of 70,000 m² for the first time. Throughout CIFTIS, all staffs worked together to achieve a five-star service standard.

During CIFTIS, the Company worked all together to ensure the highest quality of service with the standard of "Excellence and Perfection", and became a role model in the prevention and control of epidemics at national exhibitions.



Board members of the Company reported to the leaders of SASAC on the preparations for CIFTIS



Exhibition VIP reception team



Briefing on safety and security work plan



Epidemic prevention and protection team in red vests



Excellent service at conference hall



Installation and testing of outdoor equipment

Case

National Convention Centre promotes smart venue construction to enhance client experience



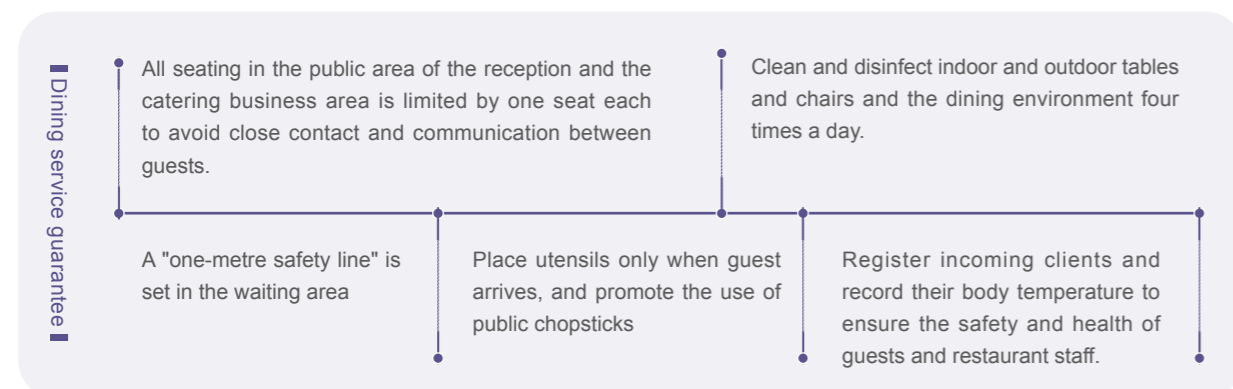
Signing Ceremony for the "Cloud Exhibition" Strategic Cooperation

National Convention Centre has greatly improved the venue automation through electronic reporting, BIM (Building Information Modeling) project, online viewing of the venue, and the connection with hotels to the Direct Guest Pass (online shopping mall). The Centre has also optimised its services and enhanced client experience by upgrading the exhibition layout, setting up "grid points" in the exhibition area and adopting differentiated entry.

National Convention Centre uses cross-border thinking to carry out digital upgrading of venue services, and works with high-quality projects such as CHINAFIT Fitness Conference to actively explore a new model of online and offline exhibition through "cloud exhibition", "cloud forum" and "cloud meeting".




Catering Hygiene Management

As the epidemic subsided, catering services resumed. The hotels strictly implement epidemic prevention and control measures, by informing the guest about local epidemic situation in a timely manner and asking them to fill in the registration form truthfully as required by the industry and local authorities. During the guests' stay, hotel staff will take the guests' temperature twice a day in the morning and evening to achieve real-time monitoring. A temporary quarantine observation room is set up at the entrance of the hotel lobby and the entrance of the staff passage in case fever, suspected or confirmed cases are found. The hotels also provide a clean, reassuring and safe dining service and environment for incoming guests.



disinfection of the dining environment

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

 Restaurant hygiene	Disinfect restaurant furniture and public equipment twice a day and open the windows for ventilation
	Extend the time for disinfecting dishes at high temperatures
	Delivery staff wear hygienic protective gear
 Kitchen hygiene	All staff dine in separately
	Monitor the health of cooks
	Use disinfectant to wipe kitchen floors
 Cooking	Use UV light to disinfect in the cold meat room
	Separate processing of raw and cooked ingredients using exclusive tools
	Ensure the heart of the dish reaches 75°C for 15 seconds



Client Satisfaction Management

During the Reporting Period, Beijing North Star continued to improve client satisfaction. The client satisfaction of convention and exhibition, hotel, office building, apartment, and real estate projects caught up with the level of benchmark enterprises of the same industry, which shows that the Company has been paying close attention to and optimising the implementation of client satisfaction work in recent years.

In addition to continuously improving client satisfaction management, during the Reporting Period, Beijing North Star formulated and issued the implementation standards for client reception services at sales sites and introduced the "mystery guest" inspection mechanism to supervise and improve client service in multiple dimensions. In terms of client complaint handling, Beijing North Star has received a total of 25 clients complaints (including convention and exhibition, hotel, office building, apartment, and real estate projects) as at December 31, 2020. All complaints have been communicated with relevant project companies in the first instances and responses have been provided.

2020

The client satisfaction of convention and exhibition, hotel, office building and apartment was



87.67%

The response and resolution rate of all kinds of complaints is



100%

In terms of complaint handling and response, the Company actively responds to client demands, finds and solves the source of client complaints, sorts out the key points of client complaints, fundamentally improves product and service quality, in order to prevent the recurrence of similar complaints.

Case

NSREG Chengdu City Centre successfully delivered housing projects in 2020

In 2020, NSREG Chengdu City Centre successfully completed the centralised delivery of three housing projects, namely, Inherit Mansion, Royal Palace of Beijing North Star (with fine decorations) and Nanhu Waft Piedmont of Beijing North Star (Phase III), with the delivery rates of 81%, 70% and 90% respectively. Clients were highly satisfied and there was no incident of client rights defense. This achievement set a new benchmark for Chengdu real estate enterprises.




Inherit Mansion


Strengthening Cyber Security


In the face of the increasingly serious and complex cybersecurity situation, Beijing North Star revised their work plan in cybersecurity and information technology according to the *Cybersecurity Law of the People's Republic of China*, the *Basic Requirements for Network Security Level Protection of Information Security Technology*, the *Provisions on Technical Measures for Internet Security Protection*, the *Management Measures Internet Information Services*, the *Management Measures for International Cybersecurity Protection of Computer Information Networks*, the *Regulations of the People's Republic of China on the Security of Computer Information Systems Protection Regulations* and other relevant regulations. The Company strictly implement the system of responsibility for cybersecurity work, solidly promote the cybersecurity protection system and capacity building, effectively build a firm company cybersecurity barrier, and continuously create new opportunities in cybersecurity work.

In recent years, the Company and its subsidiaries have continued to improve the network information security protection system including physical security, cybersecurity, system security, application security, data security and security management.

Management aspect

- 

The Company has formulated information and cybersecurity management guidelines, data centre emergency response plans, control information system network information security emergency response plans and other information security-related management systems, and each subsidiary has also formulated the *Information Security Management Regulations*, the *Information and Cybersecurity Emergency Response Plans*, the *Information Release Approval Systems* and other information security-related management systems. The Company and its subsidiaries comply with the mechanism for reporting, handling and analysing information security incidents.
- 

Strengthen education and promotion. Conduct regular job training for operation and maintenance staff to respond to and deal with information and cybersecurity incidents in a timely manner. Organise information security education and training for all employee to cultivate security awareness and good internet habits, such as regular use of anti-virus software for computer virus checking and killing. Continuously improve employees' ability to prevent risks to network information security.
- 

Establish a sound organisational structure for network information security and clarify the corresponding positions, duties and powers. In accordance with the security management system of the server room, set up facilities such as server room access control and video monitoring, and strictly manage the personnel entering and leaving. Set user access rights to information systems, encrypt business-sensitive information and control the scope of information dissemination. Sign a letter of responsibility for information security and confidentiality with personnel who have the authority to operate classified information systems, and reasonably allocate system enquiry rights. The system permissions are closed in a timely manner for personnel who leave the service.

Technical aspect

- The Company deploys authentication/identification system between internal and external networks and sets up effective security measures configuration; the data centre deploys firewall, intrusion prevention system, abnormal traffic cleaning system, WEB application firewall, database audit system, webpage anti-tampering system, deep security protection system for servers, email security gateway and security operation and maintenance monitoring and management platform to enhance the protection of network information security.
- Strictly implement daily operation status monitoring work and strengthen the inspection of security equipment operation. The system is regularly updated and upgraded to maintain the latest virus database protection. Assign dedicated staff to analyse and process logs of network operation monitoring and other aspects, and regularly check for violations of security policies. Do early detection and disposal of risks to bring them down to a tolerable level.
- In accordance with the backup strategy for each system, data backups are performed regularly through the disaster recovery all-in-one machine, and snapshot backups are made for systems with high recovery time requirements, so that in the event of a failure, the disaster recovery all-in-one machine can be used to achieve minute-level hosting and rapid recovery of access. Regular recovery tests are conducted on each system to ensure data integrity and correctness. Data encryption is performed on important data.
- Through technical means, the maintenance modifications of servers by operation and maintenance manufacturers and system administrators are recorded in the form of video and text logs to ensure network and information security from multiple directions and angles and to escort the level of enterprise information management.

Privacy Protection of Client Information

The Company adheres to the client-first standard of conduct and resolutely implements the *Implementation Rules for Contract Management of Beijing North Star and BNSIGC* and the *Management Measures for Legal Affairs of the Company* to protect client information and privacy, which are supervised by the supervisors of each subsidiary, and monitored by the disciplinary committee members and clean governance supervisors respectively. During the Reporting Period, the Company did not receive any complaints regarding the disclosure of client information.

