

多元化、平等与包容性政策

Diversity, Equity & Inclusion Policy

1 总则 **General**

碧桂园服务控股有限公司（简称“碧桂园服务”或“公司”）致力于鼓励多元化、平等与包容性，消除歧视。我们的目标是让我们的员工真正代表社会和我们客户的各阶层，让每一位员工感受到被尊重，并激发员工尽全力投入工作。

Country Garden Services Holdings Company Limited (“Country Garden Services” or “Company”) is committed to encouraging diversity, equity, and inclusion in our workforce and eliminating discrimination. Our aim is for our workforce to be truly representative of all segments of society and our customers, and for each employee to feel respected and able to give their best at work.

1.1 文件目的 **Purpose**

1.1.1 为了持续营造开放交流的工作环境、促进和加强公司的机会平等、零歧视和碧桂园服务各公司所有人员的多元化和包容性，充分激发员工的创新性与活力，制定本多元化、平等与包容性政策（“本政策”）。

This Diversity, Equity & Inclusion Policy (“Policy”) is established to continuously foster an open and communication-friendly working environment that facilitates and strengthens equal opportunity, zero discrimination, as well as diversity and inclusion for all individuals within Country Garden Services, and fully stimulate the innovation and vitality of employees.

1.1.2 不对受保护的特征进行歧视：

(1) 年龄

碧桂园服务禁止歧视任何年龄段的员工，对于聘请或者晋升的员工不得因为其年龄而做出不公平的区别对待。

(2) 性别

碧桂园服务禁止在任何情况下基于性别歧视任何员工，包括但不限于薪资待遇、工作调配和职位晋升等。

(3) 种族（包括肤色、国籍、种族或民族血统）

碧桂园服务禁止在工作环境中歧视因种族、民族、肤色或其他信仰、文化或别的原因而权益受到侵害的员工。

(4) 宗教和信仰

碧桂园服务尊重员工的宗教信仰，保护他们的宗教信仰权利，禁止任何基于员工宗教信仰的歧视行为。

(5) 残疾

碧桂园服务承认残疾人士的工作能力和工作价值，对他们同样开放聘用和工作环境，并禁止对他们进行任何形式的歧视。

(6) 性取向

碧桂园服务不会因员工的性取向而对其进行歧视，对每个人的平等权利为公司的基础之一。

(7) 变性/性别认同

碧桂园服务尊重员工的性别认同与表达自由，禁止因性别认同或表达方式差异施加歧视。

(8) 婚姻或民事伴侣关系

碧桂园服务平等对待所有婚姻状态或民事伴侣关系的员工，杜绝基于婚姻状态的差别对待。

(9) 怀孕和生育

碧桂园服务禁止因怀孕、哺乳或育儿需求降低薪资、调岗或解雇员工，提供法定产假，保障职场母亲平等晋升机会。

(10) 其他受保护的特征

碧桂园服务禁止因一切法律未明示但实际造成不平等的特征实施歧视。

碧桂园服务也反对合作伙伴、客户或公众对受保护的特征歧视。

1.1.2 Not discriminate protected characteristics of:

(1) Age

The Company prohibits discrimination against employees of any age group. For employees hired or promoted, it must not make unfair differential treatment based on their age.

(2) Gender

The Company prohibits discrimination against employees based on gender under any circumstances, including but not limited to salary and benefits, job allocation and position promotion, etc.

(3) Race (including colour, nationality, and ethnic or national origin)

The Company prohibits discrimination against employees whose rights and interests have been violated due to race, ethnicity, color, or other beliefs, cultures or other reasons in the working environment.

(4) Religion and belief

The Company respects the religious beliefs of its employees, protects their rights to religious beliefs, and prohibits all forms of discrimination based on their religious beliefs.

(5) Disability

The Company recognizes the working ability and value of people with disabilities, and provides them with equal access to employment opportunities and working environment, and prohibits any form of discrimination against them.

(6) Sexual orientation

The Company will not discriminate against employees based on their sexual orientation, and the equal rights of every individual will serve as one of the foundations of the Company.

