



天伦燃气
TIANLUN GAS

Tian Lun Gas Holdings Limited
天倫燃氣控股有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 01600

2021

ENVIRONMENTAL,
SOCIAL AND GOVERNANCE REPORT



Tian Lun Gas Holdings Limited

2021

**Environmental,
Social and Governance Report**



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About the Report

Tian Lun Gas Holdings Limited (the “Company”) (1600. HK) hereby presents the 2021 Environmental, Social and Governance Report (the “Report” or the “ESG” Report) of the Company and its subsidiaries (collectively, the “Group” or “Tian Lun Gas”). The Report aims to disclose the ESG practices and performance of the Group in 2021 in an open and transparent manner so that people from all walks of life learn the sustainability practices and performance of the Group.

The Report covers the Group's principal businesses including its investment, operation and management of gas pipeline connections, transportation, distribution and sales of gas, construction and operation of gas filling stations, and production and sales of liquefied natural gas ("LNG") in China. The time period covered by this Report is from 1 January 2021 to 31 December 2021 (the "Reporting Period"), and some contents are beyond the above period. There are no significant adjustments in the reporting scope compared with the 2020 ESG Report.

Reporting Scope

Reference

The Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide ("ESG Reporting Guide") in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited ("HKEX").

All financial data in the Report are derived from the 2021 Annual Report. Other data are from the Company's internal management system and statistics, involving some historical data. All Data and figures are reported in RMB in the Report, unless otherwise stated.

Data

Report Availability

The Report is available in electronic version which can be viewed or downloaded on the website of the Company (www.tianlungas.com) and the HKEX website (www.hkexnews.hk).

Chairman's Statement



Zhang Yingcen, Chairman

2021 marks the beginning of the “14th Five-year Plan” period. As a listed company specializing in urban pipeline gas operation, Tian Lun Gas persists in kicking off the “14th Five-year Plan” with high-quality development. The resurgence of COVID-19 and extreme weather caused by climate change have posed enormous challenges to the stable operation of the Group. In the context of the national “dual carbon” goals, the Chinese government released a series of policies to accelerate the green transition of the energy industry, which also presented new opportunities to the development of the Group. Adhering to the mission of “improving living environment and developing clean energy”, we will further expand and innovate the low-carbon energy business while developing the city gas business with high quality. We also aim to become a first-class green and low-carbon energy product and service provider in China and align economic benefits with social benefits to the greatest extent.

Building an effective governance system holds the key to practicing sustainable development to the core. Tian Lun Gas highly values corporate governance, establishes an ESG governance framework, and steers ESG planning. In 2021, the Group focused on material ESG issues to effectively improve corporate governance and sustainability.

The Group insists on safe and stable gas services as the lifeline of corporate operation and development. To fully serve the needs of people's livelihood, Tian Lun Gas strictly guarantees the source of gas supply, establishes a long-term safety control mechanism, incorporates safety awareness into the whole process of corporate operation, and conscientiously conducts safety publicity and awareness training. Adhering to the corporate style of “quick response and speedy and strict enforcement”, Tian Lun Gas provides customers with the top-quality, most efficient services and strives to build a positive supply-demand relationship.

Developing an eco-friendly company is the cornerstone of our development. As the “dual carbon” goals are upgraded into the national strategy, it is an irresistible trend to build Tian Lun Gas into a more low-carbon, eco-friendly city gas service provider. To this end, Tian Lun Gas makes an all-around assessment of the impact of the “dual carbon” goals on the industry, formulates the 2022-2024 strategic development plans and goals, and proactively promotes the use of clean energy. The Group also joins hands with well-known enterprises such as Zhuhai Port Co., Ltd and Henan SDIC Power Holdings Co., Ltd to open a new chapter for the development of energy enterprises. Meanwhile, the Group continuously strengthens daily management, proactively promotes methane management, energy conservation, and emission reduction, and further improves green development to a new level.

“To develop and enjoy Tian Lun together” is the philosophy that Tian Lun Gas is pursuing unceasingly. We recruit outstanding talents and actively build a competent team of professional talents to gain momentum for corporate development. Tian Lun Gas focuses on safeguarding the legitimate rights and interests of employees, creating a perfect workplace for all employees, and comprehensively improving their sense of happiness and gain. Moreover, we have also established effective training and promotion systems to help employees realize their value and enhance their sense of achievement.

To honor our social commitments and showcase our positive corporate image, Tian Lun Gas actively responds to the national call for “rural revitalization” and adopts a multi-pronged approach to help promote the “rural gasification” program by virtue of the strength of our advantages and experience. In addition, the Group is actively involved in the fight against the epidemic, disaster relief, and other “battlefields”, and guarantees people's livelihood amid difficult times.

Embarking on the new expedition, Tian Lun Gas will continue to seize opportunities and rise to whatever challenges lie ahead. We will remain well-positioned for new development opportunities in the new era, penetrate deeper into low-carbon energy and green development, and march towards efficient and sustainable development. We will also unite with all sectors of society, contribute to fruitful achievements of public utilities, and showcase the new charm of the Group.



ESG Statement From the Board of Directors

Tian Lun Gas appreciates the importance of ESG to our long-term stable operation. We have established an effective ESG management mechanism and governance mechanism to promote the harmonious integration of Tian Lun Gas with the environment and society, and create environmental, social, and corporate values in a sustainable manner.

Tian Lun Gas establishes a three-level ESG management structure to ensure that all ESG work should be implemented effectively. The Board of Directors, as the highest decision-making body on ESG matters, assumes full responsibility for ESG strategies. The Board of Directors has set up an ESG Committee responsible for guiding ESG-related issues. At the management level, an ESG management group has been set up that is comprised of the heads of all functional departments and(or) business departments. The ESG management group is responsible for guiding and promoting ESG-related matters. At the execution level, an ESG working group has been set up that is led by the Investor Relations Department and comprised of the staff of all functional departments and(or) business departments. The ESG working group is responsible for communicating and coordinating with all business departments and functional departments to promote specific ESG work. The relevant staff of all business departments and functional departments should assist in the implementation of ESG work.

Tian Lun Gas regards environmental, social, and governance (ESG) work as an integral part of corporate strategy development and management. In 2021, Tian Lun Gas carried out strategic deployments to respond to climate change, and evaluated the risks and opportunities brought by climate change to our future business operations in accordance with the “dual carbon” policies. During the “14th Five-year Plan” period, Tian Lun Gas will focus on clean energy as the principal business development direction, facilitate the revolution of energy production and consumption, and build a clean, low-carbon, safe and efficient energy system.

Approved by the Board of Directors, the Report offers full visibility into the ESG progress and achievements of Tian Lun Gas in 2021. The Board of Directors, along with all directors of the Company, undertakes that the Report does not contain any false or misleading statements or omit any material facts, and shall shoulder individual and joint responsibility for the truthfulness, accuracy, and completeness of the contents of the Report.

About the Group

Tian Lun Gas was established in 2002 which is one of the earliest enterprises specialized in urban gas operation, township gas operation, long-haul pipeline and industrial direct supply business, gas station and LNG plant business. On 10 November 2010, the Company was listed on the Mainboard of HKEX with stock code 1600. As of December 31, 2021, Tian Lun Gas has successfully operated 69 urban gas projects in 16 provinces, 1 LNG plant and 6 long-haul pipelines.

As the energy industry accelerates its green transition, Tian Lun Gas will continue to practice the vision of “committing to the cause of people’s livelihood and achieving the brand for centuries”, and honor the mission of “developing clean energy and improving living environment”. We will proactively adapt to market trends and help to achieve China’s goals of carbon peak and carbon neutrality. While developing the high-quality city gas as the principal business, we will further expand and innovate the low-carbon energy business, and aim to become a first-class green and low-carbon energy product and service provider in China.

ESG-related milestones of Tian Lun Gas in 2021

Timeline	Achievements
January 2021	Winner of the “Best Infrastructure and Utilities Stock Company” of the 5th Golden Hong Kong Stock Awards
January 2021	Winner of the China Best Employer Award 2020
May 2021	Mr. Zhang Yingcen, Chairman of Tian Lun Gas, won the “Leader of the Year Award of Henan Private Enterprises with Social Responsibility in 2020”
June 2021	Successfully invited Zhuhai Port Co., Ltd. as the second largest shareholder holding equity of 11.96%
July 2021	Signed a strategic cooperation agreement with Zhuhai Port Co., Ltd. to deepen pragmatic cooperation in new energy
August 2021	Initiated the employee equity incentive plan
October 2021	Mr. Zhang Yingcen, Chairman of Tian Lun Gas, won the honor of “Individual Star for Most Caring Donation” from Henan Charity General Federation
November 2021	Signed a strategic cooperation agreement with Henan SDIC Power Company to jointly build a partnership for the green and low-carbon sustainable development
December 2021	Signed a strategic cooperation agreement with CECEP Building Energy Conservation Co., Ltd. to jointly develop new energy supply systems and comprehensive energy services based on clean energy

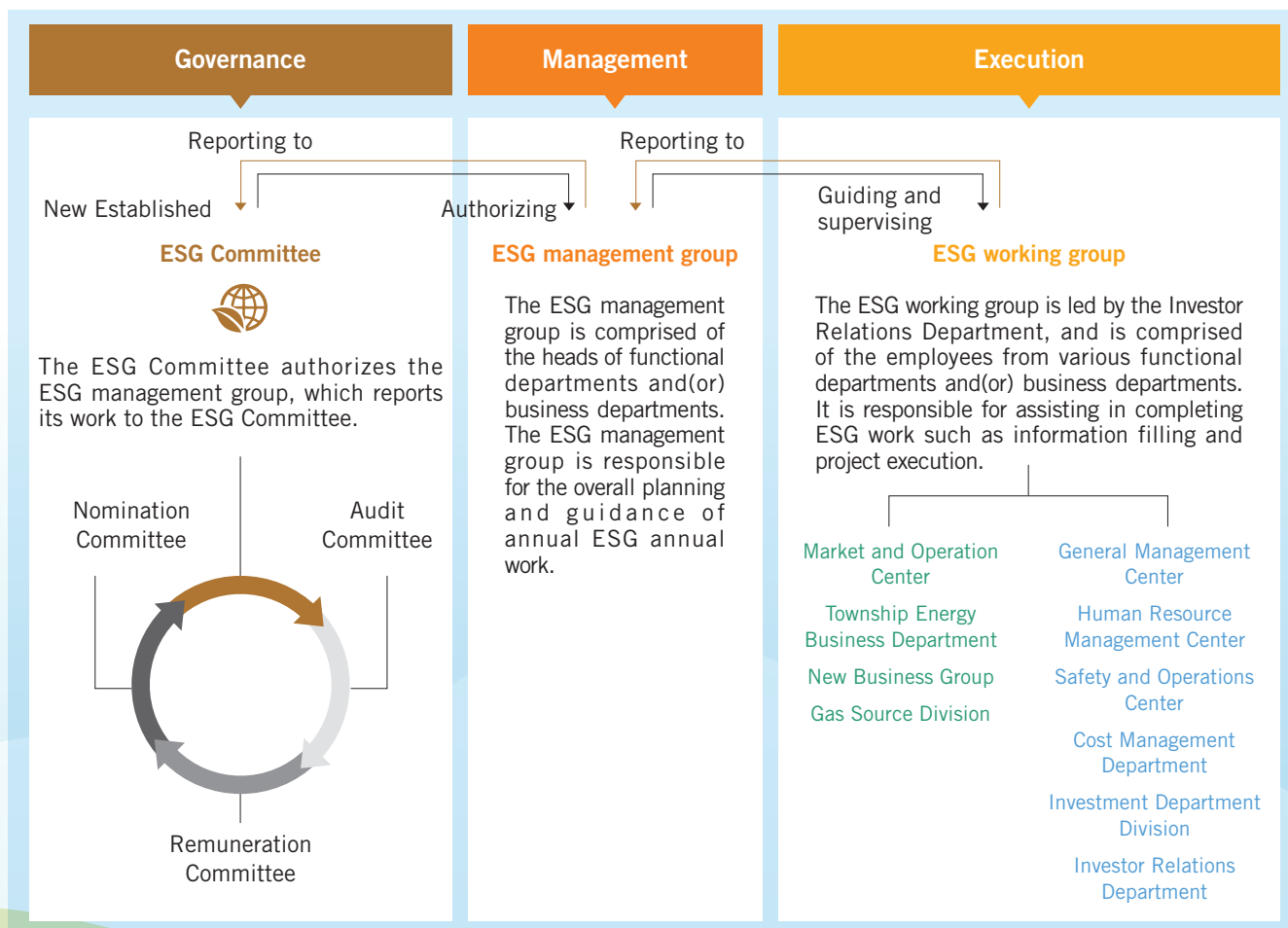
ESG Management



Tian Lun Gas always adheres to the core values of sustainable development, continuously improves the ESG management system, and incorporates ESG factors into decision-making and daily operations to comprehensively promote the sustainable development of the Group. Moreover, Tian Lun Gas continuously strengthens communication with stakeholders and listens to the opinions of various parties to promote the win-win sustainable development shared by all.









ESG MANAGEMENT SYSTEM

Tian Lun Gas is committed to building an ESG management system with a complete structure, clear hierarchy, well-defined rights and responsibilities, and efficient operation. In 2021, we further improved the system building, established a three-level ESG management structure consisting of “governance, management, and execution”. The Group set up ESG Committee, and establishes a board-level ESG management system led by the ESG Committee. The ESG management group, comprised of heads of functional departments and(or) business departments, is set up under the ESG Committee to guide and promote ESG-related matters. The ESG working group, led by the Investor Relations Department and comprised of the employees from all functional departments and(or) business departments, is set up under the ESG management group to communicate and coordinate with all business departments and functional departments to promote ESG work. The relevant staff from all business departments and functional departments should assist in the implementation of ESG work.



STAKEHOLDER ENGAGEMENT

The opinions of stakeholders from a wide spectrum of society are of great significance to our sustainable development efforts, so Tian Lun Gas highly values communication with all stakeholders. In order to enhance transparency to the public, we understand the expectations of all stakeholders in detail through diversified communication methods, and respond to their requirements promptly.

