



新奥天然气股份有限公司  
ENN Natural Gas Co., Ltd.

# 2020

## ENN Natural Gas Co., Ltd.

### Environmental, Social And Governance Report



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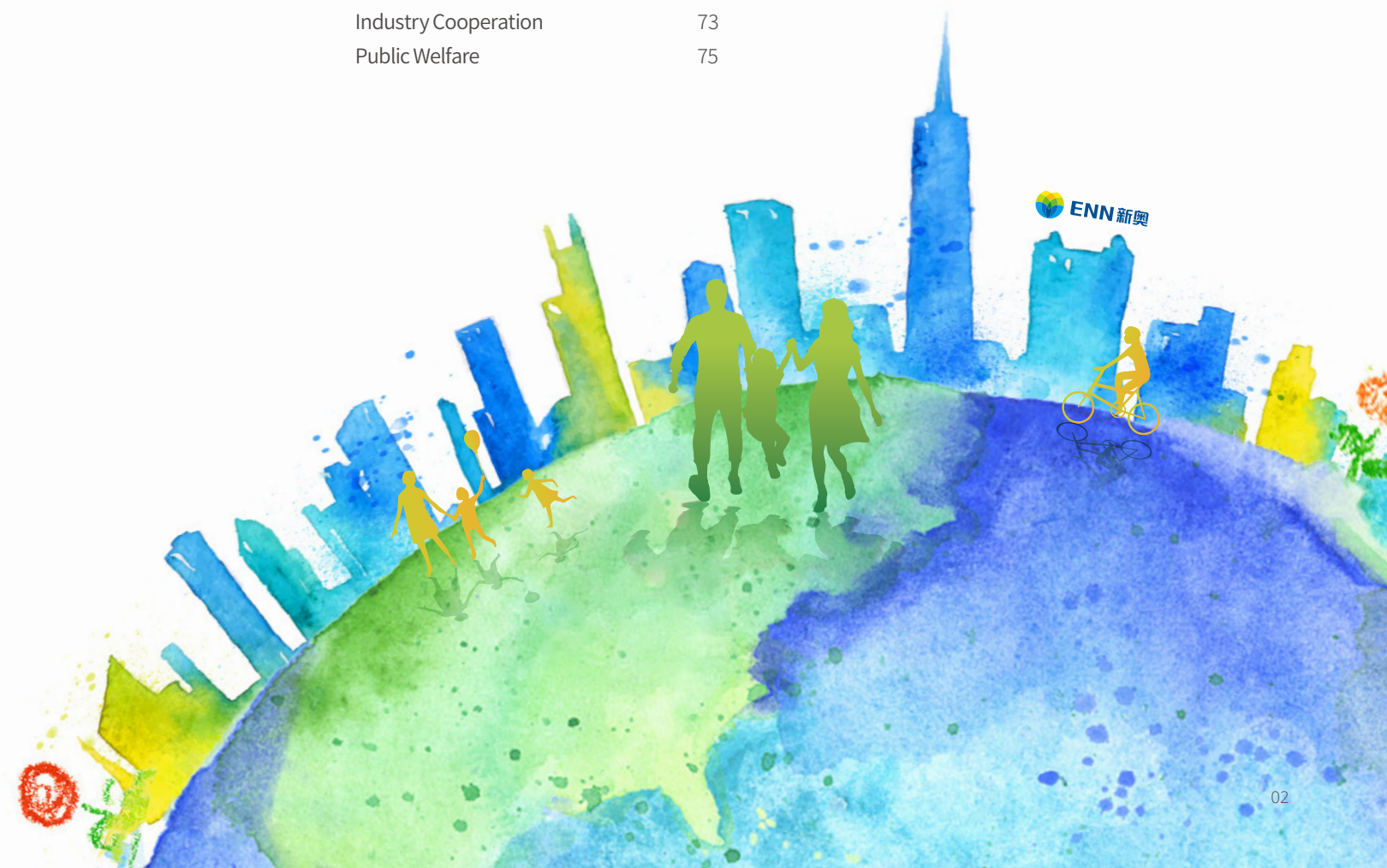
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## About This Report

This is the first Environmental, Social and Governance (“ESG”) Report (hereinafter referred to as “this report”) of ENN Natural Gas Company Limited. This report reflects how ENN Natural Gas works to fulfill its economic, social and environmental responsibilities to achieve sustainability and responds to issues of general interest to stakeholders. The Company’s Board of Directors has reviewed this report and is responsible for the authenticity and validity of the information contained.

### Reporting Period

The content of this report covers the period from 1 January to 31 December, 2020. The time period may be extended for some of the contents.

### Scope of This Report

This report focuses on ENN Natural Gas Company Limited and its subsidiaries.

### Data Source

All the information and data expressed herein come from the Company’s official documents, statistical and financial reports and ESG information collected, compiled and reviewed by the Company. This report is published in Chinese and English. If there are any discrepancies between the two versions, the Chinese one shall prevail. Unless otherwise specified, the currency unit is RMB.

### Preparation Basis

This report is formulated according to the requirements of the *Shanghai Stock Exchange Information Disclosure Guidelines on Environmental, Social Responsibility and Corporate Governance for Listed Companies (draft for comment)* and the *Environmental, Social and Governance Reporting Guide (“ESG Guide”)* under the Appendix 27 of the Listing Rules of the Hong Kong Exchanges and Clearing Limited (“Stock Exchange”) *Listing Rules*.

### Reporting Specifications

For ease of presentation and reading, ENN Natural Gas Company Limited is hereinafter referred to as “ENN-NG”, “the Company” and/or “We” in this report.

### Access to This Report

This report is available for browse and download at the website of Shanghai Stock Exchange ([www.sse.com.cn](http://www.sse.com.cn)) and the Company’s website ([www.enn-ng.com](http://www.enn-ng.com)).

## Message from The Chairman

In recent years, the United Nations has held a series of conferences on climate change to encourage countries to address environmental challenges together. As a result, many countries have pledged to achieve carbon neutrality by 2040 to 2060. In 2020, President Xi Jinping first proposed at the seventy-fifth session of the UN General Assembly, that China will scale up its Intended Nationally Determined Contributions by implementing more vigorous policies and measures, peak its CO<sub>2</sub> emissions before 2030, and go all-out to achieve carbon neutrality by 2060. Later on, President Xi talked about China’s carbon neutrality goal in various international meetings and conferences to show the country’s determination to tackle climate change.

Energy transition is fast rising as fossil fuels are exploited cleanly, clean energies are utilized in large-scale and multiple energy sources are combined to moderate the environmental footprint. The shift towards a green, low-carbon energy mix has become a global consensus.

The popularity of the concept of “responsible investment” in the capital market has rendered corporate ESG performance more important in investment decision-making. We are publishing the first ESG report of ENN Natural Gas Company Limited to respond to the capital market, communicate better with stakeholders, and summarise our work in ESG management in 2020.

We keep improving ESG management, deliver better ESG performance, and make ESG work an inseparable part of our daily operations. The Environmental, Social, and Governance Committee (“ESG Committee”) is established at the level of the Board to oversee ESG work across the Company. The ESG working group, which consists of important functional departments is also founded.

We remain committed to building a green ecology by making technological innovations and working on low-carbon and environmentally friendly energy solutions to solve the challenges of climate change. We perform every effort to reduce the discharge of effluent, exhaust gas, and solid waste produced during operation and improve energy use efficiency. Biodiversity protection is also one of our priorities. Moreover, the whole project cycle is strictly monitored to prevent potential ecological damage.

The safety mechanisms and risk control measures are in place to ensure the safety and health of our employees and that safety accidents are greatly moderated. We provide special protection for employees according to their positions and their health conditions are well monitored. All these activities serve to protect both physical and mental well-being of our employees.

In addition, suppliers are encouraged to improve their ESG performance, produce higher-quality products, provide greater customer satisfaction, broaden industry cooperation and contribute to local communities.

In 2020, the Company seized upon new, exciting opportunities and completed the major asset restructuring programme. It was strategically positioned as a “smart and ecological operator in the natural gas industry”. Climate change usually brings new opportunities apart from severe challenges. We hope to work with all the stakeholders in different industries, through exploring new technologies and innovative managerial practices, to address the climate crisis and build a brighter future.

Chairman of the Board of Directors of ENN Natural Gas Company Limited

**Wang Yusuo**





## About Us

ENN Natural Gas Company Limited ("ENN-NG"; stock code: 600803) is among the first group of listed companies in Hebei Province. After a strategic restructuring programme, we shaped an all-encompassing business structure that covers all scenarios of the natural gas sector. Our goal is to be a smart and ecological operator in the industry.

Centered on the whole scenario in the natural gas industry, ENN-NG has built a smart industry platform to empower our ecological partners via smart products. We have also shaped national and regional digital ecosystems for demand, resources, storage and transport of gas and engineering capacity, so as to intelligently matched the market with resources, transmission and distribution of gas, and engineering technologies, and boosted the natural gas ecosystem for greater prosperity.

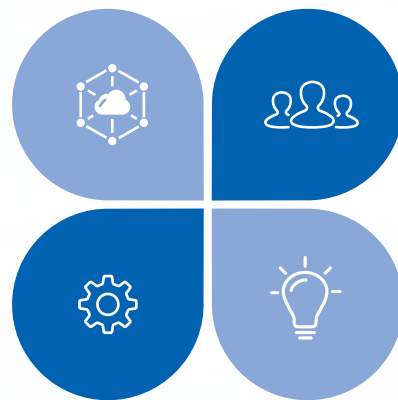


### Vision

Based upon the business scenarios of ENN-NG, we harness the IoT to power intelligent applications and make effort to promote industry upgrading. Ultimately, we aim to be a smart and ecological operator in the natural gas industry.

### The Way of ENN-NG

Rely on Customers; Collaborative Success; Joint Creation of Ecosystem



### Mission

We utilise intelligent industry applications to strengthen capacity building, deliver success to our customers, help them create long-term value and achieve satisfactory results.

### Values

Honour Integrity; Respect Self-Driven Capability; Value Data; Ready to Share

## 2020



Total Assets

RMB **109,523.85** Million



Fitch upgraded the international rating for our company to BBB-, and assigned a stable outlook. (October 2020)



Total Sales Volume of Gas

**30.51** Billion Cubic Meters;  
12.6% Year-on-year Increase



Moody's upgraded the international rating for our company to Ba1, and assigned a stable outlook. (February 2021)



ENN-NG won the Best Practices Award for Corporate Social Responsibility



ENN-NG won the National Outstanding Performance Award



ENN-NG won the Tienyow Jeme Civil Engineering Prize





# 01



## Sustainability Management

ENN-NG remains committed to the core values of sustainability that guide our investment decision-making and business operations. We produce responsibly, improve core competitiveness and expand the pathway to sustainable development in order to create value for shareholders, customers, employees, and society.

*Sustainability Management*

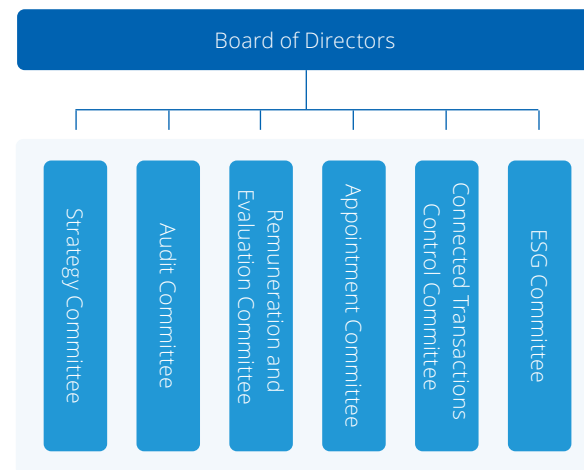


# ESG Management

## Corporate Governance

ENN-NG has strictly followed all relevant laws, regulations, and guidelines including the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, and the *Code of Corporate Governance for Listed Companies*. The Company has established a corporate governance organization and operation mechanism composed of the General Meeting of Shareholders, the Board of Directors, the Board of Supervisors, and the Senior Management team. The company has shaped a rule-based and well-balanced governance system with clearly defined authorities and responsibilities among the decision-making body, the supervisory body, and the management team. The Board of Directors, accountable to the General Meeting of Shareholders, deliberates and approves the important matters in the Company's business activities and makes decisions or reports the matters to the General Meeting of Shareholders for further discussion. The Board of Supervisors is responsible for supervising the behaviours of the directors and the management, and the Company's financials. The Co-CEO, president, and other executives are appointed by the Board of Directors; they are responsible for the Company's daily operations and management under the leadership of the Board of Directors. In accordance with the relevant laws, regulations, and regulatory policies, the Company has established and will gradually improve the corporate governance system based on our operation demands. The *Articles of Association* are the core of the governance system, which also encompasses the *Rules of Procedure for the General Meeting of Shareholders*, the *Rules of Procedure for the Board of Directors*, the *Rules of Procedure for the Board of Supervisors*, and other applying rules of special committees. The system has provided an institutional guarantee for the Company's

rules-based operations. Under the Board, there are Strategy Committee, Audit Committee, Remuneration and Evaluation Committee, Appointment Committee, Connected Transactions Control Committee, and Environmental, Social, and Governance Committee ("ESG Committee"). These special committees study major management matters, give comments and suggestions for decision-making, assess and improve management mechanisms and business processes, as well as supervise the implementation of the resolution. During the reporting period, the special committees worked in line with the *Articles of Association* and the *Rules of Procedure for the Board of Directors*, fulfilled the responsibilities given by the Board, and provided opinions to guide the Company's sustainable development. They have contributed greatly to improving the corporate governance structure and powering the Company's growth.

