



股票代码：002973

2021 SOCIAL RESPONSIBILITY REPORT

QiaoYin City Management Co., Ltd.



About This Report

Reporting Period

This Report is the first corporate social responsibility report issued by QiaoYin City Management Co., Ltd. to its stakeholders. The text information and performance data of the Report are mainly for the period from January 1, 2021 to December 31, 2021. Some text information and performance data may involve previous years or reflect policies and practices of 2022.

Reporting Scope

The Report discloses information on the performance of economic, social and environmental responsibilities by QiaoYin City Management Co., Ltd. (hereinafter referred to as "QiaoYin" or "Company" or "we"/"us") as well as its subsidiaries (branches). Relevant typical cases come from affiliates of the Company.

Information Source

The information and data disclosed herein are sourced from internal official documents, rules and annual reports of QiaoYin City Management Co., Ltd. The board of directors and all directors of the Company guarantee that there are no false records, misrepresentations or major omissions in this Report, and will assume joint and several liabilities for the authenticity, accuracy and completeness of the content hereof. The financial data in this Report is denominated in RMB. In the event of any discrepancy with the financial report, such financial report shall prevail.

Reporting Standards

- China National Standard: Guidance on Social Responsibility Reporting (GB/T 36001-2015)
- Chinese Academy of Social Sciences: Guidelines for Compiling Chinese Corporate Social Responsibility Reports (CASS-CSR4.0)
- United Nations: 2030 UN Sustainable Development Goals (SDGs)
- International Organization for Standardization: ISO26000 Guidance on Social Responsibility (2010)
- Global Sustainability Standards Board: Global Reporting Initiative Standards (GRI Standards)
- Shenzhen Stock Exchange: Guidelines for the Standardized Operation of Listed Companies on Shenzhen Stock Exchange (As Revised in 2022)

Reporting Form

This Report is available in electronic form for your reading. You may visit the Company's official website (www.gzqiaoyin.com) to read the electronic version.

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Pursue Truth, Seek Excellence, Maintain Righteousness and Make Innovation

Focus on the "Comprehensive Improvement of the Living Environment", and Boost the Implementation of "Rural Revitalization" and "No-Waste City"

2021 was the first year of the "14th Five-Year Plan", when the blueprint was launched for a new journey. As the first stock company in the urban management industry of China, Under the background of the economic downturn, the increasing pressure on enterprises and the fierce competition in the industry, QiaoYin still stands out in the fierce competition in the industry, stays true to its mission, integrates its own strategies into national strategies, links its own destiny with the national destiny, shoulders its responsibilities, focuses on the core strategy of "comprehensive improvement of the living environment", and builds high-quality development on the basis of the harmonious development of corporate governance, society and environment. With the support of all its employees and stakeholders, the Company is striving to achieve common prosperity and development with the human society.

Improvements with honors in the industry. The Company continues to deepen the corporate mission of "beautifying every city we live in", so as to achieve the double victory of stabilizing the foundation and opening a new chapter, and live up to the high expectation and support of its shareholders and all walks of life. In 2021, the Company ranked first in projects of over RMB100 million as an environmental sanitation company, and became the first company in the industry with a total contract value of over RMB10 billion; the volume of its orders in hand exceeded RMB50 billion; it was awarded one of the "Top Ten Influential Environmental Sanitation Companies" for five consecutive years as well as the titles of "Emerging Chinese Carbon Company", "2021 ESG Enterprise with Most Investment Value" and "Top 100 High-Growth Enterprise in China", and was an elected "Leading Private Company in Guangzhou".

Led by strategies with a business layout. The Company has deployed a three-in-one service network of "city steward, rural revitalization, and waste-free and low-carbon concept", keeping its leading advantages and excellent performance. As a "city steward", the Company has actively promoted urban ecological restoration and functional improvement projects, coordinated urban planning, construction and management, created a livable urban environment for the people, and actively developed "urban space integration services", "city with property management" and other novel

urban governance concepts. The Company has formulated the "Rural Revitalization Strategy Leading Group" and "Guangdong QiaoYin Rural Environment Investment Co., Ltd.", to help some villages to win the title of "National Rural Governance Demonstration Village", integrate ecological beauty and farmers' wealth effectively, and build a "hard core" to support rural revitalization. In order to become a green "waste-free and low-carbon" enterprise, the Company has invested in the construction of a circular economy system, broken through the technical bottleneck that restricts circular development, promoted the integration of resources in the whole chain, and built industry-benchmarking projects.

Integration of service and supervision in digital technology construction. The Company has fully implemented the information technology construction, coordinated the layout of the industry-finance service platform, broken the "data island", Integration of "service + supervision" in systematic construction, and optimized management and decision-making by digital means. It has also built a "QiaoYin Smart Sanitation Platform", providing digital, intelligent, planned, standardized, refined and normalized comprehensive environmental sanitation service solutions through innovative technology iterations.

Shoulder social responsibilities and dare to take the lead. The Company has built a "hard-core team", attached great importance to talent cultivation and value realization, cared for veterans, the disabled and other groups that need to be taken care of, provided job opportunities and helped employees in need. It has established the "Guangzhou QiaoYin Charity Foundation", adhered to the engagement in the good cause, fought against the pandemic, helped students in need, cared for environmental sanitation workers, and conveyed love and care with actions. It has also adhered to the development concept of "

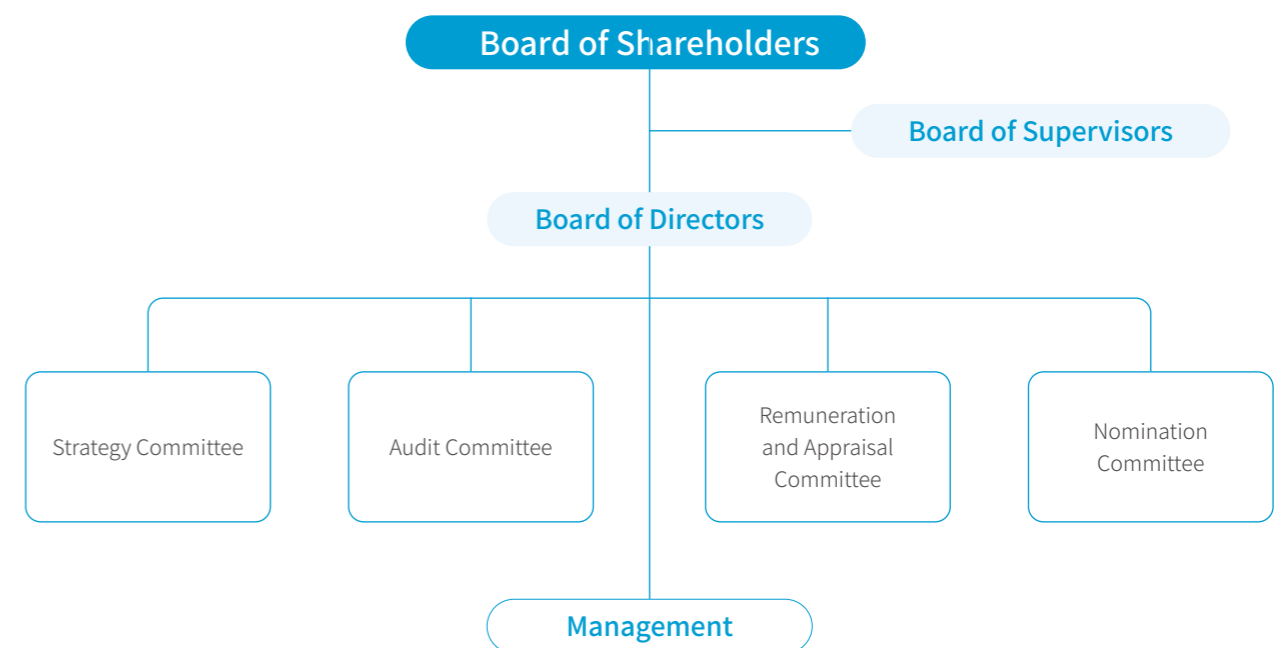
co-construction, co-creation, joint research and sharing" by joining hands with partners to utilize complementary advantages, enhance industry competitiveness, and create a transparent win-win development platform.

Chairman of QiaoYin City Management Co., Ltd.

About QiaoYin Company Profile

As China's first A-share listed company in the environmental sanitation service and urban management sector, QiaoYin City Management Co., Ltd. is a leading service provider for comprehensive improvement of the living environment in China, and a leading enterprise in urban management services in China.

Currently, the Company has a team of around 60,000 members, and has funded, constructed and operated over 300 urban management service projects in environmental protection and environmental sanitation in over 80 cities from 26 provinces (including autonomous regions and municipalities) across China. Its **operating area, tonnage of household garbage removal and number of urban management service projects ranks first in China. With 20 years of experience in professional operation and management**, QiaoYin now has over 740 national first-class experts and over 170 national technical patents. It has built an advanced intelligent environmental sanitation system, with over 7,000 units of special environmental sanitation equipment and over 500 water cleaning vessels. It has been awarded over 2,000 honors by governments at all levels, and **provides services to over 40 cities applying for the title of cultivated and sanitary cities.** QiaoYin is the editor-in-chief of national-level industry core standards such as the Urban and Rural Road Environmental Sanitation Operation Regulations and the Household Garbage Collection and Transportation Operation Regulations. **Guiding industry norms**, it has participated in the formulation of 11 national-level industry standards.



Organization chart of the Company



Development History

2001

- Guangzhou Lin Ze Landscaping Co., Ltd. (predecessor of QiaoYin) was established

2008

- It was renamed "Guangzhou QiaoYin Environmental Protection Technology Co., Ltd.", with its main business changed into environmental sanitation

2010

- Its business was expanded to environmental protection technical services, sewage collection and transportation treatment, municipal engineering, facility maintenance and other fields

2013

- It won the bid for Guangzhou Likeng Comprehensive Treatment Plant, China's largest single-scale kitchen waste treatment project

2016

- It was restructured into "QiaoYin Environmental Protection Technology Co., Ltd."
- The brand was upgraded through the positioning of a "service provider for comprehensive improvement of the living environment"

- It won the title of "Top Ten Influential Enterprises in China's Environmental Sanitation Industry"
- It was included in the "Road Cleaning Area Ranking List of China's Environmental Sanitation Industry"

2017

- It participated in the formulation of the Household Garbage Collection and Transportation Operation Regulations, the Urban and Rural Road Environmental Sanitation Operation Regulations and other national group core standards as the editor-in-chief

2018

- Participated in the formulation of the Technical Regulations on the Operation of Garbage Landfills for Household Garbage, the Standard for the Setup of Kitchen Waste Collection, Distribution and Transfer Facilities, the Technical Regulations on Garden Waste Collection and Transportation and other group standards

2019

- It was successfully listed, becoming China's first A-share stock company in the environmental sanitation industry and the first stock company in the urban management industry
- It completed the issuance of convertible bonds of RMB420 million"
- It was renamed "QiaoYin City Management Co., Ltd.", with a strategic focus on "city steward"

2020

- It has helped over 40 cities across China to win the title of "National Sanitary City" and "National Civilized City"
- Guangdong QiaoYin Rural Environment Investment Co., Ltd. was established
- Guangdong QiaoYin Carbon Resources Management Co., Ltd. was established
- It has won the title of "Top Ten Influential Enterprises in China's Environmental Sanitation Industry" for five consecutive years

2021



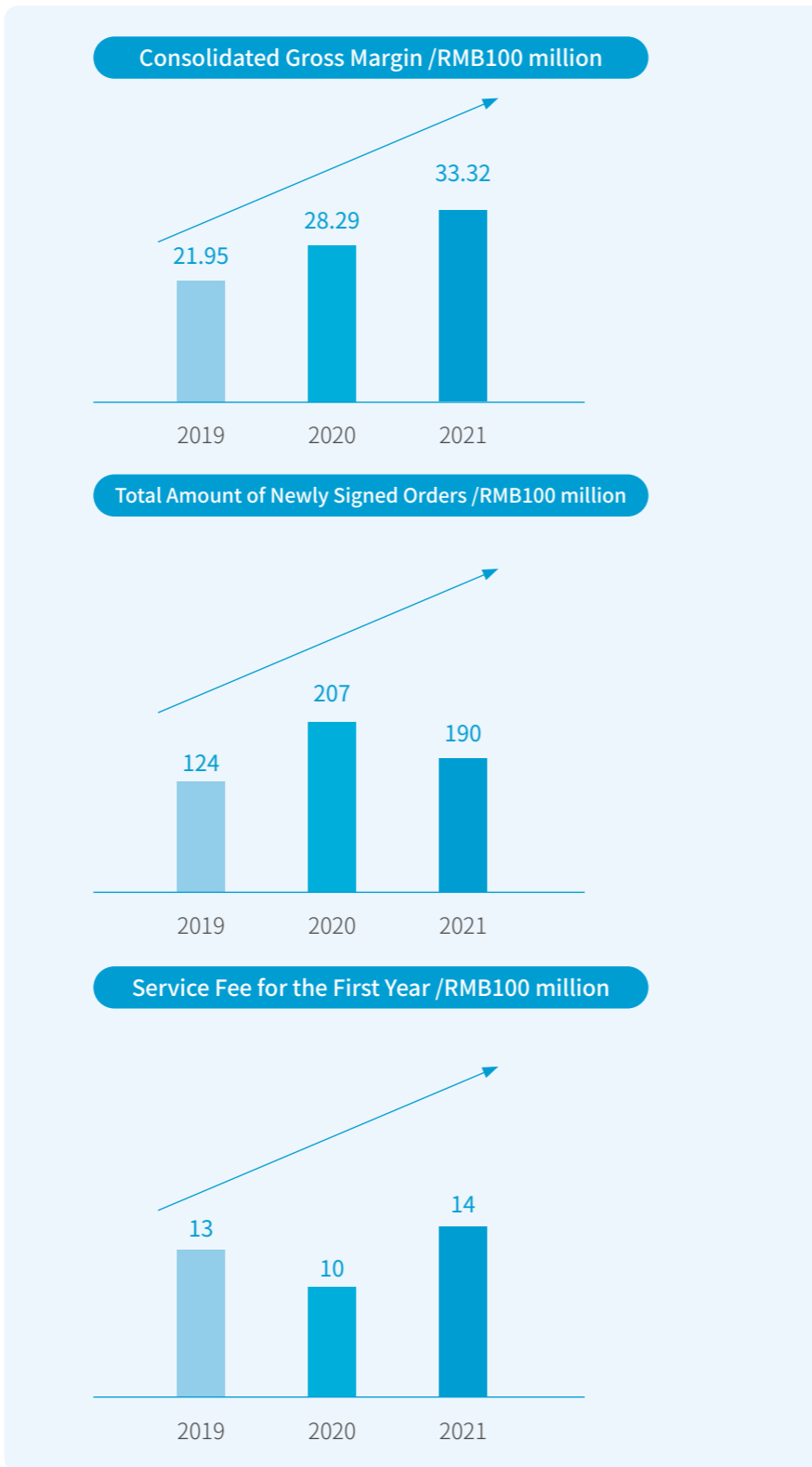
Corporate Culture Data of QiaoYin

Vision
To build the world's leading brand of comprehensive improvement services for the living environment