Stakeholder	Expectations and requirements	Communication methods and channels	Response and feedback
Shareholders /Investors 	<ul style="list-style-type: none"> Development strategies of the Group Growth potential of the Group Investment returns Timely information disclosure Corporate compliance 	<ul style="list-style-type: none"> Results conferences General meetings Roadshows Interim and annual reports Project research 	<ul style="list-style-type: none"> Disclosure of announcements, resolutions of general meetings and financial reports as required Strive to improve profitability Timely disclosure of information Actively organize field research of projects
Customers 	<ul style="list-style-type: none"> Safe and stable supply of gas Service quality Protection of personal information of customers Reasonable price 	<ul style="list-style-type: none"> Customer satisfaction survey Complaints and advice from multiple channels 	<ul style="list-style-type: none"> Regular safety inspections for customers Improvement in service quality Timely handling of complaints and advice
Employees 	<ul style="list-style-type: none"> Compensation and benefits Training and development Working environment Relationship with employees 	<ul style="list-style-type: none"> Staff representatives Internal and external training for employees Staff activities 	<ul style="list-style-type: none"> Establish a fair remuneration and promotion mechanism Expand the types and methods of training Care for employee health Organize staff activities Provide a healthy and safe working environment
Government/ Regulator 	<ul style="list-style-type: none"> Pay taxation in accordance with the law Timely and regulated information disclosure Safe operation in compliance with the law Control regulations Environmental protection 	<ul style="list-style-type: none"> Institution visits Give work reports Daily communication Information disclosure 	<ul style="list-style-type: none"> Operation in compliance with the laws and regulations Accept government inspections and visits Truthful and accurate information disclosure Carry out operating activities in accordance with policies
Suppliers/ Partners 	<ul style="list-style-type: none"> Punctual performance of contractual obligations Transparent procurement Corporate reputation 	<ul style="list-style-type: none"> Supplier discussion meetings Daily communication Strategic cooperation 	<ul style="list-style-type: none"> Open tender and performance of contracts as agreed
Environment 	<ul style="list-style-type: none"> Energy saving and emission reduction Reduce environmental impacts 	<ul style="list-style-type: none"> Environmental impact assessment and external communication Environment management 	<ul style="list-style-type: none"> Supply clean energy Practice resources saving
Community 	<ul style="list-style-type: none"> Facilitate regional development Business ethics Carry out public welfare 	<ul style="list-style-type: none"> Charity events Volunteer activities 	<ul style="list-style-type: none"> Tian Lun Charity Fund Take part in public welfare
Media 	<ul style="list-style-type: none"> Transparent information Smooth communication Maintain good media relations 	<ul style="list-style-type: none"> Press conference Media project investigation Management Interviews 	<ul style="list-style-type: none"> Regular press conferences Distribution of press releases to the media Update business news on the Group's website Responses to media inquires Continuous communication with the media

RESPONDING TO ESG REPORTING PRINCIPLES

Materiality: In order to define the key areas of ESG practices and information disclosure and to improve the pertinence of the Report, Tian Lun Gas identified ESG issues and conducted a materiality assessment in accordance with the requirements of the ESG Reporting Guide to ensure that the information disclosed in the Report comprehensively covered the key issues of concern to Tian Lun Gas and its stakeholders. In 2021, to ensure accurate and comprehensive information disclosure, the Group reviewed the 2020 assessment results based on industry issues and changes in ESG development trends. After the review, the Group found that there are no changes for the number of material issues and their priority of importance to Tian Lun Gas, which are consistent with that in 2020 Report.

Screening process of ESG issues

Collecting related issues

The identification of material issues was conducted by independent third-party consultants of the Group. There were 26 ESG issues collected for the assessment, which were identified through a wide range of data sources, including the ESG Reporting Guide, stakeholder engagement and their opinions, policies and management strategies of the Group, industry benchmarking, ESG rating system analysis, internal publications and media coverage.

Investigating the degree of concern

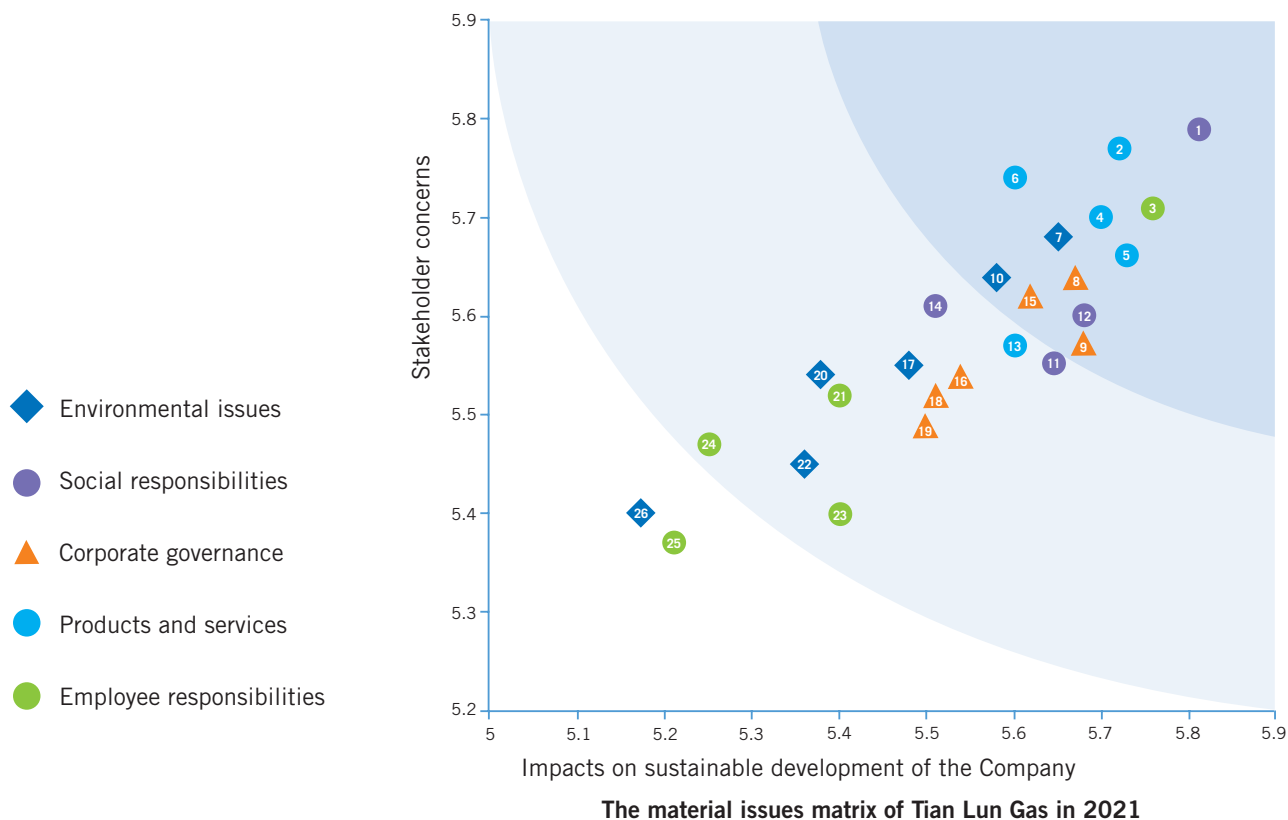
Tian Lun Gas conducted a questionnaire survey on 11 major stakeholder groups and invited stakeholders to prioritize all issues from their perspectives

Analyzing the operational impact

Consulting senior management for the opinions on the importance of the issues to Tian Lun Gas from the Group's perspective

Confirming issue priority

These issues were analyzed in terms of their importance to each stakeholder and Tian Lun Gas. They were expressed in a matrix. This matrix of material issues will serve as an important reference for future strategy formulation, goal setting and continuous information disclosure



Number	Issues	Number	Issues
1	Safe and stable supply of gas	14	Employee training and development
2	Occupational health and safety	15	Customer privacy protection
3	Epidemic prevention and control	16	Anti-unfair competition practices
4	Equal employment	17	Environment emergency management
5	Protection of employees' rights and interests	18	Intellectual property protection
6	Preventing forced and child labor	19	Industry collaboration
7	Tackle climate change	20	Pollutant emissions
8	Anti-corruption	21	Community relations
9	Product and technology innovation	22	Biodiversity protection and land use
10	Revenue and performance	23	Social welfare
11	Supplier management	24	Protection of the rights and interests of locations of operation/local residents
12	Resource and energy conservation	25	Targeted poverty alleviation
13	Customer service	26	Noise control

Quantitative: Tian Lun Gas has put in place collection toolkits for ESG indicators covering headquarters and subsidiaries, regularly collects quantitative key performance indicators (“KPIs”) in all environmental aspects and some social aspects set forth in the ESG Reporting Guide, and summarizes them during the year to prepare the Report for public disclosure. Quantitative ESG data are detailed in relevant chapters of the Report.





Balance: The Report has been reviewed and confirmed by the Board of Directors, which undertakes that the content in the Report is objective and transparent. All information disclosed is available on the website of the Company or public media.










Consistency: There are no significant adjustments to the reporting scope in this Report compared to previous ones, with consistent methodologies used and some of the disclosure categories further refined in line with the ESG Reporting Guide. Comparisons of ESG data over years are detailed in relevant chapters of the Report.

ESG DEVELOPMENT GOALS AND ANNUAL PERFORMANCE

Tian Lun Gas gives full support to the UN Sustainable Development Goals (SDGs) by leveraging the environmental attributes of the business. The Company identifies 10 SDGs with the highest relevance based on business characteristics, and is committed to supporting and implementing the SDGs in our development strategies and business operations.

ESG development goals and annual key performance

Strategic pillar	Specific issue	SDGs responded	Our goals	Performance in 2021
Safety production	<ul style="list-style-type: none"> Safe and stable gas supply Occupational health and safety 	   	Comprehensively strengthening the safety management system, ensuring staff health and user safety, and achieving stable gas supply and safe continuous operation.	<ul style="list-style-type: none"> Safety accident: 0 Investment in safety production: RMB29.75 million Work-related fatality: 0
Eco-friendly operation	<ul style="list-style-type: none"> Environmental emergency management Pollutant emissions Resource and energy conservation Noise control Addressing climate change Biodiversity conservation and land use 	 	Continuously optimizing the production process and environmental management, mitigating the environmental impact of all business efforts, improving the efficiency of resource use, and actively responding to climate change.	<ul style="list-style-type: none"> Natural gas recycled: 3,599,041 m³ The total volume of city gas sales and long-haul pipeline gas transmission: 2.755 billion m³, equivalent to the replacement of about 4.59 million tonnes of standard coal 6,741 kilometers of medium-pressure pipelines have been built outside the villages, and 40,000 kilometers of pipelines have been built inside the villages Imposing zero impact on basic farmland work after the completion of the long-haul pipeline project.

Strategic pillar	Specific issue	SDGs responded	Our goals	Performance in 2021
People-oriented management	<ul style="list-style-type: none"> Equal employment Protection of employees' rights and interests Preventing forced and child labor Employee training and development 	   	Improving the talent management system, safeguarding the rights and interests of employees by law, building harmonious, stable, and lasting labor relations, and realizing the mutual growth of employees and the Company.	<ul style="list-style-type: none"> Growth rate of total staff: 19.58% Percentage of female employees: 36.77% Turnover rate: 15.80% Growth rate of training hours: over 15 times
Responsible governance	<ul style="list-style-type: none"> Anti-corruption efforts Anti-unfair competition practices Protection of rights and interests of locations of operation/local residents 		Establishing a scientific and stable corporate governance structure, improving the internal control system and risk control mechanism, practicing business ethics, and ensuring the corporate operation in compliance with relevant laws and regulations.	
Win-win business	<ul style="list-style-type: none"> Customer service Customer privacy protection Industry collaboration Supplier management Revenue and performance Product technology and innovation Intellectual property protection 		Making overall arrangements for scientific and technological innovation and R&D, optimizing customer services, building a cooperation platform for the comprehensive development of upstream and downstream industrial chains, and achieving win-win success for all.	<ul style="list-style-type: none"> Proportion of ISO certified suppliers: 87%
Community building	<ul style="list-style-type: none"> Social welfare Epidemic prevention and control Targeted poverty alleviation Community relations 	  	Participating in social welfare activities, shouldering corporate citizenship responsibilities, and creating positive community relations	<ul style="list-style-type: none"> Donations to Henan Charity Federation: RMB5 million

Compliance and Win-win Partnership



Major issues addressed in this section	SDGs issues responded in this section	HKEX ESG indicators involved in this section
<ul style="list-style-type: none"> • Anti-corruption • Supplier management • Anti-unfair competition practices • Industry collaboration 	 	B5 Supply chain management B7 Anti-corruption

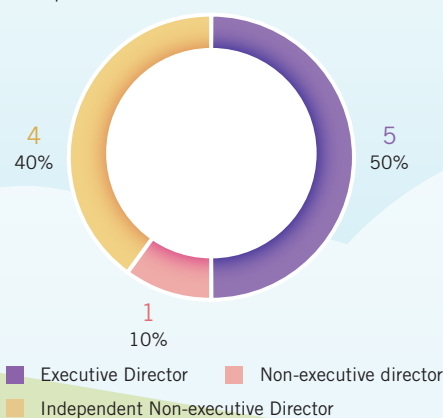
Tian Lun Gas highly values the role and impact of corporate governance in the process of development, takes various measures to enhance corporate governance, comprehensively improves the construction of internal systems and mechanisms, and builds sound systems for risk evaluation and control. We firmly abide by compliance requirements, build the company-level integrity culture, and provide an effective guarantee for the healthy development of the Group. In addition, Tian Lun Gas actively cooperates with partners to pursue mutual progress and development. We also persist in building a win-win partnership with suppliers and working together for a brighter future.