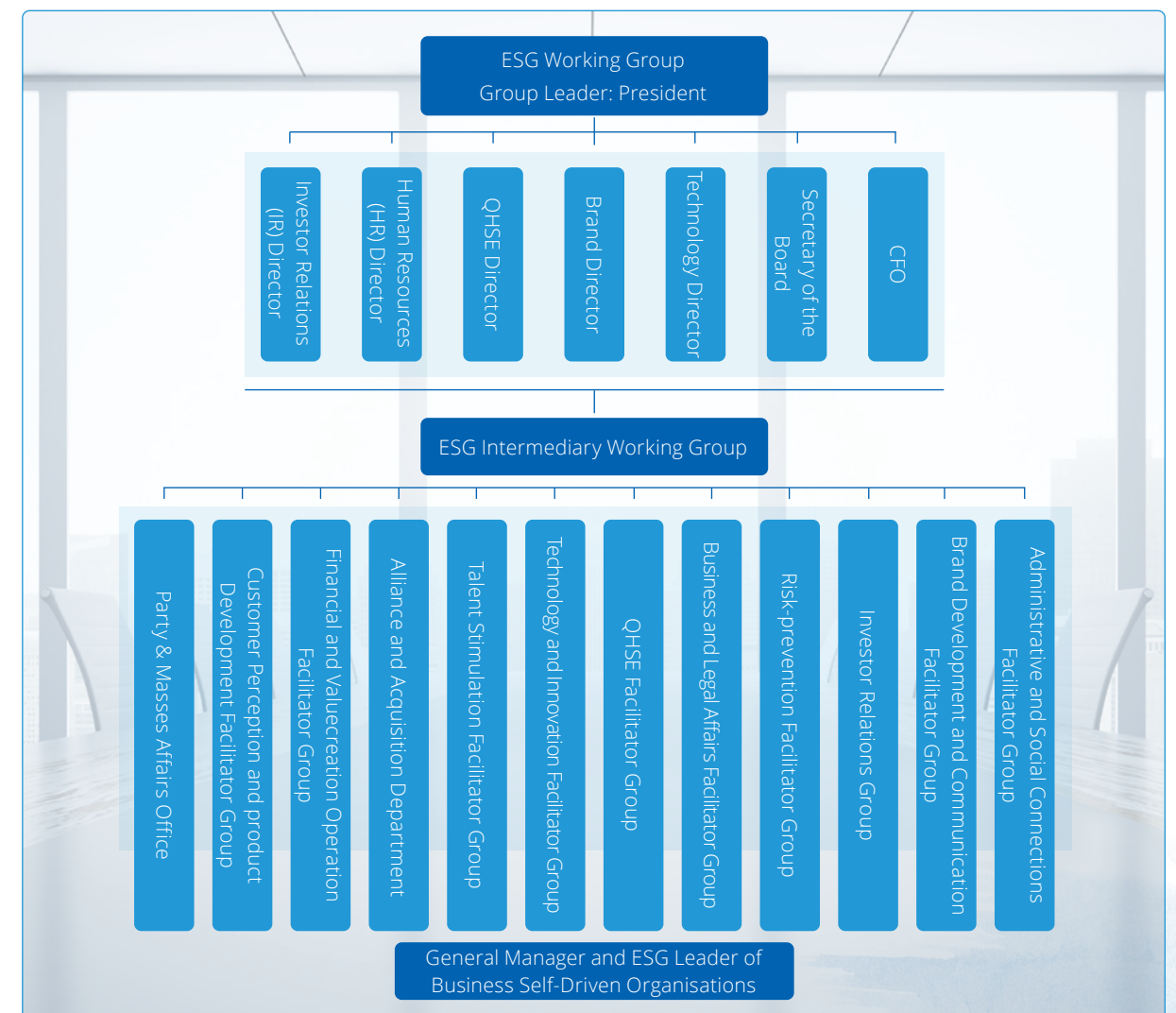


## ESG Management

The Company has established ESG Committee to take ESG performance into account for decision-making and daily management. The Board and the senior management would hold regular meetings to supervise the progress of the following tasks, including the formulation of ESG strategies and goals, risk control, communication with stakeholders, and analysis of major issues. In addition, the ESG Committee set up the ESG working group as the executive team to fully implement ESG work. The Company has given clear responsibilities to departments at different levels and encouraged them to carry out the tasks given to them, as well as involving more employees in ESG work, so as to implement the overall planning and management of ESG



### ESG Working Group Framework





## Compliance Management

ENN-NG rigorously follows industry laws and regulations, ensures legitimate compliance management, continues to improve compliance management in combating corruption and unfair competition, remains conscious of the bottom line for compliance work, and promotes responsible management practices.

In 2020, the Company conducted self-evaluation of internal control system subject to the *Basic Standards for Enterprise Internal Control* and the *Evaluation Guidelines for Enterprise Internal Control* jointly issued by the Ministry of Finance and the China Securities Regulatory Commission. The holding company of ENN-NG and its member companies under business segments were required to conduct self-evaluation in areas such as strategy planning and management, HR management, corporate culture, social responsibility, financial management, procurement management, management of construction projects, contracts management and legal affairs, research and development, and management of information system. The results showed that a thorough internal control system was in place and implemented effectively during the reporting period, which assuring the healthy development of the Company.

We also carried out compliance risk identification and auditing for different positions. In 2020, we reviewed the problems found by audit inspection in history, identified positions relevant to risk management including finance, procurement, engineering, and HR, and prepared specific

training programmes accordingly. Meanwhile, we provided specialised warning training to employees in key risk positions in major member companies and combined the training with auditing programme. In this way, we could forestall any potential risks and combine early warning with accountability. We also requested the relevant departments to immediately modify any problems identified in the auditing and supervision process and track the rectification progress to make sure the problems were well addressed.

The Company attaches great importance to compliance management by developing and promoting digital risk warning products and continuously strengthens the education to warn against corruption by presenting violation cases to employees. We also conducted specialised auditing and supervision to identify weak points among compliance management during business process, and made every effort to ensure that the rules or mechanisms were in place.



## Anti-Corruption

ENN-NG has adhered to the principle of anti-corruption since its establishment to build a clean and honest business environment and corporate culture so that employees and executives are afraid, unable, and unwilling to involve in corruption. Our partners are encouraged to stay responsible and conscientious and preserve the bottom line of compliance at ENN-NG. The Company established an independent anti-corruption department that serves as the third defense for compliance management. The department helps build a clean governance culture and offer relevant training. It is responsible for receiving and handling whistleblowing and complaints concerning corruption, and conducting the auditing and supervision work, to ensure the Company's compliance operations.



### Building a Clean Governance Corporate Culture

ENN-NG has committed to building a clean governance corporate culture for years. In 2020, the Company drafted the *Clean Governance Agreement* and required all member companies and external partners to sign it. By the end of 2020, 2,597 *Clean Governance Agreements* were signed. The Company issued and implemented the *Business Integrity and Compliance Code of Conduct* and required all the employees to sign the document, to give their commitment of conduct, so as to enhance the bottom line mentality. Furthermore, the Company organised a series of educational activities that feature violations against anti-corruption guidelines, so that executives and employees could raise their awareness of risk and discipline to build a resilient mental defense against corruption.



2,597

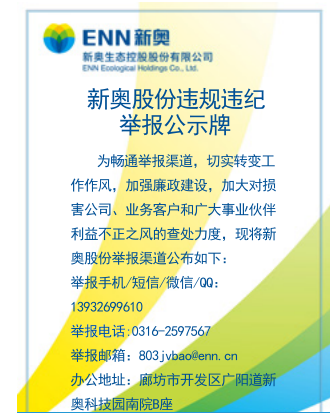
Clean Governance Agreements were signed by the end of 2020.

### Whistle-blowing and Complaints Management

ENN-NG has formulated the *Complaint Management Measures* that standardise the handling process of complaints and strictly implemented them in accepting and investigating the daily complaints to ensure timely, fair and reasonable settlement of complaints. The Company has set up several reporting channels such as the anti-corruption hotline, e-mail, SMS, QQ, and WeChat. Employees were informed of these channels by the intranet platform, office bulletin boards, and education courseware, so that violations would be reported in time. Moreover, the Company takes effective measures to protect the safety of whistle-blowers.

#### ENN-NG asked its member companies to extensively display the whistle-blowing and complaint channels

In March 2020, ENN-NG required member companies to provide unified whistle-blowing bulletin boards in conspicuous places such as the office area, production plants and workshops, so as to expand and facilitate the internal and external channels for whistle-blowing and complaints as well as involving employees and external partners to fully play their supervisory role. The bulletin boards contain a greater variety of channels including the hotline, email address, SMS, QQ and WeChat. By the end of 2020, 100% of ENN-NG's business scenarios had displayed the whistle-blowing bulletin boards.



Whistle-blowing Bulletin Boards of ENN-NG



## Communication with Stakeholders

Stakeholders are interconnected with a company's development. ENN-NG values the expectations and demands of our stakeholders and take them as valuable guidance for ENN-NG's sustainability work. We have actively communicated with all the stakeholders via multiple channels, listened to their needs and expectations, and accepted their supervision. In 2020, we used the social media platforms, WeChat public accounts and emails to communicate with internal and external stakeholders, and respond to their concerns.

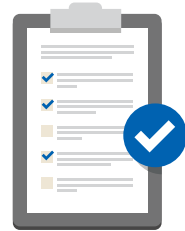
Stakeholders	Expectations	Communication Channels	Responses
 Investors	<ul style="list-style-type: none"> <li>Share the Company's performance</li> <li>Standardise corporate governance</li> <li>Prevent operational risks</li> <li>Improve site visits disclosure</li> </ul>	<ul style="list-style-type: none"> <li>Establish multiple communication channels to disclose information such as investor meetings, Shanghai Stock Exchange E-Interaction Platform, telephone meetings, regular briefings and provisional announcements</li> <li>Set up an investor relations group for inspection and daily administration of investor relations projects</li> </ul>	<ul style="list-style-type: none"> <li>Regularly disclose business performance</li> <li>Maintain stable profitability</li> <li>Improve corporate governance gradually</li> </ul>
 Government	<ul style="list-style-type: none"> <li>Comply with laws and regulations</li> <li>Honest and legitimate operations</li> <li>Pay taxes in accordance with the law</li> <li>Serve national strategies</li> </ul>	<ul style="list-style-type: none"> <li>Accept supervision and assessment</li> <li>Thematic presentation</li> <li>Participate in the formulation of industry policies and plans</li> </ul>	<ul style="list-style-type: none"> <li>Enhance security</li> <li>Improve risk control</li> <li>Comply with relevant laws and regulations</li> <li>Operate in accordance with industry growth and regional economic development</li> </ul>
 Employees	<ul style="list-style-type: none"> <li>Employees' rights and interests protection</li> <li>Employees' career growth</li> <li>Care for employees</li> </ul>	<ul style="list-style-type: none"> <li>Establish labor unions at different levels</li> <li>Channels for employees to participate in corporate governance, and stimulate and respond to employees' innovation in time</li> <li>Solicit opinions and rationalization proposals</li> </ul>	<ul style="list-style-type: none"> <li>Diversified recruitment</li> <li>Launch employee activities</li> <li>Care for employees' health</li> <li>Safeguard employees' rights and interests</li> <li>Offer online and offline learning platforms</li> </ul>
 Customers	<ul style="list-style-type: none"> <li>Offer premium products and services</li> <li>Protect the privacy of clients</li> <li>Respond to the needs of clients</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction survey</li> <li>Customer relationship management</li> <li>Discussions and interviews with clients</li> <li>Respond to complaints from clients</li> </ul>	<ul style="list-style-type: none"> <li>Launch client security check</li> <li>Timely and effective satisfaction of client needs</li> <li>Offer high-quality services for clients</li> <li>Customer satisfaction survey</li> </ul>

Stakeholders	Expectations	Communication Channels	Responses
 Partners	<ul style="list-style-type: none"> <li>Adhere to business ethics</li> <li>Open, fair and equitable procurement</li> <li>Win-win and shared progress</li> </ul>	<ul style="list-style-type: none"> <li>Disclose procurement information</li> <li>Negotiate and communicate</li> <li>Build e-commerce platforms and partner alliances</li> </ul>	<ul style="list-style-type: none"> <li>Open tendering</li> <li>Build a supplier management system</li> <li>Improve policies constantly</li> <li>Formulate environmental planning</li> </ul>
 Environment	<ul style="list-style-type: none"> <li>Environmental governance</li> <li>Environmental protection</li> </ul>	<ul style="list-style-type: none"> <li>Disclose information of green operations</li> <li>Launch environmental activities for public welfare</li> </ul>	<ul style="list-style-type: none"> <li>Implement environmental planning</li> <li>Enhance management of energy saving and emission reduction</li> <li>Improve energy efficiency</li> <li>Extend the use of green and clean energies</li> <li>Implement green officing</li> <li>Carry out environmental monitoring</li> <li>Actively engage in environmental activities</li> </ul>
 Community	<ul style="list-style-type: none"> <li>Community public services development</li> <li>Create more jobs</li> <li>Communication and cooperation</li> </ul>	<ul style="list-style-type: none"> <li>Panel discussion</li> <li>Participate in community volunteer activities and awareness campaigns</li> </ul>	<ul style="list-style-type: none"> <li>Make donations to charity</li> <li>Dedicate to public welfare</li> <li>Build harmonious communities</li> <li>Alleviate poverty and help people in need</li> <li>Participate in community volunteering</li> </ul>
 Media	<ul style="list-style-type: none"> <li>Information transparency</li> <li>Smooth communication channels</li> <li>Maintain sound media relations</li> </ul>	<ul style="list-style-type: none"> <li>Press conference</li> <li>Site visits for media</li> <li>Interview with the management</li> </ul>	<ul style="list-style-type: none"> <li>Hold the press briefing regularly</li> <li>Press releases</li> <li>Respond to media enquiry</li> <li>Communicate with the media</li> </ul>



# Materiality Assessment

In 2020, the Company identified, evaluated and screened a number of issues, mapped the materiality matrix to determine the material issues that matter to the Company and other stakeholders, and disclosed and responded to them in the ESG report. Also, the Company launched the stakeholder participation programme in a comprehensive and systematic way by issuing ESG stakeholder questionnaires to senior executives, employees and external stakeholders to understand their interest in different ESG issues.



## Materiality Assessment Steps

### 1 Identify relevant issues

- Draw up a list of issues according to the *Shanghai Stock Exchange Information Disclosure Guidelines on Environmental, Social Responsibility and Corporate Governance for Listed Companies (draft for comment)*, Hong Kong Exchanges and Clearing Limited *Environmental, Social and Governance Report Guidelines* and major issues of interested by global counterparts
- Classify the issues identified in line with the ESG framework



### 2 Collect feedback from stakeholders

- Distribute stakeholder questionnaires to do quantitative research
- Conduct interviews and panel discussions



### 3 Map the materiality matrix

- Evaluate the significance of each issue to ENN-NG and stakeholders
- Map the materiality matrix according to evaluation results



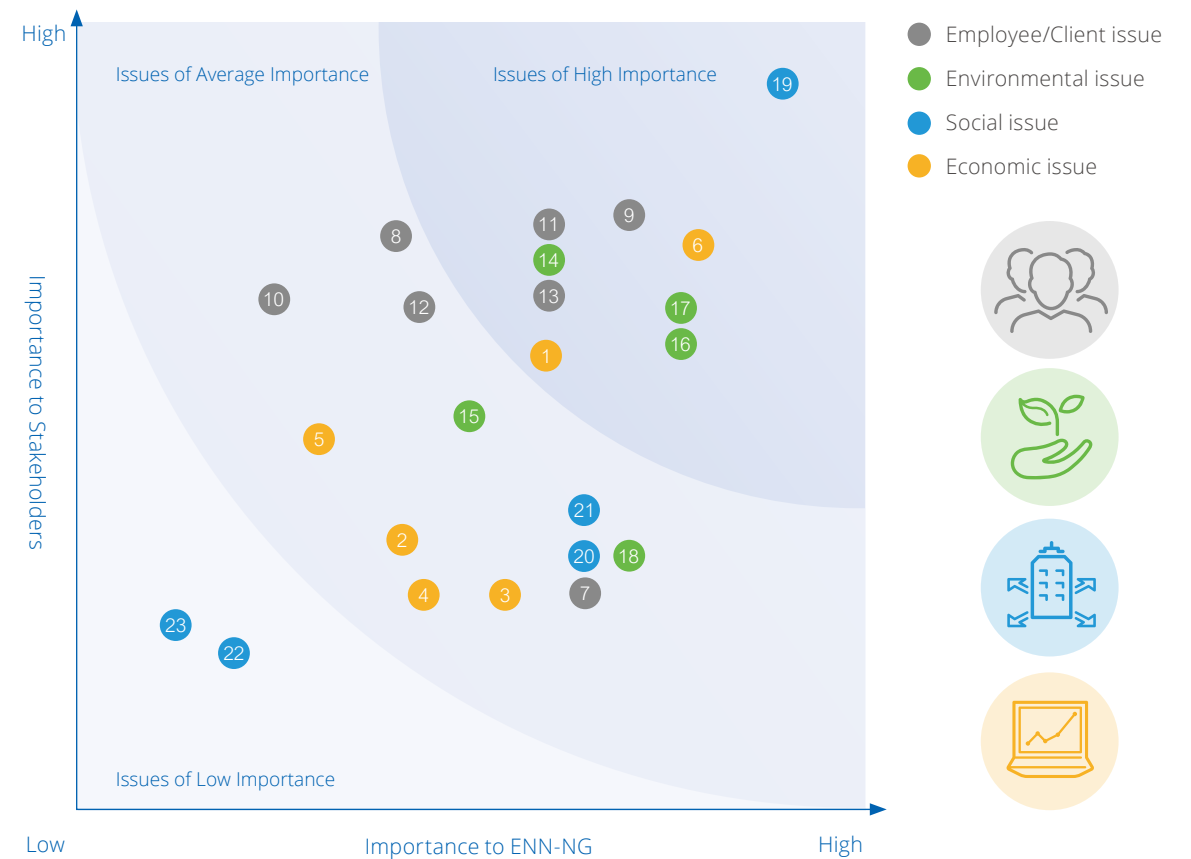
### 4 Verify the matrix

- ESG Committee verifies the materiality issues matrix



The matrix shows the significance of 23 issues. The most important topics are displayed at the top right-hand corner, those least important topics are listed at the bottom left-hand corner, and the issues in the middle are of moderate importance. Among them, highly important issues include: safe and stable gas supply, corporate governance and compliance, employee growth, resource and energy conservation, occupational health and safety, climate change, pollutant discharge, privacy protection for customers, results and business performance. This report will disclose these issues in detail to better respond to the concerns and demands of stakeholders in a comprehensive and accurate manner.