(7) Transgender/Gender identity

The Company respects the gender identity and freedom of expression of its employees and prohibits discrimination based on differences in gender identity or expression methods.

(8) Marital or civil partnership

The Company treats all employees equally regardless of marital status or civil partnership, and eliminates differential treatment based on marital status.

(9) Pregnancy and childbirth

The Company prohibits the reduction in salary, job transfer or dismissal of employees due to pregnancy, breastfeeding or child-rearing needs. It provides legal maternity leave and ensures equal promotion opportunities for working mothers.

(10) Other protected features

The Company prohibits discrimination based on any characteristics that are not explicitly stated by law but actually cause inequality.

Country Garden Services is also against discrimination on the basis of protected characteristics from partners, customers or the public.

1.1.3 反对和避免一切形式的歧视,包括薪酬和福利、雇佣条款和条件、处理投诉和纪律、解雇、裁员、育儿假、要求弹性工作,以及选择就业、晋升、培训或其他发展机会。

Oppose and avoid all forms of discrimination, including pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, paternity leave, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

1.2 适用范围 **Application Scope**

适用于碧桂园服务所有员工(含正式员工、实习生、兼职人员及外包员工)。

Applies to all employees including regular employees, interns, part-time workers and outsourced employees within Country Garden Services.

1.3 术语定义 Terms and Definitions

1.3.1 多元化: 指公司员工构成多样化, 包括但不限于在个人特质(如性别、年龄、性取向、种族、肤色、宗教/信仰及其他业务所在地获法律认可的特质)以及职业特征(如教育背景、擅长技能、工作经验、思维模式等)上的差异程度。

Diversity: refers to the diversity of the Company's staff composition, including but not limited to the degree of difference in personal characteristics (such as gender, age, sexual orientation, race, skin color, religion/belief and other characteristics recognized by the law in the place where the business is operated) and professional characteristics (such as educational background, skills, work experience, thinking mode, etc.).

1.3.2 平等: 指公司对所有员工一视同仁, 致力于识别和消除障碍, 以保证员工在获取资源方面没有差异, 为员工实现公平待遇和平等发展机会提供保障。

Equity: refers to the Company treating everyone the same, and the Company is committed to identifying and removing the barriers that create disparities in the access to the resources and means, and the achievement of fair treatment and equal opportunities to thrive.

1.3.3 包容性: 指公司员工在遵守公司制度和规范的前提下, 即便在上述方面属于少数群体或弱势群体, 仍可以平等地被团队接纳和欢迎, 尊重和支持, 并拥有公平的机会和回报。

Inclusion: on the premise of complying with the Company's policies and norms, even if employees belong to minority or vulnerable groups in the above aspects, they can still be accepted and welcomed by the team equally, respected and supported fully, and have fair opportunities and returns.

2 细则 Detailed Provisions

2.1 职责和权限 Duties, Authorities and Responsibilities

2.1.1 明确由人力资源管理中心统筹管理多元化事务, 监督并促进以下工作:

- a. 筹划和实施多元化项目;
- b. 支持多样化、平等和包容性战略;
- c. 管理员工歧视和骚扰的申诉及投诉;
- d. 解决公司代表性不足的群体面临的多样性问题;
- e. 推动多样化、平等和包容性文化建设, 监督培训和信息宣传。

The Human Resources Management Center will coordinate and manage diversity affairs, supervising and promoting the following work:

- a. planning and implementing diversity programs;
- b. supporting diversity, equity and inclusion strategies;
- c. managing employee discrimination and harassment complaints;

d. addressing issues of diversity that the underrepresented groups face in the Group;

e. developing culture of diversity, equality and inclusion, monitor training and information dissemination.

2.1.2 人力资源管理中心负责制定及发布本政策，适时修订，监测本政策以及任何支持性行动计划在实践中的运作情况，并考虑采取行动解决相关问题。

The Human Resources Management Center is responsible for establishment and release of this Policy, making timely revisions, monitoring and assessing how the Policy and any supporting action plan working in practice, and considering taking action to address any issues.