IMPROVEMENT OF CORPORATE GOVERNANCE

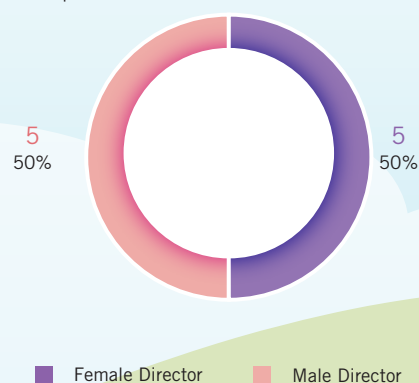
Tian Lun Gas constantly improves corporate governance and innovates governance measures in strict accordance with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, and other relevant listing rules and regulations. We have formulated the *Memorandum and Articles of Association* and other relevant guidelines to further strengthen the transparency of information disclosures and enhance information sharing with investors. We have also convened the general meetings, the meetings of the Board of Directors, and the meetings of the Board of Supervisors that are strictly in line with the rules of procedure, ensuring the robust and sound operation of the Group. In 2021, Tian Lun Gas convened two general meetings, six meetings of the Board of Directors, two meetings of the Audit Committee, four meetings of the Remuneration Committee, and four meetings of the Nomination Committee.

The Group has set up the Board of Directors with structural diversity as the highest decision-making body. The Board of Directors consists of the Audit Committee, the Nomination Committee, and the Remuneration Committee, which are responsible for supervising and controlling all work of the Group within their scope of duty and power respectively. Tian Lun Gas selects or appoints any Director candidate in strict accordance with the *Board Diversity Policy and the Scope of Duties and Responsibilities of the Board of Directors*. In electing any member of the Board, Tian Lun Gas considers various factors such as gender, educational background, and knowledge about the Company. As of December 31, 2021, the Board of Directors of Tian Lun Gas had 10 directors, including five executive directors, one non-executive director, and four independent non-executive directors, 50% of whom were female directors.

Composition of Tian Lun Gas's Board of Directors



Composition of Tian Lun Gas's Board of Directors



Tian Lun Gas continuously promotes the construction of an information disclosure system, complies with various regulations, improves the quality of information disclosures, strengthens communication and exchanges with investors, and establishes efficient and transparent communication channels for investors. The Group regularly releases annual reports, interim reports, and relevant announcements through the official website, and conducts efficient and timely communication with investors on business development, strategic planning, and operating conditions through such means as general meetings, telephone interviews, and emails.

In 2021, due to COVID-19, the Group held nearly 100 online telephone conferences with investors and analysts, disclosing 57 announcements and two circulars for general meetings in total. We strictly complied with the listing rules and other relevant requirements throughout the year, registering no incidents of condemnation or violation from HKEX or the China Securities Regulatory Commission (CSRC).

ENHANCEMENT OF RISK CONTROL

Tian Lun Gas implements the risk control system, continuously enhances risk control, and improves the risk control system. As a subsidiary of Tian Lun Group, Tian Lun Gas carried out the internal audit and risk identification and management on the basis of the new *Audit Inspection and Management System of Tian Lun Group* in 2021, to provide guarantee for healthy development, prevent and control operating risks, further standardize the audit procedures, use of audit inspection results, and other related work.

According to the *Risk Management Manual of Tian Lun Gas Group*, Tian Lun Gas identifies risk points in 10 business modules, including material management, project management, financial management, capital management, administrative management, and capital market management, so as to strictly prevent and control risks in eight aspects, such as internal environment, goal setting, risk identification, risk evaluation, risk response, control activity, information and communication, internal supervision and evaluation, and take multiple measures to reduce the impact of risk.

In 2021, Tian Lun Gas continued to deepen the internal audit function. We tracked and audited the work, including the monthly fund of the Group, major bidding and procurement activities, engineering construction, marketing system usage, collection of gas sales payment, project management, and cost optimization. We also disclosed the problems identified promptly, offered audit opinions to the management, and urged relevant parties for rectification. In addition, the Group actively introduced the internal audit methods of advanced enterprises in the industry, actively innovated the audit mode, and formed a pool of external audit experts. Relying on the external audit expert pool, we systematically reviewed the management risks and improved our management significantly. In December 2021, the Group conducted a pilot audit at Lankao Company and achieved expected results. It is expected to complete the audit tasks of 15 companies in 2022 to further prevent risks.

REINFORCEMENT OF ANTI-CORRUPTION EFFORTS

Tian Lun Gas constantly promotes the construction of anti-corruption and includes the honest working style into the whole process of corporate governance. Tian Lun Gas strictly complies with relevant laws and regulations, such as the *Company Law of the People's Republic of China*, the *Anti-Monopoly Law of the People's Republic of China*, and the *Anti-unfair Competition Law of the People's Republic of China*. Meanwhile, Tian Lun Gas implements the policies developed by Tian Lun Group such as the *Cadre Management Rules*, the *Three Red Lines and Five Bans*, and the *Violation Punishment Management Rules*, so as to reinforce the anti-corruption efforts. Furthermore, Tian Lun Gas joins the National Anti-fraud Alliance, actively performs duties as a member, and resolutely prohibits any form of violations, such as bribery, fraud, extortion, and money laundering.



Case

Anti-fraud exchange seminar themed “Compliance exchanges in Henan”

On July 30, 2021, Tian Lun Gas attended the seminar themed “Compliance exchanges in Henan” organized by the National Anti-fraud Alliance and exchanged the anti-fraud experience with the representatives of several well-known enterprises in Henan Province, which would help to further promote the anti-fraud work, improve work efficiency, and strengthen the cultivation of integrity culture. During the seminar, we actively communicated with the public security organs, and learned the common frauds and crime charges in the enterprises.



Tian Lun Gas attended the seminar themed “Compliance exchanges in Henan” organized by the National Anti-fraud Alliance

Tian Lun Gas continuously pays particular attention to anti-corruption supervision and integrity culture cultivation, and puts forward clear management and supervision requirements for employees and suppliers. We have signed the *Employee Integrity Commitment* with all employees and the *Integrity and Self-discipline Commitment* and the *Integrity Agreement* with suppliers. We also issue early warnings about potential corruption issues. In 2021, Tian Lun Gas organized various integrity training activities for over 300 employees online and offline, such as pre-job integrity training for new employees, pre-office integrity conversation for management cadres, and daily integrity publicity, thus further enhancing the integrity awareness of the employees and suppliers and helping to foster a positive atmosphere of integrity.



Tian Lun Gas organizes network integrity training



Case

Huize Company of Tian Lun Gas carries out integrity training

On September 18, 2021, Huize Company of Tian Lun Gas organized the integrity training, which was broadcast live via the platform called “Pursuit”. During the training, the company notified the punishment imposed on the personnel involved in recent violations, specified the three lines of defense of corporate risk control, introduced the theory of fraud triangle, and emphasized the specific measures to prevent fraud. Furthermore, the integrity requirements for the new management members were put forward, which further promoted the construction of an integrity culture.



Huize Company of Tian Lun Gas carries out anti-corruption training



Case

Training for newly-graduated employees of 2021

On July 9, 2021, Tian Lun Gas organized integrity training for fresh graduates in Zhongmu College Student Training Base. There were 48 participants in total, with manuals of the *Three Red lines and Five Bans* distributed to the trainees. We also explained the corporate culture, relevant regulations, case warnings, and complaint reporting channels of the Audit and Supervision Center, etc. During the training, the lecturers actively interacted with the trainees and answered their questions. The training laid a solid foundation for the trainees to establish a strong sense of integrity in their future work.



Training for newly-graduated employees of 2021

In order to effectively prevent and combat fraud, give full play to the supervisory role of all staff, and create a positive business environment of compliance, Tian Lun Gas has built a complete reporting and supervision system. According to the requirements of Tian Lun Group, Tian Lun Gas has posted and hung the *Supervision and Reporting Billboard* in conference rooms, negotiation rooms, and other internal sites, thus effectively enhancing the supervision and reporting channels and facilitating the identification and rectification of problems. In addition, Tian Lun Gas encourages real-name whistleblowing, effectively protects the legitimate rights and interests of whistleblowers such as personal information security, prohibiting any form of retaliation against the whistleblowers, and rewarding the whistleblowers after confirmation. In 2021, Tian Lun Gas accepted or transferred 22 complaints, investigated 12 cases, punished 44 people involved, and recovered economic losses of RMB134,094.

Tianlun Group supervision reporting channels

Supervision and reporting channels	Contact information
Telephone hotline	15649017110
Report mailbox	Tianlunshenji300@126.com
Address for reporting letter	Tianlun Group Audit and Supervision Center, No.6 Huanghe East Road, Zhengdong New District, Zhengzhou City, Henan Province

SUPPLY CHAIN MANAGEMENT

Tian Lun Gas is committed to creating a healthy and sustainable supply chain system in strict accordance with relevant laws and regulations such as the *Civil Code of the People's Republic of China* and the *Bidding Law of the People's Republic of China*. We also formulated the *Procurement Management Measures of Tian Lun Gas*, the *Management Measures for Production Materials of Tian Lun Gas*, and the *Supplier Evaluation Form the Measures for Management of Acceptance of Purchased*, to continuously strengthen supply chain management. Tian Lun Gas has established a complete supplier access, inspection and assessment mechanism to strictly control the quality of suppliers. In 2021, Tian Lun Gas had 317 suppliers, all of which are from the Mainland China.

The Group has put in place sound supplier management regulations. In compliance with the *Procurement Management Measures of Tian Lun Gas*, the Group adopts strict standards for supplier access, conducts supplier evaluation before and after they have been admitted into the supplier pool, reviews qualified suppliers in such aspects as environmental performance and corporate governance. It is strictly prohibited for unqualified suppliers to enter the company's supplier list. In the meantime, the Group organizes member enterprises to evaluate their suppliers and eliminate substandard ones. The acceptance of materials should be in compliance with the *Measures for Management of Acceptance of Purchased*. Regular and irregular inspections as well as third-party testing should also be deployed for supplies provided by suppliers, effectively ensuring the quality of materials.

Tian Lun Gas actively pays attention to the sustainability performance of suppliers. We deem the ISO9001 certification (quality management system certification) as one of the compulsory criteria for supplier access, and regard the ISO14001 certification (environmental management system certification) and the ISO45001 certification (occupational health and safety management system certification) as bonus points for supplier access, so as to encourage suppliers to improve environmental and safety management. In 2021, we had 277 suppliers obtaining the three ISO certifications, accounting for 87% of the total number of suppliers.

The Group is committed to pursuing mutual progress with suppliers and partners, and actively engages in communications and exchanges with suppliers to foster a positive and sustainable partnership. In 2021, the group conducted several technical exchanges with suppliers on relevant issues, exchanged views on relevant products and processes, and effectively improved the feasibility of technical solutions.



Case

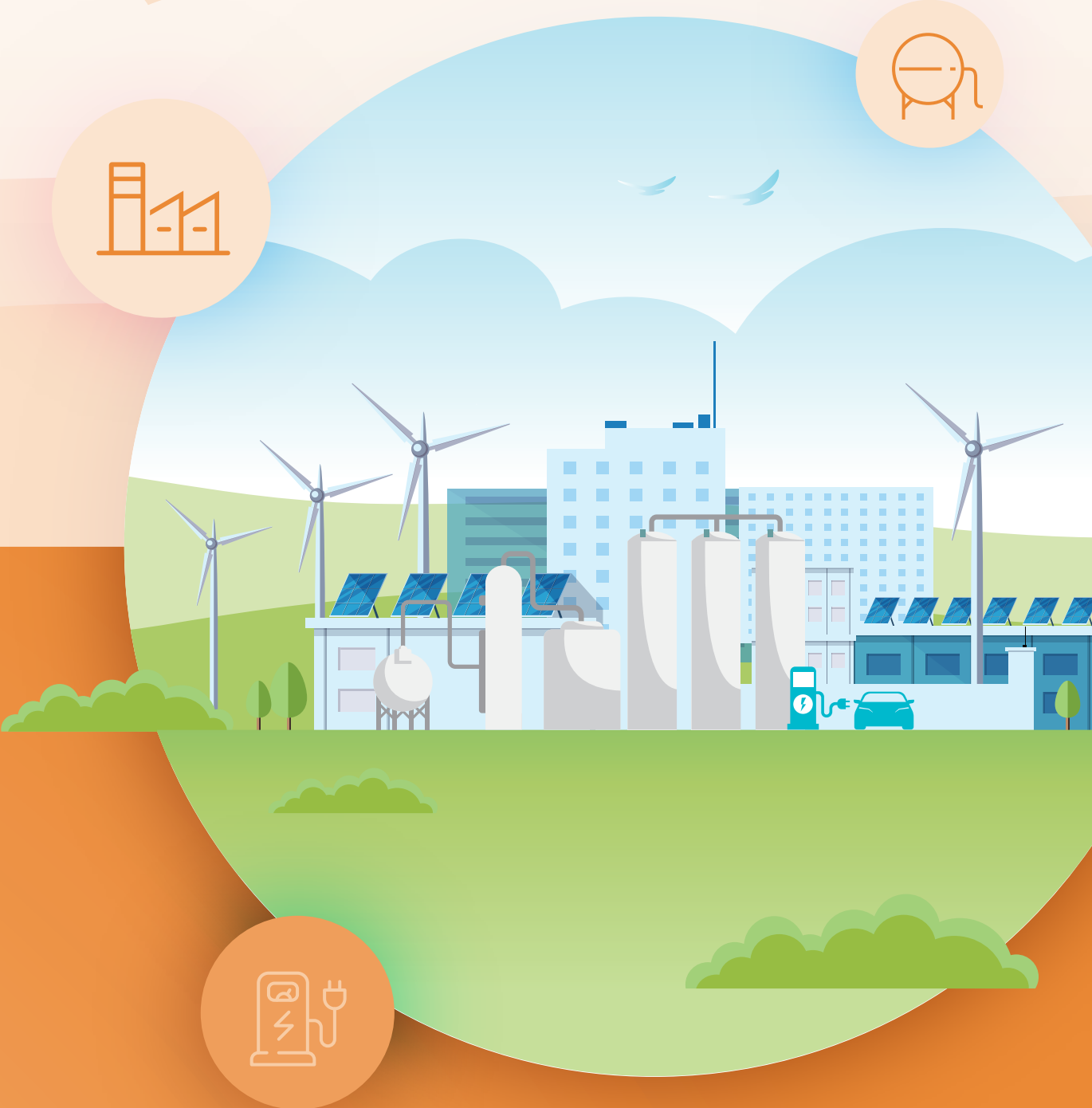
Tian Lun Gas makes technical exchange with suppliers on gas pipeline network detection

In March 2021, in order to inspect the buried gas pipeline network and ensure the smooth work including scheduling, maintenance, and emergency rescue, Tian Lun Gas made in-depth exchanges with PE pipeline detection technology suppliers on advanced detection technologies, thereby gaining a deeper understanding of relevant working principles and technical requirements.