Case

NSREG on protect client data on "cloud platform"

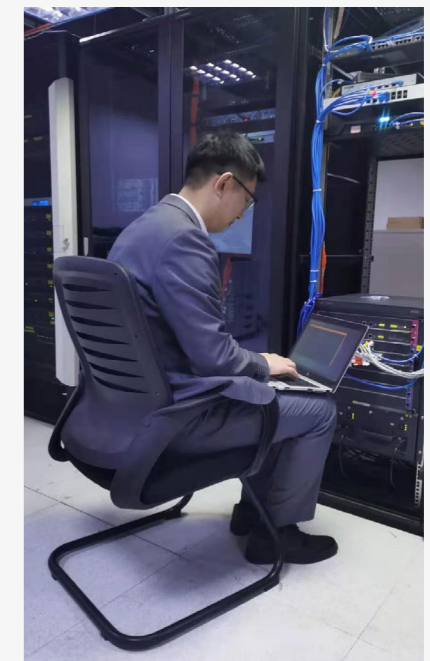
All information systems of NSREG are deployed on professional cloud servers with a level 3 certification on cybersecurity protection cloud computing platform, with perfect security management measures. Client data and information stored in the system are properly managed by a security team consisting of security integrators, security operation and maintenance personnel, and security management personnel, and are stored at five aspects: security physical environment, security communication network, security area boundary, security computing environment, and security management centre.

Case

InterContinental Changsha upgraded its cybersecurity

InterContinental Changsha comprehensively upgraded its cybersecurity system in September, which included:

- A comprehensive upgrade for the hotels' internal computers and servers, and installation of WINDOWS automatic update tools to ensure that loopholes are undiscoverable to hackers at the software system level
- A special cybersecurity scan was conducted on the hotel's office network hardware devices to close the relevant vulnerable ports for devices with cybersecurity loopholes, and to bind the IP and MAC addresses of the computers and designate fixed IP addresses for Internet access
- In the office network of the hotel, unified management of user permissions through WINDOWS domain control to ensure that all governed users are unable to use USB flash drives and do not have permission to install software, in order to deny users from inadvertently bringing in external viruses or installing unknown software without permission
- Organise all hotel staff to attend information security education and training to improve information security awareness and basic skills



Upgrading cybersecurity

PEOPLE ORIENTED

- ◉ Improving Talent Management
- ◉ Sound Vocational Training
- ◉ Caring for Employees





Improving Talent Management

Beijing North Star adheres to the "people-oriented" management philosophy, and builds a corporate family with ingenuity and warmth. The Company has always strived to create a warm, caring, safe and harmonious working environment for employees, and to build a growth platform for employees in multi-angles, so that employees and the Company can grow together, thereby enhancing corporate cohesion and enhancing employees' sense of belonging.

Beijing North Star strictly abides by the relevant laws and regulations in China on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, as well as laws and regulations on preventing child and forced labour. The relevant laws and regulations that the Company has complied with during the Reporting Period and the overview of the Company's compliance with the laws and regulations are listed in "Legal Compliance" section of the Report. The Company has a zero-tolerance attitude towards the employment of child and forced labour. All candidates must provide legal and valid identification documents before employment to ensure compliance employment. During the Reporting Period, the Company had no cases of illegal employment, child labor or forced labor. If any cases of child and forced labour are found, the Company will follow the relevant procedures in accordance with the above laws and regulations.

The Company has established internal policies and management measures include the *Management Measures of Employees' Salary*, the *Management Measures of Training*, the *Management Measures of Cross-training*, the *Management Measures of Recruitment and Allocation*, the *Management Measures for Technical Talent Studios*, the *Regulations on Human Resource Information System Management*, the *Management Measures of Labour Contract*, the *Management Measures of Performance Appraisal*, the *Management Measures for Management Level Salary (Trial)*, the *Management Measures (Interim) for Employee Rehiring* and the *Implementation Measures for Mutual Assistance in Medical Treatment for Retirees with Critical Illness*, etc. The Company will update relevant system documents from time to time in accordance with internal procedures and actual conditions.

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



The Company not only pays various statutory insurance for all employees on time and in full amount but also provides several supplementary benefits such as the discretionary bonus, supplementary medical treatment and mutual assistance insurance for employees, so as to comprehensively increase the life security of employees and to enhance their sense of security and satisfaction.

Advancing the Talent Strategy

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

Case

Recruiting Talents in Different Ways



In 2020, Beijing North Star strengthened the introduction of talents to activate the vitality and motivation of the high-quality development of state-owned enterprises. In terms of campus recruitment, the Company has always strengthened its graduate practice platform, leading its subsidiaries to jointly carry out the 2020-2021 campus recruitment work- "Chenxing Plan". With the new recruitment form of "Online + offline", the Company has carried out online propaganda, campus publicity and resume collection, and planned to introduce more than 100 fresh graduates of bachelor's degree and above in Beijing. In terms of social recruitment, through online recruitment channels and headhunting service agencies, we actively carried out social recruitment for management positions and high-end professionals. In addition, the Company also organised and participated in various special recruitment activities, such as dual elections for poverty alleviation and employment, job fair for key university graduates, etc., with a total of 2 retired college student soldiers and 1 graduate from registered poor households. The Company also received and resettled military cadres, with a total of 2 military cadres, playing a positive role in undertaking the social responsibility of state-owned enterprises.

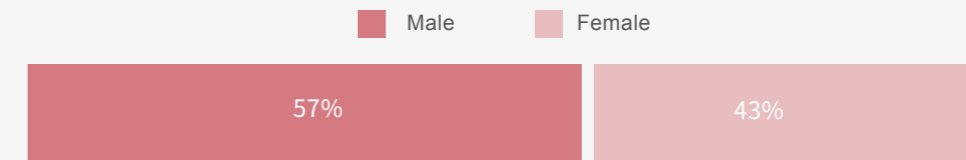


Achieve Diversity and Inclusion

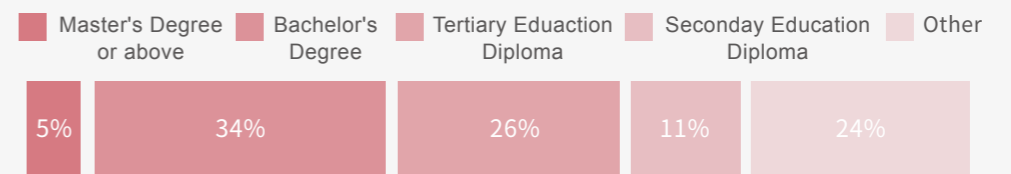
Beijing North Star is committed to safeguarding the rights of employees, respecting and treating employees of different genders, ages, religious beliefs, ethnicities, cultural backgrounds, families and health conditions and strives to build a fair, diversified and creative team, which provides a more suitable working environment for each employee. As of December 31, 2020, the Company has employed 18 disabled employees.

As of December 31, 2020, the total number of in-service employees of the Company and its subsidiaries is 5,690. Detailed employee data has been listed in the report "Comprehensive Performance".

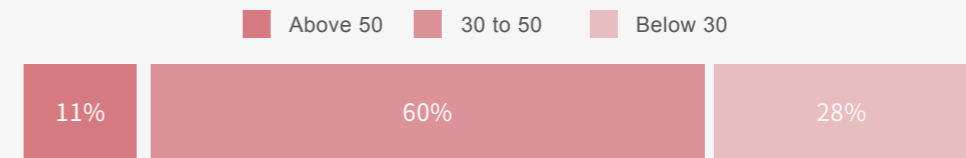
By Gender



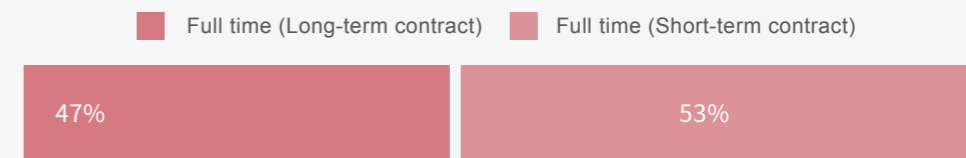
By Education Level



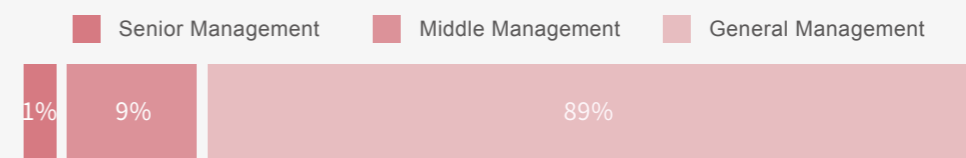
By Age Group



By Employment Type



By Employment Category



Sound Vocational Training

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

In recent years, the Company has continuously strengthened the national layout of real estate development, as well as the development of entrusted management and consulting business, and the reception project of major state affairs activities. The Company has a large demand for various types of talents, especially professional and senior management talents, and may face the risk of talent shortage in the short term.