Purpose
Serve the society, serve our customers, and serve our employees

Mission
Beautifying every city we live in

Values
Seek excellence, be down-to-earth, make self-improvement, be persistent, and achieve a win-win situation



QiaoYin's Honors in 2021

Organizer Government Department

Award/Honor

- The Company has been awarded the title of "Trustworthy Enterprise of Guangdong Province" for 12 consecutive years
- The Company won the title of "National Product and Service Quality Integrity Demonstration Enterprise", "National Quality-Reliable Enterprise" and "National Leading Brand in Environmental Sanitation Management"
- An employee of the Company won the 2021 "National Labor Medal"

Organizer Industrial Organization

Award/Honor

- The Company was awarded the "Outstanding Enterprise in Anti-Pandemic Work in 2021"
- The Company was awarded the title of "Top 50 Chinese Environmental Enterprises" by the China Environment Chamber of Commerce
- The Company was awarded the title of "Top Ten Influential Environmental Sanitation Companies" by China Solid Waste

Organizer Developer

Award/Honor

- The "Market-Oriented Procurement Project for the Downtown Landscaping Management and Maintenance of Dianbai District" won the "Excellent Landscaping Management and Maintenance Project Department" in Maoming City
- The "Government Procurement Service Project for Household Garbage Classification and Township Environmental Improvement of Jing'an County" was awarded the title of "Garbage Classification Demonstration Unit" of Yichun City
- The "PPP Project of Urban-Rural Integrated Environmental Sanitation in Anfu County, Jiangxi Province" was awarded the title of "Excellent Environmental Sanitation Enterprise" in Anfu County
- The "Environmental Sanitation Integration Project of Chizhou City" was awarded the title of "Quality Benchmark" of Chizhou City
- The "Environmental Sanitation Marketization Project Team of Environmental Sanitation Administration, Cangzhou City" was awarded the "Most Dedicated Urban Beautician Group" of Cangzhou City

Organizer Media

Award/Honor

- The Company was selected as an "Emerging Chinese Carbon Company" by Sina Finance in the first session of China's Carbon Companies
- The Company was selected as "2021 Annual ESG Enterprise with the Most Investment Value" by International Financial News
- The Company was awarded "2020 Investor Relations Management Award" of Golden Bull Award by China Securities Journal
- Chairman LIU Shaoyun was awarded "Excellent Management Figure" of 2021 by Harvard Business Review



Sustainability Management

Analysis of Substantive Issues

Substantive issues are those that fully reflect the significant impact of QiaoYin on corporate governance, economy, environment and society in value creation. The Company identifies and evaluates substantive issues accurately, and highlights those that have significant influence on the Company and its stakeholders, with the corresponding disclosure and response in the report.

 <p>Corporate Governance</p> <ul style="list-style-type: none"> • Corporate governance • Sustainable management • Investor relations • Risk control • Integrity • Party-building governance 	 <p>Economic Responsibility</p> <ul style="list-style-type: none"> • Brand service • Technological innovation • Responsible operation 	 <p>Environmental Responsibility</p> <ul style="list-style-type: none"> • Low-carbon and environment-friendly • Garbage classification • Water resources stress • Toxic emissions and waste • Clean energy • Green office 	 <p>Social Responsibility</p> <ul style="list-style-type: none"> • Employees' rights and interests • Democratic management • Compensations and benefits • Training and development • Employees' health and safety • Care for employees • Supply chain management • Industry cooperation • Rural revitalization • Public good
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Stakeholders' Participation

QiaoYin attaches great importance to the communication with stakeholders. As a group that interacts and shares a win-win situation with the Company, the stakeholders' expectations and demands are important references for the sustainable development of QiaoYin, and QiaoYin will collect information about the expectations and feedback of external stakeholders, such as its investors, customers, employees and suppliers as well as media and the government, via various channels on a regular basis.

Stakeholders	Expectations and Demands	Communication and Response
Shareholders and investors	<ul style="list-style-type: none"> • Return on investment • Protection of rights and interests • Corporate transparency 	<ul style="list-style-type: none"> • General meetings of shareholders • Reports published on a regular basis • Improved profitability • Daily information disclosure • Visitor survey • Optimized risk management
Government	<ul style="list-style-type: none"> • Legal operation • Tax payment according to law • More job opportunities • Implementation of all policies • High-quality development • Ecological protection 	<ul style="list-style-type: none"> • Actively accepted supervision • Information reporting • Working meetings • Government-enterprise cooperation • Undertaking social responsibilities
Employees	<ul style="list-style-type: none"> • Legitimate rights and interests • Good benefits and development opportunities • Healthy and safe working environment • Democratic participation right 	<ul style="list-style-type: none"> • Career promotion mechanism • Guaranteed compensations and benefits • Health and safety management system • Equal communication and appeal mechanism
Customers	<ul style="list-style-type: none"> • High-quality service • Information security • Protection of rights and interests of customers 	<ul style="list-style-type: none"> • Responsible operation • Customer satisfaction survey
Suppliers	<ul style="list-style-type: none"> • Open and fair procurement • Faithful • Win-win cooperation 	<ul style="list-style-type: none"> • Established supplier management system • Performance of contracts and supplier evaluations according to law
Communities	<ul style="list-style-type: none"> • Support for public good • Creating more job opportunities for the community 	<ul style="list-style-type: none"> • Engagement in charity • Promoted rural revitalization • Shared development achievements
Industry	<ul style="list-style-type: none"> • Fair competition • Promoted industry progress 	<ul style="list-style-type: none"> • Industry cooperation • Facilitated daily communication • Engagement in project cooperation
Environment	<ul style="list-style-type: none"> • Green operation • Energy conservation and emissions reduction • Environmental pollution treatment • Improved resource and energy efficiency 	<ul style="list-style-type: none"> • Promoted green projects • Development of a circular economy • Technology iterations • Adherence to green operation

Sustainable Development and Robust Corporate Governance

Concept

It is set forth in the Opinions of the State Council on Further Improving the Quality of Listed Companies that the improvement of the quality of listed companies is an inherent requirement for promoting the healthy development of the capital market, and is also an important part of accelerating the improvement of the socialist market economic system in the new era. QiaoYin has always been adhering to the improvement of corporate governance, executing an effective governance structure, improving the operation efficiency of the board of directors, and operating the board of shareholders, the board of directors and the board of supervisors strictly according to the rules of procedure. While enhancing decision-making management in a more scientific manner and risk management in a more effective manner, the Company has been striving to improve its information disclosure system and establish a sound investor communication mechanism, to create a long-term value for its shareholders and achieve long-term stable development of the Company.

Our Actions

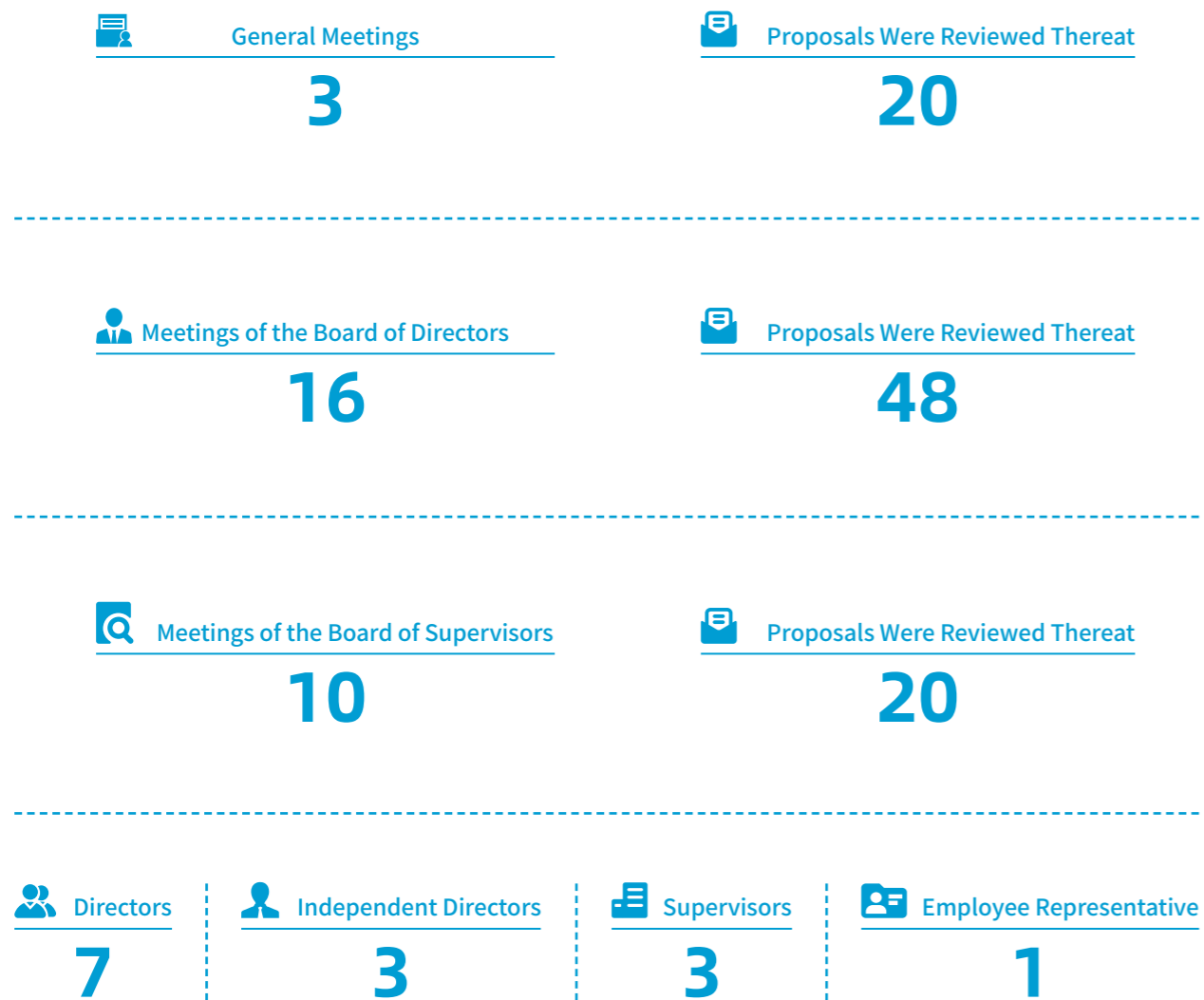
- Operation and compliance management of the three boards
- Investor relations
- Risk control
- Integrity
- Led by Party-building

SDGs



Operation and Compliance Management of the Three Boards

The Company strictly abides by requirements under the Company Law, Securities Law, Governance Guidelines for Listed Companies, Articles of Association and other relevant laws and regulations, and has established a sound and standardized corporate governance structure, clarifying the decision-making and operation management system of the board of shareholders, board of directors, board of supervisors and managers, as well as their responsibilities, procedures and obligations in decision-making, supervision, execution and other aspects, which have thus formed a scientific assignment of tasks and effective counterbalance of the power body, decision-making body, supervisory body and management body, so as to effectively safeguard the interests of the Company's investors and stakeholders.



Operation of the Three Boards



General Meeting

- In accordance with the Company Law, Articles of Association and other relevant regulations and requirements, the Company has formulated the Rules of Procedure for General Meetings. All general meetings are convened and held in accordance with relevant procedures and requirements. The Company has also adopted the accumulative voting system for general meetings and formulated the Detailed Rules on Accumulative Voting System for voting at important meetings, so as to ensure all shareholders have equal rights and safeguard the legitimate rights and interests of the Company and shareholders. has also formulated the Detailed Rules on Accumulative Voting System for voting at important meetings, so as to ensure all shareholders have equal rights and safeguard the legitimate rights and interests of the Company and shareholders.



Board of Directors

- The Company has formulated the Rules of Procedure for the Board of Directors , the Working Rules for Independent Directors and other rules, to elect directors strictly according to the director election procedures set forth in the Articles of Association. The board of directors is able to think based on forward-looking strategies and execute strategies efficiently. The knowledge structure and professional fields of the members are in line with the Company's demand for strategic development, which can help the Company to get familiar with the keynotes of national policies and the development direction of the industry, and fully supports the Company's strategic decision-making and stable development. All directors work conscientiously and perform their duties lawfully, and attend each board meeting to review major issues and make decisions for the Company.