Technical exchange on the gas pipeline network detection

Stable Supply of Gas



Stable Supply of Gas

Major issues addressed in this section	SDGs issues responded in this section	HKEX ESG indicators involved in this section
<ul style="list-style-type: none"> • Safe and stable gas supply • Customer privacy protection • Customer service • Product and technological innovation • Occupational health and safety 	  	<p>B2 Health and safety B6 Product liability</p>

Tian Lun Gas always places great emphasis on the stable, sustainable, and safe gas supply. Adhering to the management philosophy of “safety first, focusing on prevention, involvement of all staff, and continuous improvement”, we provide customers with safe and high-quality gas services and honor our social responsibility as a gas company.

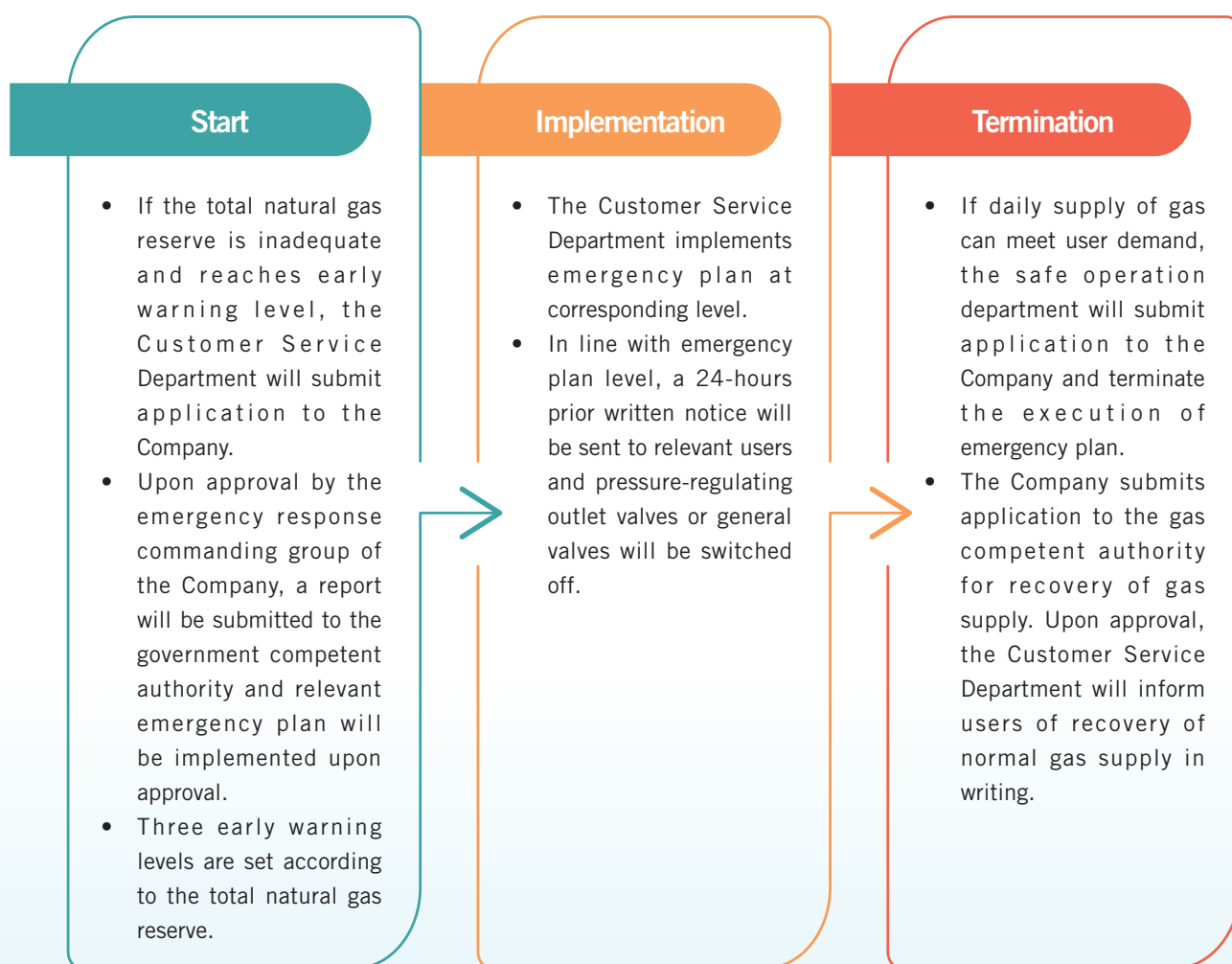
IMPLEMENTATION OF GAS SOURCE GUARANTEE

To strengthen the construction of gas source guarantee systems, the Group has formulated various policies, such as the *Gas Source Management Policy*, the *Natural Gas Resource Coordination and Management Policy*, and the *Natural Gas Statistics Management Rules*. We have also released specific management policies, covering gas source planning, gas source acquisition, gas source construction, and gas source coordination, to guarantee gas source supply in an all-around manner.

The Group has established a role of designated personnel in the gas source coordination department to be responsible for resource allocation, demand forecast, and other work. The Group has also improved data accuracy and effectively optimized resource allocation. In 2021, to further deepen regional coordination and ensure gas supply, the Group, together with the subsidiaries, took the lead to conduct market surveys in each operation area and gained an in-depth understanding of the market stock. We also formulated a three-year strategic plan from 2022 to 2024, and set annual quantitative assessment objectives to improve the management abilities of each enterprise.

The Group constantly optimizes the gas supply assurance capability, strengthens the analysis of natural gas demand peak, and accurately predicts the energy demand in the market. We also make every effort to improve the gas supply planning and scheduling management. The Group tracks and monitors the gas storage volume on a daily basis to meet the gas demand for various customers. In 2021, the Group issued the *Work Plan of Centralized Procurement of Liquefied Natural Gas (LNG) of Tian Lun Gas Group*, established a centralized procurement platform for non-pipeline gas and energy trade, and better fulfilled the ability to coordinate and optimize resources, thus ensuring the stable supply and operation of non-pipeline gas sources of the subsidiaries. In addition, the Group optimized the gas source for various customers and improved the ability to guarantee gas supply through such measures as installing CNG pressure reduction skids or LNG gasification devices, realizing the interconnection of gas pipeline network, and coordinating and increasing contracted gas volume in time.

The Group adheres to the working principle of “collaboration and quick response”, improves the organizational capability of gas supply for emergencies, and implements advance notification and publicity with level-by-level reporting under special circumstances, so as to reduce the impact on various users. Given their situation and local conditions, subsidiaries developed the *Emergency Plan for Stop or Limit of Gas Supply* and the *Plan for Guaranteed Gas Supply in Peak Season* respectively, and kept track of the weather changes and fluctuation of gas volume in each operation area. In addition, the Group has developed a three-level response mechanism with a “headquarters – region – subsidiaries” management framework to ensure the “steady, efficient, controlled, and coordinated” gas source supply.



The emergency gas supply warning and response mechanism of Tian Lun Gas

ENHANCEMENT OF SAFETY MANAGEMENT

Tian Lun Gas strictly abides by the *Production Safety Law of the People's Republic of China*, the *Measures for the Administration of Contingency Plans for Work Safety Accidents*, the *Regulation on the Administration of Urban Gas*, and other relevant laws and regulations. We have formulated a series of safety management policies, including the *Safety Production Management Policy*, the *Hidden Safety Hazards Management Policy*, the *Emergency Management Policy*, and the *Safety Production Supervision and Management Policy*. In 2021, the Group revised the *Work Safety Accident Management Policy of Tian Lun Gas* and the *Reward and Punishment Measures for Safety Production of Tian Lun Gas*, specified the safety production management measures, and continuously improved the safety management system. In addition, the Group strengthened safety standardization management and conducted safety standardization review to ensure stable and sustainable safety operations. In 2021, Tian Lun Gas invested a total of RMB29.75 million in safety production.

- **Development of a safety system**

The Group has established a safety production management framework, implemented a clear safety production responsibility system, and continuously promoted a trinity safety production management structure consisting of the leading organization, supervising organization, and supporting organization. The Group also strengthens the implementation of safety management and supervision responsibility of “top leaders” of subsidiaries, signs the *Annual Safety Production Target Responsibility Letter* with each subsidiary, and organizes the assessment of safety goals. In 2021, the Group further improved the safety management organization and personnel allocation, set up units such as the Safety Committee and the Safety Operation Department, to coordinate and manage safety, measurement, operation, equipment, and other work. We also assigned full-time management personnel in each region. In addition, the Group issued the incentive policy of “certified safety engineer” to improve safety management skills, including subsidizes for certified staff, preferential promotion and selection. In 2021, Tian Lun Gas appointed a total of 82 safety production management personnel, with a 30% share of rank-and-file employees in the Safety Committee.

The safety production management structure of Tian Lun Gas

Leading organization	Safety Production Committee	<ul style="list-style-type: none"> • Appoint the general manager as the director and the person responsible for safety management. • Responsible for safety production work in a unified manner, analyzing and deciding on major problems about safety production.
Supervising organization	General Management Department	<ul style="list-style-type: none"> • Appoint a designated safe production supervisor with the qualification for safety production supervision. • Coordinate and supervise safety production management.
Supporting organization	Departments involved in production operation	<ul style="list-style-type: none"> • Include Safety Technology Department, Pipeline Network Department, Scheduling Center, Customer Service Department, Marketing Department, Finance Department, General Office, Labor Union, etc. • Strengthen and implement basic level safety management and achieving safety production targets.

• **Risk control and identification of hidden safety hazards**

The Group standardizes the whole-process safety production risk identification, forms a risk identification working group, and coordinates personnel at all levels to conduct safety risk identification, evaluation and control. We also update the list of major risks promptly and implement the rectification measures for hidden safety hazards. The Group regularly organizes professionals to carry out various inspections, such as regular safety inspections and irregular spot inspections. Each subsidiary carries out safety inspections of plant, station, user and pipeline network on a monthly basis to ensure safe and stable operations.

The Group attaches great importance to equipment safety management. Tian Lun Gas has formulated the management rules and regulations, such as the *Equipment Management Measures*, the *Collection of Provisions on Management of LNG Stations*, and the *Management Policy on Inspection of Pipelines and Ancillary Facilities*, and so as to standardize the whole lifecycle management covering equipment design, purchase, use, inspection, maintenance, and repair, and build a perfect equipment management system. In 2021, several subsidiaries of Tian Lun Gas carried out maintenance on compressors. For example, Changling Company repaired and replaced the regenerative gas coolers. Meanwhile, the Group actively explores the application and promotion of IoT ultrasonic gas meters to monitor gas leaks with precise measurements. In order to ensure safety operation, the Group organized the subsidiaries to purchase safety equipment in a unified manner, including portable combustible gas leakage detector, four-in-one multi-gas detector, laser remote methane detector, and pipeline anti-corrosion layer detector. In 2021, Tian Lun Gas identified a total of 35,962 accident hazards, and achieved a rectification rate of 99.45%. Zero safety accidents occurred in the year.

The content of safety inspection

Conduct of operators	<ul style="list-style-type: none">• Whether there is any breach of safety production policies and regulations.• Whether dangerous operations are approved.
Status of materials	<ul style="list-style-type: none">• Whether production materials (including gas sources) are stored in line with relevant specifications and requirements.• Whether production equipment and safety facilities are operated and used in line with safety requirements.• Whether any personal protective equipment is correctly worn and used.
Equipment	<ul style="list-style-type: none">• Inspect the gas pipeline network, valve pits, pressure regulation facilities, and gas facilities in communities, and carefully complete the <i>Pipeline Network Inspection Records</i>.• Check whether there is any construction work around gas pipelines or any item placed on the pipelines; complete the <i>List of Contacts for Cross Construction</i> if any cross-construction unit undermines the safety of gas, and conduct on-site supervision if necessary.• Promptly report any gas leakage (if any) for timely repair.• Track and check the repaired area, ensure the elimination of hidden hazards, and report any other hidden safety hazards (if any) in time.
Working environment	<ul style="list-style-type: none">• Whether there is any hazard source (including any major hazard source) in the production area and corresponding supervision measures are in place.• Whether there are occupational risk factors as well as relevant protection and emergency response measures.• Whether risk factors influencing work safety are fully identified and whether the measures taken can effectively eliminate or control them.
Management	<ul style="list-style-type: none">• Whether the safety production responsibility system is implemented.• Whether safety goals, rules and regulations, and work plans are detailed and implemented.• Whether safety production inspections are institutionalized and standardized.• Whether every accident hazard has been rectified in time.• Whether safety education and emergency rescue plans are complete.



Safety inspection of Tian Lun Gas

The Group promotes the standardization and process of emergency management, formulates the *Emergency Management Policy of Tian Lun Gas* and the *Emergency Response Management Process*, and constantly improves the emergency management system. The Group has also developed emergency plans for different types of risks, including stops/stations, pipeline networks, customers, natural disasters, public health, and society. According to the level of emergency plans, the Group establishes emergency organizations, allocates emergency resources, and organizes emergency drills to improve emergency response capabilities. In addition, the Group adheres to the principle of “four do not allow”, and responsible personnel shall analyze the accident cause and prepare an analysis report immediately to prevent the recurrence of such accidents. In 2021, Tian Lun Gas carried out 356 safety emergency drills.

The principle of “four do not allow” in accident management

- Do not allow that the cause of the accident was not found.
- Do not allow that the responsible person was not seriously dealt with.
- Do not allow that the responsible person of the accident and the employees were not deeply educated.
- Do not allow that the preventive measures for accidents were not implemented.



