

COUNTRY GARDEN SERVICES HOLDINGS COMPANY LIMITED

碧桂園服務控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(Stock Code: 6098.HK)

Occupational Health and Safety Policy

1. General Principles

Country Garden Services Holdings Company Limited ((hereinafter referred to as "Country Garden Services" or the "Company") has always upheld the principle of "Employees First" and places the life safety and physical health of employees and the communities it serves above all else. This Policy aims to establish a systematic and standardised occupational health and safety management system, providing employees with a safe, healthy, and comfortable working environment, while building a solid safety defence line for the communities served, and striving to achieve the sustainable development of employees, the Company, and society.

1.1 Management Philosophy

The Company strictly complies with national laws and regulations, including the Labour Law of the People's Republic of China, the Work Safety Law of the People's Republic of China, the Law on the Prevention and Control of Occupational Diseases of the People's Republic of China, the Fire Protection Law of the People's Republic of China, and the Regulations on Work-Related Injury Insurance, and also refers to the principles of core conventions of the International Labour Organization (ILO), such as the Occupational Safety and Health Convention (No. 155) and the Promotional Framework for Occupational Safety and Health Convention (No. 187), in carrying out occupational health and safety management.

1.2 Commitments

The Company solemnly undertakes to apply the principles of "Safety First, Prevention Foremost" throughout all its operational activities. The Company is committed to:

1.Setting Quantitative Targets: Establishing measurable, quantifiable, and traceable occupational health and safety management objectives, adhering to the bottom line of zero major production safety accidents and zero fire-related liability accidents, and continuously reducing occupational safety and health risks.

2.Full Compliance: Ensuring that all workplaces and operational activities comply with applicable national and local laws and regulations.

3.Continuous Performance Improvement: Promoting the continuous improvement of the performance of the safety and health management through the setting of safety objectives, regular assessment, and disclosure. The Company's Executive Director and President is the primary person responsible for production safety and occupational health; the Board of Directors is responsible for production safety strategy, and health and safety performance is linked to the remuneration of the President and relevant senior executives.

4.Employee Participation: Relying on trade unions, workers' congresses, and other organisations to conduct regular special communications with workers and extensively collect workers' opinions and suggestions on operational safety, environmental improvements, and health protection. For important matters such as amendments to occupational health and safety policies, system optimisation, risk control, and resource allocation, workers' representatives are fully consulted to ensure employees' rights to participation and supervision.

1.3 Safety and Health Protection Measures

To effectively implement the above commitments, the Company has established and implements the following systematic protection measures:

1.System Development: Formulating and implementing internal systems such as the Measures for Operational Risk Control of Property Basic Services and the List of Safety Risk Sources for Property Basic Services to standardise the entire safety management process.

2.Risk Assessment Mechanism: Establishing a risk-graded control mechanism to identify, assess, and manage various operational risks on a graded basis, and directly linking production safety risk management to the performance appraisal of responsible personnel.

3.Signing of Safety Responsibility Letters: At the beginning of each year, the Group signs the Appointment Letter for Unit Production Safety Responsible Person with the heads of each unit. Each unit organises the signing of the Appointment Letter for Project Production Safety Responsible Person with regional and project managers on an annual basis. When there is a change in responsible personnel at any level, the appointment letter must be re-signed within 15 working days of assuming the post to ensure seamless accountability.

4.Occupational Health and Care: In accordance with job requirements, the Company promptly issues standard-compliant labour protection articles to employees and supervises and guides their correct use. The Company attaches great importance to employees' mental health and provides support through mental health lectures and stress management training to help employees manage work- and life-related stress and promote comprehensive physical and mental well-being.

5.Closed-Loop Investigation Procedure for Safety Accidents: The Company has established a standardised process for investigating and handling work-related injuries, occupational health issues, diseases and safety incidents. When such events occur, emergency response is initiated immediately. The safety management department conducts special investigations in cooperation with relevant parties to identify the causes, review management loopholes, and define corrective responsibilities, timeframes, and preventive measures. A special case file is created to achieve closed-loop management covering reporting, investigation, rectification, review, and archiving, so as to prevent recurrence of similar incidents.

6.Risk-Graded Priority Control and Quantitative Improvement Plan: Based on risk assessment results and incident records, the Company categorises all occupational health and safety risks, assigns control priorities according to risk levels, and prioritises the rectification of high-risk hazards. In line with annual quantitative performance targets, the Company formulates special action plans, links risk control, hazard rectification, and health protection measures with quantitative indicators, regularly verifies implementation outcomes, and dynamically optimises them to continuously improve the level of safety management.

1.4 Stakeholder Communication

The Company's safety and health policy explicitly applies to all contractors, suppliers, and partners. The Company requires these parties to comply with equally stringent safety standards and clearly defines safety responsibilities and obligations in contract terms. Contractor safety performance is incorporated into the evaluation system; the Company conducts regular safety audits of contractors and provides necessary safety training to ensure consistency in safety management throughout the supply chain.

1.5 Training

1. Induction Safety Training for All Employees: All new hires are required to learn general safety risk prevention knowledge and become familiar with their job responsibilities, safety requirements, and standard operating procedures (SOPs) before officially commencing work. At the time of onboarding, employees sign the Country Garden Services Employee Production Safety Commitment Letter or the Country Garden Services Management Personnel Production Safety Commitment Letter, with the originals filed together with personnel records for future reference.

2. Job-Specific Safety Skills Training: Ensuring that employees possess the necessary safety knowledge and emergency response capabilities. In particular, butler teams are required to obtain a Red Cross first-aid certificate as a condition of employment. Monthly professional safety reinforcement training is conducted for each business line, and the unit's operations management department conducts quarterly inspections.

3. Safety Awareness Enhancement: The 9th of each month is designated as "Country Garden Services Safety Day". Each unit organises a series of safety-themed activities, including emergency drills and safety knowledge competitions, to continuously strengthen the safety awareness of all staff and foster a culture in which "everyone values safety and everyone can respond to emergencies".

1.6 Scope of Application

This Policy applies to all employment relationships within the Company's entire operations. At the same time, this Policy explicitly extends to the Company's suppliers, contractors, partners, and other relevant stakeholders, requiring them to jointly comply with health and safety requirements.

2. Decision-Making Bodies and Responsibilities

The highest decision-making body for this Policy is the Board of Directors. The Company's ESG Committee and ESG Working Group serve as the lead departments, and all business centres and functional departments are responsible for comprehensively promoting the implementation of the Policy.

3 Supplementary Provisions

3.1 Conflicts and Supremacy: Where other documents contain similar provisions to this Policy and there is a conflict, the requirements of this Policy shall prevail.

3.2 Review and Amendment: The Company will review and update this Policy in a timely manner in accordance with changes in national laws and regulations, the Company's operational realities, and performance appraisal results.

3.3 Effective Date: This Policy takes effect as of the date of issuance.