Board of Supervisors

- The Company has formulated the Rules of Procedure for the Board of Supervisors. A meeting of the Company's board of supervisors is convened and presided over by the person in charge of the board of supervisors. The meeting procedures and notification time are executed as required, and all supervisors have attended all the past meetings. In daily work, the Company's supervisors work in a diligent and responsible manner, supervise and review the Company's annual financial statements, profit distribution plans and other issues, and supervise behaviors of the Company's directors and executives and issue written opinions thereon.


Information Disclosure

QiaoYin has formulated the Information Disclosure Management Rules, the Inside Information and Insider Registration Management Rules, the Related-Party Transaction Management Rules and other relevant rules. It has taken initiative to strengthen the communication with Shenzhen Stock Exchange and Guangdong Securities Regulatory Commission, strictly abide by laws and regulations on listing supervision, enhance the transparency of the Company's operation, effectively perform the corresponding information disclosure obligation, and announce major events and operation status of the Company to all its investors in a timely and fair manner, with true, accurate and complete contents, which can protect the right to know of the investors effectively.



Strengthen Information Disclosure Work

- The Company assigns the Company's information disclosure work to the secretary of the board of directors, establishes and improves its business rules and procedures for information disclosure work, and standardizes the disclosure of various periodic reports and interim reports.



Make Voluntary Disclosures

- The Company has formulated the Information Disclosure Management Rules, to ensure true, accurate, complete and timely disclosure of corporate governance and operation information, improve the transparency of the Company's operation, and provide sufficient information support for investors' decision-making.

Investor Relations

QiaoYin has formulated the Investor Relations Management Rules, focusing on the protection of its shareholders and other stakeholders, improving investor relations management, continuously expanding communication channels with investors, regulating investor management, and conducting investor survey, institutional survey and other exchange activities. It has maintained efficient communications with the capital market through telephone, field research, online interaction, reverse roadshow, China Securities Journal, Shanghai Securities News, STCN, Securities Daily, cninf and other means and channels.

1 Launched the first online clock-in videos of "Project Cloud Research"

In 2021, China entered the stage of normalized prevention and control of the pandemic, and the long-term investor relationship management of listed companies also faced a transformation test. In this context, QiaoYin has launched innovative videos for investors to check projects on line, which is of pioneering significance to the publicity for a listed company by allowing investors who care about the Company understand how the Company's projects are operated during the pandemic as well as features of the projects.

3 Improved value output channels

Since the listing, the Company has opened the WeChat applet of "QiaYin Investor Relations", its official website and the "Investment" column in its public account, and accurately refined highlights of the Company and disseminated the value of the Company by pictures, short videos and other means.

5 Launched the "Reward for Shareholders' Suggestions" on the 2nd anniversary of its listing

On the 2nd anniversary of its listing, the Company launched an event of "Reward for Shareholders' Suggestions", where the shareholders were invited to give suggestions on the Company's operation, which could enhance the sense of belonging and sense of engagement of the shareholders.

2 Established an environment for the communication with foreign investors

The Company has proactively conducted regular online exchanges with foreign investors, for simultaneous value transfer to domestic and foreign markets, which has been highly recognized by a number of stock market commentators in Hong Kong.

4 Stable profits distribution to shareholders

In accordance with the Notice on Further Implementing Issues Concerning Cash Dividends of Listed Companies and other institutional documents, the Company has formulated a stable profits distribution policy, taking the maintenance, realization and development of shareholders' rights and interests as the starting point and objective of its operation and management.

6 Participated in the event of "Shareholders Are Coming" organized by Guangdong Securities Regulatory Commission and won the "Pacemaker Award"

The event was carried out both on line and off line, with articles published through the WeChat official account, to implement the requirement of the Party committee of the Commission that the capital market should serve the people and that the investors' legitimate rights and interests should be protected.

By the End of 2021

In 2021, the Company communicated with nearly 100 institutions such as public offerings, private equity, capital management entities, securities companies and foreign investors, and also published **82** hot news through China Securities Journal, Shanghai Securities News, STCN, Securities Daily, Sina Finance, Tonghuashun, Quanjingwang and other financial media, which were reproduced by **548** media.

Risk Control

Risk Control System

In order to achieve comprehensive risk prevention and control, QiaoYin has established a complete risk control system, and has coordinated with other departments to launch risk management rules of each department based on the risk system, so as to implement the risk identification, risk assessment, risk warning and risk treatment in each business part in an accurate, quick, comprehensive and effective manner, identify risks in the three major sectors of the Company, formulate a series of management measures and rules, insist on risk pre-warning, and give full play to the features of risk control.

In order to ensure that QiaoYin can reasonably digest the Company's risk management concept, enhance its overall risk prevention awareness, and regulate its risk emergency response means, the Company has provided risk management training for its personnel on a regular basis, including the Corporate Procurement Risk Control and Cooperation with State-Owned Enterprise Platforms, the Ad-Hoc Training for Case Analysis and Process Optimization and other topics.



Legal Risk Prevention and Control

QiaoYin has established a joint litigation treatment mechanism and a case registration management system to strengthen its legal risk prevention and control. The Company will register and assign all cases it receives as soon as possible, and assign certain personnel to take over the cases. The Legal Department will establish a joint team with relevant departments for communication about the case in a timely manner at a "one case, one group" meeting, for a comprehensive analysis of the case. A standardized response plan will be established for the acceptance, sorting, prosecution/response, feedback, closure and all the other processes of the case, and archive all litigation materials for each case, for the reference and comparative treatment of similar cases.

Integrity

QiaoYin attaches great importance to internal governance and control, and strictly prevents and controls the Company's corruption risks. It has successively formulated the Administrative Measures for Prohibiting Commercial Bribery and the Administrative Measures for Anti-Corruption of QiaoYin City Management Co., Ltd., and established a corruption prevention commitment mechanism and reporting mechanism. The Audit and Supervision Department is responsible for executing relevant mechanisms and exercising its disciplinary inspection and supervision duties, and creates an internal anti-corruption reporting environment where informants are provided with reporting channels and well protected from retaliation, from the reporting channels, protection of informants, post-handling measures and other perspectives. The Company has executed the corruption prevention commitment mechanism for key sectors and key personnel. Relevant personnel are required to sign the Corruption Prevention Commitment and accept supervision records as required by the Company's anti-corruption supervision and management department.

Integrity Principles

- No bribery
- No commercial bribery
- No illegal embezzlement or misappropriation of the Company's properties
- No illegal profit-making for relatives and friends
- No disclosure of inside information or trade secrets
- Restricted part-time jobs and no operation of similar businesses

Reporting Mechanism



The Company has an anti-corruption reporting mailbox as well as e-mail and hotline for informants, to ensure the availability of the reporting channels.

The Company has granted its employees the right to report any violations against the rules. The reporting telephone or letter can be anonymous. As long as the content of the report is verified as true, the Company will reward the informant.

Upon the receipt of a report, the Company will keep strictly confidential the informant and the content of the report.

After the reporting clue is accepted, the supervision department of the Company will carry out a case investigation, and the interviewed employees or the relevant unit or departments should cooperate actively

After the investigation or inspection is completed, the supervision department of the Company will issue an investigation report and handling opinions, and finally hand it over to the executive in charge for handling.

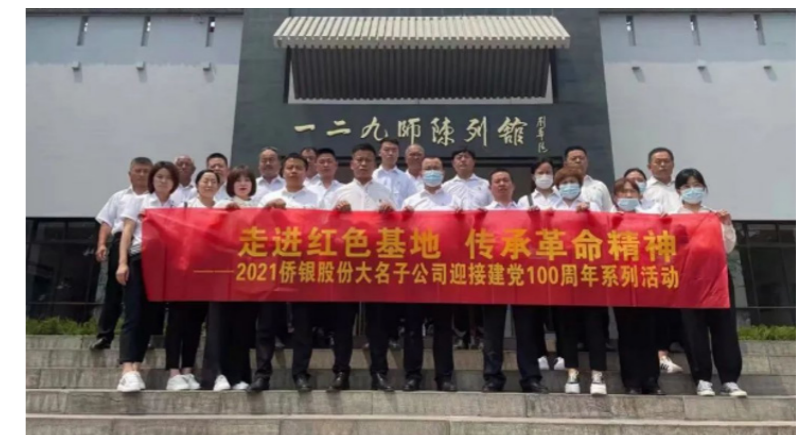
Led by Party-Building

In 2021, QiaoYin's Party branch actively responded to the call of the Party working committee of the district, cooperated with the Company's executives to guide the work, closely focused on the Company's objectives, kept united and worked hard, forged ahead, and focused on the publicity and education for employees, given full play to the Party's role as a fortress, studied and implemented the spirit of General Secretary Xi Jinping's speeches thoroughly, carried out normalized learning and education, reinforced the construction of grass-roots Party organizations, combined learning theories with QiaoYin's major decisions, applied what have been learned to practice, and created an atmosphere of "business-centered Party-building".



Party History Events

In May 2021, the Company launched a series of lectures, including "Party History Cloud Classroom" and "Party History Education", to create an "online + offline" full-coverage learning mode, setting off a wave of Party history learning amongst Party members and cadres. The Company continues to hold history knowledge contests, red battle fields, themed Party days and other events, keeps promoting Party history learning, urban management work, team building to create a new situation, and celebrates the centennial of the Party with excellent achievements.



Themed event of "Walking into the Red Base and Inheriting the Revolutionary Spirit"



Care for Old Party Members

In July 2021, QiaoYin carried out the event of "Care for Old Party Members", visited local old Party members, listened to their stories of struggles, and sent love and care from the Party branch, to reinforce the cohesion of the Party members and cadres.



QiaoYin's events to celebrate the centennial of the Party in 2021



Green Living

Environment to Serve the Country

Concept

Both the "14th Five-Year Plan" and the Long-Range Objectives through the Year 2035, as well as the Opinions on Promoting Rural Revitalization and Accelerating the Modernization of Agriculture and Rural Areas issued by State Council, emphasize the significance of Focusing on the core strategy of "comprehensive improvement of the living environment", QiaoYin has established the strategic positioning of "city steward", and comprehensively promoted six strategies including the public environmental sanitation management, public facility maintenance, urban energy management, waste-free and low-carbon environment, urban circular economy and rural revitalization. A nationally leading urban and rural public living environment management service system has thus been formed. The Company stood at the height of national policies height of national policies, had a deep and thorough understanding of the "rural revitalization" strategy, and studied the action path; strengthened the recovery and recycling of renewable resources, and implemented the "no-waste and low-carbon" strategy, to relieve the pressure of carbon neutrality.

Our Actions

- City Steward
- No Waste and Low Carbon
- Rural Revitalization

SDGs



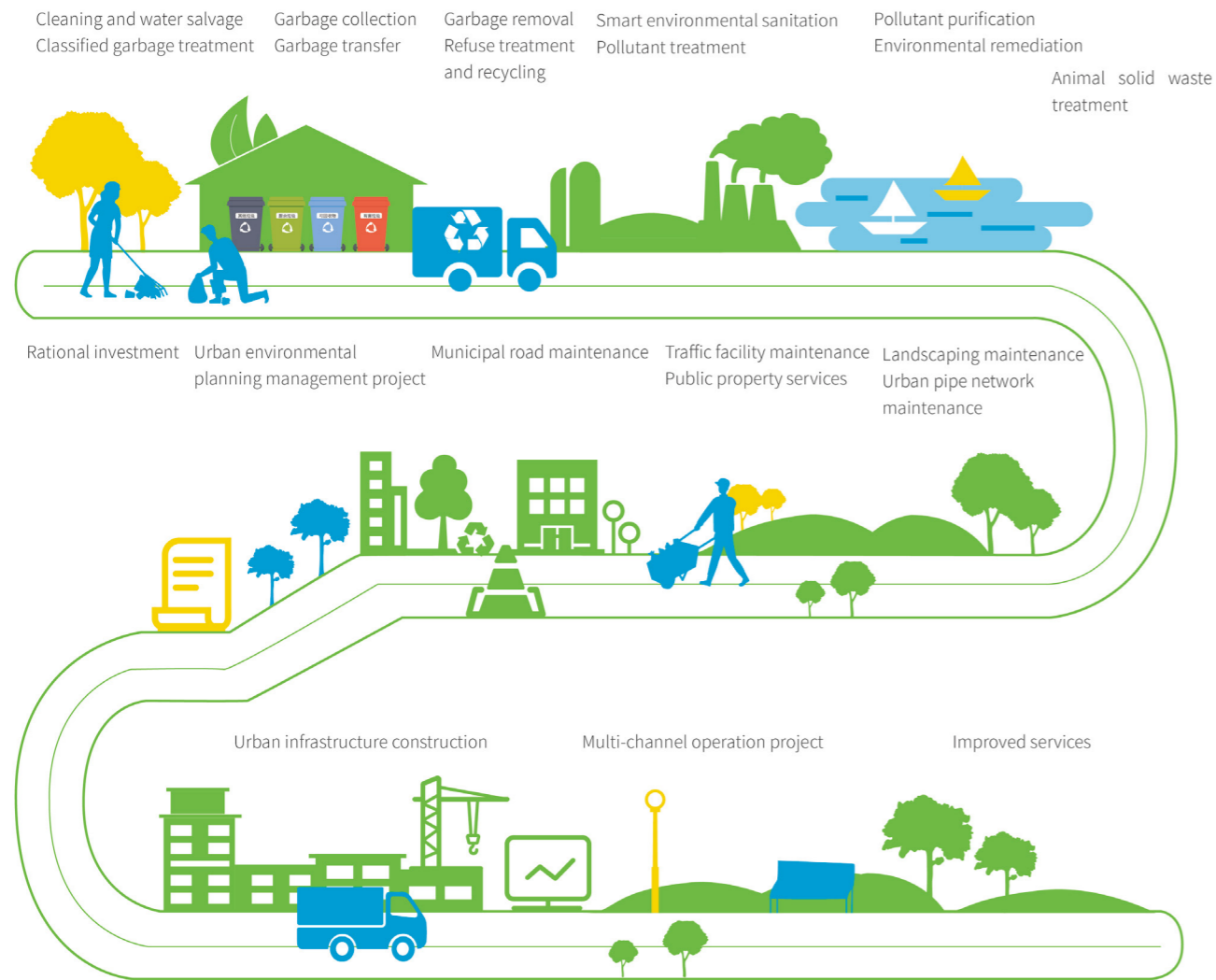
Comprehensive Improvement of the Living Environment

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City Steward

QiaoYin has always been adhering to the corporate mission of "beautifying every city we live in" and closely focusing on the core of "comprehensive improvement of the living environment". It has released the development strategy of "city steward", and comprehensively promoted four strategic initiatives, including "integration of urban and rural environmental sanitation, integration of production and household pollution prevention and control, integration of management and maintenance of urban public facilities, and integration of planning, investment, construction and operation". A comprehensive urban and rural public environmental management service system has thus been formed.