2.1.3 业务部门的经理和员工应依据本政策，在日常工作中持续推动、贯彻执行。

Managers and employees in business departments are responsible for the promotion and implementation of this Policy during their day-to-day activities.

2.2 理念 Corporate Philosophy

基于公司核心价值观，尊重和支持发挥团队、个人的价值，促进多元化与包容性的发展。

Based on the Company's core values, respect and give full support to develop the values of the team and individuals to promote the development of diversity and inclusion.

公司需要灵活应对日益多样、更加复杂的业务环境，不断满足全球客户的需求，力争实现可持续发展，公司尊重并实践多元化与包容性，发挥员工各自的优势，通过团队协作不断创造价值。

The Company needs to respond flexibly to the increasingly diverse and more complex business environment, constantly meet the needs of global customers, and strive to achieve sustainable development. The Company respects and encourages diversity and inclusion, gives full access to the respective advantages of employees, and continuously creates value through teamwork.

2.3 拓展多元化人才发挥价值的机会 Expand Opportunities for Diversified Talents to Exert their Value

2.3.1 审核所有正式和非正式的雇佣/雇佣惯例和程序，以确保它们是公平的，并帮助识别优秀人才。

Review all formal and informal employment/hiring practices and procedures to ensure they are fair and help to identify excellent talents.

2.3.2 录用全球化人才，培养、晋升可承担公司经营重任的人才。

Employ global talents, cultivate and promote talents who can undertake the critical task of the Company's operation.

2.3.3 适当考虑促进具有受保护特征的人和没有受保护特征的人之间机会平等的必要性。

Have due regard to the need to advance equity of opportunity between people who share protected characteristics and those who do not.

2.3.4 避免、消除因个体受保护特征而形成的歧视或偏见。

Avoid and eliminate discrimination or prejudice caused by individual specific characteristics.

2.3.5 寻找来自各种背景的优秀人才加入我们的队伍。

Source and engage talents with diverse backgrounds in order to enrich our teams.

2.3.6 为所有员工提供培训、发展和进步的机会，包括资质支持、内部学习和领导力培训，帮助和鼓励他们充分激发自己的潜能，以便充分利用其才能和资源，使公司的效率最大化。

Provide all staff with opportunities of training, development and improvement, such as qualification support, internal learning and leadership training. Help and encourage staff to develop their full potential, so that their talents and resources can be fully utilized to maximize the efficiency of the organization.

2.3.7 根据员工工作表现做决定。

Make decisions concerning staff being based on merit.

2.4 培养各级管理人员的包容性 Cultivate the Sense of Inclusion of Managers at All Levels

2.4.1 确保团队成员能够在团队讨论中畅所欲言。

Ensure that team members can speak freely in team discussions.

2.4.2 给予团队成员提出新颖想法的合适空间。

Give team members the right space to put forward novel ideas.

2.4.3 倾听团队成员的建议并给予反馈。

Listen to team members' suggestions and give feedback.

2.4.4 为团队成员提供具体的、有建设性的建议。

Provide specific and constructive suggestions to team members.

2.4.5 分享团队的成功经历和成员荣誉。

Share the team's successful experience and honors won by team members.

2.4.6 鼓励授权团队成员，使之在一定范围内有自主决定权。

Encourage the authorization of team members to make their own decisions within the parameters of their role.

2.5 提供多元化群体支持网络 Provide Diversified Group Support Network

2.5.1 开展多种形式的沟通会。

Carry out various forms of communication meetings.

2.5.2 考虑不同国家的风俗设计相应的福利政策。

Consider the customs of different countries and design corresponding welfare policies.

2.5.3 结合当地情况开展“员工及家属开放日”活动。

Carry out "Open Day" program for employees and family members based on local circumstances.