Case

Emergency drills organized by Xuchang Company

In 2021, Xuchang Company of Tian Lun Gas organized emergency rescue drills for leakage of pressure pipes of special equipment, emergency rescue drill for natural gas leakage during CNG vehicle filling, and emergency rescue drills for gas leakage accidents of urban network and operation in the underground confined space.






Xuchang Company organizes a safety emergency drill

Stable Supply of Gas

Tian Lun Gas highly values the safety of contractors. According to the safety construction management requirements in relevant laws and regulations, the Group has established the *Project Management Guidebook* and other management systems to unify the engineering and technical standard systems and prevent safety hazards. The Group has gradually improved the contractor safety management, and implemented a monthly evaluation and assessment mechanism for contractors. For any construction company having any safety accident at the major level or above, the one-vote veto mechanism is implemented to disqualify the construction company in a long run.

- **Occupational health and safety**

Tian Lun Gas is committed to creating a safe and healthy workplace for all employees. In accordance with the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases*, Tian Lun Gas has formulated the *Management Policy for Occupational Health and Environmental Protection* and other regulations to standardize the management of the occupational health system. The Group creates a comfortable working environment for employees, regularly organizes annual physical examinations for employees, establishes occupational health files for employees, improves employee safety, and prevents occupational diseases. In 2021, several subsidiaries of the Group evaluated the current status of occupational hazards, identified the hazard factors, conducted classified management of relevant occupational hazard factors, and provided targeted protective equipment. In 2021, the Group achieved zero occupational diseases, zero work-related fatality, 173 working days lost due to work-related injuries, and 100% of physical examination rate among employees. There were zero work-related fatality in the past three years.

Measures to safeguard occupational health	
	Take noise reduction measures at noisy locations to reduce physical injury among employees.
	Take cooling or heat preservation measures at high or low-temperature locations to protect employees from getting heatstroke, scald injury or cold injury.
	Provide corresponding canister respirators, masks, respirators, and other protective equipment and reducing the working hours at locations where there is any noxious gas, to protect employees from being poisoned.

• **Construction of safety culture**

Tian Lun Gas continuously strengthens the construction of safety culture, and organizes safety training activities with different themes for different employees, including safety management training, emergency response training, and typical accident case training, to enhance the awareness of safety production among employees. In 2021, the Group organized the Safety Production Month with the theme of “implementing safety responsibilities and promoting safety development” to strengthen the implementation of responsibilities at all levels and improve the comprehensive safety of the Group. The Group also provides the general manager and safety production management personnel with special safety training, appoints internal safety auditors through such means as online training, examination, and on-site evaluation, and further strengthens the professional ability construction of safety management personnel. We also carry out safety education and training for all employees and organize safety knowledge competitions to improve the safety knowledge of all employees and ensure the safe gas supply for numerous household users. In 2021, the per capita hours of the Group’s safety training were 10.46 hours, the total hours were 36,688 hours, and the total number of people was 30,821.

The safety training system of Tian Lun Gas

Safety training target	Main training content
Person-in-charge of subsidiaries	<ul style="list-style-type: none"> • Basic national, local and, industry-related laws and regulations. • Safety production knowledge about production and operation activities of respective units.
Safe production managers	<ul style="list-style-type: none"> • Basic national, local and, industry-related laws and regulations and management standards. • Advanced safe production management experience and typical accident cases from foreign and domestic markets.
General operators	<ul style="list-style-type: none"> • Safety production policies and regulations concerning respective companies. • Safe operation behaviors and operation procedures related to production processes. • Confirmation of operators’ working abilities in line with job requirements during training.
Special operators	<ul style="list-style-type: none"> • Safety production policies and regulations concerning respective companies. • Safe operation behaviors and operation procedures related to production processes. • New knowledge and skills training related to their positions.
Other employees	<ul style="list-style-type: none"> • Safety culture concept and relevant safety regulations. • Emergency disposal knowledge and skills related to their positions. • Guidance for safety attitude and behaviors.

Stable Supply of Gas

Safety training coverage by employment type in 2021

Indicator	Employment type	Data (%)
Safety training coverage	Management	94.29%
	Middle-level employees	95.98%
	Rank-and -file employees	94.59%

In order to improve the safety management of contractors, the Group provides contractors with safety training including engineering safety risks and knowledge about emergency safety. In 2021, Tian Lun Gas provided a total of 1,124 hours of safety training for 3,130 participants.



Tian Lun Gas organizes the knowledge competition of “Anshu Cup” in the northeastern region

IMPROVEMENT OF SERVICE EXPERIENCE

Tian Lun Gas adheres to the development principle of “customer-centered and service-oriented”, improves the quality of customer services, and continuously provides users with safe, efficient and convenient services. The Group has formulated management systems such as the *Customer Service Information Management System*, the *Customer Service Etiquette Standard Manual* and the *Customer Complaint Management System*, standardized service processes such as user development, safety inspection, maintenance and replacement, and customer complaints, and constantly improved service quality. In 2021, the Group updated the *Customer Management System* and the *Sales Management System* to specify relevant service standards and contents and further improve customer satisfaction.

The Group highly values the cultivation and improvement of customer service quality, strengthens the construction of a customer service system, regularly organizes customer service training, and improves the service awareness and ability of employees. The Group provides customer service personnel with various training activities including public training, professional training, and basic training. In 2021, the Group organized training activities, such as “enhancing service awareness and improving service quality”, and “basic knowledge training on customer service personnel assessment”, to ensure high-quality, professional services for users.

Adhering to the working style of “quick response and speedy and strict enforcement”, the Group establishes a 24-hour customer service hotline to respond to customer needs promptly. Meanwhile, the Group has put in place a complete customer complaint mechanism and customer complaint channels including telephone complaints, online complaints, and in-person complaints. Besides dealing with customer complaints immediately, the Group also forms a closed-loop customer handling mechanism consisting of tracking, recording, reporting, and follow-up to effectively promote internal cooperation for complaint handling and improve customer satisfaction.



The complaint handling process of Tian Lun Gas

Tian Lun Gas focuses on customer needs, innovates customer service methods, provides customers with more convenient and efficient services. The Company constantly improves the Elink cloud customer services and the functions of the gas meters based on the Internet of Things (IoT), improves the work efficiency, and responds to customer needs promptly. In order to further improve the service convenience degree, all subsidiaries have established two or more recharging spots in their respective cities and launched a variety of payment modes for users to make payments independently. In 2021, with Shijiazhuang as the pilot, the Group provided convenient recharging services for all users in the operation area and put convenient recharging equipment on sites such as residential property management sites, supermarkets, and banks to further improve the convenient service capability.

Tian Lun Gas focuses on customer privacy protection, regards customer privacy as confidential documents, and strictly implements the *Violation Punishment Management Rules*. The Group authorizes designated personnel to manage customer information. Unauthorized personnel are not allowed to inquire, copy or extract customer information so that the risk of customer information leakage will be eliminated. The Group clearly stipulates that anyone who violates the regulations on the confidential management of customer data should be punished in ways such as notification of criticism and demerit recording, or should be demoted or deposed in the event of serious circumstances, or should be dismissed in case of material or serious impact on the Group.

- **Guarantee of gas safety**

The Group attaches great importance to gas use safety and has established a full cycle of safety control measures for gas facilities, covering design and material selection. The Group also ensures safety by conducting household safety inspections, safety publicity, screening for abnormal gas consumption, management of hidden dangers, and promotion of the use of intrinsically safe devices, providing safe and stable gas services for customers.

The Group has formulated the *Safety Inspection Management Regulations*, regularly conducted household preventive inspection and maintenance, and corrected improper gas use. We also regularly inspect the gas usage environment, household pipelines, connection hoses, gas meters, leakage alarm systems, etc. The Group regularly summarizes relevant data, prepares safety inspection forms, maintains user profiles, checks whether gas meters are used in line with safety specifications, and repeatedly visits users found with common problems and hidden safety hazards as required, to ensure daily safe use of household gas. In 2021, the Group set up the customer service safety inspection group and included the household safety inspection rate into the safety assessment target.

The Group publicizes safe gas use in various forms, signs the *Letter of Responsibility for Safe Gas Use* with users, specifies the responsibilities, rights, and duties of the suppliers and users, strengthens the publicity of gas safety, distributes the *Natural Gas User Guide* to all users, informs users of the emergency telephone number, and raises safety awareness among numerous users in the long term. In order to further strengthen the publicity of the basic knowledge about safe gas use and help users form a good habit of gas use, the Group brings the publicity activities into the communities, schools, households, and enterprises.



Case

A gas safety publicity activity organized by Shangjie Company to popularize the knowledge about gas use

In October 2021, Shangjie Company organized the “Gas Safety Publicity Week”, in which all employees publicized safe gas use in the community and brought along a variety of gas facilities to ensure the high-quality service for users.

During the event, the employees of the company answered all kinds of questions related to gas use and distributed more than 2,000 manuals to the residents. In addition, a service team also provided household maintenance services in the community and helped the residents use natural gas more safely and properly.



“Gas Safety Publicity Week” organized by Shangjie Company



Case

A gas safety training activity organized by Shangjie Company to enhance the safety protection awareness

In order to enhance the safe gas use awareness of industrial and commercial users and prevent gas accidents, Shangjie Company of Tian Lun Gas cooperated with the bureau of industry and information technology to organize gas safety knowledge training for more than 100 major local industrial and commercial users. The company analyzed gas accidents, shared urban gas safety knowledge and emergency disposal measures, and played a publicity video about gas safety. After the meeting, the company actively answered the questions raised by the users.

The company actively guides users to master the basic knowledge about safe gas use and emergency disposal measures, to prevent gas accidents.



The “Gas Safety Knowledge Training” on site

- **Improvement of community relations**

The Group cares about community relations, formulates the *Stakeholder Management Measures*, establishes effective communication channels for local communities directly affected by projects, and develops management plans for all stakeholders. Besides, The Group sets up billboards for publishing project overview, planning report, environment impact assessment report, safety assessment report, and other information to better understand local communities' opinions about project risks and impacts, and gives timely feedback.

Addressing Climate Change



Major issues addressed in this section	SDGs issues responded in this section	HKEX ESG indicators involved in this section
<ul style="list-style-type: none"> • Resource and energy conservation • Tackle climate change • Intellectual property protection 	  	<p>A1 Emissions A4 Climate change B6 Product liability</p>

Tian Lun Gas pays particular attention to climate change issues, actively identifies, evaluates and, manages various climate change risks, and fully responds to the impact of climate change on business operations. Based on the business foundations and characteristics, the Group has actively carried out climate actions, comprehensively explored low-carbon energy and clean energy solutions, seized the industry development opportunities brought by climate change, created stable enterprise value in the long term, and contributed to facilitating the harmonious development of energy, economy, society, and environment.

TACKLING CLIMATE-RELATED RISKS

In 2021, Tian Lun Gas fully considered the impact of the national “dual carbon” goals on the industry, actively identified and evaluated the risks and opportunities related to climate change by referring to the guidance of the Task Force on Climate-related Financial Disclosures (TCFD), and formulated countermeasures to respond to climate risk based on the business characteristics. The Group integrates climate risk identification and management into the existing risk management system and enhances the ability to adapt to climate change, so as to fully mitigate the impact of climate change.

The list of climate change risk identification and response

Risk category	Specific risk	Risk description	Risk response
Transition risk	Policy and legal risk	<ul style="list-style-type: none"> In the long run, the national energy structure will switch to non-fossil energy, thereby further increasing the business cost of city gas and affecting the overall profit; With the introduction of the national “dual carbon” goals and the opening of the national carbon emission trading market, the requirements for carbon emission will become stricter. If Tian Lun Gas is included in the carbon trading system, additional costs may be incurred due to insufficient carbon quota, further increasing the operating cost and low-carbon investment cost. Besides, other factors such as quota allocation and carbon price will also bring the risk of increasing compliance cost. 	<ul style="list-style-type: none"> Tian Lun Gas will actively engage in external cooperation, develop the integrated energy business, and promote business transformation. In the future, Tian Lun Gas will make active arrangements for such sectors as low-carbon urban integrated energy services and low-carbon energy in the park, adopt the multi-technology and multi-energy integration model to overcome the shortcoming of the existing single supply mode, develop regional low-carbon distributed energy supply and low-carbon improvement in the park, promote the upstream and downstream integration of the clean energy industry and transformation towards high-efficiency, circular, and green energy; Tian Lun Gas will follow the existing carbon trading policies, maintain close communication with the authorities, formulate and adjust the greenhouse gas control strategies according to policy guidelines and carbon market conditions, and promptly avoid the additional cost of compliance brought by the entry into the carbon trading system.

Risk category	Specific risk	Risk description	Risk response
	Technical risk	<ul style="list-style-type: none"> In response to the “dual carbon” goals, Tian Lun Gas needs to increase the investment in energy-saving and emission-reducing technologies and low-carbon energy technologies, as well as deploy and apply more energy-saving and eco-friendly technologies and facilities. The investment failure might increase the additional R&D expense, and slow down the low-carbon transition action. 	<ul style="list-style-type: none"> Tian Lun Gas will cooperate with external institutions and companies to promote the industrial application of new energy-saving building materials and energy-saving heating materials as well as the promotion and application of intelligent energy-saving control technology, jointly build a closed-loop system consisting of research, development, production, promotion, and use, provide supporting services for the low-carbon energy industry chain, and realize the coordinated development of the industry.
	Market risk	<ul style="list-style-type: none"> As the national reform in energy structure advances, in response to the national call for low-carbon travel, downstream industrial, commercial and residential users may prefer low-carbon energy products, which may reduce the demand for natural gas and affect the operating revenue of the Group; Affected by extreme weather and climatic phenomenon such as warm winter, the demand for natural gas will decrease, which will have a direct impact on the turnover of the Group. 	<ul style="list-style-type: none"> Tian Lun Gas will further expand and innovate the low-carbon energy business while maintaining the high-quality city gas business. We aim to become a first-class green and low-carbon energy product and service provider in China and fully meet the low-carbon transition needs of customers; Tian Lun Gas will actively communicate with the meteorological department, adjust the purchased amount of gas source in time according to the forecast of gas demand, actively develop the integrated energy business, and reduce the impact of demand fluctuations on the operating revenue.