Quality Service

With the core goal of creating "quality demonstration", based on the principles of sincerity, profundity and excellence, QiaoYin has established "four standardized management systems", built a green recycling industry chain, and built a number of high-quality urban service benchmarks, to continuously meet the people's pursuit for a better life.



Business Coverage

It has invested, constructed and operated over 300 urban management service projects in over 80 cities from 26 provinces (including autonomous regions and municipalities) across China, and its operating area, tonnage of household garbage removal and number of urban management service projects ranks first in China.



City Steward – Benchmarking Project

The First Environmental Sanitation PPP Project in Guangzhou

The waste treatment and environmental sanitation PPP Project in Guangzhou is the first environmental sanitation PPP project in Guangzhou, with a term of cooperation of 15 years and a total contract value of RMB1.33 billion. The services cover: spray dust removal, inner-ring highway cleaning, cleaning of Pearl River waters, etc.



Integrated Environmental Sanitation PPP Project with a Contract Value of RMB6.7 Billion

As the currently largest environmental sanitation integration PPP project in China, the environmental sanitation integration PPP project in Guandu District, Kunming, Yunnan Province was selected as a demonstration case of environmental sanitation integration in 2019. The term of cooperation of the project is 20 years, with a total contract value of RMB6.7 billion.

The services cover: road cleaning, garbage collection and transportation, public toilet operation, management and maintenance, landscaping management and maintenance, river wetland management and maintenance, landscape lighting operation management and maintenance, automobile and boat equipment updating and maintenance, etc. in Guandu District, Kunming. Joining hands with Guandu District, the Company is committed to the vision of a beautiful home.



Xiangtan Parking Lot BOT

As QiaoYin's first parking lot project, the urban parking lot and parking space franchise (BOT) project in Xiangtan, Hunan Province has a total project value of RMB7.9218 billion, which is another major extension of the "city steward" service.

The services cover: the investment and financing, construction, operation and management of above-ground and underground public parking lots, public three-dimensional parking lots, roads, sidewalks, green parks and other public parking spaces within the franchise scope. A number of parking lots are built in batches as planned, which can solve the problem of "difficult parking and disorderly parking" and regulate parking management as needed for parking in the downtown area of Xiangtan.



Covering All Five Districts and Counties in Maoming

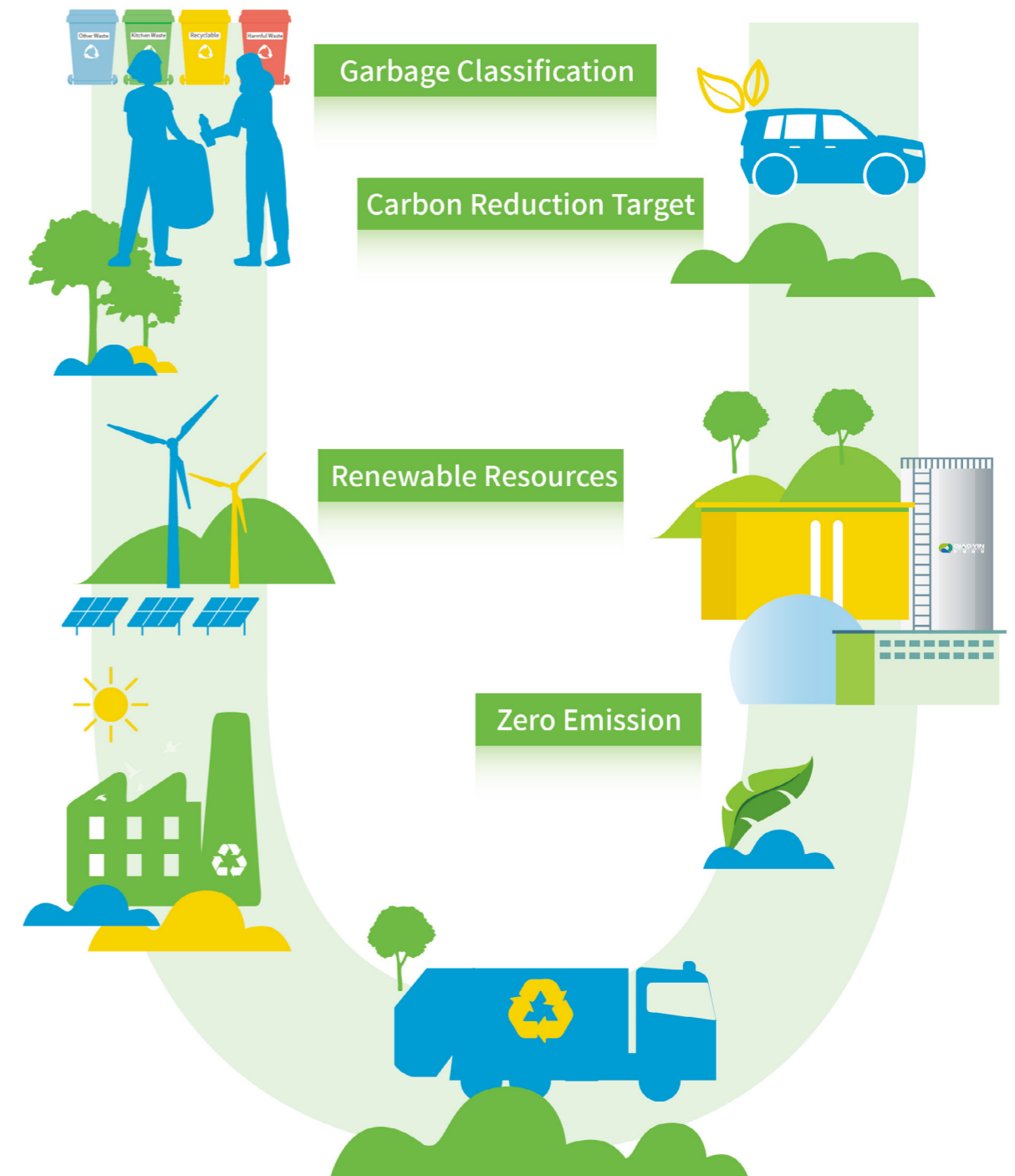
The environmental sanitation integration project has covered all the five districts and counties of Maoming City, focusing on the comprehensive improvement of the living environment, actively exploring and improving urban management, and comprehensively improving the appearance and sanitation of the city. In January 2021, with the help of QiaoYin, Maoming passed the technology evaluation for the title of National Sanitary City, officially becoming a "National Sanitary City", and was nominated as a National Civilized City.

The services cover: road cleaning, garbage collection and transportation, operation and management of household garbage transfer facilities, garbage transportation, public toilet management and road railing cleaning, removal of "street ads", ditch garbage cleaning and other sudden and temporary environmental sanitation service projects.



Working picture of environmental sanitation vehicles in Maoming

No Waste and Low Carbon



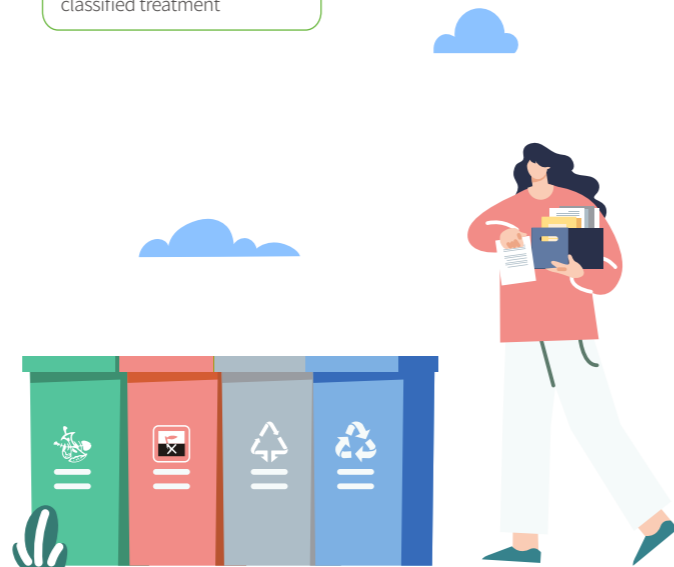
Garbage Classification

"Promoting the reduction and recycling of household garbage" is a key concept in the Action Plan for Carbon Dioxide Peaking Before 2030. By 2030, the classification of urban household garbage will be fully covered, and the proportion of household garbage recycling will be increased to 65%.

In the field of garbage classification, QiaoYin resolutely follows the principle of "government leadership, market orientation, department cooperation, and public participation", dares to try, makes full use of Internet technology, actively explores the operation mode of intelligent garbage classification, and manages the front-end and mid-end collection and transportation of garbage and the terminal treatment of garbage in the entire chain. Based on the investigation of the classification, collection and transportation modes of garbage and the conditions of pilot areas, it has developed a smart garbage classification management platform system, which relies on technologies of the Internet of Things and mobile Internet, and implemented effective supervision and planning of garbage classification, collection and transportation, opening up an innovative way of urban and rural garbage treatment with QiaoYin's unique characteristics. Through the establishment of a garbage classification information system, the operation and management methods are continuously optimized through data collection and analysis, so that each bag of garbage is traceable, with the participation and supervision by the whole people, to make the optimal garbage classification service available to residents.

Garbage Classification

- Basic information management**
Establish a garbage ledger and check all relevant data, so as to truly and comprehensively reflect the current status of classification
- Classification publicity management**
Track the publicity in a scientific and truthful manner, and quantify the publicity effect accurately
- Classified dropping control**
Integrate residents, environment and supervision, to control garbage classification from the source, with the help of the AI function of "cloud supervision"
- Classified collection management**
Adopt the "clocking-type" + "bus-type" + "Didi-type" mode for collection, and collect accurate information about classification ; conduct vehicle-mounted classification and weighing management, focus on classification quality, and give directional guidance
- Classified transportation management**
Carry out "four-color vehicle" comprehensive supervision, and integrate the management and control of classified transportation through positioning and tracking
- Classified transfer management**
Smart monitoring data exchange, to build an efficient and clean classification transfer station
- Classified treatment management**
All-type classification terminal supervision, full analysis of the waste treatment capacity, access monitoring, and safe and efficient operation of classified treatment
- Classified public management service window**
Diversified service modes on the mobile terminal + diversified service contents, to enhance public engagement
- Classification decision-making center**
Provide data support for short-term decision-making and long-term planning of classification work, and make classification results visible, controllable, analyzable and predictable



The Company has successfully provided professional garbage classification services for Guangzhou, Zhanjiang, Kunming, Chizhou, Yichun and other cities, and has successfully operated China's largest garbage classification project in Jiangxi, which provides an effective way to realize garbage classification recycling and resource recovery and help relieve the pressure of carbon neutrality.

Garbage Classification Benchmarking Projects

- Garbage classification pilot project of the downtown area of Zhanjiang, Guangdong Province
- Household garbage classification service project in seven communities of the Urban Administration, Fuqing City
- Full-coverage service project of garbage classification in Chancheng District, Foshan City
- Household garbage classification and township environmental improvement project in Jing'an County, Jiangxi
- Government procurement service project for household garbage classification and collection of Xiaodian District
- Garbage classification pilot project of Zhanggong District, Ganzhou
- Garbage classification operation service procurement project in Yichun, Jiangxi Province

QiaoYin's Garbage Classification – Full-Coverage Project

In Foshan, in September 2021, QiaoYin and its wholly-owned subsidiary Guangdong QiaoYin Carbon Resources Management Co., Ltd. won the bid for the full-coverage service project of garbage classification in Chancheng District, Foshan. The project covers 661 residential estates, 356 natural villages and "3 25" select units excluding residential estates, 7 public institutions, and farms markets in the whole district.

The project has realized the whole-chain management from garbage source classification, mid-end transportation to terminal treatment. We dare to try, make full use of Internet technology, and actively explore the operation mode of intelligent garbage classification, aiming to provide various towns (communities) and districts in Chancheng, Foshan with publicity, training, propaganda, education, supervision, inspection and other co-management services for garbage classification, so as to increase the awareness, engagement and accuracy of residents about household garbage, improve the reduction, recycling and harmlessness of household garbage, and finally achieve full coverage of household garbage classification in the whole district.

Qiaoyin's Garbage Classification - Smart Cloud Platform

In Jing'an, QiaoYin's garbage classification project adopts the latest technologies such as intelligent weighing of classified garbage, overflow alarm, intelligent face recognition, intelligent deodorization, smoke alarm and automatic fire prevention, as well as the intelligent cloud platform for garbage classification + WeChat applet + spot inspection management APP, realizing the whole life cycle management and control from classified garbage dropping, collection, transfer and transportation to garbage treatment. The Jing'an mode was praised by name by General Secretary Xi Jinping at the National Ecological Environmental Protection Conference.