In response to the above risks, the Company has established a working group for talent management. Through strengthening internal selection and training and market-oriented recruitment, the Company has held training courses for enterprise leaders and young talents, promoted the construction of high-quality professional leadership personnel team, selected the excellent and strong talent team; expanded the talent reserve by opening the Exhibition Group specialists and the practical talents development of NSREG.

Case

Carried out Training Course II for Directors and Supervisors of the Company and its subsidiaries

With the rapid expansion of the Company's scale, the number of subsidiaries has increased significantly. In order to integrate corporate governance at all levels into a unified whole and to effectively enhance the governance efficiency of the Company, the Company organised Training Course II for Directors and Supervisors of the Company and its subsidiaries to enhance their duties performance. The training covered a wide range of topics. The course curriculum closely focuses on the actual work of the trainees, covering 10 items such as corporate governance, financial auditing, civil code, and state-owned assets law, totalling 48 hours, effectively promoting the improvement of the corporate governance level of the subsidiaries.



Training Course II for Directors and Supervisors

The Company actively explores training channels to provide employees with opportunities for self-improvement:

Organise induction training for new employees-In order to help new employees quickly integrate into the Company. Beijing North Star organises induction training for new employees with a three-level training system at the group, enterprise, and department levels. The accumulated training hours are nearly 200 hours, and the number of participants is about 300.

Strengthen the training of technical talents -Focusing on the Company's strategic development needs, the Company builds a platform for the growth of front-line employees and the ability to become talents. The Company and Beijing Institute of Technology and Trade Technology Service Management jointly organised online training of Beijing North Star Model (employee) Innovation Studio. The accumulated training hours are 10 hours, and the number of participants is about 200.

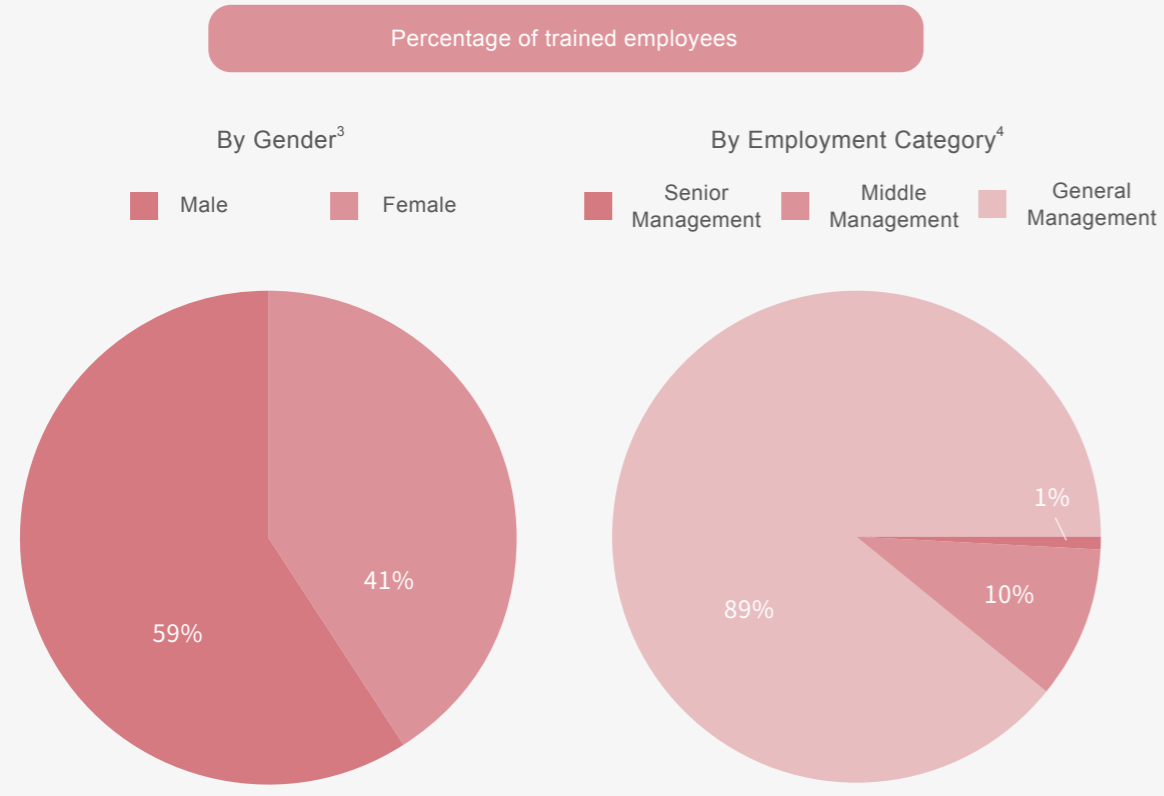
Organise and carry out professional human resources training -The Company has adopted a combination of online and offline training, and conducted employee file management training, labour dispute mediation training and other human resources professional knowledge improvement training by using the "theory + practical operation + case" model.

Carrying out online vocational skills improvement training -During the epidemic, the Company actively guided companies in accordance with the documents of *Notice on Promoting Vocational Skills Upgrading Action "Internet + Vocational Skills Training* and *Notice on Accurately Supporting the Stable Employment of Small, Medium and Micro Enterprises in Key Industries*. The Company carried out online vocational skill improvement training to reduce the gathering of people during the epidemic and improve the vocational skill level of workers. The above training has accumulated more than 200,000 class hours, and the number of participants is about 3,600.



Induction training for new graduates in 2020

During the Reporting Period, 97.29%² of the Company and its subsidiaries' employees received vocational training. Data of employees trained by gender and employee category are shown in "Comprehensive Performance".



Caring for Employees

In order to allow every employee to work in a safe and comfortable environment, the Company continues to maintain equipment and facilities in the office and other operating venues, to ensure proper indoor lighting and to maintain air circulation, and to maintain and renovate the hardware facilities in the pantry regularly. The operation sites are equipped with rest rooms, activity rooms, and maternity rooms to meet the needs of employees.

The Company attaches great importance to the physical and mental health of employees, regularly organises employees to go to medical institutions for physical examinations, improves employee welfare guarantees, and ensures that employees can devote themselves to work with a full mental and healthy body. In addition, in order to further improve the supplementary medical security system, to enhance the level of medical security for employees,

²Percentage of employees trained = Employees who took part in training / Number of employees x 100%

³Breakdown for employees by gender = Number of male or female employees took part in training / Employees who took part in training 100%

⁴Breakdown for employees by employment category = Number of senior management or middle management or general employees took part in training / Employees who took part in training 100%

and to reduce the medical expenses that retirees need to bear due to major illnesses, the Company continues to implement the *Supplementary Medical Insurance Programme for Employees* and the *Implementation Measures for Mutual Assistance in Medical Treatment for Retirees with Critical Illness*.

It is worth mentioning that since the outbreak of the COVID-19 epidemic, the Company has always put the protection of the lives and health of employees as a top priority, and has insured all employees with the "COVID19 Medical and Hospitalisation Allowance" group insurance plan. The insurance covers all on- and off-duty employees and temporary employees, benefiting about 6,900 employees.

"COVID19 Medical and Hospitalisation Allowance" group insurance plan benefits about **6,900** employees.

The Company is committed to enhancing employees' sense of belonging and caring for every employee. During the Reporting Period, the Company carried out different forms of care activities for employees, which fully demonstrated the humanistic care for frontline employees. Activities include but are not limited to:

- In February 2020, the labour union of BNSIGC urgently allocated RMB 111,800 of special funds for epidemic prevention and control. All labour union organisations at all levels purchased epidemic protection supplies and visited front-line employees who stay at their posts as required, and invested a total of RMB 536,000.



Management of the Company visiting front-line employees who worked hard

- Organised a heart-warming hair-cutting activity to help fight the epidemic. The activity lasted for 8 days and provided free hair-cutting services to nearly 300 employees in 16 units affiliated to Beijing North Star.
- Organised and carried out the "Cooler Summer • Anti-epidemic aid for exams" activity, and timely distributed the "Epidemic Prevention and Heart-warming Welfare Pack" to more than 100 children of employees.



Organised a heart-warming hair-cutting activity



Distributed the "Epidemic Prevention and Heart-warming Welfare Pack"

GREEN DEVELOPMENT

- ① Pollution Prevention and Control
- ① Waste Separation
- ① Implementing Energy Saving and Low Carbon
- ① Creating a Water-Saving Enterprise
- ① Pursuing Green Building and Technology
- ① Adapting to Climate Change



Pollution Prevention and Control

Beijing North Star always implements the spirit of the central government, attaches great importance to ecological and environmental protection work, and shows its "green style" with practical actions. The Company implements pollution prevention and control management regulations which have already been formulated by the Company, and takes pollution prevention and control measures for project management, daily operation of the Company and construction site management, etc., in order to reduce the impact of its own operation on the environment.

By implementing unified standard management in the properties owned by the Company, the Company moves forward steadily. As of December 31, 2020, the pollution discharge permits of the Company and its subsidiaries have all passed re-inspection, and pollutant discharges have met required standards.