2020 ENN-NG's ESG Materiality Matrix



Ranking	Issues
1	Revenue and Performance
2	Product and Technology Innovation
3	Supplier Management
4	Anti-Unfair Competition
5	Business Ethics and Anti-corruption
6	Corporate Governance and Compliance
7	Equal Employment Opportunities
8	Protection of Employees' Rights and Interests
9	Employee Growth and Development
10	Prohibition of Forced Labor and Child Labor
11	Protection of the rights and interests of residents in the locality of the Company Occupation Health and Safety

Ranking	Issues
12	Customer Service
13	Protection of Customer Privacy
14	Pollutant Discharge
15	Waste Recycling
16	Resource and Energy Conservation
17	Climate Change
18	Biodiversity Conservation
19	Safe and Stable Gas Supply
20	Intellectual Property Protection
21	Protection of the Rights and Interests of Residents in the Locality of the Company
22	Charitable Activities for Communities
23	Community Relations





# 02

## Building a Green Ecosystem

ENN-NG has been a staunch champion of China's green and low-carbon development strategy and works hard to achieve the national goal of peaking carbon emissions by 2030 and realising carbon neutrality by 2060. It has also been a responsible corporate citizen by addressing climate change, conserving the environment and reducing the environmental footprint of production, operation and services. In this way, the Company contributes greatly to fostering a green ecosystem.

*Building a Green Ecosystem*





## Addressing Climate Change

Climate change has generated new opportunities for the natural gas industry apart from daunting challenges. With the green development philosophy in mind, ENN-NG has kept improving the energy mix and business structure, invested heavily in R&D to drive a green and low-carbon energy transition and harnessed the platform resources and its own technical prowess to explore ways to reduce emissions and conserve energy across the entire life cycle of the value chain and mitigate and adapt to the climate challenges. These efforts will bring about new opportunities to promote sustainable development.



### Climate Change Management Framework

We have actively worked to achieve the goal of peaking CO<sub>2</sub> emissions by 2030 and reaching carbon neutrality by 2060. Therefore, we establish a systematic management system for climate change risks, set carbon emission reduction targets, and take corresponding actions to meet the transitional needs for climate change.

#### • Climate Risk Governance and Management

ENN-NG has implemented the notion of green development, followed the policy developments in addressing climate change at home and abroad, established the *Management Measures of Carbon Emissions of ENN Natural Gas Company Limited* based on current industrial developments, enhanced GHG emissions monitoring and governance, pushed forward efforts to conserve energy and reduce emissions, and constantly raised the Company's green and low-carbon competitiveness. The city gas and integrated energy business segments of ENN-NG prioritise climate risk management according to the *United Nations Framework Convention on Climate Change*, the *Paris Agreement*, *China's 14th Five-Year Plan (2021-2025) for National Economic and Social Development*, the *Long-Range Objectives Through the Year 2035*, and *Measures for the Administration of National Carbon Emission Trading (Trial)*, among other policies and systems. The Company has analysed climate risks in the natural gas industry and examined relevant policies to identify climate risks and opportunities. The Company also formulated the *Climate Change Policy*, which clarifies our climate targets. We will use it as the basis to respond to climate risks on an ongoing basis, take advantage of the opportunities arising from climate change, and contribute to the mitigation of global climate issues. We have made it clear that the ESG Committee maintains oversight over climate change-related issues, regularly discusses these issues, and monitors climate risks through actions such as:

- Identifying risks and opportunities of climate change to the Company and assessing the relevance of risks, so as to set relevant goals;
- Assessing the impact of potential extreme weather and natural disasters on operations and formulating timely response strategies. In order to ensure the effectiveness of climate risk management and governance, the Company incorporates relevant indicators of climate risk management into the management's remuneration and performance assessment and ensures the effective implementation and supervision of related activities through the establishment of a management team dedicated to climate change response.

#### • Climate Strategy

ENN-NG achieves business growth through a green and sustainable approach. Under the guidance of our climate change management framework, we develop business strategies to mitigate potential climate risks, and grasp opportunities for low-carbon transformation to achieve win-win cooperation with stakeholders. ENN-NG actively cooperates with the government on "coal-to-gas" conversion; promotes the deployment and use of low-carbon and zero-carbon energy; and increases the proportion of photovoltaic, geothermal, and biomass energies. Going forward, ENN-NG will further include the comprehensive response to climate change into the Company's overall development plan.



#### • Carbon Reduction Targets

In 2020, ENN-NG comprehensively reviewed the energy use status of its energy production, city gas, integrated energy business, engineering construction, and installation business, analysed the energy use structure and GHG emission data, and assessed its potential in carbon emission reduction. At the same time, the integrated energy business was planned to further provide low- and zero-carbon energy solutions for downstream customers in the value chain. We also formulated mid- and long-term goals and strategies for carbon emission reduction in different business segment.

Production and Operation	Short-term Goal by 2025	Mid-term Goal by 2030	Long-term Goal
Energy Production (Coal, Methanol, and LNG)	By 2025, GHG emission intensity (Scope 1 and Scope 2 GHG emissions combined/sales revenue) will be reduced by 10% (baseline 2020).	By 2030, GHG emission intensity (Scope 1 and Scope 2 GHG emissions combined/sales revenue) will be reduced by 20% (baseline 2020).	Strive to achieve net-zero carbon emissions by 2050.
City Gas Business	By 2025, GHG emission intensity (Scope 1 and Scope 2 GHG emissions combined/natural gas sales) will be reduced by 10% (baseline 2019).	By 2030, GHG emission intensity (Scope 1 and Scope 2 GHG emissions combined/natural gas sales) will be reduced by 20% (baseline 2019).	
Integrated Energy Business	By 2025, we will achieve newly installed photovoltaic capacity of 2.2 GW.	By 2030, we will achieve newly installed photovoltaic capacity of 4.7 GW.	

The mid- and long-term strategies for carbon emission reduction are outlined as follows:

### Mid- and Long-term Strategies for Carbon Emission Reduction



Energy Production Business (Coal, Methanol, and LNG)

- 1. We will fully improve energy utility efficiency optimise the smart energy use system, and combine it with the new technology of modular energy saving, in order to decrease the energy consumption of companies and their carbon emission intensity.**
  - We will utilise digital products to fully optimise the steam system of methanol devices to achieve energy conservation and emission reduction.
  - We will harness new technologies to enhance the combustion efficiency of steam coal, and to reduce the use of coal and carbon emissions.
  - We will apply digital simulation and new material to increase the efficiency of our own boilers and to reduce carbon emissions.
  - We will introduce the micro-gas turbines to fully recycle the by-product fuel gas from the production devices to reduce energy consumption and achieve emission reduction.
  - We will enhance technological R&D investment in low-grade energy and apply the new technology, to leverage a large amount of LNG cold energy and pressure energy in the gas pipeline network.
- 2. We will improve the energy use mix in production by increasing the proportion of green, low-carbon and renewable energies in the mix. We will strive to use green energy sources across the majority of our business by 2030.**
  - We will build photovoltaic power stations or purchase photovoltaic and wind power to reduce carbon emissions.
- 3. We will build partnership in technological ecosystem, develop and introduce CCUS-related technologies, develop the production technology of chemicals from CO<sub>2</sub>, foster the ecosystem for utilisation of CO<sub>2</sub> in large-scale, and increase the proportion of CO<sub>2</sub> use, in order to reduce the carbon intensity.**
- 4. We will constantly improve the methane monitoring capability during the production, storage and transport of coal and gas, and enhance the BOG recycling technology to significantly reduce the leakage of methane.**
- 5. We will work all-out to build digital intelligence products such as system energy use and data management, enhance energy efficiency and data management capabilities, and explore ways to offset carbon emissions, such as carbon sink and carbon quota trading.**

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City Gas Business

- 1. We will improve the energy efficiency of the city gas business, striving to reach the international leading level within 5 years.**
  - Considering energy efficiency performance of leading companies internationally and in the context of our own historical data analysis, we will assign energy efficiency improvement targets to member companies and formulate a routine assessment plan.
  - For projects with high energy consumption, we will carry out energy consumption inspections and diagnosis to identify vulnerabilities, tap into energy-saving potential, and improve energy use efficiency.
- 2. We will strengthen methane management through methane emission monitoring and treatment, improve boil-off gas (BOG) recovery and reinforce pipeline safety inspection and maintenance to reduce natural gas leakage.**
- 3. We will continue to optimise our own energy use structure, build a green energy use system, and increase the proportion of low- and zero-carbon renewable energy used in our production and operation.** Moreover, we will research ways to offset carbon, such as afforestation, carbon capture, carbon offset, etc., to achieve carbon neutrality by 2050. We will also establish mid- and long-term GHG emission targets for the city gas business and aim to reduce 20% GHG emissions intensity (Scope 1 and Scope 2 GHG emissions combined/natural gas sales) by 2030 (baseline 2019).
- 4. We will seek to develop digitally intelligent products; improve capabilities in digital intelligence management; monitor and manage energy consumption, carbon emissions and pollutants; foster data intelligence; and enhance the ability to achieve emission reduction targets.** By using advanced remote monitoring technologies such as video and infrared, the Company avoids leakage accidents such as natural gas pipeline ruptures resulting from third-party damage.
- 5. We will promote the application of the Internet of Things (IoT) technologies in the pipeline network, and key equipment and facilities in stations, including cathodic protection, pressure regulating facilities, valve wells, and cloud-based laser platform technology. We will also monitor the operating status parameters of the pipeline network, equipment, and facilities for preventive maintenance to avoid major leakage accidents caused by equipment failure.**

### Mid- and Long-term Strategies for Carbon Emission Reduction



Integrated Energy Business

- 1. We will promote integrated energy business and technology and increase the ratio of renewable energy utilisation (i.e., solar, geothermal, biomass, and hydrogen energy) at all stages of project development, construction, and operation to improve energy efficiency and reduce energy consumption.**
- 2. We will assist the government in developing regional energy planning to achieve emission reduction targets through the following activities:** integrating the demand of energy such as natural gas, electricity and heating and technology applications within the region, and improving the efficiency of energy use in the region.
- 3. We will accelerate the development of integrated energy service to help customers improve energy utilisation efficiency and optimise energy structure.**
- 4. We will promote and apply digitally intelligent products across the business and enhance efficiency in energy use.** We will continue to optimise and upgrade digitally intelligent products, aiming to obtain modular development and nesting capabilities by 2030. We hope to realise the full application of digitally intelligent products in the business and empower the industry through data intelligence capabilities.
- 5. While increasing the proportion of renewable resource utilisation and enhancing technological capabilities, we will actively explore and research ways to offset carbon such as carbon trading and carbon sequestration.**

#### ENN Science and Technology Park Actively Carried out GHG Emission Reduction

ENN-NG has actively worked to neutralise the carbon emissions generated by its operations through various methods. For example, we have planted 15,289 trees in the ENN Science and Technology Park, which are equivalent to the neutralisation of approximately 352 tons of GHG emissions every year. ENN-NG will further increase the proportion of photovoltaic energy used in our ENN Science and Technology Park office buildings. Ten geothermal heat pump units were used at the ENN Science and Technology Park to provide all heating and cooling for the park, supplying heating of 6,657 kWh in winter and cooling of 7,710 kWh in summer, translating to significant energy savings.



**15,289** trees were planted in ENN Science and Technology Park, which are equivalent to the neutralisation of approximately **352** tons of GHG emissions every year.



ENN Science and Technology Park



## GHG Emissions Reduction

The Company abides by the *Energy Conservation Law of the People's Republic of China*, the *Law of the People's Republic of China on the Promotion of Clean Production*, the *Circular Economy Promotion Law of the People's Republic of China* and the *Renewable Energy Law of the People's Republic of China* while doing its utmost to reduce the greenhouse gas emissions during production and operation. We devised the *Sustainable Development Policy* and the *Management Measures of Carbon Emissions* and took measures to explore how to reduce carbon emissions in daily operations. It utilised renewables, initiated the coal-to-natural gas project, managed methane emissions and formed partnerships to promote R&D in new energy sources, thus enabling businesses and households to reduce greenhouse gas emissions.

### • Emissions Reduction at ENN-NG

At ENN-NG, different departments have acted in line with their business features to identify the production and operation links where there is potential for lower emissions, made technological innovations, and upgraded existing technologies to harness renewables and reduce the carbon footprint. In order to further cut the emissions, the Company has launched R&D on CCUS technology, introduced the technology to engineering projects and conducted cooperation with other industry leaders. We have also studied cutting-edge technologies in China and beyond, mapped out the blueprint for carbon capture business segment and applied the CCUS technology to current projects. Moreover, ENN-NG has focused on carbon emissions resulting from methane leakage. The member companies have, therefore, upgraded relevant technologies to recycle the leaked methane.

Indicator	Amount
Total GHG Emissions (10,000 tons of CO <sub>2</sub> e)	467.40
----Scope 1 Emissions (10,000 tons of CO <sub>2</sub> e)	431.49
----Scope 2 Emissions (10,000 tons of CO <sub>2</sub> e)	35.91
Intensity of GHG Emissions (10,000 tons of CO <sub>2</sub> e/ RMB 1 Billion of Revenue)	5.31

Note:

Scope 1 GHG emissions comprise direct CO<sub>2</sub> emissions from energy (coal, diesel, gasoline, gas) consumption during business operations of ENN-NG and its member companies, combined with emissions from crude coal decarbonisation during production of methanol.

Scope 2 GHG emissions comprise indirect emissions from purchased power consumption during business operations of ENN-NG and its member companies.

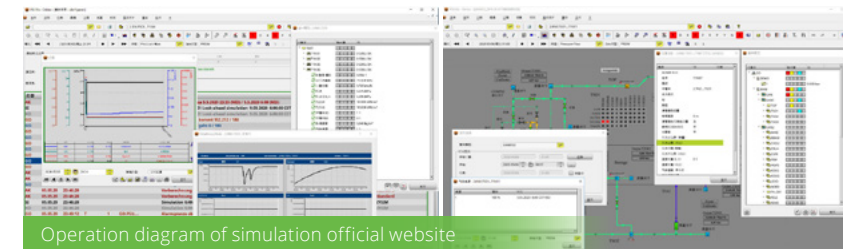
### Xinneng Energy Implemented Carbon Reuse and Recycle Project to Reduce GHG Emissions

Xinneng Energy Company Limited (hereafter "Xinneng Energy"), a member company of ENN-NG, cooperated with Zhuhai Gongtong Low-Carbon Technology Company in the area of carbon recycling. In 2013 and 2020, Xinneng built the carbon recycling equipment with an annual capacity of 20,000 tons and 150,000 tons, respectively. The equipment reused the carbon dioxide exhaust gas from methanol production, and turned the waste gas into liquid carbon dioxide for food factories, the mechanical industry and oil displacement. The project leveraged the Company's idle utilities capacity. By upgrading the outdated technologies, the system has reused the waste, reduced the emissions of carbon dioxide, and built a low-carbon, ecological and cyclical production model.