QiaoYin's smart cloud platform for garbage classification

Renewable Resources

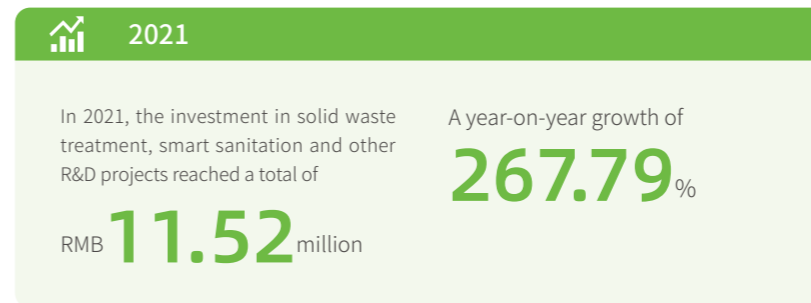
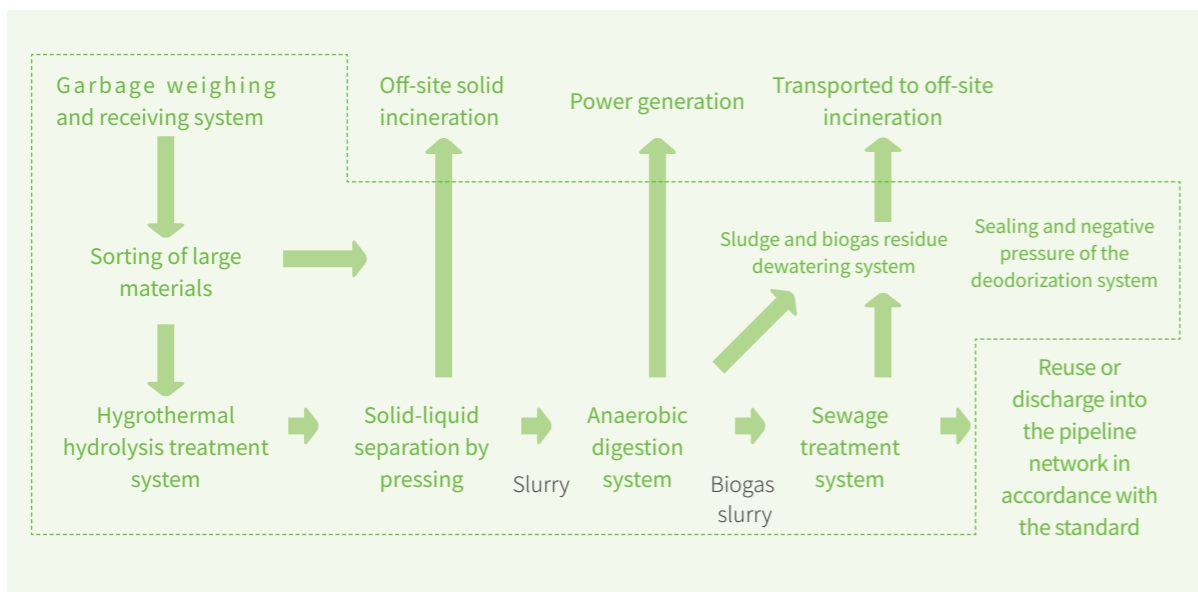
Garbage power generation is a way to create renewable energy. It can supply clean energy, control environmental pollution and solve climate changes at the same time. It is one of the effective actions to achieve the goal of carbon neutrality. QiaoYin follows the principle of harmless, reduced and recycled garbage treatment, adjusts its measures according to local conditions, develops and utilizes solid waste in a reasonable manner, realizes the utilization of renewable resources, produces green power, and effectively responds to environmental problems and energy crises.

Joined hands with scientific research institutions, to establish a solid and hazardous waste, to create a new ecology of smart environmental sanitation operation and management, and establish a professional R&D and operation team, including a kitchen waste treatment team, a leachate treatment team, and a biogas power generation team. The center has continuously improved its R&D capability, actively carried out the research on recycling technology, resource utilization technology, systematic technology and other key technologies on the efficient recycling of resources, broken through the technical bottleneck that restricts the development of the circular economy, explored opportunities for cleaning, and realized power generation by waste incineration, maximize waste to treasure, optimize the energy supply structure, reduce carbon dioxide emissions, safeguard the ecological environment, and create more circular economic benefits. The Company has vigorously introduced top experts and senior talents in the industry. At present, there are over 740 experts at the national first-class level, and a total of 113 plans have been developed for technical operation and improvement.



Power Generation with Kitchen Waste – Likeng Comprehensive Treatment Plant

Kitchen waste treatment has always been a major problem in urban environmental protection construction. Likeng Comprehensive Treatment Plant, as China's currently largest environmental protection project for kitchen waste treatment, deals with difficulties in the sorting of kitchen waste, makes a series of technological innovations and practices in front-end separation and biogas residue treatment, designs a small cycle of water, gas and residue within the plant and a large cycle outside the plant based on a design concept of green, recycling, negative carbon and harmony, turns kitchen waste into clean energy, and contributes to the construction of a low-carbon city. As a livelihood project integrating environmental, social and economic benefits, the project has relieved the pressure of Guangzhou as a "garbage-besieged city", improved the garbage treatment layout, and realized the benefits of "green power generation".



The Likeng project is the first large-scale application of thermal hydrolysis technology in kitchen waste treatment. From trial operation to commercial operation, the project company has made efforts in three aspects, including unified management, improved technology, and outer circulation. The project adopts a hybrid process of "pretreatment (large-size sorting + thermal hydrolysis + two-stage pulping) + wet anaerobic digestion + biogas slurry treatment system + comprehensive biogas power generation utilization system + anaerobic biogas residue and sludge treatment system". Meanwhile, it is equipped with an odor collection and treatment system, an automatic control and office work system and other systems, to reduce pollutants and reduce emissions to the standard. Besides, it uses biogas generated from organic matters for power generation. The biogas power generation system is operated in a manner of "self-generated and self-consumed, with the surplus connected to the power grid". Compared to coal-fired units, biogas generating units takes shorter timer for start-up, with a wider operating load range and better peak regulation performance.

The project not only has carried out beneficial explorations for the reduction, harmless and recycling of kitchen waste in Guangzhou, but is also of great significance to the building of a clean and safe energy supply system for Guangzhou. As of the end of 2021, Likeng Comprehensive Treatment Plant had achieved a daily target production capacity of **750 tons** of kitchen waste, a total of **more than 200,000 tons** of household garbage, a daily production of **40,000 cubic meters** of biogas, and an annual power generation volume of about **48 million kWh** (which can meet the annual demand for electricity of **40,000 households**). It can also reduce around **47,900 tons** of CO2 emissions per year.



Map of Likeng Comprehensive Treatment Plant



Recycling – Lichuan Garbage Incineration Power Generation

QiaoYin's Lichuan Garbage Incineration Power Generation Project has realized the collaborative processing of waste and clean power supply. The project adopts energy-saving, environment-friendly, advanced and reliable units, to enhance production efficiency, reduce labor intensity and improve the working environment. As long as the requirements for the production process are met, the land occupied is as small as possible, the buildings are arranged as close to each other as possible, and the green land is reserved as large as possible. Meanwhile, the reuse of energy is reinforced to upgrade the green power structure.

Currently, the project is at the preliminary stage of detailed survey and plant design, and the project, feasibility study, etc. have been officially approved. After the incineration line is completed, it will be able to process **255,000 tons** of garbage per year, and the average annual power generation under rated conditions will be **104 million kWh**. Upon conversion into the standard coal quantity, it can save **12,700 tons** of standard coal per year (equivalent value). Upon the deduction of the power consumption required for the incineration project, **85 million kWh** of electricity can be supplied to the power grid each year.

Zero Emission

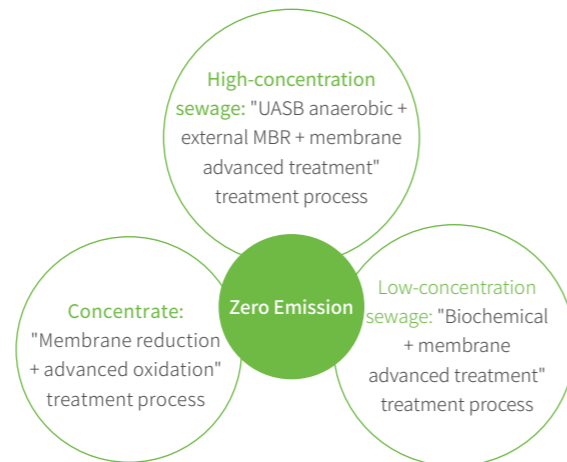
QiaoYin has made great efforts to practice "zero emission", and has built a resource recycling industrial system and a waste recycling system, including the secondary recycling and utilization of sewage. It has carried out comprehensive management and supervision of sewage discharge and treatment and established a large-scale comprehensive treatment plant project, to realize the recycling of water resources, collect, treat and control sewage in the production process effectively, conduct daily maintenance and management of relevant sewage treatment facilities, promote the realization of carbon dioxide peaking and carbon neutrality, and promote the construction of ecological civilization.



Sewage Treatment Plant of Fushan Circular Economy Industrial Park, Luogang, Guangzhou

The Sewage Treatment Plant of Fushan Circular Economy Industrial Park funded and operated by QiaoYin is the currently largest single-scale landfill leachate treatment plant project in China. With the large number of sources of sewage and the complex water quality, the project includes a high-concentration sewage, a low-concentration sewage and a concentrate treatment system. Upon purification, the landfill leachate will all be reused in the park, to achieve "zero emission" of sewage in the park, and achieve multi-win economic, environmental and social benefits. It has thus played an important part in water pollution control, energy conservation and emission reduction in Guangzhou.

The Company has pushed its refined management to a higher level, actively undertaken social responsibilities, participated in the building of ecological civilization, and solved the ecological problem of water pollution with technological innovation. As of the end of 2021, the treatment plant had treated around **3,000 tons** of sewage per day, and around **950,000 tons** per year.



Map of the Sewage Treatment Plant of Fushan Circular Economy Industrial Park, Luogang

Carbon Reduction Target

QiaoYin has actively reduced energy consumption by energy-saving and material-saving means, to achieve the purpose of reducing carbon emissions indirectly. The Company has implemented the green and low-carbon strategy and assisted in ecological construction. It has compiled the "QiaoYin's Action Plan on Carbon Dioxide Peaking and Carbon Neutrality", strived to improve the utilization rate of energy resources, and contributed to the low-carbon economy by adopting the concept of green office, promoting garbage classification, planting trees and purchasing new-energy vehicles with environmental sanitation properties.



Green Office

QiaoYin has been actively advocating low-carbon travel, by encouraging its employees to take public transportation to work or commute with colleagues, and holding over 79% of its meetings on line. Besides, the Company has been vigorously promoting paperless office. It has gradually established a complete set of electronic (OA and mailbox) and networked work modes to avoid ineffective printing, and has actively promoted electronic signatures. In terms of the use of electrical appliances, it strictly implements the temperature control standard for air conditioners, and advocates that the room temperature in the office should be not lower than 26 degrees in summer and not higher than 20 degrees in winter. It also requires its employees to save electricity for lighting by turning off the power in time when it is not in use or when no one is in, so as to reduce power load and power consumption. With water conservation and all the other actions, the CO2 emission can be reduced, and resource recycling and sustainable development can be promoted.



Garbage Classification

As a comprehensive improvement service provider for the living environment, QiaoYin should set an example and contribute its due obligations and strengths to environmental protection. Since January 2018, its headquarters has continued to carry out garbage classification inspections in its office areas. The "QiaoYin Mode" garbage classification is guided by the general principle of "separating the dry from the wet, and putting away harmful materials separately". Office cleaners check each garbage can every day on a regular basis, and check garbage bags randomly. If any garbage is found dropped to the wrong can, it will be traced according to the code on the garbage bag, for identifying the one who drops it, which will be linked to the performance of the entire department. Through the "QiaoYin Mode" of garbage classification, we have continuously reduced the harm caused by garbage to our work and life, and have implemented the classification, recycling and harmless treatment of garbage, to turn harmful and waste matters into treasure.



Afforestation

QiaoYin has actively taken carbon neutrality actions, strived to act as a "communicator" of ecological civilization and a "guardian" of our green home, and taken practical actions to participate in the green incremental action and afforestation. Since 2021, QiaoYin Charity Foundation has arranged funds for afforestation every year, to build the "QiaoYin Carbon Neutrality Base". In accordance with the landscaping principle of "increasing the area of landscaping, making landscaping wherever possible, upgrading and improving, and planting trees for landscaping", the Company has planted trees of multiple species and varieties, and carried out the reclamation of unoccupied land, afforestation and landscaping. For instance, the Company has organized various departments to voluntarily plant trees in the public good forest of employees in Guangzhou, to jointly build a hundred mu of cherry blossom wood, so as to further beautify our home and keep improving the living environment.



New Energy Applications

QiaoYin has actively implemented the national policy of promoting and applying new energy, practiced green and low-carbon actions in transportation, and purchased a large number of new-energy vehicles as environmental sanitation vehicles. With low noise, low energy consumption and zero emission, such operator-friendly new-energy environmental sanitation vehicles are equipped with a navigation and positioning system, an intercom system and a real-time video monitoring system, for the real-time reporting of operation quality and failure information, as well as the monitoring of the whole process of operation, which can significantly improve the efficiency and quality of environmental sanitation management. Besides, the vehicles are also equipped with environmental sanitation intelligent equipment, for the full implementation of a 4.0 service mode supported by big data and the smart environmental sanitation cloud service, with modern intelligent machinery as the main body, aiming at ultra-cleanness. Being able to truly realize 100% mechanized, intelligent and refined environmental sanitation management, such mode is a powerful tool for the Company to improve the effect of air pollution control.