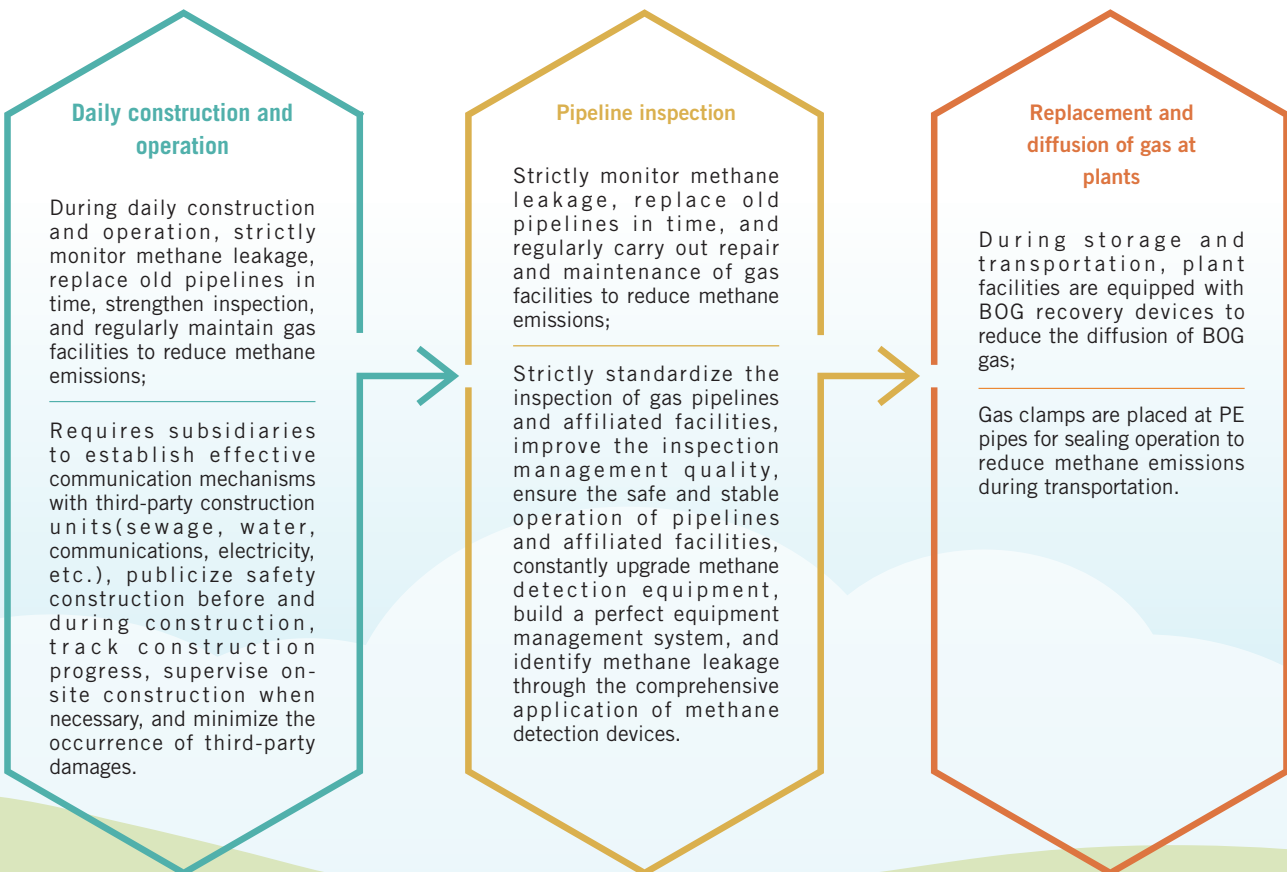
Risk category	Specific risk	Risk description	Risk response
	Reputational risk	<ul style="list-style-type: none"> As climate change draws increasing attention, investors and other stakeholders pay more attention to climate change. Failure to carry out carbon emission reduction will not only affect the public image, operating revenue, and market value of the Group, but also lose the trust and support of the investors and customers. 	<ul style="list-style-type: none"> Tian Lun Gas will be committed to the low-carbon transition of the business, formulate clear emission reduction targets and pathways, and comprehensively respond to the low-carbon emission reduction demands of external stakeholders.
Physical risk	Acute risk	<ul style="list-style-type: none"> Extreme weather events such as typhoon, extreme rainfall, and flood may cause damage to the gas supply pipelines and stations, and affect the stability of gas supply, resulting in possible breach of contract, compensation, and legal liability due to business interruption and other issues; Extreme weather events (such as extremely cold weather) lead to a tight natural gas supply. Failure to ensure stable demand for gas supply under extreme weather will have a negative impact on the public image, operating revenue, and market value of the Group. 	<ul style="list-style-type: none"> Tian Lun Gas will continuously improve the <i>Emergency Management Plan</i>, repair damaged equipment and facilities in time, and maintain the stability of gas supply; Given the subsidiaries' local conditions, they shall develop the <i>Emergency Plan for Stop or Limit of Gas Supply</i> and the <i>Plan for Guaranteed Gas Supply in Peak Season</i> respectively, and pay close attention to weather changes and operating gas fluctuations in each operation area. The Group establishes an emergency warning and response mechanism for gas supply, coordinates upstream units in advance, increases the contracted gas volume, and requires qualified subsidiaries to install CNG pressure reduction skids or LNG gasification devices, and connects with surrounding gas pipelines in time to replenish pipeline gas sources.

Risk category	Specific risk	Risk description	Risk response
	Chronic risk	<ul style="list-style-type: none"> Long-term climate change will lead to sea-level rise, which will have an impact on the coastal business, equipment and facilities, resulting in lower operating income and non-operating expenses. 	<ul style="list-style-type: none"> Tian Lun Gas will regularly monitor sea-level rise in the long term, and make sensible market development planning and strategic layout.

METHANE MANAGEMENT

As the second largest source of greenhouse gas causing global warming, methane has a significant impact on global climate change. Tian Lun Gas strictly conducts methane monitoring, actively implements methane emission control measures, reduces the methane emission and leakage in an all-around manner, forms the whole-process closed-loop control, and helps to achieve the national “dual carbon” goals with practical actions.

Methane emissions of the Group are mainly caused by third-party damages to gas pipelines, the leakage and venting of pipeline network, and displacement and release of gas. The Group insists on reducing methane emissions at the source, conducting closed-loop management, and strictly controlling unnecessary methane emissions through continuous upgrading and improvement of facilities and technologies. In 2021, the Group recovered 3,599,041 m³ of natural gas.



Methane management measures of Tian Lun Gas

PROMOTION OF CLEAN ENERGY

In response to the demand for the national energy transition and the national “dual carbon” goals, the Group relies on the rich experience in gas operation and the strong ability to guarantee gas supply to make a layout for gas pipeline network construction, promote the popularization and application of natural gas, develop and explore the integrated energy solutions, and facilitate the transition to low-carbon and clean energy structure in the whole society.

In 2021, the Group recorded sales of natural gas of 2.755 billion m³ through the urban gas operation and transmission business, equivalent to the replacement of 4.59 million tonnes of standard coal.

- **“Rural gasification penetration” program**

As a member of society, Tian Lun Gas has been committed to various livelihood projects. With the mission of “developing clean energy and improving living environment”, the Group takes it a responsibility to serve the society and benefit the generations to come. In 2021, the Chinese government began to make strategic deployments for rural revitalization. As an enterprise with social responsibility, the Group actively responds to the national strategy, forms the Rural Energy Business Department as the main executing body, continuously promotes the “rural gasification penetration” program, and shoulders the social responsibility for rural revitalization.

Relying on the business layout and technological advantages accumulated over years, the Group adopts the mode of “promoting cooperation between financing and business + exempting the initial installation fees” to effectively solve the insufficient funding of local governments and the insufficient consumption of local residents at the current stage. We also rapidly promote the “rural gasification penetration” program, help to eliminate the energy use from “burning wood” in rural areas, and greatly improve the livability of rural areas. The Group also further creates favorable conditions for investment attraction in rural areas and gives a strong impetus to the development of township industries.

Social benefits of the “rural gasification penetration” program of Tian Lun Gas

- **Ecological benefits:** The “rural gasification penetration” program will effectively reduce the residential coal consumption and pollutant emissions, provide a convenient and clean energy supply for the economic development of rural areas, significantly improve the comfort and cleanness of rural life, and promote the construction of beautiful countryside through the improvement of living environment.
- **Economic benefits:** Compared with coal, natural gas has the advantages of environmental protection, higher calorific value, stable supply, and lower price, and can satisfy the huge gas demand of enterprises such as agricultural products processing, farming, and manufacturing. Well-developed gas pipelines can greatly contribute to regional investment attraction and industrial development.

In 2021, Tian Lun Gas built 6,741 kilometers of medium-pressure pipelines outside the villages and 40,000 kilometers of pipelines inside the villages. By the end of 2021, we helped to carry out the “rural gasification” program for 1.87 million households in 14 cities and 13 counties and districts, including Lankao, Weishi, Minquan, Ye County, Baofeng, and Wugang.

- **Innovation of business development**

In 2021, in order to comply with the market trend and contribute to the national “dual carbon” targets, the Group formulated a three-year development strategic plan and targets based on the current situation and the development trend of the energy industry. We also specified the pathway to vigorously developing innovative business, actively advanced industrial transformation, and engaged in various forms of energy business.

The Group has set up the Carbon Neutrality Research Institute and the New Business Group to continuously broaden users’ perception, understand the energy demand and characteristics of our users, and offer solutions tailored to customers and local conditions. Relying on the business foundation, the Group proactively develops integrated gas services such as gas-electricity coordination and gas-electricity-heat coordination. Given the actual energy demand of industrial and commercial users and rural users, we flexibly promote intelligent comprehensive applications, including natural gas, solar energy, wind energy, geothermal energy, biomass energy, energy storage, and hydrogen energy, and advance the low-carbon energy transition of customers effectively.

Upholding the cooperation philosophy of “mutual benefits, mutual development, complementary advantages, and mutual support”, we have actively worked together with ecological partners and signed an agreement for strategic cooperation for new energy development with numerous excellent energy companies. We also seize the strategic opportunity, jointly create a low-carbon energy business ecosystem, and make positive contributions to achieving the national goal of carbon peak and carbon neutrality.

The Group highly values scientific and technological innovation, insists on technological self-reliance and self-improvement and strengthens intellectual property management and protection. We strictly compliant with the *Patent Law of the People’s Republic of China* and the *Implementation Rules of the Patent Law of the People’s Republic of China* to avoid the leakage or imitation of its scientific and technological innovation achievements,



Case

Tian Lun Gas and Zhuhai Port Co., Ltd. formally sign a strategic cooperation framework agreement

In July 2021, Tian Lun Gas and Zhuhai Port Co., Ltd officially established a long-term, in-depth strategic partnership. Relying on the natural gas industry foundation of Tian Lun Gas and the pioneer advantage of rural gas penetration, both sides will jointly explore the combined use of rooftop distributed photovoltaic (PV) and natural gas according to the development direction of rural revitalization. With the layout of Zhuhai Port Co., Ltd in new energy and the customer resource advantage of Tian Lun Gas, both sides discussed various application scenarios of new energy and industrial cooperation opportunities, focusing on cooperation opportunities in such areas as PV, wind power, energy storage, hydrogen energy, and carbon emission reduction.



The signing ceremony of strategic cooperation



Case

Tian Lun Gas carries out strategic cooperation with CECEP

In December 2021, Tian Lun Gas and China Energy Conservation and Environmental Protection Group (CECEP) formally signed a strategic cooperation agreement. With technology and market resource advantages, both sides will form technical and business teams, carry out technical research and development, promote market development and investment in pilot cities, and jointly contribute to the national “dual carbon” goals.

- Urban low-carbon integrated energy**

With their respective advantages, both sides will focus on user demand, utilize the local resource endowment, and adopt the N-to-N supply-demand model. With the fusion of multiple technologies and energy sources, both sides will overcome the disadvantages of the existing single energy supply mode, and jointly develop the regional distributed low-carbon energy supply business. In addition, both sides will carry out clean energy projects, such as natural gas, geothermal energy, and solar energy, in regions with favorable conditions, and build demonstration projects featuring clean energy supply systems and smart energy cities.
- Low-carbon energy in the park**

Focusing on the application scenario of zero-carbon/low-carbon parks, both sides will comprehensively improve the efficiency of resource utilization and give full play to the synergistic effect of resource consumption reduction and carbon reduction by developing a circular economy. With the goal of improving energy efficiency and reducing carbon emissions, both sides will carry out low-carbon transformation in the park, promote the cascade utilization of energy and the resource utilization of industrial residual pressure, waste heat, waste gas, and waste liquid, help users realize energy conservation, efficiency improvement, and green and low-carbon transition, and build zero-carbon/low-carbon demonstration projects in the park.
- Coordinated development of industries**

Both sides will promote the industrial application and promotion of new energy-saving building materials, energy-saving heating materials, and related intelligent energy-saving control technologies in the region. Both sides will create a closed-loop system consisting of research, development, production, promotion, and use, promote the upstream and downstream integration of the clean energy industry, stride towards high-efficiency, circular, and green energy, and provide supporting services for the low-carbon energy industry chain.



The signing ceremony of strategic cooperation

In addition to focusing on high-quality city gas business, Tian Lun Gas will further expand and innovate low-carbon energy business, provide users with low-carbon, economic, safe, and convenient energy services, develop into a first-class, low-carbon energy product and service provider, and make our own contributions to China’s “dual carbon” goals.

Green Development



Major issues addressed in this section	SDGs issues responded in this section	HKEX ESG indicators involved in this section
<ul style="list-style-type: none"> Resource and energy conservation Noise control Biodiversity protection and land use Environment emergency management Pollutant emissions 	 	<ul style="list-style-type: none"> A1 Emissions A2 Use of resources A3 The environment and natural resources A4 Climate change

Adhering to the ecological concept of green development, the Group continuously improves the environmental management and the efficiency of energy and resource use, further reduces the negative impact of our production and operation on the environment, builds an eco-friendly, low-carbon business operation mode, and jointly protects the environment.