### ENN Energy Used the Dynamic Simulation Technology to Fully Utilise the Pipe Capacity and Monitor Methane Leakage

ENN Energy Holdings Limited (hereafter "ENN Energy", an integral business segment of ENN-NG) utilises the applied technology of natural gas pipeline network simulation to simplify the operation and management of complex pipeline networks. We obtain data from the SCADA system through OPC, then calculate and monitor the pressure and flow in the natural gas pipeline network. This technology can determine the utilisation rate of the pipeline network under different supply conditions, as well as calculate the amount of methane gas that may leak, so as to help operators constantly optimise the pipeline network operation.

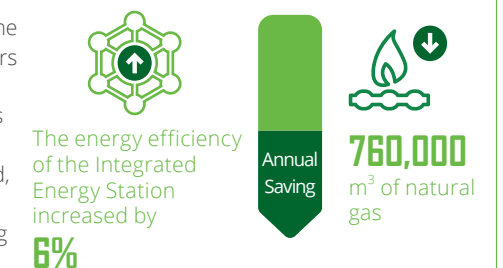


### • Assisting Clients with Emission Reduction

ENN-NG remains committed to sustainability across the entire industrial chain. Apart from greatly reducing carbon emissions, the member companies are also assisting their clients with energy conservation and emission reduction by making technological innovations. Moreover, the member companies are actively verifying their carbon footprint and calculating and analysing the carbon footprint of their products.

### ENN Energy Helped Clients Reduce Emissions and Energy Consumption by Recycling Waste Heat

ENN Energy initiated the technical transformation project at its Sino-German Integrated Energy Station in Qingdao, Shandong Province. The project recycled the waste heat from the smoke in the gas-fired boilers and reduced the temperature of the smoke, thereby eliminating the white smoke (flue gas containing water mist) generated by gas boilers in winter. This new technology took both environmental governance and waste heat recycling into account. After the project was launched, the energy station saw an increase in energy efficiency by 6% and 760,000 m<sup>3</sup> of natural gas were saved on an annual basis. The heating supply capacity is now expanded, meaning more profits are earned whilst the environment is protected.



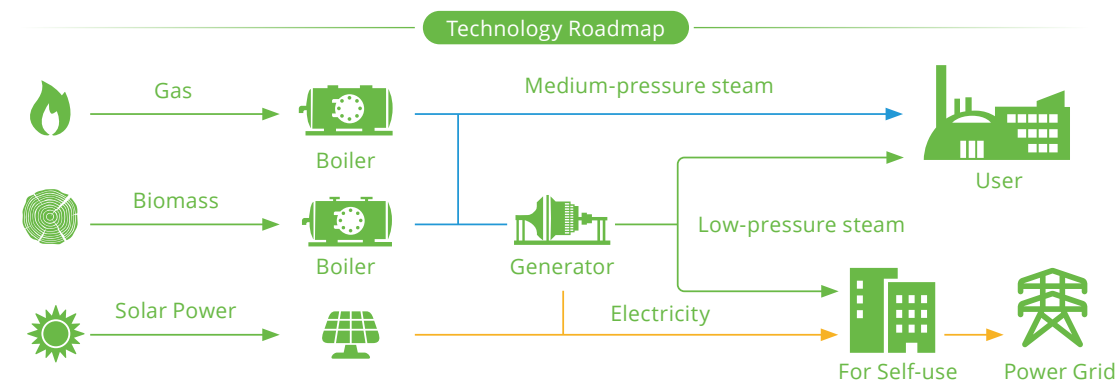
White smoke elimination and waste heat utilisation at the Sino-German Integrated Energy Station

### ENN Energy Helped Clients Improve the Energy Mix

Yangpu Industrial Park possessed a great amount of energy consumption. Existing large enterprises in the park had their own energy systems. The park had an underdeveloped energy infrastructure with a low utilisation of clean energy, causing heavy pollution. The low utilisation rate of facilities in the park and the lack of willingness of large enterprises to supply energy externally resulted in high gas heating costs, leading to a decline in enterprise investments opportunities. After assessment of the situation, ENN Energy acquired the thermal power-management right. Making full use of "solar energy + biomass + waste heat and waste energy + existing facilities", we met the various needs of the enterprises in the market for electricity, heating, and cooling. We also optimised the energy structure, reduced energy cost, and enhanced the image of the park. At the moment, Phase One focuses on utilising the solar power and biomass energy, with over 80% of renewables and 100% of clean energy in the energy mix.



Renewables account for more than **80%**  
Clean energy accounts for **100%**



Clean energy utilisation at ENN Energy Yangpu Industrial Park

### Launching Carbon Verification and Carbon Footprint Accreditation

The member companies of ENN-NG have actively launched carbon verification and carbon footprint accreditation work to understand their own GHG emissions status and potential responsibilities and risks. In 2020, ENN-NG initiated ISO 14064 GHG emissions verification work to 117 member companies, which had been completed in March 2021. The 2020 GHG Verification Report was issued. Nanjing ENN Gratile started carbon footprint verification to its JZT-M835G natural gas cooker, and calculated that the product had carbon emissions of 63.14 kg of CO<sub>2</sub>e. An accreditation certificate was given to the cooker.



**CO<sub>2</sub>** We initiated ISO 14064 GHG emissions verification work to **117** member companies.

Nanjing ENN Gratile Company Limited got the carbon footprint certification.

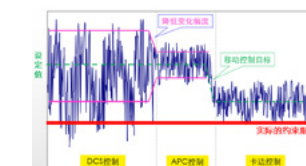
### Improving Energy Efficiency

ENN-NG abides by the *Energy Conservation Law of the People's Republic of China* and takes vigorous steps to improve energy efficiency and reduce the waste. The member companies have devised internal mechanisms in line with the actual conditions to determine the departments that are responsible for the utilisation, management and evaluation of energy. The member companies encourage their employees to conserve energy during the daily operations and roll out the conservation plan, assessment standards and reward mechanisms to better manage the energy efficiency in business activities.

ENN-NG has focused on the research, development and application of the new energy-saving techniques, technologies and equipment, as well as on the monitoring and assessment of major energy-intensive devices, equipment and systems. It has enhanced energy management in business operations, improved the energy efficiency and fully utilised the renewables.

### Xinneng Energy Methanol Plant Improved Energy Efficiency Through Intelligent Operations

Xinneng Energy, used the Advanced Process Control (APC) technology to enable automatic adjustment of the equipment. With the advanced control theory and methodology, the plant put process analysis and mathematical model calculation at the core and took the plant control network as the information carrier, so that the production process would be controlled by predictive multivariate models rather than the conventional distributed control system (DCS). Therefore, we could automatically diagnose and optimise the status and level of industrial production, operational processes and energy management, enhance the intelligent operational level of the equipment, and improve the energy efficiency.



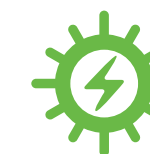
At present, ENN-NG has implemented and applied APC across all work sections of our own coal-to-methanol installation, leading to significantly higher production of gas and crude methanol per ton of coal, and reducing the consumption of steam by 3%. We also introduced APC to more than ten devices of methanol- and coke oven gas-LNG, significantly boosting the equipment production and energy efficiency. Nowadays the technical team has a proven track record of whole-process APC projects in the coal chemical industry, especially the coal-to-methanol sector. Backed by strong technical prowess, we have got 6 APC-related national patents.



By 2020, we received **6** APC-related national patents in this technical realm.

### Xinneng Energy Methanol Plant Launched the Energy Optimisation Project to Reduce Energy Consumption and Build a Model Plant

In 2020, Xinneng Energy, launched the project of gas extraction-based power generation and steam balance to optimise the energy use and build a model plant for energy conservation and emission reduction. Phase 1 of the project was already started, which utilised the expansion work of steam decompression to generate power. After decompression, the steam experienced a decrease in the enthalpy value, still, it could be used as a heat source or entered the lower-level steam pipe network to balance the steam. Therefore, the efficient use of energy was guaranteed. According to the calculation of the minimum steam extraction capacity of 25 tons/hour, 27.60 million kWh of power could be added, so that the comprehensive energy consumption was lowered.



**27.60** million kWh of power could be added, so that the comprehensive energy consumption was lowered.

In 2020, Xinneng Energy launched the steam balance project, aiming to reduce the cost and unleash further potential. Before the project was initiated, insufficient overheated medium pressure steam had to be supplemented by lowering the temperature or pressure of the overheated high pressure steam in the boiler, resulting in an exorbitant consumption of steam coal and the vent of large amounts of low pressure steam and waste heat steam. After the project was started, however, we could save about 40 tons of high pressure steam per hour, 57,000 tons of steam coal per year and 240,000 tons of desalted water per year, significantly reducing the energy consumption.



ENN-NG Focused on the Hydrogen Production Business, Accumulated Engineering Experience in the Field, and Assisted With the Energy Transition



In 2020, Xindi Energy Engineering Technology Company Limited (hereafter "Xindi Engineering") a member company of ENN-NG, undertook the project of Huludao ENN Energy Development Company Limited's partnership with some pharmaceutical in natural gas-to-hydrogen production. The project employed ENN-NG's hydrogen production process package, and used the EPC model. Xindi Engineering was mainly responsible for the design and R&D of the hydrogen production unit, procuring needed materials for the new unit, conducting civil construction, installing and testing the equipment, and the test run and commissioning of the production unit.

Moreover, Xindi Engineering undertook the engineering design of the Zhangjiakou Hydrogen Energy Industrialisation and Application Demonstration Project of Haipoer New Energy Science and Technology Company Limited in Zhangjiakou. The project harnessed the electrolysis technology of alkaline water to produce hydrogen, which was developed by China State Shipbuilding Corporation Limited 718 Research Institute. The technology and equipment used were cutting-edge, and the process did little damage to the environment. Therefore, the project helped Xindi Engineering accumulate engineering design experience in another hydrogen production field.

The current business exploration in the field of hydrogen production boosted ENN-NG's whole-scenario service capability for the natural gas industry and enabled the Company to explore a new business model featuring one-stop solution provider of products and services. It also helped the Company accumulate useful experience and enhance capacity-building in the hydrogen energy industry and powered the transformation and upgrading of engineering services, boosting the national energy transition.



Huludao ENN Energy's Natural Gas-to-Hydrogen Project

ENN-NG Energy Consumption in 2020

Indicator	Amount	Indicator	Amount
Natural Gas (10,000 standard cubic meters)	1,377.28	Total Coal Consumption (10,000 tons)	307.22
Gasoline (10,000 litres)	444.99	Comprehensive Energy Consumption (10,000 tons of standard coal)	255.66
Diesel (10,000 litres)	202.66	Density of Comprehensive Energy Consumption (10,000 tons of standard coal/RMB 1 billion of revenue)	2.90
Total Electricity Consumption (10,000 kWh)	81,120.00		

## Environmental Protection

ENN-NG has worked relentlessly to build a green and clean environment based on a sound management philosophy while complying with relevant laws and regulations. By incorporating conservation effort into daily activities, the Company has helped build green and clean communities for employees to live and work.

The Company has kept improving the environmental management system in accordance with the ISO 14001 standard, established a Quality, Health, Safety and Environment (QHSE) Management Committee and assigned full-time personnel to carry out environmental governance. Taking internal governance and external supervision as the engine, we have worked to improve the capability for responding to environmental emergency and monitoring the environment from the four stages of planning, implementation, evaluation and improvement. The member companies have been urged to prepare environmental management mechanisms according to their business performance and some subordinate companies have established green operation and management assessment system that incorporated environmental resources value into production accounting system to better implement the environmental protection management system and meet the environmental indexes.



By the end of 2020, 20 member companies were awarded the ISO 14001 certificate.

The production companies of ENN-NG have signed a contract with local environmental monitoring stations to have their effluent, waste gas, noise level monitored regularly and the major pollutant discharge checked in real time. Some subordinate companies would invite a third party to monitor the noise level, sewage and waste gas every year and then report the results to the local environmental authorities. In 2020, the Company recorded no serious event that led to litigation or punishment due to environmental violation activities.

### Pollutant Discharge Management

ENN-NG has effectively managed the wastewater, waste gas and solid waste to prevent environmental pollution. We have built a raft of environmental facilities in line with conservation standards to monitor the surrounding environment and comply with such laws and regulations as the *Integrated Discharge Standards of Air Pollutants*, *Environmental Protection Standards of Water Pollution*, *Integrated Discharge Standards of Sewage*, *Acoustic Environmental Quality Standards*, *Environmental Protection Standards of Solid Waste* and *National Hazardous Waste List*. The subordinate companies have also formulated rules and regulations such as the *Management System for Pollutant Control and Environmental Facilities Operation*, *Management System for Implementing Clean Production*, *Environmental Monitoring System*, *Response Plan for Environmental Emergency* and *Management Regulations on Environmental Protection of Construction Projects*. We have invested hugely in upgrading existing environmental technologies and building relevant facilities, adopted clean production techniques and managed the sewage, waste gas and solid waste to keep the emission indicators within the national standard range. These vigorous measures have enabled us to be the industry leader in terms of environmental governance.

### Gas Emissions

ENN-NG has carried out the R&D and application of waste gas treatment technology and launched the Special Campaign on Disposal of Waste Gas. We treated the flue gas that resulted from combustion in the boiler by using the purification device (desulfurisation, denitrification and dust removal) and then emitted it at a high altitude after it met the national standard. In this way, the ecological environment was protected. In 2020, Xinneng Energy invested RMB 40.31 million to upgrade the purification device.

ENN-NG Waste Gas Emission in 2020



Indicator	Amount
Sulphur Dioxide Emissions (tons)	706.25
Nitrogen Oxide Emissions (tons)	945.38
Soot Emissions (tons)	58.45



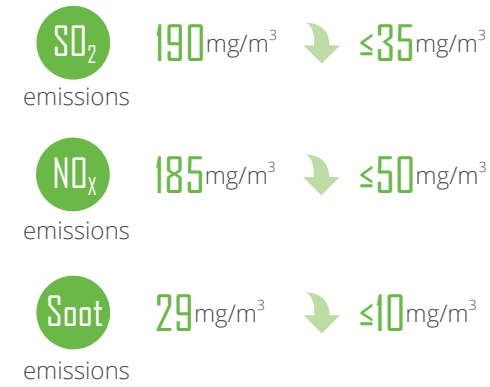
**Xinneng Energy Upgraded the Boilers of the Thermal Power Installation to Reduce the Emission of Flue Gas**



In 2020, Xinneng Energy implemented the technical transformation project to ensure the flue gas reached the national standard before being emitted. After the ultra-low emission upgrading, SO<sub>2</sub> emissions decreased from 190mg/m<sup>3</sup> to no more than 35mg/m<sup>3</sup>, NO<sub>x</sub> emissions jumped from 185 mg/m<sup>3</sup> to no more than 50 mg/Nm<sup>3</sup> and the soot emissions fell from 29 mg/m<sup>3</sup> to no more than 10 mg/m<sup>3</sup>. The project greatly cut down the emission of exhaust gas and contributed to environmental protection and green operations.



Ultra-low Flue Gas Emission Upgrading Project



• **Waste Water**

The production companies of ENN-NG are all equipped with waste water treatment facilities to improve water use efficiency and reduce effluent discharge. After proper treatment, some of the waste water is reused after reaching a certain standard, while the rest is discharged into the municipal sewage disposal plant or natural water body. This approach has taken both production and office waste water into account. Meanwhile, we have upgraded various water disposal projects and maintained water treatment equipment. Xinneng Mining Industry Co., Ltd. (hereafter "Xinneng Mining") and Xinneng Energy, its holding subsidiary, have realised no waste water discharge.