Rural Revitalization

According to the "No. 1 Central Document", the focus of the next step of rural work will be the promotion of rural revitalization in an all-round way. It is highlighted under the Five-year Action Plan for the Rectification and Improvement of Rural Living Environment of the General Office of the CPC Central Committee and the General Office of the State Council that the effective governance and ecological livability will be the focus of improving the rural living environment, which perfectly matches QiaoYin's core strategy of "comprehensive improvement of the living environment". QiaoYin adheres to national policies, thoroughly understands national strategies, studies action paths, adheres to forward-looking thinking and overall planning, develops diversified businesses, and realizes the coverage of the entire industry chain, to better promote sustainable development.

The QiaoYin Mode Helps with the Development of Beautiful Rural Areas

QiaoYin has grasped the strategic essence of "leading rural revitalization with ecological civilization", actively cooperated with the local government, participated in the comprehensive rectification of the rural living environment, improved living conditions, and strengthened infrastructure construction. Based on the five goals of the rural revitalization strategy, the Company has launched the "Refined Cultivation Plan", established QiaoYin Rural Environment Investment Co., Ltd., and actively participated in the service for rural environment improvement projects, providing sources for activating rural resource elements, playing the role as a bridge, ploughing the field of hope with innovation, protecting the ecological advantages of the countryside, supporting rural revitalization with sound ecology, and effectively integrating ecological beauty and farmers' wealth, to improve the overall appearance of villages as boosted by modernization.

In March 2021, the Company formally established the "Leading Group for the Implementation of the Rural Revitalization Strategy", to steadily advance and deepen the rural revitalization action. Starting from the "integration of urban and rural environmental sanitation", the Company provides all-in-one solutions in environmental sanitation service areas from cities and counties (districts) to towns (communities), villages and households. Its rural business covers environmental sanitation cleaning and transfer, township sewage and rural medical institution waste water treatment, small-scale on-site garbage treatment, public toilet management, park management and maintenance and other full-chain services. It also joins hands with competent local government departments, comprehensively considers staffing, technology introduction, equipment procurement, factor allocation, financial investment, public services and other aspects, to provide "hard core" support for rural revitalization, and form an urban-rural integrated pattern.

Rural Revitalization Advantages

Establish a Sound Organizational Support Mechanism

Establish a comprehensive rural revitalization organization leadership mechanism through the establishment of a rural revitalization strategy leading group and a rural environment investment company, and carry out the first project of rural "organizational revitalization".

Establish a Scientific Comprehensive System for the Management of the Rural Environment

Establish a full-cycle collection and transfer system in the entire rural environmental sanitation industry chain and a rural global digital management platform through the integrated environmental sanitation business, to equip and construct environmental sanitation facilities and devices in a scientific and reasonable manner, such as people, vehicles and transfer stations, and address the systematic management and modernization of rural governance at the same time, to improve the efficiency of rural governance services in an all-round manner.

Establish a Sustainable Long-Term Mechanism

Participate in the compilation of the Quality Standard for Urban and Rural Road Sanitation, the Technical Regulations on Pretreatment of Kitchen Waste in Townships and other national-level industry core standards, and thus lead industry norms and continuously promote the improvement of the rural living environment.

Provide Abundant Job Opportunities to Help with the Revitalization of the Industry

The Company attracts employment through projects, transforms resource introduction into resource creation, and solves the employment problem for local poor households. For instance, in the urban-rural integrated household garbage comprehensive treatment PPP project in Gushi County, it helped with poverty alleviation by recruiting poverty-stricken people to work in the project. Meanwhile, by seeking "broom" artists in rural areas, the Company has been creating job opportunities for villagers to work near home, and thus established a model for the development of the rural economy.

Rural Revitalization – Benchmarking Project

The total amount of rural revitalization projects operated by QiaoYin has exceeded RMB6 billion, mainly distributed in Jiangxi, Guangdong, Hebei and Hu'nan. With the launch of township and rural living environment improvement services in the market, there is still a large space for environmental sanitation and supporting services in the market of townships and rural areas. The Company has thus sunk to the "steward layout" in townships, for a broad space of growth.

Rural Environmental Improvement Project

- An urban-rural integrated environmental sanitation integration project with a total value of over RMB2.6 billion in Lixin County
- A project of national rural waste classification and treatment demonstration county – Household waste classification and township environmental improvement project of Jing'an County, Jiangxi Province
- The largest environmental sanitation PPP project in Jiangxi Province – Urban-rural integrated environmental sanitation PPP project
- A typical project of rural toilet improvement – marketization of rural environmental sanitation in Tangxian County and a long-term management and protection mechanism project for rural toilet renovation
- Park management and maintenance demonstration project – strip – pit mine ecological park environmental sanitation and landscaping management and maintenance service project

By the End of 2021

QiaoYin has actively served nearly **60** rural environmental improvement projects across China.

Helped Wanggang Village in Gushi County and Shenwan Village in Nansha District to win the title **"National Rural Governance Demonstration Village"**

QiaoYin's Garbage Transfer Project in Dali

In 2021, the launching ceremony of the rural household garbage recycling project in Dali County was held. In response to the call of the Shaanxi Provincial Government to "strive to be a vanguard of ecological civilization construction" and the call of the Dali County Government for "striving to win the title of a provincial-level high-tech agricultural demonstration zone", according to the current situation of environmental sanitation of Dali County, QiaoYin has realized the full collection, full transfer and full coverage of rural household garbage, and taken the lead to build a garbage recycling mode of "collected by the village, transferred by the town, and treated by the county", which is unique to Dali, and is of great significance to the promotion of the construction of beautiful villages, improvement of the living environment in rural areas, and furtherance of the rural revitalization work.



Launching ceremony of the rural household garbage recycling project of Dali County



Smart Sanitation

Build Up Hardcore Support

Concept

Digital changes have brought about a broader and deeper scientific and technological revolution and industrial revolution, as well as more potential for the development of the sanitation industry. By establishing the “QiaoYin Smart Sanitation Platform”, QiaoYin City Management Co., Ltd. builds a management and data analysis platform for national sanitation services, drives re-innovation and re-development with digitalization, promotes fine and efficient management and operation with systematic thinking, empowers all links of environmental services and breaks down regional information barriers, thus reducing costs and increasing benefits on the whole.

Our Actions

- Mart Internet of Things
- Unified Management Through one Network
- AI Big Data

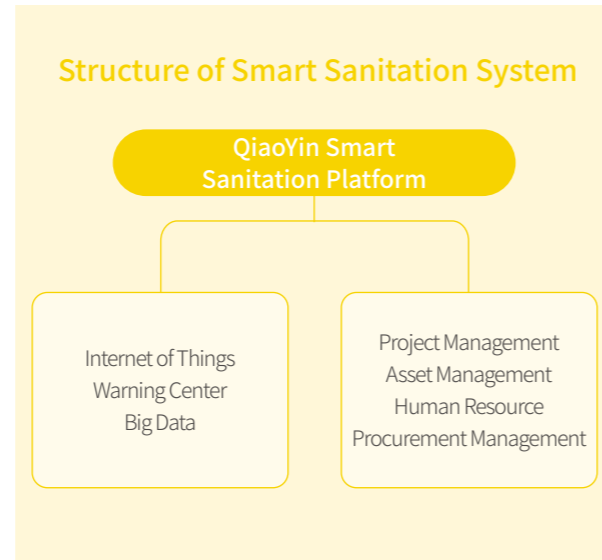
SDGs



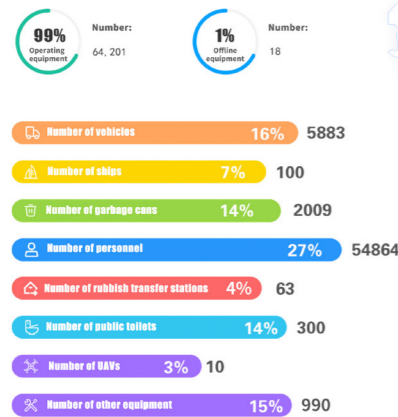
QIAOYIN
COMPANY LIMITED
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Through the smart terminal platform, the "QiaoYin Smart Sanitation Platform" realizes the real-time management of the people, objects and things involved in sanitation services at full time and in all areas; through the instant warning, precise command, fine scheduling and overall control functions of the platform, the Company helps enterprises carry out intelligent supervision and scientific decision-making to improve their operation efficiency and quality and lay a solid technical foundation.



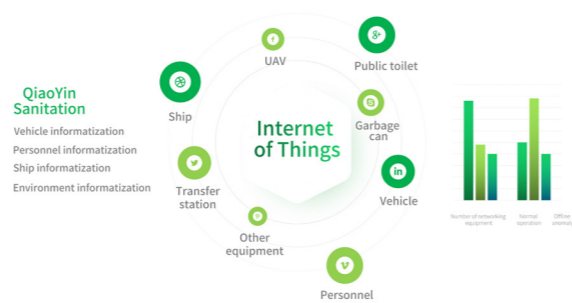
64,219 Total number of networking equipment



Page of Smart Sanitation System

Smart Internet of Things

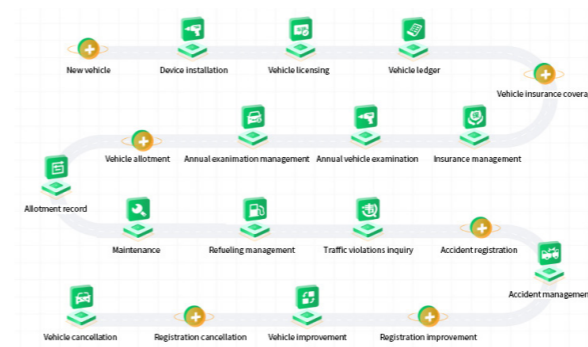
QiaoYin Smart Sanitation System realizes such functions as vehicles, ships, garbage cans, personnel, rubbish transfer stations, UAVs and public toilets through the "Internet of Things". Characterized by comprehensive perception, reliable transfer and smart processing, the system enables the control center to manage and operate in a more refined and dynamic manner, refines and meshes the operation area, reasonably plans the operation route, operation personnel and operation quantity, and regularly supervises the implementation of daily operations. The Company also establishes an emergency management guarantee mechanism, combines the site monitoring system, sanitation sensor equipment and safety management, and establishes a perfect personnel management and safety risk handling system, thus improving the overall informatization capacity of the Company.



Smart Sanitation System – Internet of Things Management

By the End of 2021

The total number of networking equipment of QiaoYin Smart Sanitation has reached **64219** with the online rate of running equipment reaching **99%**



Life Cycle Management of Vehicles



Smart Parking Big Data Visualization Platform

Unified Management Through One Network

Following the ideal of "unified management through one network", QiaoYin Smart Sanitation System covers such businesses as integrated sanitation services, smart city management construction, municipal administration management and maintenance, public toilet management and maintenance, landscaping conservation, water body maintenance, public property, urban parking services and engineering construction, thus integrating the external service capacities with internal businesses. By fully covering the customer management, supply chain management, operation management, procurement management, warehouse management and transportation management modules, the Company is rapidly informatized and provides backbone personnel for enterprises to help them capture market opportunities, rationally allocate enterprise resources and optimize the combination of production factors, thereby improving the economic benefits and competitiveness of enterprises.

Smart Management of Personnel

The working status of front-line operation personnel of the project, such as going on duty, getting off duty, being late, leaving early, being on duty, being off duty, sitting on duty, negative working hours and working mileage, is intelligently managed by intelligent sanitation terminal.



Qiaoyin garbage classification smart cloud platform

Personnel Operation area Monitoring

Operation area monitoring alarm, the system automatically detects the absence of operation personnel, adjusts the operation area or other abnormalities, and prompts users to confirm and deal with them

Personnel Precise Performance

The system automatically counts the data on the attendance of personnel, inspection times in the operation area, total operation mileage, operation hours, stay and leave every day, and then automatically calculates the performance score for the day

Personnel Automatic Scheduling

The system automatically generates the weekly working schedule of each personnel according to the big data of commuter time within the past one month, and the administrator only needs to temporarily adjust the leave and temporary shift of the personnel

Personnel Intelligent Appraisal

The system makes data statistics according to supervision information and forms various statements to facilitate the management decision-making of supervisors. The scope of statistics includes the summary of personnel operation results, operation process, personnel attendance information and violations

AI Big Data

In the Company's business development and decision-making, predictive and suggestive indicators are often needed. In the past, this process was usually completed by professional data mining engineers due to professionalism. The QiaoYin System combining AI with big data analysis completes deep analysis directly by drag and drop on the visual operation page. It establishes data models with high-quality data, predicts and analyzes data and produces data reports to seamlessly connect all functional modules, including procurement management, CRM management, smart project management, Internet of Things management, personnel management and financial management.

By the End of 2021

the Smart Sanitation System has been implemented in a total in 26 provinces or cities nationwide,

170 projects covering all sanitation workers' operational services.