Pollution Discharge Management

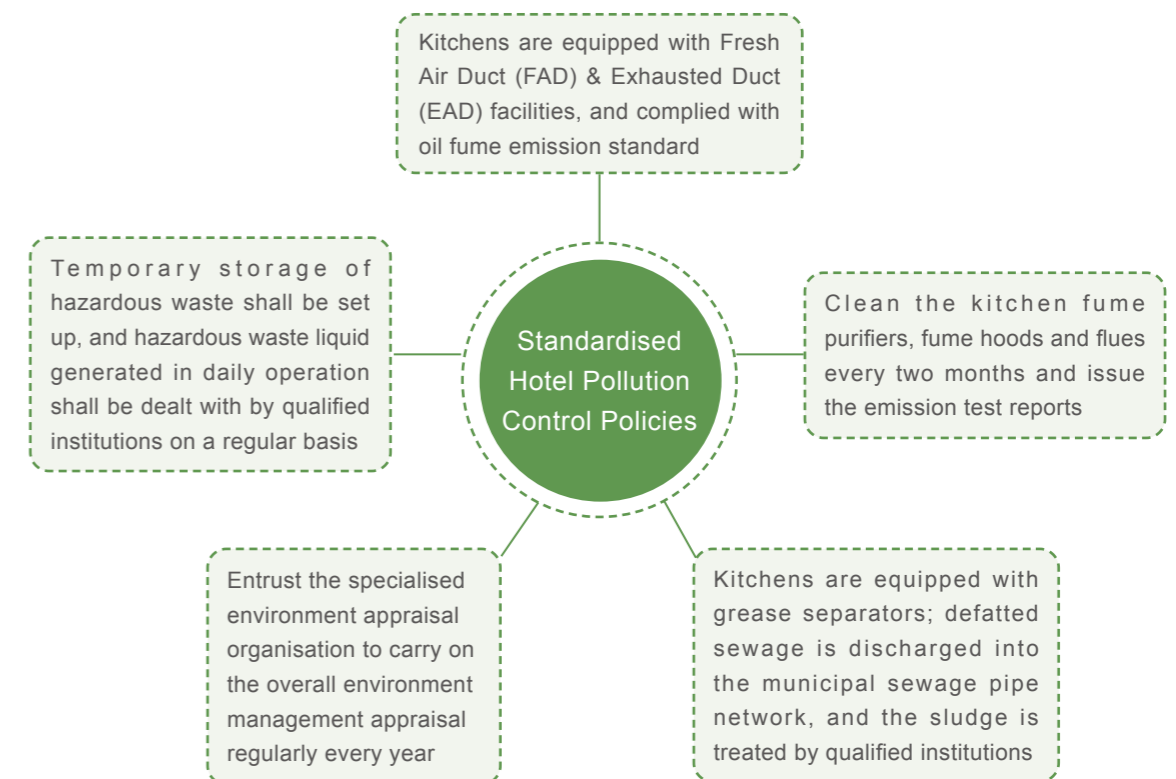
Beijing North Star will never sacrifice the ecological environment for economic development. During business operation, the Company strictly abides by relevant laws and regulations on air emissions, wastewater discharge, solid waste treatment, and noise control in China. The relevant laws and regulations that the Company has complied with during the Reporting Period and the overview of the Company's compliance with the laws and regulations are listed in "Legal Compliance" of the Report.

Beijing North Star's main atmospheric pollution and wastewater discharge are from the hotel business. The Company continues to strengthen relevant industrial management standards, and earnestly abides by and implements the industrial emission standards such as the *Emission Standards of Oil Fume for the Cooking*, the *Emission Standards of Beijing Municipality on Air Pollutants for Catering Industry*, the *Integrated Emission Standards of Beijing Municipality on Air Pollutants*, the *Discharge Standard of Water Pollution*, the *Measures of Beijing Municipality for Administration of Drainage* and the *Technical Guideline for the Development of National Water Pollutant Discharge Standards (HJ 945.2-2018)*, etc. The Company regularly (every two months on average) organises the cleaning of the fume hoods in kitchens, equipment pipes, grease traps and fans, etc., and maintains the kitchen water and smoke hood equipment in a planned way to ensure the normal operation of the relevant equipment.



2020
Total emission amount of NO_x and SO_x had a reduction of approximately

47.5% YoY respectively



Waste Separation

Non-Hazardous Waste Treatment and Management

The development of urban society and economy leads to an increase in urban waste. In order to reduce the production of wastes, Beijing North Star makes great efforts to reduce the production of waste through practical actions, and actively classifies, recycles and reuses the waste. As most of the waste generated in the daily operation of the Company is from equipment operations and the maintenance of the properties owned by the Company, the Company has strengthened the non-hazardous waste management of the properties it owns.

In order to implement the newly revised the *Regulations of Beijing Municipal on the Management of Waste Separation*, the Company and its subsidiaries actively studied the *Action Plan for Domestic Waste Classification in Chaoyang District*, and carried out waste classification according to kitchen waste, recyclable, toxic and harmful waste, and other waste so as to achieve the purpose of reducing the total amount of waste.

2020

Total produced amount of non-hazardous waste had a decrease of approximately

35.8% YoY



while the produced amount of kitchen waste had a decrease of approximately

45.4% YoY



Through practice, Beijing North Star has implemented the awareness of environmental protection and efficient use of resources in the daily operations of the Company's business segments. The Company's hotels responded more positively to the *Catalogue of Disposable Products Not Allowed in Beijing Hotels*, and no longer actively provided the "six small" supplies such as toothbrushes, combs, bath wipes, razors, nail files, and shoe wipes, and has scientifically configured waste separation containers. The Company's various waste collection and recycling work have been carried out smoothly and the scope of recycling is further expanded. The hotels have separated and reused the recyclable waste generated in the guest room. For example, used towels of the guest room are dyed and made into rags for public use. The discarded sheets are made into inner pillow bags. The soap, shampoo and shower gel used in the room are used in the laundry room for cleaning rags, glass. While for plastic products, the Company has entrusted a recycling company for centralised recycling and reuse.

In addition, the Company's hotels will choose degradable environmental protection products as packaging materials when purchasing consumables and do not use excessive packaging products in guest rooms, so as to reduce the generation of unnecessary non-degradable waste. As the Company's business does not involve the purchase and use of large quantities of packaging materials, the use data of packaging materials are not disclosed.



National Convention Centre is equipped with four-color sorting trash bins



Red toxic and harmful trash cans are set up in public areas as mask recycling trash bins



Recycling of used towels in guest rooms

Practicing Zero Food Waste

In response to the problem of food waste disposal, Beijing North Star and its subsidiaries actively advocated the "Clear the Plate" campaign and set up reminder posters and signages to promote the campaign at various catering points. The electronic screen also displayed "Clear the Plate" campaign action tips in promoting frugal dining and opposing waste. "Small portion meal" is also introduced to avoid food waste.



Personnel guiding food waste separation at restaurant

The Company's hotels implement dry and wet separation for non-recyclable general waste. For the food waste, special containers are equipped with and the waste is separately stored. In addition, the Company takes the quantity of kitchen waste as an important reference indicator to measure the quantity of procurement, hoping to reduce the production of kitchen waste from the source. In addition, after dry and wet separation, the general waste is collected, transported and treated by qualified enterprises.



Food waste bin at restaurant



Posters in the restaurant advocating "Clear the Plate" campaign

Hazardous Waste Treatment and Management

The Company conducts selection and identification of hazardous waste according to the *National Hazardous Waste Inventory*. The Company selects qualified suppliers that have qualifications in the operation, transportation, and disposal of hazardous waste, for the centralised collection and disposal of hazardous waste. In addition, in order to further strengthen the control of hazardous waste produced by the Company's office and operation sites and to ensure employees' health and safety, the Company developed and implemented the *Regulations on Hazardous Waste Management*. The internal policy has strict requirements for separation, storage, recording, and transportation of hazardous waste produced by the Company during its daily operations.

During the Reporting Period, the Company actively promoted energy saving, carbon reduction and green transformation, hence the original high energy consumption lighting systems of its subsidiaries were eliminated, and were replaced with LED energy-saving lamps, resulting in a large number of manufacturing waste lamps and other hazardous wastes. The Company strictly implements the established *Regulations on Hazardous Waste Management* and strictly controls and supervises the disposal of hazardous waste generated during the transformation period.

In addition, some of the Company's hotels adopt the IHG hazardous substances management policy. The hotels determine and carefully manage the isolated storage areas for hazardous substances in the hotels, including cleaning liquid, coating, paint remover, and diluent, thus avoiding potential health and environmental risks and improving the safety of the working environment. The hotels conduct training on risk identification and proper handling procedures for employees who are responsible for the disposal of hazardous substances. Moreover, each hazardous substance is properly transported and disposed of by a qualified collection and disposal enterprises.

Implementing Energy Saving and Low Carbon

In terms of the use of energy resources, Beijing North Star insists on taking Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era as its guide, conscientiously implements the concept of green development, strictly complies with the *Law of the People's Republic of China on Energy Conservation*, the *Measures for the Administration of Energy Conservation in Key Energy-consuming Units*, the *Measures for Energy Conservation Supervision*, the *Law of the People's Republic of China on Promoting Clean Production*, the *Circular Economy Promotion Law of the People's Republic of China* and other relevant regulations, and strengthens energy management in conjunction with the internal rules and regulations established by the Company to reduce consumption, reduce losses and eliminate waste of resources on the basis of ensuring technical feasibility and reasonableness, so as to maximise corporate benefits.