▷ ENN-NG Water Use and Waste Water Discharge in 2020

Indicator	Amount
Water Consumption (10,000 tons)	1,433.32
Intensity of Water Consumption (10,000 tons/RMB 1 Billion of Revenue)	16.27
Waste Water Discharge (10,000 tons)	144.23

**Xinneng Mining Expanded the Mining Water Treatment Station to Realise Zero Waste Water Discharge**



In 2020, Xinneng Mining expanded the capacity of the mine water treatment station, increasing the treatment capacity from the designed parameter of 3,600 m<sup>3</sup> per day to 13,000 m<sup>3</sup> per day. The reverse osmosis treatment capacity reached 10,000 m<sup>3</sup> per day. The produced water could reach the Class III standard of surface water. Part of the treated water was used for production, while the rest went into the reverse osmosis production line to get further treatment in the ultra-filtration, reverse osmosis, concentrated water reverse osmosis system. All the waste water, after being properly treated, was used for the purpose of production, daily life and external supply and the concentrated water was used for coal washing. We treated the domestic sewage and mine water up to the standard, which meant we discharged no waste water. Moreover, we built three ecological reservoirs with a total capacity of 314,000 m<sup>3</sup> outside the mining site. In winter, we would store water in the reservoirs, while in summer, we would use the stored water for irrigation, thus saving and recycling water resources to the greatest possible extent.



Three ecological reservoirs were built outside the mining site. The total capacity was **314,000 m<sup>3</sup>**.

**Xinneng Energy Built Waste Water Treatment Devices to Recycle Water Resources in the Chemical Engineering System and Realise Zero Waste Water Discharge**



In 2020, Xinneng Energy completed the construction of a concentrated brine treatment device with a designed capacity of 40 m<sup>3</sup> per hour. The project combined the techniques of two-stage softening, multi-media filtration, ion exchange, two-stage reverse osmosis, three-stage reverse osmosis, four-effect evaporation and spray drying to recycle the waste water. The system has been put into operation, with all the indicators satisfying the design requirements. The project has laid a solid foundation for Xinneng Energy to recycle the waste water from the chemical engineering system and ultimately achieve the goal of zero waste water discharge.

In 2020, Xinneng Energy started to upgrade its water treatment system. The two-phase project included the building of two sets of treatment devices for zero-discharge salt separation with a designed capacity of 60 m<sup>3</sup>/hour, respectively. Phase I device adopted the techniques of high-density sedimentation, secondary AOP, sand filtration, sodium bed, multi-effect evaporation and refrigeration process, while Phase II included those of high-density sedimentation, sand filtration, ultra-filtration and sodium sulfate drying. The equipment was completed and put into operation in December, 2020, which enabled salt separation with zero discharge and reused the salt in the waste water by producing sodium chloride and sodium sulfate.



Concentrated Brine Treatment Device with Zero Discharge

• **Noise Pollution**

While ensuring normal production, ENN-NG has complied with institutional documents to reduce noise pollution, including the *Noise Limits Around Construction Sites*, *Noise Emission Standards in Social Living Environments* and *Noise Emission Standards Around Industrial Enterprises*. The Company has used the rubber lining in the gasified ball mill, put high noise equipment in the soundproof plants and added sound insulation pads and silencers to some devices, in a bid to ensure that the noise level within the perimeter of the factory meets the relevant standards and avoid disturbing local residents.









### • Solid Waste Disposal

ENN-NG has followed a series of institutional documents, including the *Pollution Control Standards at Storage and Treatment Sites of General Industrial Solid Waste*, *Pollution Control Standards for Hazardous Waste Landfill*, *Pollution Control Standards for Domestic Waste Incineration* and *Pollution Control Standards for Domestic Waste Landfill*, and utilised some of the solid waste comprehensively. Some member companies built their own slag yards to recycle the waste from industrial production and office work. They turned the waste into non-hazardous resources to avoid secondary pollution and reduce the harm to employees' health and the environment.



#### ▷ ENN-NG Solid Waste Discharge in 2020

Indicator	 Total discharge of non-hazardous waste	 Intensity of discharge of non-hazardous waste	 Total discharge of hazardous waste	 Intensity of discharge of hazardous waste
2020	<b>748,004.34 tons</b>	<b>8,490.52 tons/RMB 1 Billion</b>	<b>tons</b>	<b>6.62 tons/RMB 1 Billion</b>

Note:  
 Non-hazardous waste includes PE waste pipe, waste metal pipe, coal gangue, coal ash, slag, chemical waste residue, household waste, construction waste, and non-hazardous garbage arising from production and repair of gas metres, that ENN-NG, ENN Energy Headquarters and its subsidiary gas companies generate in the wholesale and retail business of natural gas in 2020.  
 Hazardous waste includes waste machine oil, waste odorant barrels, waste catalyst, waste chemical packaging, and scrapped circuit boards arising from production and repair of gas metres, that ENN-NG, ENN Energy Headquarters and its subsidiary gas companies generate in the wholesale and retail business of natural gas in 2020.

### Biodiversity Conservation

ENN-NG abides by the *Environmental Impact Assessment Law of the People's Republic of China*, the *Land Management Law of the People's Republic of China*, the *Water and Soil Conservation Law of the People's Republic of China*, the *Management Regulations on Environmental Protection of Construction Projects*, the *Assessment Regulations of Environmental Impact on Planning and implements the Technical Guidelines for Environmental Risk Assessment of Construction Projects of the People's Republic of China* during construction. The Company has supervised the whole cycle of a project to prevent any possible ecological damage. Before construction, we should complete the environmental and safety assessments, set up more stringent evaluation standards for the ecological protection areas such as water sources and animal habitats, and prohibit construction in nature reserves, ecological function areas, forest parks and dense forests. During construction, we should use low-noise equipment to reduce the level of sound source and minimise the disruption to surrounding trees, vegetation or animal nests. After completion, we should restore the

local ecosystem in time to prevent further unnecessary harm to the environment. Moreover, the Company promulgated the *Biodiversity Conservation Policy of ENN Energy Holdings Company Limited*. It respected the local residents, reduced harmful impact on communities and considered the potential damage to the surrounding environment and wildlife habitats. The member companies have also played an active role in conserving biodiversity by raising the awareness on environmental protection on the World Environment Day through diversified activities.



### Enn-Ng Donated Funds to Support Noah's Ark for Building the Naban River Nature Education Base and Improving the Environmental Protection Practitioners' Capacity



In order to jointly promote ecological protection and sustainable development, ENN Charity Foundation donated RMB 100,000 to the Society of Enterprise & Ecology (SEE) Foundation to support the Noah's Ark Project for repair of the field workstation of the Naban River Nature Conservation Education Foundation and other tasks.

After installation and commissioning, the field workstation has been used for conferences and training to promote the practice of biodiversity conservation and ecosystem protection in the mountainous regions of Southwest China and facilitate the implementation of nature conservation education, training and experimental activities in a timely, smooth and efficient manner. It has become a venue for international and domestic environmental protection organisations at all levels to provide education and training sessions on nature conservation and a relatively independent and convenient workplace for future field work.



ENN Charity Foundation's Donation Certificate for the Naban River Nature Education Base

### ENN Yueyang Participated in the Protection of Swan Habitat



In 2020, thousands of swans migrated to Donggu Lake Wetland in Quyuan Management District of Yueyang City in winter. ENN Yueyang Gas Co. actively responded to a call from the Natural Resources Bureau of Quyuan Management District and organised its employees to volunteer to protect the swans. Employees at the site persuaded bird watchers not to harass swans at close range, shared knowledge about laws and regulations for protecting migratory birds in winter, and helped the public consciously protect migratory birds and the wetland.



Migratory birds pass the winter in the swan habitat





### Xindi Engineering Implemented an Ecological Conservation Plan for Construction around the 5A Scenic Spot of Qingyuan Mountain

In 2020, Xindi Engineering began the natural gas pipeline crossing project in the environs of the 5A scenic spot of Qingyuan Mountain in Fujian Province. The Company invested RMB 502,000 and implemented the special plan to protect the ecosystem of the construction site and to reduce the impact on the ecology of the tourist destination.

- Before construction, the special environmental protection plan was devised and implemented to reduce the impact of the floating dust by setting up dust gauze over the construction site and paving hard surfaces on the ground.
- During construction, we preferred low-noise equipment and added silencers. We did a good job in preventing fires in the scenic spot by setting up water sources for firefighting, reducing the temperature of the site by using sprinkling trucks twice a day and installing cameras for remote monitoring of any potential fire risks. We also introduced the advanced and environment-friendly mud treatment equipment and plate and frame mud filter press to recycle the waste mud and realise zero waste discharge.
- After construction, we quickly restored the terrain of the site, dismantled all building facilities, removed the building materials, submitted the site restoration report to the local environmental and scenic spot management authorities and organised the confirmation session.



We invested RMB **502,000** and implemented the special plan to protect the ecosystem of the construction site.



Construction Site at the Scenic Spot

### Phase 1 of ENN-NG's Trusteeship Company Zhoushan LNG Bunkering Station-Pilot Project for International Ocean-going Vessels Implemented Water and Soil Conservation Plan

ENN (Zhoushan) LNG Company Limited (hereafter "Zhoushan LNG Receiving Terminal"), an ENN-NG's Trusteeship Company, received total investment of RMB 19.697 million in phase 1 of the pilot project of LNG bunkering station for international ocean-going vessels and devised a plan to conserve water and soil to reduce the adverse impact on the local environment.

During construction, we rigorously implemented the soil and water conservation measures by confining the construction to the scope of designated land, banning the arbitrary occupation, disruption or damage to the surface vegetation, properly stripping the topsoil and comprehensively using the waste slag. We monitored and supervised the progress in soil and water conservation effort and clarified the responsibility for controlling soil and water loss. We also tried our best to minimise the impact of construction on local wildlife and the major breeding areas and migration routes. After construction, we immediately restored the original terrain of the site, natural drainage channels, ditches, embankments and the farmland, dismantling the construction facilities and removing the construction materials. Every year, we would report to the Taihu Basin Bureau of the Ministry of Water Resources and Zhejiang Water Resources Department on how the conservation plan was implemented in the previous year and accept the supervision and inspection of relevant departments.

### Green Officing

ENN-NG advocates the concept of going green in the office and pays attention to energy conservation and emission reduction at workplace. For example, employees are encouraged to commute by public transportation or carpooling. They also go paperless where possible, print on both sides of the paper and turn off the lights, computers and displays after work. In addition, notices are put near the air conditioner or light switch to inform employees to save electricity and water. In 2020, the Company saved 2,624 tons of water and 303,000 kWh of electricity, an increase of 21.18% and 20.66% compared with last year, respectively.



### ENN-NG Took Diversified Measures to Go Green in the Office in 2020

In 2020, ENN-NG launched the campaign of cost reduction and value creation, and took diversified measures to go green in the office.



#### Make the windows more airtight

We removed the windows on the dark side of the headquarters and installed more airtight ones to improve the indoor temperature in winter, thus reducing the energy demand for heating.



#### Paste heat-shielding film on the sunward windows

We pasted the heat-shielding film to the windows on the sunward side of the office building to block the excessive UV in the summer, thus reducing the energy consumption of refrigeration.



#### Utilization of dormant assets

The Company set a consistent service life period for office computers to maximise the use of idle computers in the warehouse. Office furniture was also supplied where necessary and we would repair the broken pieces or re-utilise them for other purposes.







# 03



## Ensuring Health and Safety

At ENN-NG, we firmly believe that safety underlies our smooth operations. We value safety management by controlling the safety risks at every link. We also care about our employees and do what we can to secure their happiness and safety.

*Ensuring Health and Safety*





## Safety Guarantee

Safety guarantee is the cornerstone of our work at ENN-NG. We have always adhered to the concept of safe operation and enhanced the awareness of the bottom line. Our safety effort is pushed forward in accordance with relevant laws and regulations. We frequently update the safety mechanism to forestall any safety risks. Therefore, a corporate culture focusing on safety has taken shape, which ensures the Company's safe and smooth operation. In 2020, there was 1 work-related death at ENN-NG.



Indicator	 Safety and emergency drills Times	 Lost Time Hours	 Lost Time Incident Rate (LTIR)	 Number of dedicated safety management personnel Persons
2020	11,450	30,817 hours	1.27	827

Note:  
 1 The Lost Time indicator reports the number of hours worked lost as a result of either on-site or off-site work-related incidents.  
 2 The Lost Time Incident Rate (LTIR) is calculated as the number of LTIs divided by hours worked, multiplied by 1,000,000.

## Safety Management

ENN-NG puts safety high on its agenda and follows the *Safety Law of the People's Republic of China*. We always adhere to the concept of "three simultaneous safety production", tamp the safety foundation, and ensure the safety production and development of the company.

Note:  
 "Three simultaneous" refers to simultaneous design, construction and operation & use.

 By the end of 2020, 19 member companies were awarded the accreditation certificate of OHSAS 18001 or ISO 45001.

### • Safety Management Committee

The Company has established a safety management system with "low-risk operation" at its core. The system sets out four dimensions of core values, self-driven responsibility, risk control and professional competence to map out the standards for safety management and accumulate best practices. It aims to build consensus on safety management among all employees in different departments, clearly define the management responsibilities, promote the use of safety quantitative indicators KPI, spread the territorial management model, and introduce advanced tools to conduct the process risk control, continuously improving the ability of all employees to perform their duties safely.

### • Safety Management System

The Company set up the Safety Management Committee at the headquarters, with the co-CEO as the chairman, the president as the executive chairman, and the chief safety director as the secretary general. The Committee is mainly responsible for implementing the laws and regulations of the central and local governments on safety and the work requirements of ENN Group International Investment Limited (hereafter "ENN Group"), analyzing the status quo of safety, and coming up with corresponding solutions and plans. It also reviews annual targets, rewards and punishments related to safety, as well as the investigation and handling opinions for accidents. Moreover, it studies the major matters, coordinates and addresses the prominent problems, and supervises and inspects the implementation of related work in production safety.

### Core values

Elements of core values  
 Comprehensive risk norms  
 Exemplary leadership role

### Self-driven responsibility

Key performance indicator KPI  
 Bottom line and disciplinary punishment  
 Territorial responsibility  
 Capability of performing duty  
 Career development

### Professional competence

Standardised job competence  
 Standardised curriculum  
 Standardised training instructors  
 Standardised training assessments

### Risk control

Operating instructions  
 Standard operating procedure  
 Work permit  
 High-risk support plan  
 Emergency plan

ENN-NG Safety Management System Model





### • Safety & Digitalisation Applications

In 2020, ENN-NG took the safety management system as its underlying work logic and pressed ahead relevant work with integrated and intelligent safety risk disclosure products to explore a pathway for their safe, digital and intelligent applications. The Company took the following measures to consolidate and enhance safety management.

- The Company upgraded the existing digital safety applications and completed the following tasks: screening and management of hidden dangers, management of special operation tickets, dynamic risk control, risk mapping, QHSE organisation portrait, violations (“red and yellow lines”) reporting, laws and regulations database building, personnel information database building, and prohibition work of core parts.
- The Company also created the Smart Safety Helmet Supervision and Empowerment System, which enabled us to focus on the helmet as the carrier and formulate supervision and empowerment plans. The System implemented safety management from the four dimensions of remote investigation and handling of potential dangers, remote guidance on safety technologies, remote safety training and remote image retention. Moreover, we increased the frequency of safety inspections to understand the safety trends of construction sites in real time. These efforts improved the safety management capability and reduced the occurrence probability of accidents caused by hidden dangers.