MITIGATING ENVIRONMENTAL IMPACT

Adhering to the environmental protection strategy of “giving priority to prevention while laying emphasis on prevention and control”, the Group continuously establishes and improves the environmental management system, implements the “three wastes” (wastewater, waste gas, and solid waste) treatment under the principle of “reduction, resource, and hazard-free treatment”, and comprehensively reduces the negative impact of our production and operation on the ecological environment.

• Environmental management

The Group strictly abides by various environmental protection laws and regulations such as the *Environmental Protection Law of the People’s Republic of China*, the *Law of the People’s Republic of China on the Prevention and Control of Atmospheric Pollution*, the *Law of the People’s Republic of China on the Prevention and Control of Water Pollution*, the *Law of the People’s Republic of China on the Prevention and Control of Solid Waste Pollution*. We have also formulated and implemented the Management Measures for Occupational Health and Environmental Protection to guide the environmental management work.

The Group has established the Safety and Operations Center, which takes overall responsibility for the management of environmental protection efforts in the production activities of the Group and the subsidiaries. In accordance with internal requirements, the department shall strictly supervise the disposal and discharge of wastewater, waste gas, and solid waste in daily production, operation, and construction, strictly examine and study the environmental impact and environmental protection of new construction, expansion, and renovation projects, and put forward suggestions on environmental protection improvement in time.

The Group requires each subsidiary to establish a safety committee as the highest administration and execution authority for environmental protection. In line with the environmental regulations and environmental work arrangements of the Group, each subsidiary regulates the efforts for environmental protection, including environmental hazard investigation, environmental monitoring, and R&D and application of new technologies. They implement the principle of “pollution source liable for control”, determine the responsibility of environmental protection units at all levels, and promote the environmental protection subject liability among units at all levels through environmental performance assessment consisting of evaluation mechanism and reward & punishment mechanism.

• “Three wastes” treatment

The Group proactively identifies the emission sources of various pollutants in the project construction and operation environment, regularly monitors the emissions, takes efficient measures for air pollution, water pollution, and waste discharge, reduces environmental hazard factors and risks, and continuously improves environmental management.

The environmental discharge reduction targets of Tian Lun Gas

Indicator	Target
Wastewater	<ul style="list-style-type: none"> Strictly monitor the wastewater indicator, upgrade water treatment and pollutant monitoring equipment, and ensure that 100% of sewage discharge in compliance with relevant standards
Non-hazardous waste	<ul style="list-style-type: none"> Fully implement the green office policy, achieve an office waste classification rate of 100%, and improve the recycling efficiency of recyclable garbage; Improve the contractors' concept of eco-friendly construction, and achieve the earthwork waste backfill rate of 100%.
Hazardous waste	<ul style="list-style-type: none"> Strictly implement the centralized transfer system of hazardous wastes to ensure 100% of hazardous waste disposal in compliance with relevant standards

The emission sources of waste gas of the Group are nitric oxide, sulfur dioxide, and particulate matter (PM) emissions resulting from the use of executive vehicles and freight carriers. While strictly regulating vehicle use and controlling driving mileage, the Group actively explores the application and promotion of vehicles powered by clean energy. In 2021, Tian Lun Gas introduced 23 natural gas vehicles and 26 electric vehicles, and effectively reduced the emission of waste gases and pollutants through the application of clean energy.

During project construction, the Group treats unorganized emissions, adjusts the route of transport vehicles, and controls the speed of vehicles. We also pave materials such as fine stones, coke residues, pitch, mortar, and concrete on the construction road to avoid the diffusion of dust caused by transport vehicles. In addition, the Group controls construction materials in a unified manner, adopts isolation measures such as dust net and isolation board to prevent dust diffusion, applies professional dust removal devices, and regularly sprays water for dust prevention to reduce dust discharge on the construction site.

Waste gas emission (2019-2021)

Indicator	Unit	2021	2020	2019
Nitrogen oxide	Tonnes	2.10	2.10	5.23
Sulfur dioxide	Tonnes	0.007	0.002	0.01
PM	Tonnes	0.20	0.20	0.44

The main sources of wastewater discharge of the Group are production wastewater generated by LNG plants and domestic sewage and office wastewater from the daily production and work of employees. The Group regularly monitors the discharge of production wastewater and transfers wastewater to the sewage treatment plants for special treatment to avoid water pollution. Domestic sewage and office wastewater are uniformly discharged into the municipal sewage pipelines and the municipal sewage treatment plants for unified treatment.

Total discharge and intensity of wastewater (2019-2021)

Indicator	Unit	2021	2020	2019
Total discharge of wastewater	Tonnes	61,256.53	51,676.74	1,589
Intensity of wastewater discharge	Tonnes/Million RMB revenue	8.01	8.02	0.24

Note: The statistical caliber of wastewater emissions in 2020 and 2021 are the full caliber, including all member companies under Tian Lun Gas, so there is a large increase compared with the data in 2019.

Green Development

The main sources of general waste of the Group are kitchen waste, office waste, and construction waste from daily office and operation. In line with the principle of “reduction, resource, and hazard-free treatment”, the Group actively promotes garbage classification. The Group recycles and utilizes recyclable waste while the remaining waste is subject to collection, transportation, and disposal by municipal environmental protection and health departments on a regular and consistent basis. The Group continuously promotes electronic office, reduces the printing demand through the online office system, and improves the usage efficiency of office supplies. The Group strictly supervises the disposal of earthwork waste from third-party construction, and requires on-site backfilling to avoid the impact of abandoned earthwork on the ecological environment.

The hazardous waste of the Group mainly results from the discharge of gas stations, mainly including waste gas lubricating oil, filtering waste, and oil-water mixture. The Group constantly improves the management system of hazardous waste, stores all wastes in a centralized manner, establishes the list of hazardous waste storage and transportation, and entrusts qualified third-party entities to conduct hazard-free treatment. The Group requires all suppliers to recycle the toner cartridges and other hazardous wastes from daily office or entrust qualified third-party entities for disposal.

Total discharge and intensity of solid waste (2019-2021)

Indicator	Unit	2021	2020	2019
Total discharge of hazardous wastes	Tonnes	12.57	12.73	9.44
Discharge intensity of hazardous wastes	Tonnes/Million RMB revenue	0.00164	0.00198	0.00144
Total discharge of non-hazardous wastes	Tonnes	549.86	569.58	381.38
Discharge intensity of nonhazardous wastes	Tonnes/Million RMB revenue	0.07	0.09	0.06

• Ecological protection

In strict accordance with the *Law of the People's Republic of China on Environmental Impact Assessment*, the Group conducts environmental impact assessments for the self-operating environment, regularly monitors the impact of various activities on the surrounding ecological environment, prohibits construction in areas such as ecological functional zones, ecological environment-sensitive zones, and ecological environment-fragile zones, as well as minimizes potential impact on the ecological environment. In 2021, the Group achieved the goal of imposing zero impact on basic farmland work after the completion of the long-distance pipeline project.

The ecological protection measures for Tian Lun Gas's construction projects

Indicator	Target
Site selection and design	<ul style="list-style-type: none"> Conduct systematic environmental impact assessment, carry out environmental impact assessment analysis and biodiversity analysis at all newly-built stations and long-distance pipeline projects, and fully consider environmental protection during design.
Construction	<ul style="list-style-type: none"> Continuously monitor the impact of construction on the surrounding ecology, combine excavation construction and directed drilling in pipeline laying, and actively introduce new equipment and technology to reduce the noise pollution; Actively conduct ecological restoration and eliminate the impact of improper construction on the surrounding ecological environment and biodiversity, implement ecological protection measures, and effectively protect biodiversity.

USE OF RESOURCES

Strictly in line with the *Law on Energy Conservation of the People's Republic of China and the Water Law of the People's Republic of China* and other laws and regulations, the Group has formulated and implemented the group-level policies including the *Management Measures for Equipment Operation*, the *Manual of Tian Lun Gas for Operation and Management of Gas Stations*, and the *Management Measures for Office Energy Conservation*. The Group practices the concept of cost reduction and efficiency improvement, continuously explores the application of energy conservation and emissions reduction technology and green office, improves the use efficiency of various resources, and builds a resource-saving benchmark enterprise.

Tian Lun Gas insists on scientific management of the use of various sources including electricity, gasoline, and water, establishes a special statistical ledger, and closely monitors and regularly reviews the use of water and energy by each subsidiary. The Group establishes the indicators for water, electricity, and oil consumption, and sets targets for water, electricity, and oil consumption based on the conditions of each station. We also regularly conduct performance assessments to fully mobilize relevant departments for energy conservation and consumption reduction, and promote cost reduction and efficiency improvement in an all-around manner.

The environmental resources and greenhouse gas emission reduction targets of Tian Lun Gas

Indicator	Target
Energy consumption and greenhouse gas emissions	<ul style="list-style-type: none"> Constantly increase the use of clean energy; Improve the electrification of executive vehicles; Gradually promote the elimination of high-energy-consuming equipment and adopt equipment meeting the national and industrial standards for energy conservation.
Water resource consumption	<ul style="list-style-type: none"> Continuously promote the application of water-saving equipment and maximize the utilization rate of water resources in production and office

The management measures adopted by Tian Lun Gas to improve the efficiency of resource use

Indicator	Target
Electricity	<ul style="list-style-type: none"> Promote the delicacy management of electricity consumption, establish a special equipment operation ledger for each station, and determine the first person-in-charge; Determine the maintenance and overhaul cycle, monitor the performance of the equipment, maintain the equipment on schedule, maintain the high-efficiency performance of the equipment, and reduce electricity consumption.
Oil	<ul style="list-style-type: none"> In line with the <i>Vehicle Management Measures of Tian Lun Gas Group</i>, strictly implement the vehicle use approval system, comprehensively regulate vehicle use and mileage record to avoid unnecessary vehicle use; Actively explore the application and promotion of new energy vehicles, and further reduce gasoline consumption by introducing new energy vehicles.
Water	<ul style="list-style-type: none"> Enhance employees' awareness of water conservation, popularize the knowledge about water conservation among employees, and require employees to turn off the tap in time; Publicize the concept of using water for multiple purposes, and use reclaimed water for watering, dust removal, vehicle washing, and ground cleaning in daily production and office, and improve the recycling rate of water.

Green Development

The Group has actively advocated green office, formulated the *Management Measures for Administrative Office Assets*, and continuously cultivated employees' awareness of resource conservation. The Group promotes paperless office and requires all employees to use online office systems as a preferred option, thereby effectively reducing unnecessary travel needs and printing needs and continuously improving the office administrative efficiency.

Energy and water consumption (2019-2021)


Indicator	Unit	2021	2020	2019
Gasoline	Tonnes	265.74	94.32	248.09
Diesel	Tonnes	98.35	0	90.20
Natural gas	10,000 m ³	45.33	67.56	58.65
Direct total energy consumption	MWH	14,320.04	13,983.01	9,430.49
Electricity	MWH	12,685.36	26,595.28	39,811.11
Purchased heat	GJ	62,456.37	10,696.97	56,290.87
Indirect total energy consumption	MWH	30,024.75	29,565.02	55,447.46
Total energy consumption	MWH	44,344.79	43,548.03	64,877.95
Energy consumption intensity	MWH/Million RMB revenue	5.80	6.76	9.91
Total water consumption	Tonnes	120,113.00	56,349.20	81,442.77
Water consumption intensity	Tonnes/Million RMB revenue	15.70	8.75	12.44

Emission and intensity of greenhouse gases (2019-2021)

Indicator	Unit	2021	2020	2019
Scope I: Direct emission of greenhouse gases	tCO ₂ e	4,507.79	3,254.40	2,307
Scope II: Indirect emission of greenhouse gases	tCO ₂ e	14,240.39	19,280.08	35,306
Total emission of greenhouse gases	tCO ₂ e	18,748.18	22,534.48	37,613
Scope I emission intensity	tCO ₂ e/Million RMB revenue	0.59	0.51	0.35
Scope II emission intensity	tCO ₂ e/Million RMB revenue	1.86	2.99	5.39
Total emission intensity of greenhouse gases	tCO ₂ e/Million RMB revenue	2.45	3.50	5.74

People-oriented Management



Major issues addressed in this section	SDGs issues addressed in this section	HKEX ESG indicators involved in this section
<ul style="list-style-type: none"> • Protection of employees' rights and interests • Equal employment • Preventing forced and child labor • Employee training and development • Social welfare • Epidemic prevention and control • Targeted poverty alleviation • Protection of rights and interests of locations of operation/local residents • Community relations 		<p>B1 Employment B3 Development and training B4 Labor standards B8 Community investment</p>

Tian Lun Gas always adheres to the “People-oriented” management philosophy and showcases the value of development and operation. The Group establishes a sound talent management system to stimulate the initiative, enthusiasm, and creativity of employees, and coordinate the mutual development of the Group and employees. While providing effective energy for customers, the Group insists on giving back to society, contributing to rural revitalization, and fulfilling corporate social responsibility.

STANDARDIZING EMPLOYMENT MANAGEMENT

Tian Lun Gas strictly abides by relevant laws and regulations, such as the *Labor Law of the People's Republic of China*, the *Employment Contract Law of the People's Republic of China*, and the *Regulation on the Implementation of the Employment Contract Law of the People's Republic of China*. The Group also formulates internal documents including the Labor Contract Management Measures and the Recruitment Management Measures, issues just, fair, and open human resource systems and policies, and effectively protects the legitimate rights and interests of employees.

In strict accordance with relevant laws and regulations such as the *Law of the People's Republic of China on the Protection of Minors*, the *Provisions on Prohibition of Child Labor*, the *Special Provisions on Labor Protection of Female Employees*, and the *Law on the Protection of the Rights and Interests of Women*, the Group has formulated internal systems including the *Management Measures for Background Investigation of Employees* and the *Attendance and Leave Management Measures*, so as to safeguard the rights and interests of female employees, and prohibit and resist any form of child labor and forced labor. In addition, the Group prohibits discrimination in such aspects as race, gender, age, color, ethnic tradition, religion, and nationality, and strives to create an equal and diverse working environment.