2.6 规范促进多元化与包容性的措施 Regulate the Measures to Improve Diversity and Inclusion

2.6.1 创造一个没有欺凌、骚扰、伤害和歧视的工作环境，让所有人拥有尊严和感到被尊重，承认和重视所有员工的个体差异和各自贡献。

Create a working environment free of bullying, harassment, victimization and discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognized and valued.

2.6.2 为特定人群的员工提供必要的设施及政策支持。

Provide necessary facilities and policies support for specific staff.

2.7 遵循工作场所机会均等原则 Implement the principle of equal opportunity in the workplace

2.7.1 在晋升、职业发展和薪酬确认的过程中认可每一项为完成工作所需的知识和技能，并考虑机会均等、不歧视、尊重多样性的标准。

Value all knowledge and skills as required to perform a job during evaluating the promotion, professional development and remuneration. Standards of equal opportunity, non-discrimination and respect for diversity shall be taken into account.

2.7.2 根据候选人的知识和能力，选择优秀的专业人员。

Choose the best professionals based on the knowledge and abilities of the candidates.

2.7.3 防范歧视性工资差异，确保员工在公司、工作组和工作岗位相适宜。

Prevent discriminatory salary differences and ensure appropriate integration of professionals within the Company, workgroup and position.

2.7.4 确保对所有员工进行适当工作所需的知识和技能类培训。

Ensure that education and training are provided for all professionals concerning the knowledge and skills required for the proper performance of the work.

2.7.5 促进公司内的性别平等，遵守各国家/地区的法律规定和最佳国际实践，维护一个没有骚扰的工作环境，确保申诉渠道灵活有效。

Promote gender equity within the Company, comply with applicable law in each country/region and follow the best international practices, maintain a working

environment free of harassment, and ensure the establishment of agile and effective grievance channels.

2.7.6 促进透明的沟通，消除任何违反平等机会的行为。

Promote transparent communication and eliminate any actions contrary to equal opportunity.

2.8 设置符合公司合规要求的纪律处分和投诉程序 Set up disciplinary and complaints procedures in accordance with the compliance requirements of the Company

2.8.1 制定关于工作场所多元化与包容性的投诉规定。认真对待有关同事、客户、供应商、访客、公众和任何其他人在公司工作活动过程中的欺凌、骚扰、伤害和歧视的投诉。

Formulate the provisions of making complaints regarding diversity and inclusion in the workplace. Take complaints of bullying, harassment, victimization and discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the Company's work activities seriously.

2.8.2 同事、客户、供应商、访客、公众和任何他人，如在工作活动过程中遭遇欺凌、骚扰、伤害和歧视，或发现他人遭遇上述情况，均可通过正式或非正式的程序联系直线经理或人力资源部门投诉。

Any fellow employees, customers, suppliers, visitors, the public and any others who were bullied, harassed, victimized, discriminated in the course of the Company's work activities, or found anyone else experienced the above situation, can make complaints to their line manager or Human Resources Department formally or informally.

2.8.3 人力资源部门将协同相关部门开展调查，并依据公司的政策、制度以及所在地区的法律规定进行处理。公司将为进行投诉或者举报的员工提供保护，且不允许任何针对投诉或者举报或参加调查行动的任何人的报复行为。

The Human Resources Department, in collaboration with relevant departments, will investigate and deal with the complaints based on the Company's policies and rules as well as the laws and regulations of the relevant region. The Company will provide protection to any employee who makes a complaint or report, and will not allow any retaliation against anyone who makes such complaints or reports or participates in an investigation.

3. 附则 Supplementary Provisions

3.1 文件冲突与规避：其他文件如有与本政策规定相同内容的，以本政策要求为最终要求。

Conflict and Circumventions: If other documents have the same content as specified in this Policy, the requirements of this Policy shall be taken as final.

3.2 文件解释：就该文件的理解或执行有差异的，由人力资源管理中心负责解释。

Interpretation: The Human Resources Management Center has the right of interpretation in case of any difference in the understanding or execution of the document.

3.3 文件生效: 本文件自 2025 年 6 月 30 日起生效。

Effectiveness: This document shall take effect from June 30 , 2025.