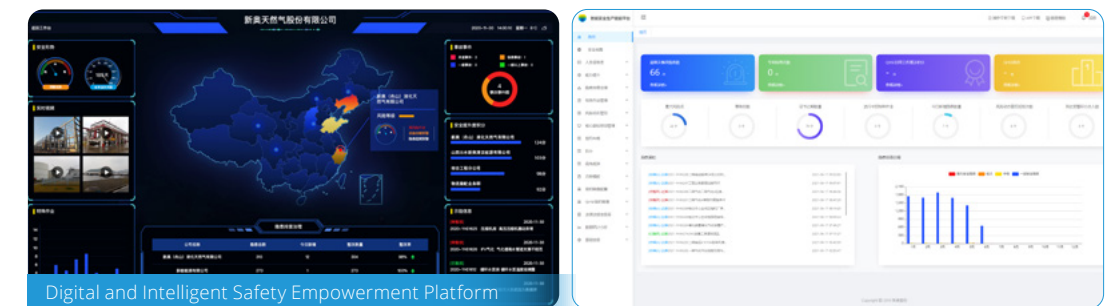


### ENN-NG Established the Digital and Intelligent Safety Empowerment Platform



ENN-NG's Digital and Intelligent Safety Empowerment Platform harnesses the IoT, digital connectivity, and AI to offer such functions as data analysis, responsibility implementation, announcement notification and statistics search. The Platform can also interact with other management platforms of the Company to dynamically understand how the primary responsibilities of ensuring safety are shouldered and robustly support the precise monitoring of self-driven organisations in promoting safety. Moreover, the core functions of the Platform include data board, closed-loop management of hidden dangers, check plan management, special operations management and closed-loop management of risk hierarchical control.

The Platform enables the multi-dimensional survey of how self-driven organisations have fared in fulfilling their responsibilities of ensuring safety and displays the results visually, so that ENN-NG will get the big picture of related work. The data centre analyses the risks and hidden dangers of self-driven organisations in different areas and shows the results clearly, which makes it easy for the Company to root out the underlying problems and conduct precise supervision. The information barriers between the self-driven organisations and the Company are removed to enable the fast sharing and transmission of safety information and data, thus greatly improving the work efficiency.

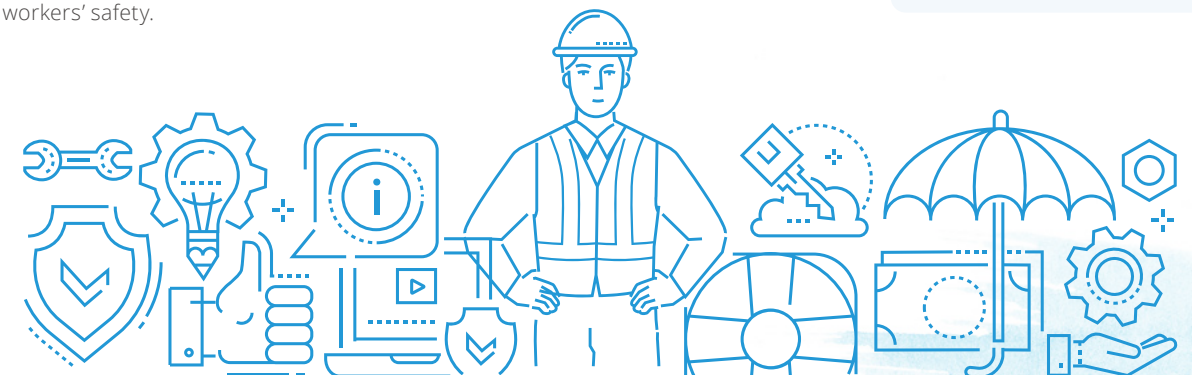


### • Occupational Health and Safety Investment

The Company established a long-term investment mechanism in safety and invested in nine major areas including protective equipment and facilities, emergency rescue equipment, equipment used in emergency drills, assessment of major hazard sources and hidden dangers, monitoring and correction of accidents, production inspection, evaluation, consultation and standardization, equipping and updating of protective equipment for on-site operators, and publicity, education and training of safety. The mechanism ensured adequate funding to keep the workplace safe and secure. Furthermore, we improved on-site conditions, reduced casualties, and protected workers' safety.



In 2020, we invested RMB **933** million in occupational health and safety-related fields.





## Safety Risk Control

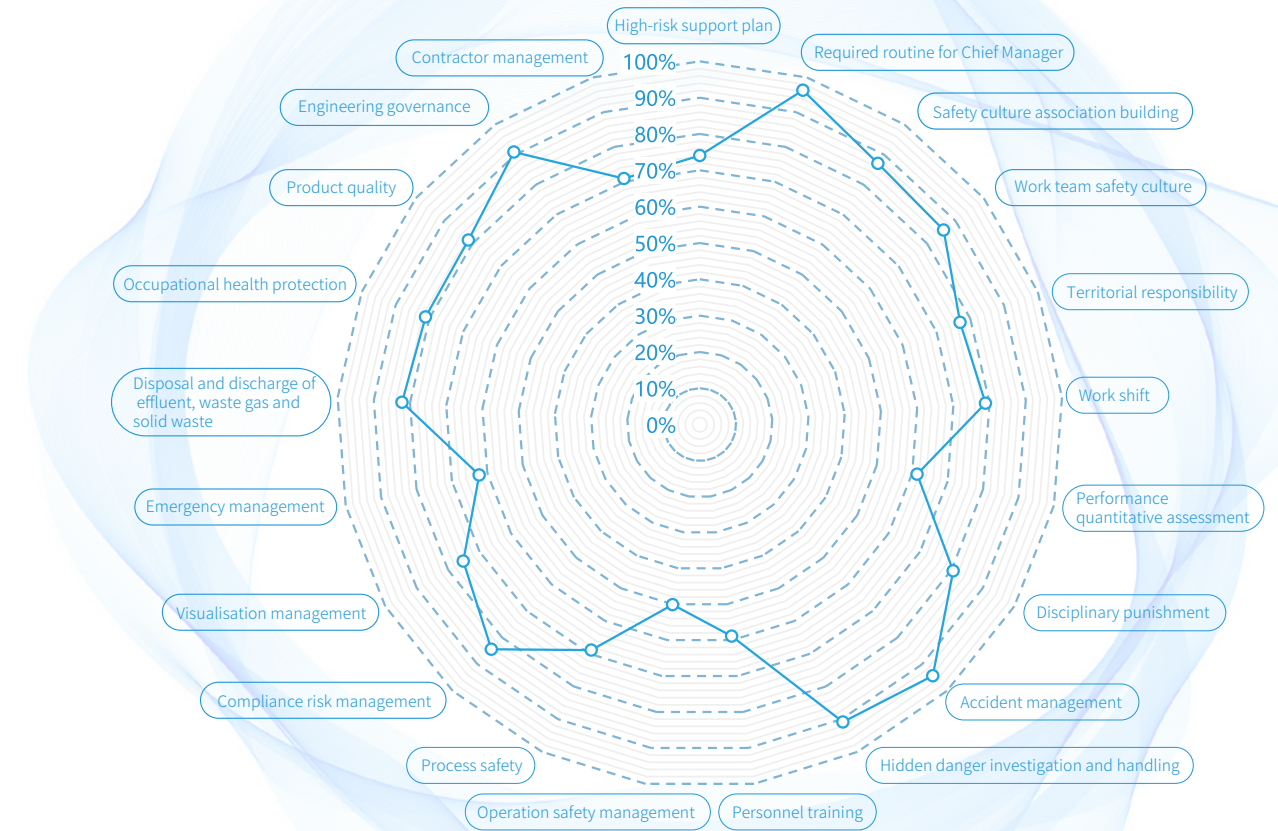
ENN-NG has actively identified, determined and controlled safety risks and refined the regulations for managing safety risks. On the basis of the safety management system, we established a new quantitative index system, and issued the *Quantitative Evaluation Measures for QHSE Performance*. The member companies competed to score higher on the index system, thus giving the Company insights whether their QHSE management is effective or mature. This approach promoted the sustainable development of ENN-NG's QHSE management level.



### QHSE Quantitative Assessment Indicators



### Organisational Portrait of QHSE Performance Quantitative Assessment



### Risk Control in High-risk Situations

ENN-NG introduced different risk control methods for different scenarios. The Company set up a major risk prevention plan to ensure zero accidents, introduced the PSM (a process risk control system for checking the integrity of the equipment and repairing the broken parts), and analysed the operational parameters and malfunction of high-risk equipment to understand their status quo and control every risk that may arise from production. In terms of operation safety management, we implemented the *Guidelines for Mandatory Routine of High-risk Operations* and adopted the principle of "Five Necessary and Five Unnecessary Conditions" (五想五不干). We also proposed the bottom line of high-risk operations in advance, and implemented the *JHA Guidelines for Analysing Operation Safety Risks* to clarify the standards and methods for analysing operational safety in various business scenarios. To better manage the contractors, we formulated the six-step management method, set up a bottom line evaluation mechanism for contractors, and introduced the offline safety map for subsidiary contractors. Moreover, we would check whether the relevant departments finished the safety map every day, followed up on how well they had addressed the potential risks and maintained the risky parts, and comprehensively grasped the safety production operation situation.

ENN-NG has strengthened the special maintenance of high-risk equipment to control the risks during production. Since July 2020, we have organised several plants including Xinneng Energy Co., Ltd. (hereafter "Xinneng Energy") and Shanxi Qinshui Xiniao Clean Energy Co., Ltd. (hereafter "Qinshui Xiniao") to carry out special maintenance work for high-risk equipment, completed three sets of eight-factor evaluation criteria, and identified 18 pieces of high-risk equipment. As for high-risk equipment, we set up a professional maintenance team, compiled 494 detailed documents, completed the rectification of the process package, summarised the operational status of high-risk equipment, gave a professional maintenance solution and identified some other new risks, thus effectively controlling the risks in the production process.

Note:

"Five Necessary and Five Unnecessary Conditions" ("五想五不干") refer to the following:

1) consider safety risks thoroughly; 2) take comprehensive safety measures; 3) work with a set of safety tools; 4) operate in a safe work environment; and 5) master relevant safety skills.





### ENN-NG Led a Campaign to Check and Maintain the High-risk Equipment of its Plants



ENN-NG organised its plants to check and maintain the high-risk equipment. The Company identified the equipment as high-risk based on the eight-factor evaluation method. We would set up a work team for every piece of high-risk equipment to conduct the rectification of the process package, so as to form a professional solution. The work teams carefully examined the problems and used the lessons summarised to identify the potential risks of other similar equipment. The Company used the "point to surface" approach to eliminate hidden dangers in the bud.

On February 24, Xinneng Energy detected frosting on the top of the cold box B of Phase 1 air separation unit. After that, all the departments rigorously followed the many special maintenance plans for high-risk equipment and achieved the goal of safe stop, immediate repair and reopening. This showed that the team was highly capable of risk identification and prediction, which helped avoid the occurrence of risks.

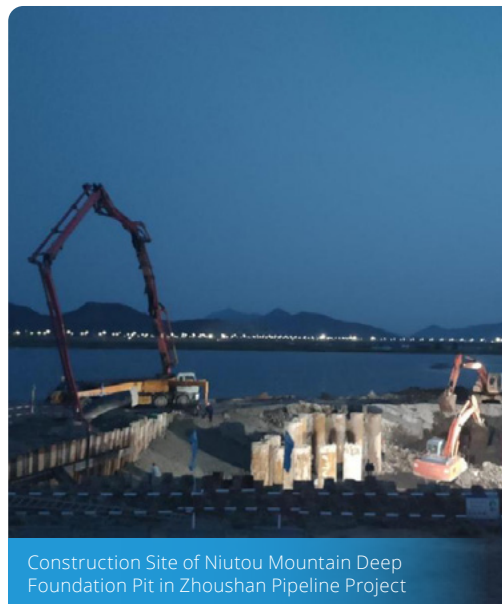


Special Maintenance of High-risk Equipment

### ENN-NG Conducted Risk Identification and Control for Zhoushan Pipeline Project



The Niutou Mountain Deep Foundation Pit Construction of Zhoushan Pipeline Project was a highly dangerous project according to national standards. During construction, ENN-NG rolled out the support plan of high-risk points, devised the risk guidance card, and issued the guidelines for high-risk operations to help on-site workers identify potential risks, take preventative measures and reduce operational risks. The Company also popularised the thinking of "Five Necessary and Five Unnecessary Conditions" ("五想五不干") in morning sessions to encourage workers to say no to dangers and enhance their safety awareness. We rigorously followed the construction plan to mitigate risks and ensure high quality and safety construction.



Construction Site of Niutou Mountain Deep Foundation Pit in Zhoushan Pipeline Project

### Contractor Management and Assessment

ENN-NG attached great importance on construction projects. We would examined the track record of contractors, made the work plan according to their actual conditions, gave them safety management training, and then evaluated their performance objectively. Only after contractors finished the training and passed the test would they be allowed to begin the construction.

#### Introduction to the Six-step Management Method of Contractors





## Building a Safety Culture

ENN-NG values the building of a strong safety culture. The Company adheres to the vision of "safety first, prevention first and integrated governance" to offer regular safety training to all employees and organise emergency drills in a bid to enhance their awareness of safety and make them more capable of responding to accidents. These efforts have ensured the steady development of the company's production and operation activities.

### • Safety Culture Documents

ENN-NG formulated the safety culture programme: *Understanding the ABC of ENN-NG's Safety Culture--Chip of Safety*. The Company seeks to build greater consensus on safety among employees by implementing the safety management system and building a safety culture. In this way, employees are more motivated to pursue safety practices in the workplace rather than just obey orders to do so. This greatly enhanced the safety management level of the Company.

### • 100-Day Safety Culture and Compliance Campaign

In 2020, ENN-NG set up a task force to promote the safety culture and launched the Second 100-Day Safety Culture and Compliance Campaign to increase all our employees' awareness of safety and compliance and help them recognise and contribute to the culture. While ensuring our normal operations, we organised diversified activities and thus fostered a good environment for safety culture building.



An Emergency Drill

- We organised a survey to look at employees' perception of the safety culture, distributed 4,435 questionnaires. Then we analysed the data obtained and gave the results and feedback.
- We published the first edition of *Understanding the ABC of ENN-NG's Safety Culture--Chip of Safety* and distributed it among the member companies.
- We organised a series of emergency drills and simulated the following scenarios, including the leakage of ethylene storage tanks, evacuation and firefighting in fire accidents, electric shocks and CPR exercises.
- We offered on-site safety culture training and tutoring to enhance the awareness of safety.



Emergency Drill Sites



### ENN-NG Kicked off the Second 100-Day Safety Culture and Compliance Campaign



In April 2020, ENN-NG held the kick-off ceremony of the Second 100-Day Safety Culture and Compliance Campaign. The Campaign was a part of the activity series launched by the Company to promote the safety culture and compliance work, raise the awareness of its partners and help employees form the habit of pursuing safe practices at work.

The Campaign comprised three stages: Employee Health Month (May), Safety Month (June) and Safety and Compliance Month (July). It was designed to promote the sustainability of the member companies with the safety and compliance culture.



Kick-off Ceremony of 100-Day Safety and Compliance Culture Campaign



### ENN-NG Launched the 100-Day Safety Inspection Campaign

ENN-NG launched the 100-Day Safety Inspection Campaign to forestall workplace accidents. The Campaign consisted of three stages. First, the member companies should discover and investigate their own problems. Second, the joint inspection team would check whether the problems had been resolved. Third, both sides need to draw lessons from the experience.