In order to strengthen the daily energy saving management and to make the environmental performance effective, the Company continuously optimises its energy management system and conducts monthly statistics on the energy usage of its subsidiaries, and draws comparative energy consumption curves, using the figures as a basis to formulate practical environmental solutions. In 1991, the Company established the Energy Conservation Office for Facilities Energy and Resource Management to monitor and manage the energy usage of the Company's properties in Beijing.

2020

Consumption of natural gas had a reduction of approximately

47.9% YoY 

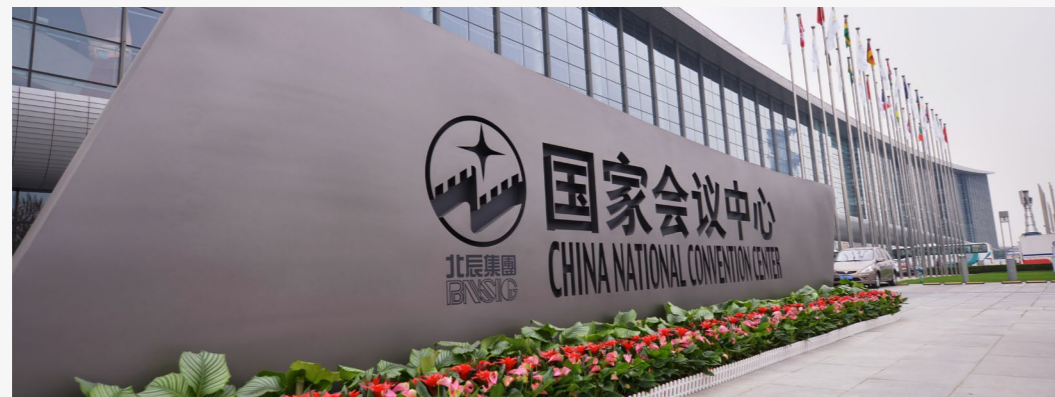
Consumption of purchased electricity had a reduction of

28.7% YoY 

Case

National Convention Centre pursuing to be a resource-saving enterprise

In order to build a resource-saving enterprise, the National Convention Centre has upgraded the air conditioning unit control system, pump power supply and control system, replacing 2 sets of inverter control systems in line with the principle of "green and low-carbon, all-round wellbeing". The original more energy-consuming industrial frequency operation of the air conditioning changed to frequency conversion operation, not only to reduce the impact of wind on the motor and pipeline, but also to improve the comfort, economy and safety of the operation of the ventilation system. After being put into operation, the FM air conditioning and ventilation system is expected to save about 324,000 kilowatt-hours of electricity per year, reducing enterprise expenditure by about RMB 310,000, effectively achieving the expected effect of saving electricity.



National Convention Centre

As a key energy-consuming unit in Beijing, in recent years, the Company has actively implemented a series of policies and regulations related to green development of the Central Committee of the Party, the Municipal Party Committee and the Municipal Government, and continued to carry out the work of "promoting green development and building beautiful North Star".

In August 2020, according to the requirements of the *Notice of the Municipal Development and Reform Commission and the Municipal Bureau of Statistics on the Announcement of the List of Key Energy-consuming Units in Beijing in 2020 and the Related Work*, the Company promptly organised the assessment and evaluation of energy-saving targets, supervised and guided all enterprises to comprehensively sort out the situation of energy management system, comprehensive energy consumption, energy-saving technical improvement projects and energy-consuming equipment elimination, etc., and the self-study report was compiled and completed. The report was considered by the Municipal Development and Reform Commission to be "detailed and effective, with steady improvement in energy use efficiency" and was finally rated as "excellent". This is also the 5th time since 2015 that the Company has been awarded an "excellent" rating in the assessment of energy saving targets and responsibilities of key energy-using units in the city. The rating has also proven that the company has been recognised by all sectors in promoting green development and undertaking social responsibility.

The Company was graded as outstanding in the evaluation of energy-saving target responsibility of key energy-using units in the city for **5** consecutive times

Case

Active participation in Earth Hour, practicing the concept of green development through practical actions



National Convention Centre hosted an online "half-face cosplay" during Earth Hour

The Company, including the National Convention Centre, V-Continent Wuzhou, Apartment Management Company and Office Building Company, actively participated in the Earth Hour campaign initiated by WWF and joined more than 180 countries and regions in the world to turn off the lights in 2020, taking practical action to spread the awareness of energy saving, environmental protection and low carbon to more people.



Creating a Water-Saving Enterprise

As a municipal state-owned enterprise, the Company has always given priority to water conservation, strictly controlling the water consumption targets of each of its enterprises every year, implementing a target responsibility system, decomposing responsibilities to each enterprise and conducting assessments based on the implementation of the targets, vigorously promoting laws and regulations related to water conservation, establishing links with the Beijing Water Conservation Management Centre and inviting industry experts to conduct training sessions. The Company actively implements water conservation targets in its day-to-day operations, shoulders its social responsibility and takes practical action to promote the construction of a water-saving society.

The Company has been working on "Creating a Water-saving Enterprise" by evaluating the water consumption and water indicators of each subsidiary, as well as carrying out "water balance" tests on water system and etc. Since 2010, eight subsidiaries of the Company, including the National Convention Centre, Intercontinental Beijing, Office Building Company, Apartment Management Company, Beijing International Convention Centre, V-Continent Wuzhou and Public Facilities Management Company, have successively completed the work of "creating water-saving enterprises" and received the awards of "Creating a Water-saving Enterprise" issued by the Beijing Water Authority.

Case

Water conservation plans

The subsidiaries have adopted different measures to conserve water in order to promote water recycling.

National Convention Centre has used municipal water on a large scale in areas such as washrooms and landscaping, not only to save water but also to reduce water costs.

The Apartment Management Company replaced the flush toilets and shower fixtures in more than 1,400 rooms with water-saving appliances, saving water at the source.

The Beijing International Conference Centre and V-Continent Wuzhou have set up their own water treatment system, which treats domestic water through a process of sedimentation, filtration and disinfection before using it to flush toilets, achieving a 98% utilisation rate, close to full recycling.

The Office Building Company vigorously promoted the concept of water conservation in the process of soliciting tenants and organising exhibitions, and carried out publicity on the priority of water conservation through publicity boards to guide clients to establish the concept of water conservation.

The Public Facilities Management Company has established septic tanks at three outfalls to provide strong support for municipal treatment of sewage.

During the period of epidemic prevention and control, while strictly guarding the safety gate of the epidemic, Beijing North Star took multiple measures to promote the implementation of major renovation projects. During the Reporting Period, the Company successively started the renovation works of the condensate tank of the heat

station west of the Public Facilities Management Company and the cooling tower of the Beijing International Conference Centre, making full use of the interval between the operation of the epidemic and completing the key renovation projects in advance during the Reporting Period to release the pressure arising from the conflict between normal operation and renovation.

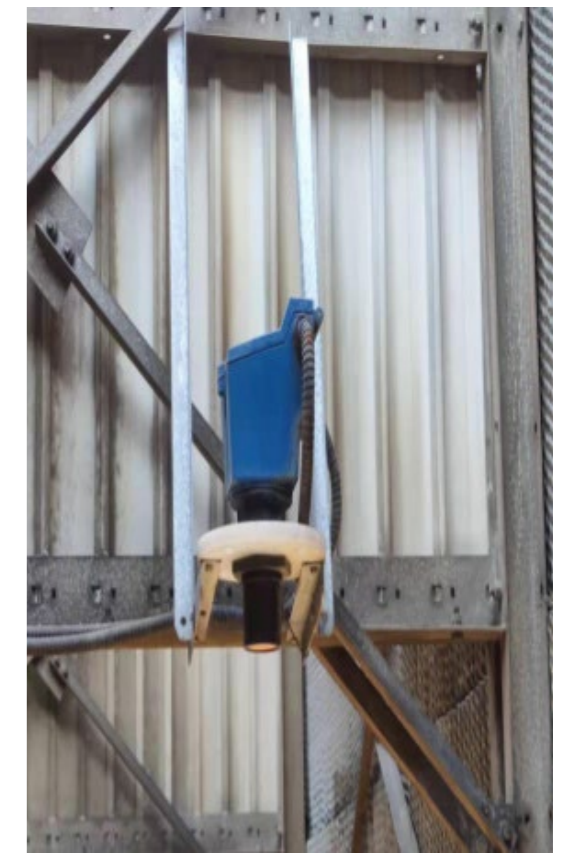
Beijing International Convention Centre, a subsidiary of the Company, has been upgraded for the cooling water replenishment system, solving the problem of unbalanced water levels in the cooling tower for many years and thoroughly improving the phenomenon of overflowing water in the cooling tower, with about 700 tonnes of cooling water replenishment throughout the cooling season. The cooling water make-up system was upgraded and the make-up water pumps were renewed with energy-saving products and the liquid level in the tower was electronically monitored to effectively avoid the phenomenon of running and bubbling water.



Upgrading cooling water make-up system



Upgrading make-up water pumps to energy efficient products



Electronic monitoring of the liquid level in the tower

Since the central route of the South-to-North Water Diversion Project was officially operated at the end of 2014, the water shortage in the Beijing-Tianjin-Hebei region has been alleviated. Given that most of the properties owned by the Company are in Beijing, and the Company's water source in its daily operations was purchased municipal water, the Company did not face any difficulties in sourcing water during the Reporting Period.