Smart Sanitation System – AI Module Big Data

Big Data Analysis of Procurement

- Analysis of yearly, quarterly and monthly procurement demands
- Analysis of yearly, quarterly and monthly collection amount trend
- Comparative analysis of procurement types, regions and amount of regions and projects
- Comparative analysis of supplier services; and stock analysis

Big Data Analysis of Customer

- Analysis of total number, types, distribution and source of customers
- Analysis of trend of new customers on a yearly, quarterly and monthly basis
- Analysis of customer visit
- Analysis of customer satisfaction and loss

Big Data Analysis of Project

- Analysis of regional distribution in China
- Analysis of regional distribution of all projects in China
- Analysis of the operation type, operation area, personnel and vehicles of the project
- Analysis of project operation progress on a yearly, quarterly and monthly basis
- Analysis of project operation quality on a yearly, quarterly and monthly basis

Big Data Analysis of Informatization

- Analysis of allocation of vehicle informatization
- Analysis of allocation of personnel informatization
- Analysis of allocation of ship informatization
- Analysis of allocation of transfer station informatization
- Analysis of allocation of UAVs, unmanned vehicle sweeping, unmanned inspection and other AI



IV

Strengthening Materials

Revitalizing the Enterprise to Guard the Honor of the Corps

Concept

As a leading "servicer of comprehensive improvement of living environment" in China, QiaoYin regards talents as the most valuable asset. Adhering to the enterprise spirit of "one army, one school, one family" and the talent view of "combining ability with political integrity, appointing people on their merits, giving full play to their talents", the Company is committed to building a platform that enables employees to realize their value, empower their growth and coexist harmoniously. The Company constantly improves the talent strategy, optimizes the salary and welfare system, and cares for employees' physical and mental health, it creates a comfortable working and living environment for employees and stimulates their working enthusiasm and innovation spirit, so that employees can combine their own value with the Company's value and thus achieve development and progress with the Company.

Our Actions

- Gathering Talents for QiaoYin
- Empowering Talent Development
- Caring for Talents and Working Better Together

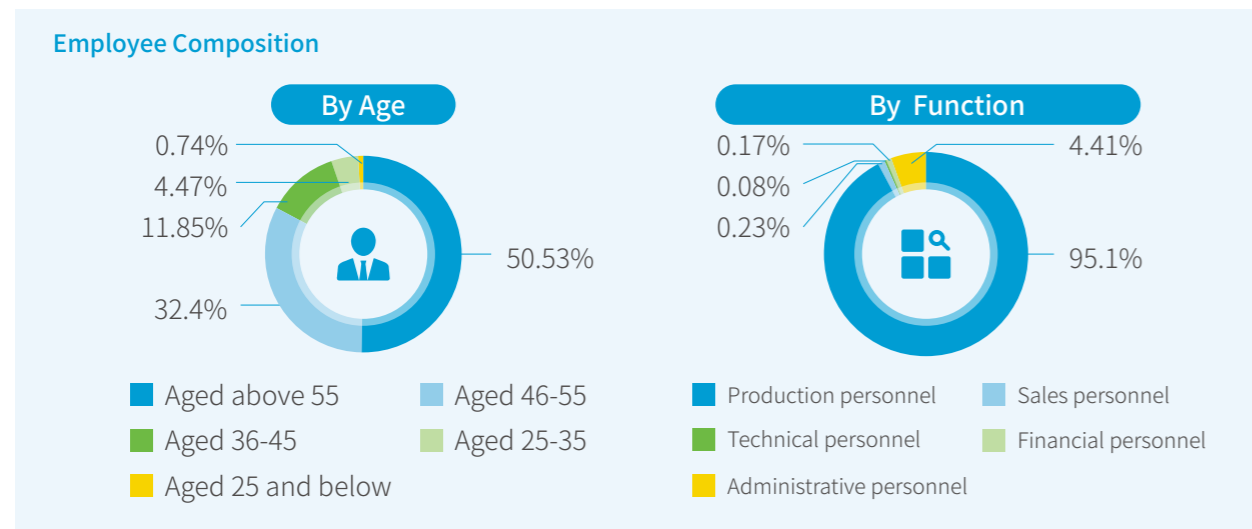
SDGs



Gathering Talents for QiaoYin

QiaoYin City Management Co., Ltd., adhering to the enterprise spirit of "one army, one school, one family", understands, respects and cares for employees' needs in the work and life, and provides them with corresponding life and work security. The Company develops the Measures for Recruitment Management, specifying that regardless of race, color, age, sex, ethnicity or nationality, disability, pregnancy, religious belief and other factors, the Company will give priority to providing employment opportunities for the poor, the extremely poor and the disabled; particularly, it will prioritize the work place of those enjoying the minimum living guarantee in the village projects.

The Company actively explores the democratic management of enterprises. To carry forward employees' sense of being master, the Company establishes the Measures for Management of Supervision and Reporting to ensure employees' rights to be the master of the Company, specifying that branches and subsidiaries and projects should post reporting methods on the wall of the office place, and informants can report to the Audit and Supervision Department by phone, letter, interview and other channels; the Company advocates real-name reporting and keeps the personal information of the real-name informants strictly confidential.



Salary

In order to "attract, retain and motivate talents", QiaoYin City Management Co., Ltd. adopts a fair and reasonable salary and welfare management system and develops the Measures for Salary Management, provides employees with competitive salaries in line with the market level in strict accordance with the Labor Contract Law of the People's Republic of China and relevant labor laws and regulations, and continues to improve the salary system to effectively protect the rights and interests of employees in accordance with relevant national laws and regulations.

The company formulates the Measures for Performance Management and establishes a performance appraisal, incentive and restraint mechanism where salaries of senior managers are linked to the Company's annual objectives. For senior managers of the Company, the annual salary system combining the basic salary with year-end performance appraisal is adopted, where the year-end performance is appraised by the performance management team according to the Company's annual business objectives and the

completion of senior managers' annual work objectives and then the year-end bonus is paid according to the performance appraisal results. During the reporting period, the performance management team carried out the annual performance appraisal on senior managers and strictly implemented the Company's management system.

In order to better mobilize the employees' enthusiasm, the Company has reviewed and approved the 2022 Stock Option Incentive Plan (Draft) to further change external incentives and restraints into self-incentives and self-restraints, thus motivating the employees' enthusiasm and realizing a win-win situation between the Company and employees. In addition, the Company has also formulated the Incentives for Market Development to stimulate employees to actively participate in, support and closely cooperate with market development, correct employees' attitude toward work, stimulate their work enthusiasm and improve retention of excellent employees and their loyalty to the Company through the positive effect of the incentive system, so as to ensure the smooth completion of the Company's indicators.

Welfare

QiaoYin strives to create an atmosphere to make all employees feel at home through various ways and means, so that each employee can feel the warm care of family members.

- Birthday Party:** The Company organizes a birthday party for employees who have a birthday in the same month, and gives birthday gifts to them, and the management draws a lucky dog from these employees to realize the birthday wish.
- Spring Festival:** At the Spring Festival, the Company not only send blessings to employees who persist in guarding the beautiful city on the front line, but also expresses its warm greetings to family members who take care of their own families.
- Women's Day:** In the International Working Women's Day, the Company sends blessings to female employees, holds lectures and offers a half-day holiday.
- Pandemic Relief:** During the pandemic, the Company sends antipandemic supplies and warm greetings from the Chairman to employees in high-risk areas.

Heart-Warming New Year's Gifts

On January 29, 2021, in active response to the call of "staying in place for Lunar New Year" and in support of China's pandemic prevention and control work, QiaoYin issued the proposal of "Family Package" to all employees. The notice full of infection included not only the initiative of strengthening daily pandemic prevention and control, sending Chinese New Year's gifts to employees and other activities, but also the measures to send Lunar New Year's gifts to employees' family members staying in their hometown to make them feel the family affection. After the proposal was issued, project companies across the country responded rapidly by holding the mobilization meeting for "staying in place for Lunar New Year" to ensure the safety of employees, orderliness of enterprises and stability of the society. QiaoYin puts people first. In response to the call of "staying in place for Lunar New Year", the Company not only issued a proposal and mobilized employees, but also provided material security such as salary, welfare and bonus. In addition, project managers in different regions also took the lead to stay in place for Lunar New Year, and cared for employees staying in place for Lunar New Year to make them be at ease, rest assured and feel warm.

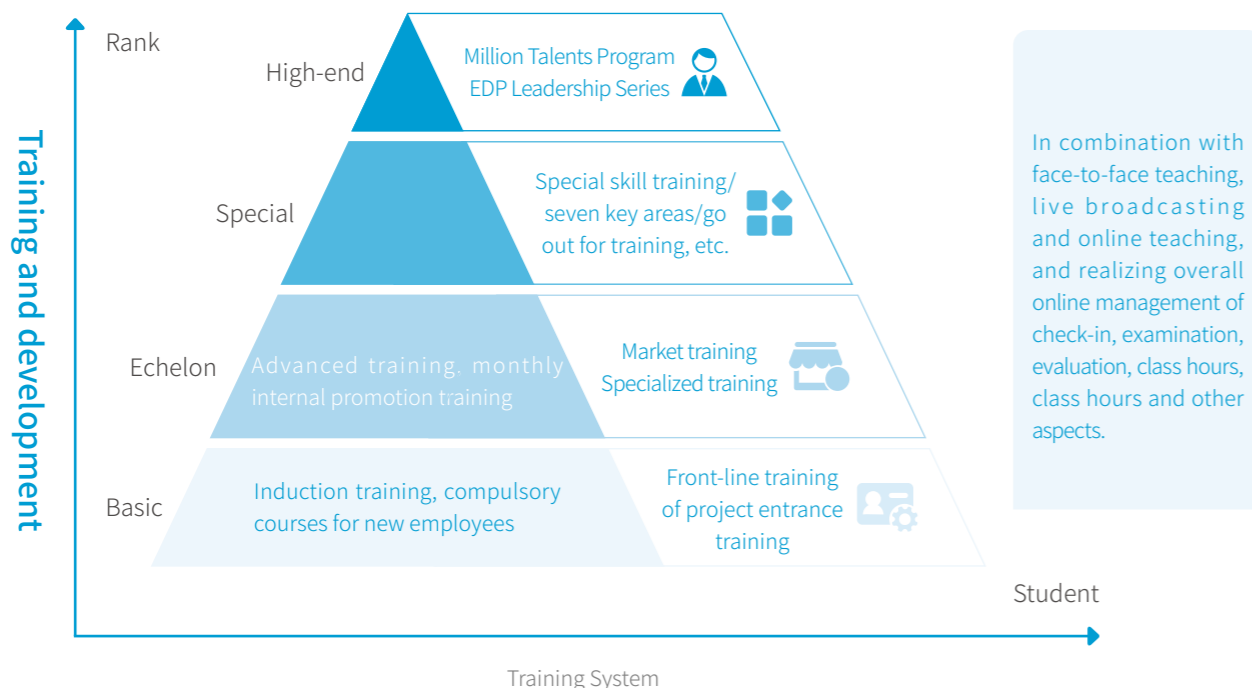


The Company sends New Year's supplies to employees staying in place for Lunar New Year, which makes the New Year more humane.

Empowering Talent Development

In order to fully, rationally and effectively manage and use human resources, QiaoYin City Management Co., Ltd. formulates the Measures for Management of Rank System, specifying that employees' career development should follow the principle of promoting from low to high and level by level; the Company also encourages employees to specialize in what they are good at. With the improvement of skills and performances, all employees can have equal promotion opportunities in their own channels.

QiaoYin has set up a comprehensive employee training system - QiaoYin University. With "meeting the strategic development of the organization" as the talent training objective and "liberal education, professional teaching and combined with practice" as the training concept, QiaoYin University Hall is specially responsible for the training development of all employees, and forms a study and development system that "focuses on face-to-face teaching, combined with live broadcast and self-study" around the three plates of project, market and function. QiaoYin University Hall has more than 100 in-house tutors and has developed more than 120 courses. In addition, the University Hall also constantly updates and improves soft and hard teaching facilities such as teaching computers, video software and course recording and editing facilities, and has completed the e-learning system by the end of 2019, which is linked with the in-house HR system and was officially used for online systematic teaching in April 2020, including training organization, course management, tutor management, class hour management, online self-study and other aspects.



By the End of 2021

QiaoYin completed a total of 232 training sessions

232 Number of sessions

Has more than in-house tutors

100

Has developed more than

120 courses

Caring for Talents and Working Better Together

Employee care is the core concept of "putting people first" and an important way for the healthy growth of employees and further sustainable and healthy development of enterprises. Adhering to the safety policy of "safety first, prevention first, comprehensive governance", QiaoYin strengthens the awareness of safety protection in production and operation, improves employees' working conditions, and protects employees' safety and health during the production, striving to achieve the management objective of "zero human casualty accident, zero work accident, and zero equipment accident".

Keeping pace with the times, the Company initiatively takes the responsibility of caring for employees and takes practical actions to build a harmonious enterprise, thus contributing to building a harmonious society. In 2021, the Company held a variety of employee activities, cared for front-line employees, aided employees in need, and cared for female employees. It also held a post replacing activity, improved employees' skills by speech contests, skill competitions and other means, and helped them balance their families and life by Spring Festival blessings, birthday parties and other celebration means. aiming to create a good atmosphere in the Company, cultivate a positive employee attitude, care for employees and improve the cohesion of the enterprise team.



Warm-Hearted Post Replacing Activity

Since 2019, QiaoYin's post replacing activity has been held for three consecutive years. On each Sanitation Workers' Day, the Company carries out activities in the selected project site, which cover multiple sites such as Shaoguan, Urumchi, Kunming

and Dalian. The Company hopes that sanitation workers can have a rest in the festival by employees' active participation in the activities, and call on the society to pay attention to, respect and care for sanitation workers and promote the understanding and support of all sectors of the society for the cause of sanitation. On October 26, 2021, QiaoYin held the warm-hearted post replacing activity in Nansha, Guangzhou, and more than 150 employees of the Company went to the front line mainly for garbage collection, garbage sorting and other work. In addition, more than 350 love packages such as edible oil, rice and laundry beads were also sent to sanitation workers on the activity site.