In the first stage, the member companies of ENN-NG organised 562 checks, detected 5,597 hidden dangers, initially completed 5,099 rectifications, and the rectification completion rate was 91%. For those uncorrected items, we formulated correction plans and temporary measures.

In the second stage, the CEO of ENN-NG went to the work site in person to check the progress. Also, we adopted the form of cross-checking by internal and external experts. We achieved remarkable results in hidden danger inspection and correction and formed a long-term mechanism for carrying out this work.



100-Day Safety Inspection Campaign Work Sites

**Completed 5099** rectification items at the first stage, and formulated rectification plans and temporary measures for uncompleted rectification items.

### • Safety Training

With COVID-19 raging in early 2020, ENN-NG launched an online model of safety training. Different types of courses were developed for directors, safety supervisors, team leaders and employees to enhance their awareness of safety. The courses covered a wide variety of topics, including the laws and regulations of safety, safety leadership skills, double prevention mechanism of work accidents, accident management, safe production technology, emergency response and team safety building. Throughout 2020, 4,306 employees completed the online courses, including 235 directors, 311 safety supervisors and 654 team leaders.

Indicator	2020
Personnel receiving safety training	503,096
— Department leader (or above)	774
— Safety manager	5,160
— Employee	497,162



## Employee Health

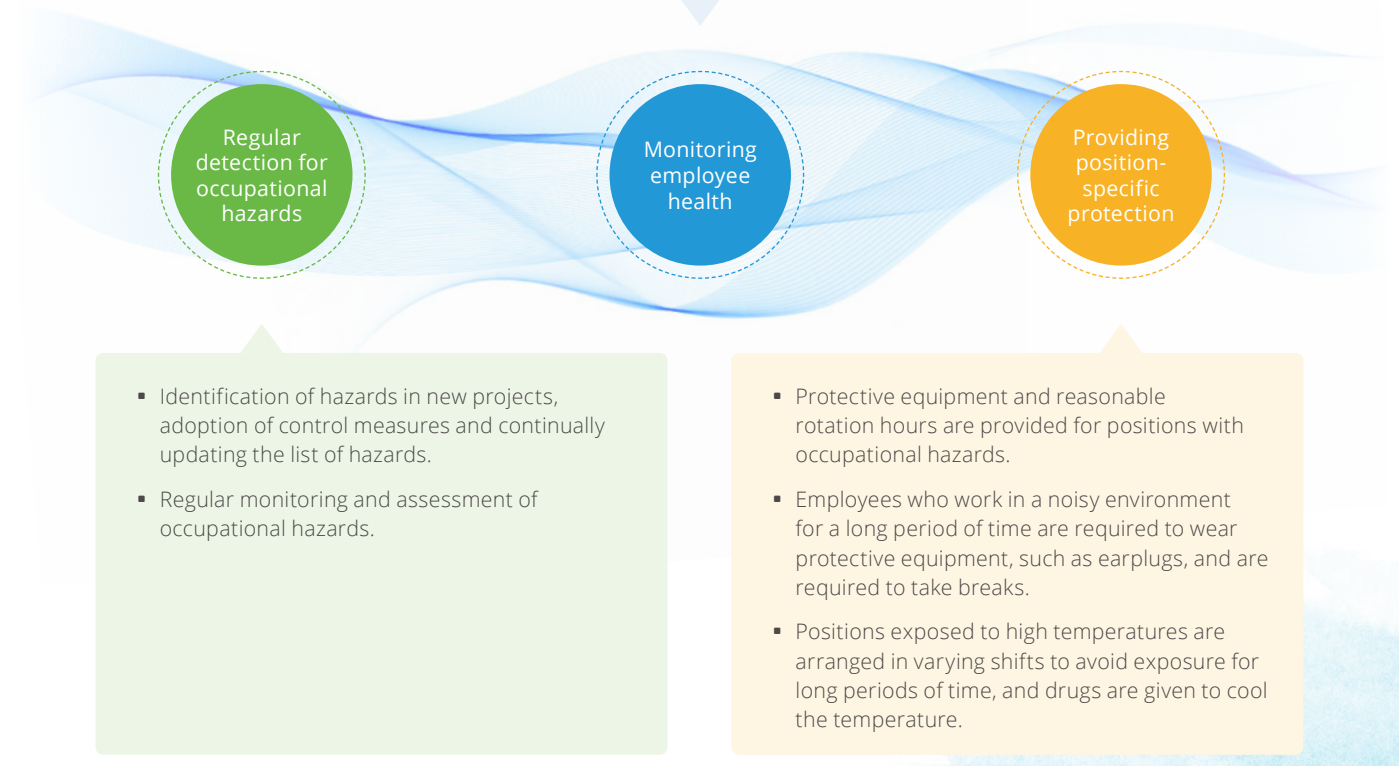
Employee health underlies ENN-NG's growth momentum, helps build a positive employer image and promotes our sustainable development. It also shows our commitment to putting people first in our corporate culture. We have regularly tested occupational hazards for our employees, offered health screening programmes, distributed protective equipment for those in need, and improved employees' health and safety. We also care about our employees' psychological well-being by providing counselling services to help them let off steam. These measures have helped create a healthful and relaxed working environment.



### Occupational Safety and Health

The member companies of ENN-NG have regularly tested occupational hazards, monitored employees' health, and offered sufficient protective equipment for those who are in high-risk positions, so that employees' safety and health is guaranteed.

- New employees are provided with pre-screening bodycheck which include routine examinations and targeted examinations for hypertension, heart disease, and hearing. Employees with high blood pressure, heart disease or hearing impairment are not assigned to jobs with occupational health hazards at gas stations or inspection stations.
- For positions with occupational health hazards, at least one physical examination is required to be conducted every year.
- Records are kept of occupational health examinations. If employees are found to be suffering from work-related illness after resignation, the records are used to determine whether work-related factors contributed to the the illness. If so, employees may apply for retroactive compensation up to ten years after resignation.





## Caring about Employees' Physical and Mental Health

We care about the physical health and mental well-being of every employee and seek to build a responsible and safe work environment. The member companies of ENN-NG have organised an array of activities to care about employees from the spiritual level, and guide them to work healthily and live happily. For example, the Company made the first work-break exercises and advocated every employee should do them at break. We regularly informed the employees of first-aid knowledge and prevention of common diseases and occupational hazards, and established health stations, health shelves and health studios to store the files of employee health records and provide such services as health monitoring and healthcare guidance to those in need. In protecting their mental well-being, we listened to our employees' feelings and opinions and gave them counselling if necessary. We also organised the "Safety Tips Sharing Session" to spread the knowledge of mental wellness that most employees were interested in. Moreover, a mental well-being toolkit was distributed to help employees learn how to keep healthy psychologically and manage fatigue at work.



### Xinneng Mining Established the Employee Health Studio

On May 8, 2020, Xinneng Mining established the Employee Health Studio to better provide health information services, disease prevention strategies and healthcare guidance. The Studio was built in the Employee Health Month as the first part of the 100-Day Safety Culture and Compliance Campaign. It was integral to the "Double 100-Day Objectives" to realise the Company's self-driven value and represented a breakthrough pillar for further implementing the Communist Party of China (CPC) Group's work plan Constant Breakthroughs and Concrete Steps to Create Value.

Xinneng Mining CPC Work Federation studied the CPC Group's work plan and communicated with the QHSE Empowerment Group to build a task force for employee health. The Company clearly defined the responsibilities, established a health studio, and analysed the medical examination results of employees in April. In this way, six work priorities were determined. The Health Studio could build medical records and files for employees and give them physical check-ups. It also offered follow-up services for the target group, health information counselling, healthcare guidance and professional lectures.



Launching Ceremony of the Employee Health Studio

### ENN-NG Organised the "Safety Tips Sharing Session" and Kick-started the Activities to Create Value Happily

On May 25, 2020, ENN-NG hosted the "Safety Tips Sharing Session", which focused on sharing knowledge of mental health that most employees were interested in. Over 40 people from the Empowerment Department of the headquarters attended the Session.

At the beginning of the Session, participants shared how they perceived and released stress and raised their questions. Then the trainer gave the lecture *Stress Management and Emotion Regulation*, in which he talked about the definition and types of stress, the sources and management of stress, stress management in organisations and the skills necessary to let off steam. Before the Session ended, participants started to practise the skills learned with some light music.



Over 40 employees from the Empowerment Department attended the session.

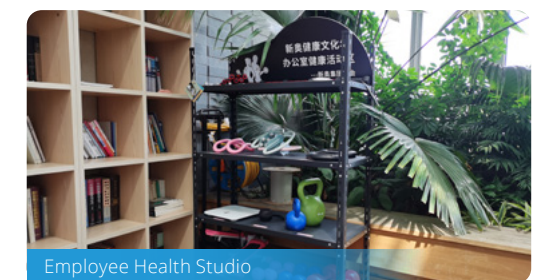


Safety Tips Sharing Session



### ENN-NG Built Employee Health Studios and Health Shelves

In 2020, ENN-NG built a number of health studios and health shelves in office buildings to show the Company's endeavour to care about employees, improve their career happiness index and offer health support based on real work scenarios.



Employee Health Studio

During the COVID-19 pandemic in 2020, ENN-NG took every possible step to respond to the virus and protect the health of its employees. For example, we regularly disinfected the office areas, distributed masks to employees, controlled the intensity of personnel, postponed or cancelled big conferences and moved online. We curtailed the business trips and avoided travelling to medium- and high-risk areas. The cafeteria staff delivered the meals to the office desk in order to reduce the intensity of staff dining in the cafeteria. With the joint efforts of all our employees, we recorded zero COVID-19 infection in 2020.





# 04



## Creating a Vibrant Workplace

ENN-NG insists on putting people first and integrates the respect and protection of human rights into the corporate culture. We protect the legitimate rights and interests of employees and care for their development and growth. We have established a sound benefit system and training platform for employees and put effort to create an inclusive, equal, and mutually supportive workplace, so that our development results can benefit all employees.

*Creating a Vibrant Workplace*



## Labour Practice

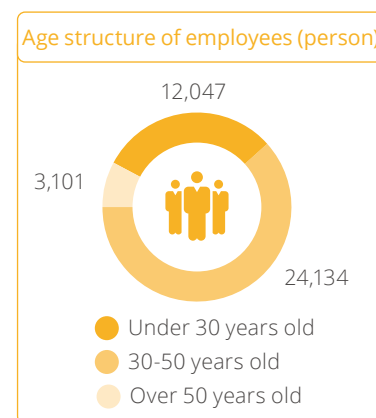
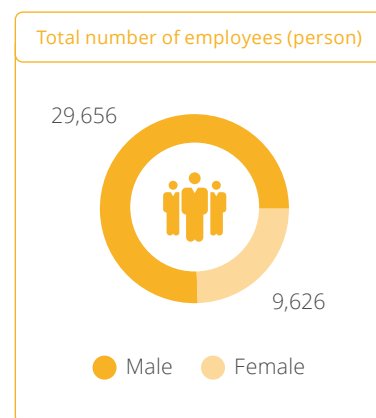
We insist on legal and equal employment. We maintain a reasonable and diversified remuneration mechanism, protect the rights and interests of employees, and care for their physical and mental health. We emphasise the democratic management of employees and create a fair and open workplace to increase employees' enthusiasm and team cohesion.



### Employment

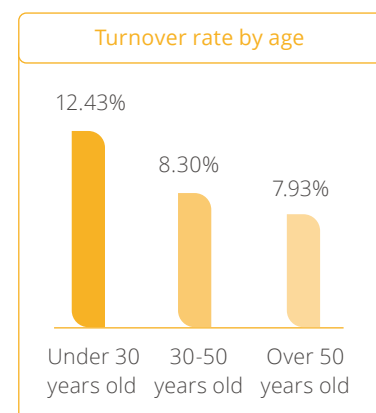
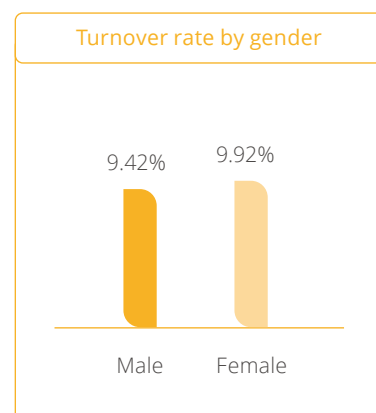
ENN-NG strictly abides by the *Labour Law of the People's Republic of China* and *Labour Contract Law of the People's Republic of China* and has formulated full-process management regulations and detailed rules for all employees based on the Company's condition. We have established mechanisms for recruitment, promotion, and labour contract termination in accordance with the law. All employees have signed labour contracts with the Company based on the principles of equality and voluntariness. The Company respects the personal freedom and vacation rights of employees and prohibits forced labour. The Company strictly abides by the *Provisions on the Prohibition of Using Child Labour* of the People's Republic of China and the laws and regulations on prohibiting child labour in countries and regions where it operates. We check employees' identity documents during recruitment to eliminate child labour. The Company respects the rights of women workers and ethnic minorities, and prohibits any forms of discrimination based on gender, ethnicity, religion, and nationality. By December 31, 2020, the Company had a total of 39,282 employees, including 39,124 full-time employees and 158 part-time and intern employees. The turnover the year was 3,749, with a turnover rate of 9.54%.

#### Number of Employees



Senior management employees (person)	1,229
Middle management employees (person)	3,488
Primary-level employees (person)	34,565
Employees with a bachelor's degree (person)	11,471
Employees with a three-year college diploma (person)	13,698
Employees with a high-school graduation certificate or below (person)	13,150
Employees with a master's degree or above (person)	963
Employees with disabilities (person)	83
Ethnic minority employees (person)	1,338
New entrants (person)	4,476

#### Turnover Rate



### Remuneration and Benefits

We emphasise the construction of employee remuneration, benefits, support systems, and a better remuneration distribution system. We implement an incentive policy that combines salary and non-salary incentives, committed to providing employees with competitive salary packages in the industry. On this basis, we have built an ecological organization and implement a system that integrates value identification, evaluation, and sharing. Our business partners at all levels receive direct commissions based on their value created for customers, which maximises the enthusiasm and self-drive of employees. We have enhanced the differentiated incentive model, promoted the implementation of mid- and long-term incentives, and formed a system with multiple goals, higher value creation, and more sharing for employees. We have established a market-oriented compensation incentive mechanism, which includes project incentive awards, market development incentives, cost-saving incentives, year-end performance bonuses, and awards for outperformance.

ENN-NG has a sound employee benefit system. The Company pays social insurance and housing provident funds for employees in strict accordance with national regulations to fully ensure the legitimate benefits for them. We also provide supplementary medical insurance for employees, pays group commercial insurance for serious illnesses and deaths from serious illnesses, and provides maternity allowances for female employees. The Company conducts physical examinations for employees every year and establishes employee health records. We also provide employees with high temperature subsidies and winter protection supplies.

### Protection of Rights and Interests

ENN-NG is committed to creating an open, transparent, diverse, and equal workplace, and effectively protects the legitimate rights and interests of employees. We support employees' freedom of association, assembly, and joining trade unions in accordance with the law. We have formulated the *Management Measures for Employee Attendance and Leave Requests* to protect employees' rights of normal leave. We have established channels for employees to communicate and appeal in accordance with the *Employee Code of Conduct of ENN Group*. In terms of protecting the rights and interests of special employee groups, the Company provides free apartments for new recruits from other places for six months. Female employees can take prenatal check-up leave, maternity leave, and breastfeeding leave when they are pregnant or giving birth. Male employees can take paternity leave for their spouse's giving birth.