2020
Ratio of purchased municipal water to water consumption was
100%



2020
Total water consumption had a reduction of
38.7% YoY

Pursuing Green Building and Technology

Beijing North Star is well aware of the great responsibility of ecological environmental protection and the long way to go for the construction of ecological civilization. While practicing sustainable development, Beijing North Star, according to Xi Jinping's Thought of Ecological Civilization, fully promoted energy saving and emission reduction and green transformation of the Company and its subsidiaries, built green production and lifestyle, provided a strong support for green economic transformation and sustainable development. The Company internally developed relevant management rules and regulations, which clearly require the Company through the research and development of green building and in the process of operation to publicise the concept of environmental protection principles of green development and ecological priority to ensure the harmony between economic development and ecological environment.

Case

North Star Luming Mansion won the Chengdu Real Estate Green Development Demonstration Award

The North Star Luming Mansion project was awarded the "Green Development Demonstration Award" in the Chengdu Real Estate Green Development Selection first organised by Chengdu Housing Association. Through the application of special design in nine aspects, including saving land resources, optimising building layout, saving building materials, adopting energy-saving equipment, using non-traditional water sources, adopting water-saving equipment, landscape configuration, BIM technology and assembly technology, the project has achieved the goal of green and sustainable development by utilising renewable resources, reducing pollution and energy consumption.



Fine decoration of North Star Luming Mansion



North Star Luming Mansion

Environmentally Friendly Construction

The Company earnestly implements the requirements of the People's Republic of China and the Municipal Government on environmental protection, including but not limited to dust mitigation and treatment related standards, regulations and documents, actively completes various environmental protection tasks assigned by the superior units, and mitigates the impact of project construction on the surrounding environment by formulating and unifying relevant internal management policies and measures.

The Company introduces the concept of green building in the development and operation of properties and refers to the green building and related sustainable development standards during the process of design, construction and operation. In most of the newly developed properties, the Company chooses to use energy-saving and environment-friendly building materials. The construction of all newly built projects in Beijing refers to the *Standard of Beijing Residential Building Energy-Saving Design (DB/J11-602-2006)* and the *Standard for Green Building Evaluation (GB/T50378-2014)*.

Case

Upgrading the Asian Games Village's environment

In order to better enhance the service and reception of the Asian Games Village and to refine the overall landscape of the Central Garden, in May 2020, Public Facilities Management Company carried out the renovation project of the North Garden of the Central Garden. The renovation project aimed to refine the overall landscape of the Central Garden through greening, road, water, micro-terrain and antique pavilion renovation in the garden, forming the effect of unified style and distinctive features of the North and South Gardens.



Green area in Asian Games Village

Case

Apartment Management Company promoted green renovation

- Completed the furnace renovation, renewing all 8 fuel-fired furnaces located in the East and West Station Apartments of the Public Facilities Management Company to gas-fired furnaces fuelled by clean energy, which not only improved thermal efficiency but also reduced harmful emissions by an estimated 48%.
- In the renovation project of the 2nd-13th floors of the Asian Games Village Hotel, all the original non-energy-saving products were replaced with a total of 6,800 metres of LED energy-saving light strips; 396 windows were replaced with double-layer hollow glass made of broken-bridge aluminium; all the old pipes of water supply, drainage, heating and air conditioning were replaced; and new rock wool materials were used for the internal insulation of the facade.
- In order to solve the problem of running and dripping caused by the ageing of the system, part of the domestic hot and cold water, heating and air-conditioning pipelines in the western part of the flat were renewed and the pipelines were insulated, with a total of 480 metres of pipelines being renewed.
- The exterior windows of the marketing centre of Block C were renovated with double-layer hollow glass made of break-bridge aluminium, which has good heat insulation and heat preservation effect, reducing cold radiation and saving energy consumption.
- Established a valid inventory list in accordance with the requirements of the *Notice on the Energy Conservation Monitoring Work of Beijing Development and Reform Commission for Beijing North Star in 2020*, collected and provided relevant information efficiently and accurately, and gradually included the eliminated equipment in the annual renovation plan as required by the Company.
- According to the requirements of the Beijing Energy Conservation Supervision Brigade, the apartment's existing *List of High Energy-Consuming and Outdated Mechanical and Electrical Equipment (Products)* to be Phased Out (Batches I, II, III and IV) included equipment of 20KW and above to be phased out; 2 sets of energy-saving dry-type transformers were renewed and the renewal of 2 transformers in Block L were included in the Apartment Management Company's *2021 Project Plan for the Improvement and Expansion of Held Assets*; 4 sets of motors for air supply and smoke exhaust fans in the underground garage were removed.

Green Office and Environmentally Friendly Operation

In terms of green office, in May 2020, the Public Facilities Management Company issued the *Notice on the Issuance of the Work Plan of the North Star Utility Management Branch on "Living a Tight Life"*, which clearly put forward the implementation rules on green office, paper use, no-paper and optimisation of equipment and facilities operation efficiency. The circular clearly sets out the rules for implementing green office, paper usage, paperlessness and optimising the operational efficiency of equipment and facilities, so as to achieve the dual objectives of energy saving and cost reduction. The Company hopes that through the guidance of daily environmental protection behaviours and concepts, the awareness of energy saving and low carbon will be rooted in the hearts of every employee.

Daily energy saving programmes suggested by the subsidiaries of the Company:



Give priority to the purchase of energy-efficient, material-saving, low carbon and plain packaging products



Prohibit the use of energy-intensive electrical appliances in the office areas to save energy, switch off lights, computers, printers and other power when everyone gets off work



Promote electronic and paperless office, reduce the number of printed documents and materials, and use OA platform to achieve data information network connectivity and data information resources sharing



Strengthen the classified collection and recycling of used electronic products and household waste and scrap old desktop computers according to relevant regulations



Strictly control indoor air-conditioning settings in summer and winter



Installation of centralised water supply in office areas, less bottled water and less use of disposable products

Adapting to Climate Change

Under global climate change, the frequency and intensity of disasters such as floods and heavy rainfall have increased, and the likelihood of major extreme weather and climate events has risen, which could easily have a significant impact on the Company's power supply, water supply and drainage. This summer, since the start of the flood season, the Asian Games Village area has been challenged by two heavy rainfall events. In accordance with the requirements of the *Notice on Safety Work in Summer Flood Season 2020* issued by the Company, Public Facilities Management Company responded calmly and activated the flood prevention plan in a timely manner during the heavy rainfall period, and the General Dispatch Office, Environmental Management Department and Security Department of the Company jointly activated the joint mechanism of the drainage and maintenance departments in the Asian Games Village area. There were no casualties or damages caused to the properties.

The Company's V-Continent Wuzhou was equipped with three submersible pumps and 50 bags of flood control sandbags for the flood season this year, and established an inventory account of flood control and rescue materials. In addition, the hotel also organised a flood prevention and emergency plan drill and made timely rectification for the problems in the drill.

In the future, Beijing North Star will actively identify the impact of climate change on the Company and its subsidiaries as well as formulate adaptation countermeasures to improve the ability to defend against natural disasters, and actively prepare each subsidiary with strategies to cope with climate change.

CONTRIBUTING TO THE COMMUNITY

- ① Supporting Poverty Alleviation
- ② Supporting “Chunmiao”



CONTRIBUTING TO THE COMMUNITY

Since its establishment, Beijing North Star has always adhered to the tradition of public welfare and actively practiced social responsibility. Currently, the Company's main forms of participation in social welfare include the implementation of precise poverty alleviation and public charity donations.



Supporting Poverty Alleviation

The year 2020 is the closing year of the poverty alleviation campaign. In accordance with the specific requirements of the Municipal Party Committee, the Municipal Government and the Party Committee of the Municipal State-owned Assets Supervision and Administration Commission on precise assistance work, the Company implemented assistance measures through various aspects, such as Party building, consumption assistance and employment assistance, to achieve "blood building" development for the recipient areas and accelerate the pace of poverty alleviation.

The Company took consumption poverty alleviation as a grip and actively procured products for poverty alleviation through cooperation with the Beijing Double Creation Centre for Consumption Poverty Alleviation, helping to sell RMB6,806,000 during the Reporting Period, realising industrial poverty alleviation through consumption poverty alleviation.

In terms of charity, Beijing North Star donated RMB1.5 million to the People's Government of Chicheng County, Zhangjiakou Municipal, Hebei Province, to support the development of Chicheng County's rearing industry and established industrial poverty alleviation workshops to help rearers achieve centralised rearing in the farms, with the industrial income directly driving Chicheng County's poor households to increase their income. The project invested in the construction of 17 centralised farms and has provided 170 special posts for poor households, helping Chicheng County to complete the annual task of poverty alleviation ahead of schedule and to achieve poverty elimination.