Post replacing activity



Caring for the Disabled

QiaoYin has formulated the Measures for Management of Social Insurance and Employment of the Disabled. In 2021, the Company employed nearly 500 people with disabilities, and paid local social insurance expenditure in full for eligible employees (employees were exempt from their own social insurance expenditure); in addition, the Company also gave a living allowance of RMB 200 to each employee per month, of whom those with Grade I or Grade II disability certificates could enjoy two times of living allowance.



Celebrating the Lantern Festival With Sweet Dumplings and Lantern Riddles

On the Spring Lantern Festival on February 26, 2021, QiaoYin organized such activities as guessing lantern riddles and eating sweet dumplings to spend the warm and wonderful moments with all employees. In the Office of Headquarters of QiaoYin, the dynamic "guessing lantern riddles" activity and colorful lanterns hanging high showed a festive and warm atmosphere; in addition, projects such as those in Kunming and Yangxi organized the activity of eating sweet dumplings, where a bowl of hot sweet dumplings showed the warmth and care of the Company.



Celebration of the Lantern Festival in QiaoYin



V

Pulling Together

Seek the New Voice of the Times

Concept

The outline of the "14th Five-Year Plan" emphasizes the "subject of enterprise innovation", requiring that strengthening the dominant position of enterprise innovation, encouraging leading enterprises to establish an innovation consortium and carrying out joint research are an important way to achieve self-reliance. Adhering to the development concept of "co-construction, co-creation, joint research and sharing", QiaoYin is committed to creating a transparent platform for mutual benefit and win-win development, and establishing strategic relationships with suppliers, local governments at all levels, well-known financial institutions and first-class universities, so as to create industrial cooperation, study ecological technology and construct transparent procurement together. Besides, the Company actively promotes sustainable development and multi-level, multi-channel and all-round public assistance, and joins hands with the society to build a beautiful China.

Our Actions

- Innovative Cooperation for Mutual Benefits
- Helping to Build the Harmonious Society

SDGs



Innovative Cooperation for Mutual Benefits

Joint Research on Ecological Technology

As a vice president unit of China Association of Urban Environmental Sanitation (CAUES), QiaoYin actively participates in and supports national standards, chiefly edits the Household Garbage Collection and Transportation Operation Regulations and the Urban and Rural Road Environmental Sanitation Operation Regulations, and co-edits the Quality Standard for Transfer Collection and Transportation of Household Garbage, the Quality Standard for Urban and Rural Road Sanitation, the Facility Setting Standard for Distribution and Transfer of Food Waste, Technical Specification for Operation and Maintenance of Household Garbage Sanitary Landfill, the Technical Regulations on Garden Waste Collection and Transportation and other national group standards, leading the normal development of the national industry.

QiaoYin attaches importance to technical research and development inputs and intellectual property protection, establishes core technological competitiveness, and standardizes intellectual property protection management, strengthens intellectual property protection and prevents intellectual property loss of the Company. Moreover, the Company encourages employees to innovate the research and development, and improves the enterprise's core competitiveness taking the enterprise as the main body and being profession-oriented.

QiaoYin established cooperative relationships with Huazhong University of Science and Technology, Harbin Institute of Technology and other first-class universities to speed up the development of environmental protection and sanitation technologies, promote the fine, standard and modern development of sanitation services, and work together to solve problems in industrial development.

By the End of 2021

QiaoYin has accumulated more than **170** patents

Has successfully developed **9** software for operation and management of sanitation and environmental protection industry and automatic control system, providing advanced technical support for various projects.



School-Enterprise Cooperation Between QiaoYin and Guangzhou University

In December 2020, the signing ceremony of the "Construction of QiaoYin Internship Base" between QiaoYin and School of Environmental Science and Engineering, Guangzhou University was held in Guangzhou University, marking the official launch of the cooperation between QiaoYin and Guangzhou University. According to the cooperation agreement, the school will arrange 1-2 batches of interns to work in QiaoYin every year. Talents are not only an important resource for enterprise development, but also an immeasurable asset. Through cooperation with Guangzhou University and other quality universities, QiaoYin will precisely introduce talents for training.



Signing Ceremony of the "Construction of QiaoYin Internship Base" in Guangzhou University

Co-Creation of Industrial Cooperation

In the 21st century, the world has entered a period of economic development dominated by the information industry. In order to build a digital China, make cities smarter and promote the digital management of "one map" such as urban buildings, public space and underground pipe network and unified management of city operation through one network, QiaoYin, as "the first share in China's city management industry" of A share, not only arranges the strategy of "city steward", but also actively cooperates with other industries to promote the implementation of smart city steward.



QiaoYin Signed a Framework Agreement on Deep Cooperation with Alibaba Cloud

In April 2021, QiaoYin signed an agreement on deep cooperation with Alibaba Cloud Computing Co. Ltd. in Guangzhou. Both parties worked together to build a comprehensive big data platform of smart city steward, promote innovation in the management and development mode and application capacity and service levels of new smart cities, and comprehensively improve the living environment, and give full play to the advantages of both parties with smart city steward as the core, helping the Company achieve a new cross-domain and multidimensional smart city comprehensive servicer which "promotes the fine management and intelligent management of a city".

Co-Construction of Transparent Procurement

In order to strengthen the procurement management, improve the procure efficiency and reduce the procurement cost of QiaoYin, QiaoYin revises the Measures for Procurement Management according to the national laws and regulations and the real situation of the Company, and develops the Procurement Department Guidelines for Bid Opening to further regulate the bidding procurement behaviors. The Company establishes a classified and graded supplier management mechanism, and a supplier sourcing, certification, selection, cooperation and evaluation mechanism and incentive and elimination system, realizing the closed-loop management of suppliers; the Company also establishes a supplier information base for all suppliers it has cooperated with in the past two years, and comprehensively evaluates and scores the performances of suppliers from various dimensions such as quality and services. The supplier evaluation results are used as important basic data for the Company in suppliers' qualification examination, invitation, quota allocation, product testing, supplier grading, supplier evaluation and other work.

Supplier Evaluation Results and Grading

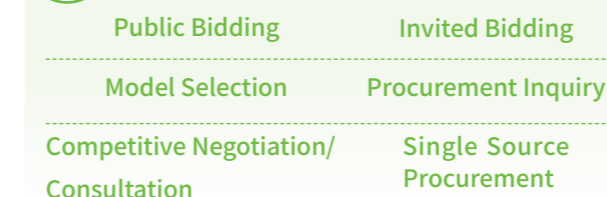


The Company has adhered to the principle of honesty and transparent cooperation and signed the Agreement of Transparent Cooperation with suppliers to prevent violations of rules and regulations from the source, promote the healthy and orderly development of economic activities of the Company and its business partners, and carry forward business integrity. A supplier development team is established to be responsible for supplier development and investigation, follow-up of suppliers' process management and evaluation of suppliers, thus improving the overall bidding procurement efficiency and reducing the integrity risk during bidding procurement.

The Company is committed to creating a responsible supply chain with upstream and downstream links. In the supplier selection process, the Company takes into consideration the environmental protection, safety, health and other factors, and signs the Letter of Commitment on Environmental Protection with suppliers; it also required suppliers to submit quality management system certification, environment management system certification, construction enterprise qualification and other certificates.

The Company has adhered to the objective of "reducing cost and increasing benefits". In 2021, the Company adopted different procurement methods such as procurement by invitation to bid and inquiry and negotiation, and controlled the quality of the front end of procurement and subscription, thus effectively reducing and controlling the procurement cost.

Procurement Methods



In 2021



Helping to Build the Harmonious Society

QiaoYin has been committed to carrying out social public welfare, fighting against the pandemic, supporting needy students and caring for sanitation workers, making unremitting efforts to build a beautiful China and a harmonious society. In order to promote the healthy and sustainable development of public environmental and sanitary safety monitoring and controlling, the Company put up to RMB20 million to establish the Guangzhou QiaoYin Charity Foundation, which is used to poverty alleviation and disaster relief, pandemic prevention and control, public environmental health safety monitoring and controlling and other public welfare undertakings.

Supporting the Countryside and Helping the Weak

The Company promotes work relief in the construction of rural infrastructure, attracting more people lifted out of poverty and low-income people to find jobs locally and nearby. In 2021, the Company offered paired assistance to Dong Village, Longping Town, Lianzhou City and other poor villages by providing jobs for nearly 200 veterans and 420 disabled persons to solve the employment problem of people in need.

Offering Paired Assistance to Needy Villages

QiaoYin has joined hands with Guangzhou City Management System to offer paired assistance to the needy Dong Village, Longping Town, Lianzhou City, and held a donation ceremony. QiaoYin Environmental Protection has donated RMB350,000 for poverty alleviation. In addition, QiaoYin Environmental Protection has established a support group by giving full play to the advantages of funds, talents, technology, equipment and other aspects, actively participating in the assistance of needy villages. During the research and visit, the group had a friendly talk with recipients to deeply understand their living conditions and difficulties, fully supported the poverty alleviation work of Guangzhou City Management System, and established a support mechanism with needy families to reduce their pressure and burden in life and to encourage them to strengthen their confidence and determination to get rid of poverty and become prosperous as soon as possible.

Funding Needy Students

Talents are the foundation of invigorating the country, and education is the road to invigorate the country. The Company has funded students from poor families in many counties in Hunan Province to complete their studies for a long time. In addition, the Company has also established a beneficent foundation for needy students and donated primary schools, bookstores and so on.



Donations for vulnerable children



Action on poverty alleviation and education aid



Fighting Against Pandemic and Providing Relief to Build a Home Together

The COVID-19, which began at the beginning of the year, has spread around the world faster than anyone expected and continues today. During the repeated outbreak of the pandemic, to win the long war against the pandemic, QiaoYin contributed its efforts by organizing employees to fight the pandemic, helping emergency response and disaster relief by means of the mobile sanitation, holding environmental protection public welfare activities, and taking practical actions to contribute to the society and create a beautiful home.

Voluntary anti-Pandemic Activity

During the COVID-19 prevention and control, all employees of the Company risked their life to fight against the pandemic on the first line, disinfect and decontaminate cities, and ensure daily cleaning of domestic garbage and disinfection at least three times a day, taking practical actions to guard against the pandemic.

Donation Activity for Liwan Pandemic

In May 2021, the Company donated nearly 60,000 masks to Zhanqian Subdistrict, Xicun Subdistrict and Department of Health of Liwan District, hoping that it could provide protection for front-line workers by donating masks, and take practical actions to support the pandemic prevention and control in Guangzhou.

Mile Cleaning Action

Every year, the Company carries out the "Mile Cleaning Action", in which employees are organized to pick up waste on the street, and publicize and introduce garbage sorting and other environmental protection knowledge. The Company hopes that more people can be driven to pay attention to and love environmental protection and get involved in environmental protection by holding a public welfare annual meeting to publicize an environmentally-friendly life. The event is nationwide, attracting all sectors, such as governments, enterprises and non-governmental organizations to participate. It thus becomes a large-scale outdoor public welfare environmental protection activity with great influence, social value and development potential.

Emergency Sanitation Team

The Company creates a professional and efficient emergency sanitation team to actively assist government departments in rescue and relief work. Facing typhoon, rainstorm, fire, snow disaster and other disaster accidents, QiaoYin staff take the lead in joining the rescue and relief team and has made great contributions to protecting people's life and property safety.



Future Prospect

The Company is based on the present and looks forward to the future. The year 2022 is an important year for the implementation of the "14th Five Year Plan", and also an important period for China to fully build a modern socialist country and march toward the second centennial goal.

QiaoYin will seize the opportunity to, around the Company's development strategy, strengthen the leading role of scientific and technological innovation. Under the strategic positioning of "city steward", comprehensively promote six strategies including the public environmental sanitation management, public facility maintenance, urban energy management, waste-free and low-carbon environment, urban circular economy and rural revitalization, to form a nationally leading urban and rural public living environment management service system. Starting from promoting the ecological progress and helping build a beautiful China, and by practicing the concept of sustainable development and exploring a new path to achieve the carbon peaking and carbon neutrality goals, the Company continues to improve its service quality, adhere to matter of fact and excellence, integrity and innovation, and actively integrate itself into the overall national development, to live up to the times and live up to the people, making contributions to the green hills, clear waters, blue sky and clean land of the motherland.

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Reader Feedback Form

Dear readers:

Thanks for reading the 2021 Social Responsibility Report of QiaoYin City Management Co., Ltd.. In order to provide you and other interested parties with more valuable information, and effectively promote the Company's ability and level to fulfill corporate social responsibility, we sincerely look forward to your comments and suggestions.

Multiple-choice Questions (please tick ✓ in the appropriate place)

1. Your overall assessment of this report is:

Very good Good Fair Poor Very poor

2. How do you evaluate the response and disclosure of this report to the concerns of interested parties?

Very good Good Fair Poor Very poor

3. What do you think of QiaoYin's performance on economic responsibility?

Very good Good Fair Poor Very poor

4. What do you think of QiaoYin's performance on environmental responsibility?

Very good Good Fair Poor Very poor

5. What do you think of QiaoYin's performance on safety management?

Very good Good Fair Poor Very poor

6. What do you think of QiaoYin's performance on employee responsibility?

Very good Good Fair Poor Very poor

7. What do you think of QiaoYin's performance on social responsibility?

Very good Good Fair Poor Very poor

8. Are the information, indicators and data disclosed in this report clear, accurate and complete?

Very good Good Fair Poor Very poor

9. Do you think the content arrangement and layout design of this report are easy to read?

Yes No

Open Questions

Do you have any comments or suggestions on this Report and the performance of QiaoYin City Management Co., Ltd. on its social responsibility?

Your contact information:

Name: _____

E-mail: _____

Position: _____

Tel: _____

Work unit: _____

Add: _____

You can send us your valuable comments or suggestions by phone, e-mail or express. Our contact information is as follows:

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