The number of employees recruited in 2021

Category		Number of employees (nos.)
Total number of employees		3,506
Employment type	Management	199
	Middle-level employees	427
	Rank-and-file employees	2,880
Gender	Male	2,218
	Female	1,288
Age	Under 25 years old	188
	25-30 years old	581
	30-40 years old	1,593
	Above 40 years old	1,144
Region	Employees from the Chinese Mainland	3,501
	Employees from foreign countries and Hong Kong, Macao & Taiwan	5

The number of separations and turnover rate in 2021

Category		Number of employees (nos.)	Turnover rate (%)
Total number of employees left the Company		658	15.80%
Gender	Male	401	15.31%
	Female	257	16.63%
Age	Under 25 years old	46	19.66%
	25-30 years old	180	23.65%
	30-40 years old	254	13.75%
	Above 40 years old	178	13.46%
Region	Employees from the Chinese Mainland	657	15.80%
	Employees from foreign countries and Hong Kong, Macao & Taiwan	1	16.67%

FACILITATING TALENT DEVELOPMENT

Tian Lun Gas cares about the development and management of talents. With reference to the *Talent Recommendation Management Measures*, the Group has built a complete internal mechanism consisting of talent cultivation, talent motivation, and talent accomplishment. In 2021, the Group developed the talent selection plan, released the Hundred Talents Plan for cadre management, established a diversified exit mechanism, implemented dynamic employee review, and rapidly removed unqualified candidates. During the reporting period, the Group selected 119 reserve talents through the mode of “mainly rely on talent review while making competition as a supplement”, thereby realizing the complementary advantages of personnel, effectively improving the competency rate, and facilitating the business strategy development.

Tian Lun Gas adopts a bottom-up approach to surveying training demand, and determines the course directions that leaders at all levels care about most. We also set up a diversified training system for employee differentiation. The training system covers different ranks and positions of all departments, thus promoting the all-around development of employees. The combination of the training system and “Pursuit”, a self-built online learning platform, can effectively improve the professional quality of all staff and facilitate the development of talents. In 2021, the Group recorded a total of 166,792 training hours for all employees, with an average 47.64 hours of training per employee.

Percentage of employees trained, total training hour and average training hours in 2021

Category		Percentage of employees trained(%)	Total training hours(hour)	Average training hours(hour)
Employment type	Management	100%	9,504	47.76
	Middle-level employees	100%	17,437	40.84
	Rank-and-file employees	100%	139,851	48.56
Gender	Male	100%	109,059	49.17
	Female	100%	57,733	44.82

In 2021, in order to promote the company-level knowledge sharing and enhance the professional ability of employees, the Group selected 31 professionals through internal training, and facilitated the development and certification of internal courses. Focusing on cadre competence, the Group organized the training on strategic competence, the training on improving government-enterprise relations, and the training on brainstorming workshop. To help new cadres better adapt to their positions after promotion, the Group also carried out the training on safety, the training on integrity, and the training for financial officer reserve.



Training on brainstorming workshop



Training on improving government-enterprise relations



Training for strategic managers



Online training on safety for new cadres of Tian Lun Gas Group

The Group has formulated the *Remuneration Management Measures*. We also improve the remuneration management system, optimize the incentive mechanism, stimulate the vitality of employees and the Group, and strengthen the alignment between performance and salary. In doing this, the Group balances responsibilities and rights, values incentives and constraints equally, and distinguishes excellent employees from ordinary ones. Meanwhile, on August 26, 2021, Tian Lun Gas adopted the share incentive plan for the first time since its listing, further improving the incentive system and attracting and motivating professionals.

Performance incentive mechanism:

Summarize the existing performance incentive mechanism, adopt value orientation and annual strategic targets, understand business needs on the frontline, analyze the shortcomings and problems of the existing incentive mechanism, determine the performance incentive guidance through industrial benchmarking, optimize the traditional business (including value-added business) performance incentive mechanism, and establish new business performance incentive mechanism.

Excellent employee incentive mechanism:

Develop incentive mechanism for excellent teams and individuals of the Group, including salary adjustment, promotion and inclusion in reserve talent team. Give preference to excellent employees during the competition for position and encourage more employees to learn from excellent employees.

Talent incentive mechanism

According to the *Internal Competition Management Measures* and the *Employee Performance Assessment Management Measures*, Tian Lun Gas cultivates the quality of employees, diversifies the career development channels of employees, and offers more promotion paths for employees. The Group regularly evaluates employee performance and takes annual performance assessment results as a significant basis for employee promotion.

The Group has built a management mechanism of “selection, use, training and retention” for the cultivation of college students. We also optimize the cultivation path of college students, improve the dual-tutor mechanism (management tutor and professional tutor), and strengthen the care and education for college students.



Case

A training camp for college students organized by Tian Lun Gas

To faithfully implement the talent strategies of the Group and cultivate talent in a systematic way, the Human Resource Management Center of the Group launched the “Chosen Talent” program in 2020. This move has provided a torrent of talent and new force for the rapid and sustainable development of the Group by virtue of systematic recruitment and adjustments in cultivation measures. From July 1 to 11, 2021, Tian Lun Gas organized the 2021 Graduate Training Camp. The first batch of 38 participants received systematic training in this campaign, involving physical training, skill improvement, corporate culture, industry introduction, on-site visits, workplace mindset change and career development.



Training camp for college students

PRIORITIZING EMPLOYEE CARE

In line with the *Benefits Management Measures*, Tian Lun Gas is committed to creating a sound working environment for employees, and caring about their growth and difficulties. In addition to a variety of leave including paid annual leave, marriage leave, and maternity leave, the Group also offers various benefits such as festival cash gift, wedding/funeral cash gift, communication allowance, and housing allowance. To show care for employees, we also offer a night shift allowance for employees who work on the night shift.

In the leisure time, the Group organizes a range of cultural and sports activities on days such as Women’s Day, Mid-Autumn Festival and Dongzhi Festival, to create a favorable working atmosphere and help them achieve a balance between life and work.



Case

Tian Lun Gas held “Healthy Eating and Scientific Fitness” activity on Internal Women’s Day

On March 8, 2021, Tian Lun Gas held “Healthy Eating and Scientific Fitness” lectures, enabling female employees to live healthily with shining glamour. Shi Zhijun, an international fitness coach of PTAG and the champion of the Music and Radio Weight-loss Boot Camp, was invited to give a lively and interesting lecture on the healthy lifestyle and nutrition dining matching, explaining in detail the misunderstanding of reducing weigh and providing proper guidance in this regard.



Activities on International Women’s Day




Activities at Mid-Autumn Festival

CONTRIBUTING TO SOCIETY

While seeking business development, the Group actively shoulders social responsibilities, practices targeted poverty alleviation, actively participates in community public-welfare activities, facilitates rural revitalization, and contributes to social development.

Facing the resurgence of the COVID-19 pandemic in 2021, Tian Lun Gas promptly launched the epidemic prevention and control plan and integrated the subsidiaries across China into the joint prevention and control system. According to the overall deployment of “putting prevention and control in place”, the Group required all subsidiaries to closely cooperate with the local government, further strengthen the epidemic prevention and control, and ensure a normal and safe gas supply for enterprises and residents.


Case

Fighting the COVID-19 pandemic with joint efforts

On August 5, 2021, the epidemic situation in Xuchang City suddenly became severe. Xuchang Company promptly launched the epidemic emergency plan, requiring all employees to actively receive nucleic acid testing and follow other requirements of epidemic prevention and control. Xuchang Company also publicized safe gas use and paid services through the WeChat official account during the special period. In addition, Xuchang Company released the news about “ensuring safe gas use in response to COVID-19” through media such as “Xuchang News” of Xuchang TV, the online platform called Xuexi.cn, and the Douyin official account “Xuchang Convergence Media”, thus ensuring the safe and stable gas supply during the special period.

In addition, considering the impact of the epidemic on special populations, in 2021, Tian Lun gas provided gas discount and deferred payment to single mother families, as well as milk powder, diapers, infant toys and other daily necessities for mothers and infants. The expenditure cost of this part is about RMB4.8 million.

In July 2021, Henan Province was hit by extremely heavy rainfall, resulting in serious waterlogging, traffic tie-up, and house damage. As the safety and property of numerous people were under great threat, Tian Lun Gas initiated an emergency rescue plan during floods and actively ensure the stable supply of gas supply for local residents. Tian Lun Gas strived to raise funds and donate supplies with a total funding of RMB8 million to assist in flood control and disaster relief.



Case

Fighting the flood together with Henan

In July 2021, Henan Province was hit by extremely heavy rainfall, leading to serious waterlogging in many areas and posing a great threat to the safety and property of numerous residents. Tian Lun Gas rapidly launched the emergency rescue plan for gas supply during floods, and organized the subsidiaries in the province to rush into emergency rescue and relief. The Group called on all the subsidiaries in Henan, especially city gas companies such as Shangjie Company, Hebi Company, Xuchang Company, Puyang Company, Weishi Company, Songxian Company, and Lankao Company as well as those companies with coal-to-gas projects, to ensure safe gas supply during the floods in an all-around manner.

Under the leadership of the leaders, all the staff stayed ready for emergency rescue and relief. They checked the hazards in key places, key gas units, and gas pipelines against the wind and rain. Meanwhile, they went deep into the countryside, undertook 460 rescue tasks, and conducted 190 emergency repairs. Hebi Company won the honor of “Unit Making Outstanding Contribution for Flood Fight, Rescue and Post-disaster Reconstruction” in the municipal public utility industry of Henan.



Hebi Company inspects gas leakage on the collapsed site



Lankao Company inspects high-pressure pipelines during heavy rainfall in the early morning



Xuchang Company monitors the intersection of Labor Road on Bayi Road, a key renovation project of the municipal government



The rescue team of Songxian Company conducts an on-site inspection and formulate a rescue plan after the buried medium-pressure gas pipeline was swept away by the river



Case

The donation ceremony of “Tian Lun Grant for the Project Hope” successfully held

The “Tian Lun Grant for the Project Hope” is a project of hope in the new era. Tian Lun Gas hopes to contribute to society by lighting the fire of hope and helping poor students cultivate a positive, sunny, caring, diligent, innovative, tolerant, and responsible character. In November 2021, the “Tian Lun Grant for the Project Hope” was distributed to Runan County and Lankao County respectively.



Donation ceremony at Runan County



Donation ceremony at Lankao County

ESG PERFORMANCE IN 2021

Indicator	Unit	2021	2020	2019
Economic indicators				
Total asset	Million RMB	15,104	12,918	11,939
Total revenue	Million RMB	7,650	6,440	6,549
Profit for the year	Million RMB	1,028	1,064	813
Earnings per share -basic	RMB	1.00	1.04	0.80
Total pipeline gas users	Users	4,938,642	4,204,256	3,247,483
Natural gas sales volume	10,000 m ³	194,238	151,461	156,640
Long-haul pipeline gas transmission volume	10,000 m ³	81,287	76,563	76,178
Environmental indicators				
Total discharge of wastewater ¹	Tonnes	61,256.53	51,676.74	1,589.00
Intensity of wastewater discharge	Tonnes/Million RMB revenue	8.01	8.02	0.24
Total emission of greenhouse gases	tCO ₂ e	18,748.18	22,534.48	37,613.00
Greenhouse gas Emissions intensity	tCO ₂ e/Million RMB revenue	2.45	3.50	5.74
Total discharge of hazardous wastes	Tonnes	12.57	12.73	9.44
Discharge intensity of hazardous wastes	Tonnes/Million RMB revenue	0.00164	0.00198	0.00144
Total discharge of non-hazardous wastes	Tonnes	549.86	569.58	381.38
Discharge intensity of nonhazardous wastes	Tonnes/Million RMB revenue	0.07	0.09	0.06
Total energy consumption	MWh	44,344.79	43,548.03	64,877.95
Energy consumption Intensity	MWh/Million RMB revenue	5.80	6.76	9.91
Total water consumption	Tonnes	120,113.00	56,349.20	81,442.77
Water consumption intensity	Tonnes/Million RMB revenue	15.70	8.75	12.44

¹ Note: The statistical caliber of wastewater emissions in 2020 and 2021 is the full caliber, including all member companies under Tian Lun Gas, so there is a large increase compared with the data in 2019.

Indicator	Unit	2021	2020	2019
Social indicators				
Total number of employees	People	3,506	2,932	3,159
Total number of male employees	People	2,218	1,817	1,995
Total number of female employees	People	1,288	1,115	1,164
Percentage of male employees	%	63.26%	61.97%	63.15%
Percentage of female employees	%	36.74%	38.03%	36.85%
The number of work related fatalities	People	0	0	0
The number of working days lost due to work-related injury	Day	173	386	397
Rate of employee training	%	100%	22.03%	93.73%
Average internal training duration per employee hours.	Hour/People	47.64	3.76	1.49
Number of suppliers	Number	317	156	33
The Group had invested in safety production	RMB 10,000	2,975	1,390	/
Donation ²	RMB 10,000	1,280	1,000	500

² 2019-2020 the total amount of donations refers to Tian Lun Group

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Reader Feedback Form

Thank you for reading the Tian Lun Gas Holdings Limited 2021 Environmental, Social and Governance Report. In order to provide stakeholders with valuable information and improve the Group's ability and performance in fulfillment of social responsibility, we are sincerely expecting your valuable opinions and suggestions.

Please fill in the feedback form and send it to us via the following methods:

Email: hk@tianlungas.com

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1. Your overall rating for the Group's Environmental, Social and Governance Report:

Very good Good Fair Poor Very poor

2. Your rating for the Group's fulfilment of social responsibility:

Social Responsibility	<input type="checkbox"/> Very good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
Environmental Responsibility	<input type="checkbox"/> Very good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor

3. Your rating for the Group's fulfilment of social responsibility:

Very good Good Fair Poor Very poor

4. What do you think about the clarity, accuracy and integrity of the information, data and indicators disclosed in the Report?

Clarity	<input type="checkbox"/> Very good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
Accuracy	<input type="checkbox"/> Very good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor
Integrity	<input type="checkbox"/> Very good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Very poor

5. The content structure and layout design are convenient for you to read?

Yes Fair No

6. Other opinions or suggestions about the Group's work and the Report:



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