Donated RMB **1.5** million to poverty alleviation projects



Helped selling poverty alleviating products of RMB **6.806** million



Constructed **17** rearing farms



Provided **170** specialized posts to poor households for poverty alleviation

The "one enterprise, one village" twinning support work has achieved the expected results, and the industrial support work in Baihutou Village has been carried out smoothly as planned. The "Breathing Yard - Taste Garden" Bed and Breakfast House (B&Bs) has been officially put into operation. In order to standardise the operation of Baihutou Village B&Bs, the Company has taken advantage of its industry and formed a professional team to carry out "Teaching in the Village", going to Baihutou Village to conduct skills training, teaching and providing practical guidance on Chinese table setting and service, room bed making and hygiene and cleaning procedures, and Chinese cooking dishes production, so that villagers can learn star-rated services and standards at their doorstep. The training enabled the villagers to learn star services and standards at home, and effectively improve the level of hospitality services in Baihutou Village.



Chinese food presentation at the "Teaching in the Village" event



Room bed making training at the "Teaching in the Village" event

Case study

A seminar on low income support in Baihu Tou Village

In order to solidly promote the work of poverty alleviation, the Company's leaders and members of the Precise Poverty Alleviation Team went to Baihutou village to carry out a low-income support forum. At the meeting, the leaders of Zaitang Town Government and Baihutou Village expressed their gratitude on behalf of the whole village and presented a banner to North Star for its assistance work, praising Beijing North Star for "helping the poor and promoting a peaceful and happy life, and injecting funds to help the development of the mountain village".



Precise Poverty Alleviation Team Meeting at Baihutou Village



Received a banner of praise

Li Weidong, Chairman of the Company, said that under the strong leadership of the Municipal Party Committee, the Municipal Government and the Municipal SASAC, Beijing North Star will continue to keep its original intention and mission in mind, practice the social responsibility of state-owned enterprises, strengthen the cooperation with the two committees of Baihutou Village, resolutely implement the tasks of precise poverty alleviation, make every effort to help Baihutou Village to get rid of low income steadily, benefit the whole village and low-income people, and contribute to winning the battle against poverty and achieving overall prosperity.



Company leaders and support team visit low-income households

Supporting "Chunmiao"

Since 2012, the Company has been working with the Beijing Chunmiao Charity Foundation for eight consecutive years to help orphaned and seriously ill children, contributing to the development of public welfare. In the past eight years, the Beijing North Star-Chunmiao Foundation has provided medical funding of nearly RMB 8 million for children with serious illnesses, poor families and critically ill premature babies, helping more than 330 children receive timely treatment and regain their lives.



The Beijing Chunmiao Charity Foundation awarded the Company a bronze medal as a charity partner

In November 2020, during the first "Caring for the Healthy Growth of Premature Children in China" Development Forum, Beijing North Star handed over the 9th installment of RMB 950,000 to the Beijing Chunmiao Charity Foundation to fund the "Chunmiao Children Care Centre" to carry out child care services.

Charity is all in the heart, but also in the deeds. The Company will uphold the core values of loyalty and common creation and beauty, and continue to devote ourselves to public welfare with love and action to fulfil the social responsibility.



COMPREHENSIVE PERFORMANCE

All the statistical and calculation methods used in the Report are annotated. Some data and indicators of previous years have been listed out. Unless otherwise stated, the data provided in this section are the aggregate data of the corresponding year or the data of December 31 of the corresponding year. The data related to "Green Development" chapter mainly comes from the Company's properties held in Beijing (i.e., including but not limited to apartments, office buildings, the main building of National Convention Centre, National Convention Centre Grand Hotel, North Star V-Continent Beijing Parkview Wuzhou Hotel, Beijing Continental Grand Hotel, Beijing International Convention Centre, and InterContinental Beijing Beichen). "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.

RULE OF MANAGEMENT

Governance Performance

Prevention of bribery and corruption:

Indicator	2020	2019	2018
Number of cases involved bribery, extortion, fraud and money laundering	0	0	0

CLIENT ORIENTED

Quality of Product and Service

Product and service performance:

Indicators	2020	2019	2018
Number of lawsuits in which products and services are suspected of having safety and health problem	0	0	0
Number of lawsuits in which products and services are suspected of infringing intellectual property rights	2	1	0
Number of complaints about leaking clients' information	0	0	0
Clients' satisfaction (%)	87.67	93.10	N/A

GREEN DEVELOPMENT

Emissions

Atmospheric pollutant emissions⁵:

Indicators	2020	2019	2018
NO _x (tonne)	2.80	5.32	5.99
SO _x (tonne)	0.014	0.026	0.029

⁵The calculation of this scope includes the emissions from gas stoves and boilers of the Company's property holding projects in Beijing as of 2020. 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.

Greenhouse gas (GHG) emissions⁶:

Indicators	2020	2019	2018
GHG emissions (tonne CO ₂ eq)	57,447 ⁷	68,926	44,534
Direct emissions (Scope 1) (tonne CO ₂ eq)	728	1,330	1,432
Indirect emissions (Scope 2) (tonne CO ₂ eq) ⁸	56,720	67,598	43,160
Emission reduced by held trees (tonne CO ₂ eq)	1	2	4
Total GHG emissions per m ² of floor area (tonne CO ₂ eq)	0.0699	0.0839	0.0525

Non-hazardous waste:

Indicators	2020	2019	2018
Total non-hazardous waste produced (kg)	1,525,469	2,377,515	5,034,858
Kitchen waste (kg)	954,251	1,749,852	3,138,443
General waste (kg)	571,218	627,663	1,896,415
Total non-hazardous waste produced per m ² of floor area (kg)	1.86	2.89	6.13
Legally disposal rate of non-hazardous waste (%)	100	100	100

⁶ The calculation method of GHG emissions was referred from the *Carbon Dioxide Emission Accounting and Reporting Guidelines for Enterprises in Beijing* published by Beijing Municipal Bureau of Ecology and Environment, the *China Regional Grid Baseline Emission Factor for Emission Reduction Project in 2017* published by the Ministry of Ecology and Environment of People's Republic of China, and the *Greenhouse Gas Protocol: a Corporate Accounting and Reporting Standard* published by WRI and WBCSD. The scope of direct GHG emissions of the Company in 2020 includes usage of motor vehicles, gas stoves and boilers, and the scope of indirect GHG emissions includes purchased electricity and heat consumption.

⁷ The greenhouse gas emission in 2020 is significantly lower than that in 2019 due to the impact of epidemic situation and remarkable effect of energy conservation and carbon reduction. The calculation scope of greenhouse gas in 2020 and 2019 is expanded on the basis of 2018, and the new calculation contents include the direct emission of greenhouse gas caused by the use of motor vehicles and the indirect emission of greenhouse gas caused by the use of purchased heat. Therefore, the greenhouse gas emission in 2020 and 2019 disclosed in this report is higher than that in 2018.

⁸ The calculation method and relevant emission coefficient of indirect emissions in 2020 are adjusted according to the 2015 national grid average emission factor mentioned in *Circular on formulating an emission monitoring plan & 2018 carbon emission reporting and verification* issued by the Ministry of Ecology and Environment of the People's Republic of China in January 2019. The data of 2018 and 2019 have been recalculated.

Hazardous waste⁹:

Indicators	2020	2019	2018
Total hazardous waste produced (kg)	4,370 ¹⁰	1,924	2,627
Fluorescent tube contained mercury (kg)	3,395	735	1,434
Electronic waste (kg)	446	404	468
Used battery (kg)	255	564	261
Used cartridge (kg)	275	221	464
Waste oil for cleaning air-conditioning system (kg)	0	0	0
Total hazardous waste produced per m ² of floor area (kg)	0.0053	0.0023	0.0032
Legally disposal rate of hazardous waste (%)	100	100	100

Emission and discharge compliance:

Indicator	2020	2019	2018
Number of cases involving illegal emission and	0	0	0

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

¹⁰ During the Reporting Period, the company actively promoted green transformation, eliminated the original high energy consumption lighting systems of its subsidiaries, and replaced LED energy-saving lamps, resulting in a large number of manufacturing waste lamps and other hazardous wastes.

Use of Resources

Energy consumption¹¹:

Indicators	2020	2019	2018
Total energy consumption (MWh)	115,109	148,541	152,058
Purchased electricity (MWh)	44,363	62,192	70,655
Natural gas (MWh)	2,882	5,537	6,279
Petrol (MWh)	310	481	474
Diesel (MWh)	288	381	282
Purchased heat (MWh)	67,266	79,950	74,368
Total energy consumed per m ² of floor area (MWh)	0.14	0.1808	0.1850

Water Consumption:

Indicators	2020	2019	2018
Total water consumption (m ³)	601,844 ¹²	981,702	1,051,353
Percentage of purchased municipal water (%)	100	100	100
Total water consumed per m ² of floor area (m ³)	0.73	1.20	1.28
¹³ Wastewater discharge (m ³)	553,696	903,166	967,245

¹¹The 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.⁹

¹²The decrease of total water consumption in 2020 is mainly due to the company's active promotion of green transformation and various water-saving measures during the Reporting Period, as well as the decrease of conference and exhibition activities, hotel occupancy rate, office building and apartment rental rate held by its subsidiaries due to the impact of the epidemic. For specific water-saving measures, please refer to the chapter of "creating water-saving enterprises".

¹³The discharged is domestic wastewater.

Mitigate Natural and Environmental Impacts

Waste recycled and reused:

Indicators	2020	2019	2018
Glass (kg) ¹⁴	9,303	102,570	16,183
Plastic (kg)	7,803	102,701	35,105
Discarded towel (piece)	30,806	34,625	61,454
Used soap (kg)	1,774	3,936	2,591
Used toothbrush (piece)	124,695	333,000	299,639

Greening environment:

Indicators	2020	2019	2018
Held trees with height above or equal to 5 meters	48	94	173

Environmental protection compliance:

Indicator	2020	2019	2018
Number of cases involving damage to the natural environment	0	0	0

¹⁴The sharp decrease of glass recycling in 2020 is mainly due to the fact that the company's hotels and conference centres and other enterprises have carried out floor decoration and replacement of cups and other conference supplies in 2019, resulting in the increase of glass recycling in 2019. However, they have not carried out decoration or replacement in this Reporting Period, and the amount of incoming clients has dropped, resulting in the decrease of glass product used and recycling.

PEOPLE ORIENTED

Employment

Employee structure:

Indicators	2020	2019	2018
Total number of employees	5,690	5,852	5,167
By gender			
Male	3,249	3,403	3,046
Female	2,441	2,449	2,121
By educational background			
Master's Degree and above	302	290	230
Bachelor's Degree	1,912	1,834	1,504
Tertiary education diploma	1,490	1,555	1,334
Secondary education diploma	630	593	593
Others	1,356	1,580	1,506
By age group			
Above 50	649	616	531
30 to 50	3,435	3,344	2,813
Below 30	1,606	1,892	1,823
By employee category			
Senior management	75	N/A	N/A
Middle management	532	N/A	N/A
General employee	5,083	N/A	N/A
By geographical region			
Mainland China	5,690	N/A	N/A

Remuneration:

Indicators	2020	2019	2018
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 turnover¹⁵:

Indicators	2020	2019	2018
By gender			
Male (%)	7.8	15.5	N/A
Female (%)	10.1	23.3	N/A
By age group			
Above 50 (%)	16.5	9.1	N/A
30 to 50 (%)	5.8	8.9	N/A
Below 30 (%)	2.8	34.2	N/A

Training and development:

Indicators	2020
Percentage of trained employees (%) ¹⁶	97.29
By gender ¹⁷	
Male (%)	58.69
Female (%)	41.31
By employee category ¹⁸	
Senior management (%)	1.35
Middle management (%)	9.58
General employee (%)	89.07
Training hours per capita	
By gender	
Male	78.22
Female	49.44
By employee category	
Senior management	176.99
Middle management	24.95
General employee	62.53

¹⁵The turnover includes the dismissal of employees, the voluntary resignation of employees, and the employee transfer within Beijing North Star.

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

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

¹⁸Breakdown for employees by employment 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 safety:

Indicators	2020 ¹⁹	2019	2018
Work-related fatalities (case)	0	0	0
Number of reportable work injury	18	1	0
Injury rate (per 200,000 hours work)	0.315	0.017	0
Occupational disease rate (%)	0	0	0
Number of lost day due to work-related injury	781	3	0

CONTRIBUTING TO COMMUNITY

Community Investment

Charity:

Indicators	2020	2019	2018
Amount of community/charity investment (RMB'000)	950	950	950
Accumulative number of helped children with congenital diseases	330	283	265

Targeted poverty alleviation:

Indicators	2020	2019	2018
Money invested in the poverty alleviation work (RMB'000)	9,679 ²⁰	8,875	212
Of which: Industrial poverty alleviation products RMB('000)	1,500	N/A	N/A
Of which: Helping to sell poverty alleviation products RMB('000)	6,806	N/A	N/A
The number of registered poor household helped	191	N/A	N/A
Number of vocational skills training (Person/times)	35	N/A	N/A

¹⁹The number of reportable work injury in 2020 and the number of days lost due to work-related injuries have expanded the scope of data collection compared to 2019, resulting in an increase in the number.

²⁰The 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 ESG	Compliance of the Company
Reporting Guide	
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 Promoting Clean Production</i> <i>Circular Economy Promotion Law of the People's Republic of China</i> <i>Environmental Protection Tax Law of the People's Republic of China</i> <i>Regulation on the Implementation of the Environmental Protection Tax 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>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>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to air emissions, the discharges into water and land, the generation of hazardous and non-hazardous waste and the control of noise listed in this chapter.</p>
B. 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>Provisions on the Prohibition of Using Child Labour</i> <i>Law of the People's Republic of China on the Protection of Disabled Persons</i>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare listed in this chapter.</p>

The laws and regulations corresponding to the ESG Reporting Guide		Compliance of the Company
B. Social		
Aspect B2: Health and Safety		
<p><i>Production Safety Law of the People's Republic of China</i></p> <p><i>Fire Protection Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on the Prevention and Control of Occupational Diseases</i></p> <p><i>Labor Insurance Regulations of the People's Republic of China</i></p> <p><i>Provisions on the Supervision and Administration of Occupational Health at Work Sites</i></p> <p><i>Regulation on Work-Related Injury Insurances</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations on providing a safe working environment and protecting employees from occupational health listed in this chapter.</p>	
Aspect B4: Labor Standards		
<p><i>Provisions on the Prohibition of Using Child Labor</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations on preventing child and forced labour listed in this chapter.</p>	
Aspect B6: Product Responsibility		
<p><i>Construction Law of the People's Republic of China</i></p> <p><i>Production Safety Law of the People's Republic of China</i></p> <p><i>Food Safety Law of the People's Republic of China</i></p> <p><i>Trademark Law of the People's Republic of China</i></p> <p><i>Advertising Law of the People's Republic of China</i></p> <p><i>Tort Law of the People's Republic of China</i></p> <p><i>Patent Law of the People's Republic of China</i></p> <p><i>Electronic Commerce Law of the People's Republic of China</i></p> <p><i>Intellectual Property Law of the People's Republic of China</i></p> <p><i>Measures for the Supervision and Administration of Food Safety in Food and Beverage Services</i></p> <p><i>Regulation on the Quality Management of Construction Projects</i></p> <p><i>Administrative Provisions on the Work Safety License of Construction Enterprises</i></p>	<p>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.</p>	
Aspect: Anti-corruption		
<p><i>Company Law of the People's Republic of China</i></p> <p><i>Criminal Law of the People's Republic of China</i></p> <p><i>Anti-Unfair Competition Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on Bid Invitation and Bidding</i></p> <p><i>Anti-Money Laundering Law of the People's Republic of China</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations on bribery, extortion, fraud and money laundering listed in this chapter.</p>	

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	Pollution Prevention and Control
KPI A1.1	Types of emissions and respective emissions data	COMPREHENSIVE PERFORMANCE
KPI A1.2	Greenhouse gas emissions in total and, where appropriate, intensity	COMPREHENSIVE PERFORMANCE
KPI A1.3	Total hazardous waste produced and, where appropriate, intensity	COMPREHENSIVE PERFORMANCE
KPI A1.4	Total non-hazardous waste produced and, where appropriate, intensity	COMPREHENSIVE PERFORMANCE
KPI A1.5	Description of measures to mitigate emissions and results achieved	Energy Saving and Low Carbon
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Waste Separation
Aspect A2: Use of Resources		
General Disclosure	Policies on efficient use of resources including energy, water and other raw materials	Due to the nature of the Company's business, matters relating to packing materials are not applicable.
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity	COMPREHENSIVE PERFORMANCE
KPI A2.2	Water consumption in total and intensity	COMPREHENSIVE PERFORMANCE
KPI A2.3	Description of energy use efficiency initiatives and results achieved	Energy Saving and Low Carbon
KPI A2.4	Description of whether there is any issue in sourcing water, water efficiency initiatives and results achieved	Creating a Water-Saving Enterprise
KPI A2.5	Total packaging material used for finished products, 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 impact on the environment and natural resources	Pursuing Green Building and Technology
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them	Pursuing Green Building and Technology

Subject Areas, Aspects, General Disclosures and KPIs		Locations of Disclosure or Remarks
Aspect A4: Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	Adapting to Climate Change
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer and the actions taken to manage them	Adapting to Climate Change
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	Improving Talent Management
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	COMPREHENSIVE PERFORMANCE
KPI B1.2	Employee turnover rate by gender, age group and geographical region	COMPREHENSIVE PERFORMANCE
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	Caring for Employees
KPI B2.1	Number and rate of work-related fatalities in the past three years (including reporting year)	COMPREHENSIVE PERFORMANCE
KPI B2.2	Lost days due to work injury	COMPREHENSIVE PERFORMANCE
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Caring for Employees
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Sound Vocational Training
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Sound Vocational Training
KPI B3.2	The average training hours completed per employee by gender and employee category.	Sound Vocational Training

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

Subject Areas, Aspects, General Disclosures and KPIs

Locations of Disclosure
or Remarks

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.	Integrity and Clean Governance
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	COMPREHENSIVE PERFORMANCE
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Integrity and Clean Governance
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Integrity and Clean Governance
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.	CONTRIBUTING TO THE COMMUNITY
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	CONTRIBUTING TO THE COMMUNITY
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	CONTRIBUTING TO THE COMMUNITY

Reader's Feedback

Dear Sir/Madam,

Greetings!

Thank you so much for reading the 2020 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 ?

- The Preface
 Company Overview
 Company Award
 Fighting COVID-19 together
 Rule of Management
 Client Oriented
 People Oriented
 Green Development
 Contributing to the Community
 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
 Cogency 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?

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