### Communication with Employees

The Company has a sound mechanism for employee communication and engagement. We encourage employees to engage in corporate management, offer advice and suggestions, and promote harmony between of the Company and employees. We implement a variety of employee communication channels, represented by Democratic Appraisal and Employee Voice Platform, and extensively listen to employees' opinions and suggestions. We also have a follow-up and improvement mechanism.



Democratic Appraisal

To facilitate democratic communication, we have a democratic appraisal team composed of employee representatives to extensively listen to reasonable suggestions from employees. Democratic appraisal includes interview with the chief, democratic life meetings, appraisal portrait, and surveys. Our goal is "Four Extensive's and Two True's" ("四个广泛两个真实"), so that the chief can grasp the situation, improve themselves and management, and nourish the democratic ecosystem. Since its establishment, the democratic appraisal platform has seen improvement every year. It encourages equal communication and advice, and builds a bridge between employees and the chief.

Note:

"Four Extensive's and Two True's" ("四个广泛两个真实") refers to the following: establish an extensive democratic appraisal team; extensively listen to employees' voice; extensively communicate with primary-level employees; extensively listen to comments and suggestions; know the true self; obtain true opinions.



Employees' Voice Platform

We earnestly pay attention to the demands of our employees. We have an employee research platform with regular questionnaire surveys for all employees to collect their opinions and suggestions. The questionnaire covers several topics such as company operations, safe construction, digital empowerment, cultural activities, and rule setting. Based on the survey results, we analyse and summarise the key issues of concern and negative comments from employees of the year and send them to responsible unit for improvement, and prepare improvement reports. Employee Development



## Employee Development

ENN-NG upholds to the philosophy of employees and the Company growing together. We pay attention to the development needs of employees at different stages, improve our training system, and create opportunities for employees to grow continuously.

### Personnel Training

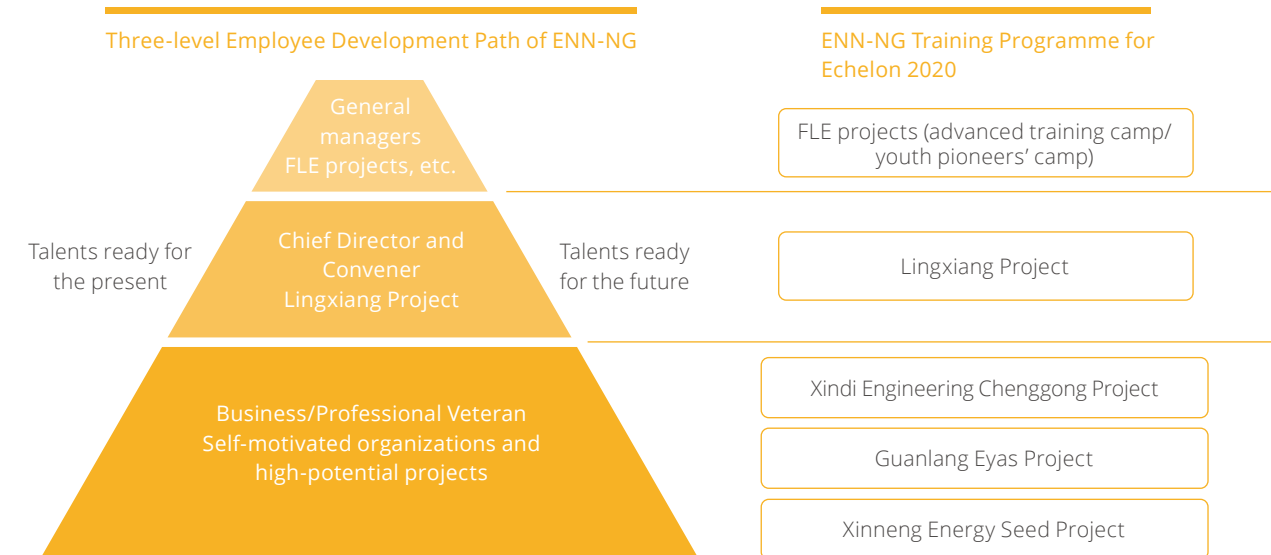
The Company practices independent employment of member companies in accordance with the *Rules on Personnel Appointment* issued by ENN-NG. Besides ensuring the smooth flow of employees and preventing risks, the Company promotes the efficient operation of member companies and the implementation of new business partnerships. We also attach importance to employee training and career growth. We have a sound training management system and a curriculum system that fits the Company's business characteristics and requirements for positions, providing an important platform for improving employees' professional skills. ENN-NG's training in 2020 is shown in the following table:

Number of Trainees	Total employee training sessions	63,535
	Number of employee trainees	38,684
	Number of male employee trainees	28,111
	Number of female employee trainees	10,573
	Number of senior manager trainees	1,236
	Number of middle manager trainees	3,427
Percentage of Trainees	Number of primary-level employee trainees	34,021
	Percentage of employees obtaining professional qualifications (divided by discipline)	3.25
Training Hours Per Capita	Number of employees obtaining professional qualifications (divided by discipline)	1,275
	Total training hours	599,024.10
	Training hours of male employees	16.14
	Training hours of female employees	11.91
	Training hours of senior managers	82.65
	Training hours of middle managers	18.50
Training hours of primary-level employees	15.07	



We launched training programmes for a three-level echelon and Echelon 2020. According to the ENN-NG three-level employee development path, we created a balanced system of "talents ready for the present and the future" for the Company. Among them, we set up the FLE project for general managers, and the Lingxiang Project for chief directors and the convener. Our training structure is shown in the figure below:

#### Overview of ENN-NG's training projects for a three-level echelon and Echelon 2020



#### Lingxiang Project

Lingxiang Project is an employee training project initiated by ENN-NG. It is also the first strategic employee training project for ENN-NG's needs for employee training based on its strategy and business development. Lingxiang Project focuses on broadening trainees' thinking and horizons and improving core skills and abilities. It also includes expanding professional knowledge and skills as well as filling gaps in basic abilities and thinking. Lingxiang Project combines leadership and business content to improve the leadership and work skills of managers in the professional field in a targeted manner, which was well received by the trainees. In 2020, Lingxiang Project delivered a total of 18 courses and 9 research projects and organised 5 training sessions for 230 trainees.



A class of Lingxiang Project

In 2020, Lingxiang Project delivered a total of **18** courses and **9** research projects and organised **5** training sessions for **230** trainees.



For business and professional veterans, we carried out high-potential projects of member companies, including training projects such as the Xindi Engineering Chenggong Project, the Guanlang Eyas Project, and the Xinneng Energy Seed Project, in an effort to provide employees at every level with the most suitable growth opportunities.

**Xindi Engineering Chenggong Project**

Based on the pain points faced by the organization and targeting market customers, businesses, and teams, the project summarised the areas that we urgently need to improve and took measures in these areas. Under this plan, we reached a consensus on strategic direction, business objectives, organizational settings, and mechanism reforms, realised the transformation of thinking in essential thinking and innovative breakthroughs, and achieved the combination of EPC integration and culture.

**Guanlang Eyas Project**

The Company's business diversification is advancing rapidly, and the overseas market share is growing rapidly year by year. Against this strategic backdrop, we launched the Guanlang Eyas Project to accelerate echelon construction. We have set three modules, namely, thinking upgrades, consolidating foundations, and marketing breakouts, with which we achieved our goals with training and evaluation, project practice tasks, and position practice.

**Xinneng Energy Seed Project**

According to the employee survey in 2019, the core team at this stage was of the right age, but the middle management and core business veterans were weak and there were gaps in them. For this situation, we launched the Xinneng Daqi Seed Project. The project helped us develop strategic thinking and business awareness, digital awareness and innovation, and product thinking for employee trainees, and improved the Company's middle management and core business veterans.

For new employees, ENN-NG has developed a 90-day Integration Project for New employees. From the perspective of employee experience, we prepare enrolment procedures and resources for employees, and have formulated a detailed probation plan. During the probation period of new employees, we communicate with them on probation indicators in stages.



## Employee Development

We provide employees with sound and mature promotion channels, guiding and encouraging them to grow independently and achieve self-worth improvement. In this way, the common progress of employees and the Company can be promoted.

We have a sound role system based on the difference in the value created by employees. It is subdivided horizontally by work areas and development channels, and vertically by role value and ability growth. On this basis, we have formulated a system of rules on growth. Each employee summarises his or her work characteristics with "work style tags", and achieves promotion level by level through comprehensive evaluations.



**ENN-NG's Professional Tag Appraisal Encouraging Employees to Grow with Self-motivation**

In September 2020, we launched the professional label appraisal. To ensure the smooth and effective progress of the work, we recorded the data of the whole process, including applicants' registration, basic condition verification, filling-out of value creation certificates, appraisal meeting minutes, and publicity of appraisal results. The applicant's personal growth files and role tags and growth appraisers' verification records and role tags were correlated and updated. The work strongly encouraged employees to actively pursue growth opportunities and business partners to learn and grow independently. It also promoted the formation of an independent growth atmosphere where everyone took the initiative to seek opportunities, obtain more tags according to capabilities, and accumulate energy for growth.

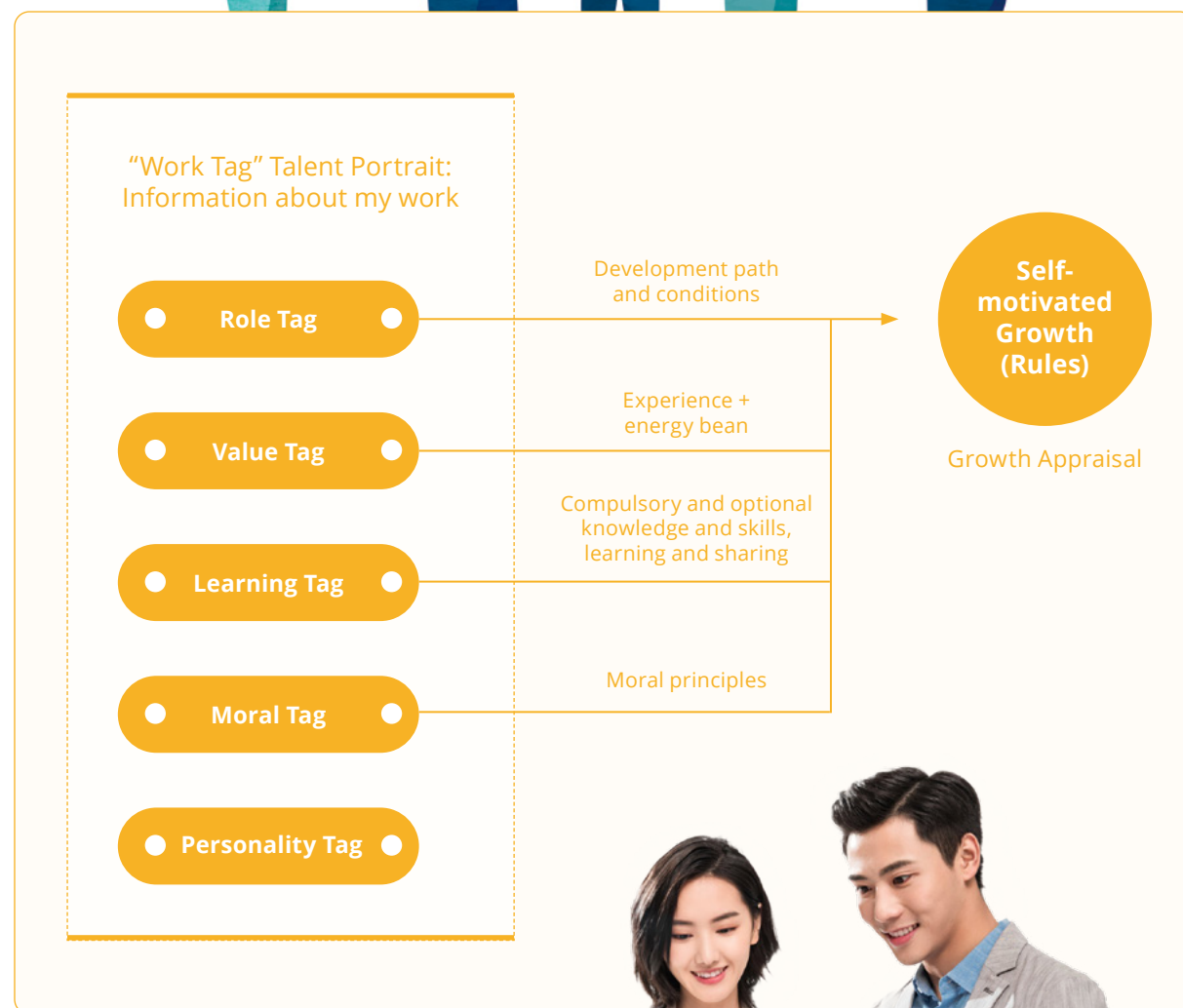


### ENN-NG Role System

Management Director Development Path	Professional Development Path		
Management Director	Technical	Professional	Operation
<p><b>Leaders that lead member companies to achieve goals:</b></p> <ul style="list-style-type: none"> <li>General manager of industry companies</li> <li>General manager of member companies</li> </ul>	<p><b>Technician:</b></p> <ul style="list-style-type: none"> <li>Research and development</li> <li>Production and engineering technology</li> <li>Digital technology</li> <li>...</li> </ul>	<p><b>Professional:</b></p> <ul style="list-style-type: none"> <li>Strategy</li> <li>Accounting and finance</li> <li>Talent and careers</li> <li>Brand</li> <li>...</li> </ul>	<p><b>Operator:</b></p> <ul style="list-style-type: none"> <li>Multi-skilled worker</li> <li>Lineman</li> <li>Production worker</li> <li>Customer service representative</li> <li>...</li> </ul>



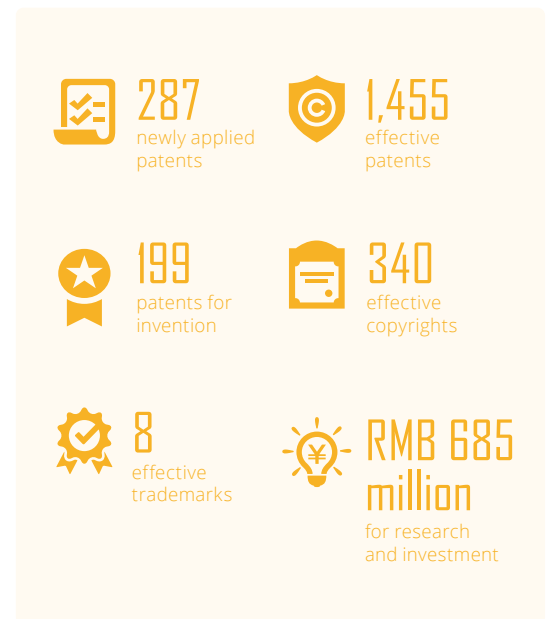
Rules of ENN-NG on self-motivated growth



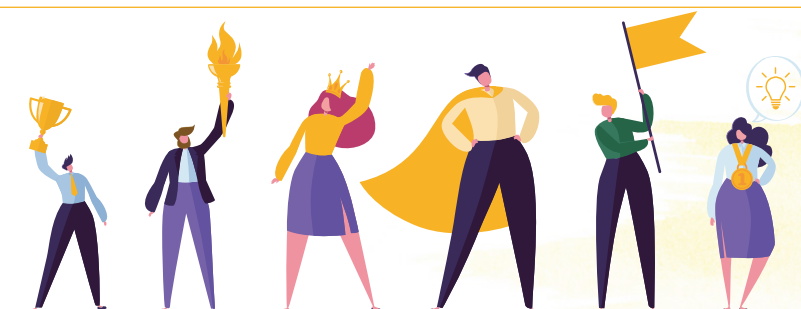
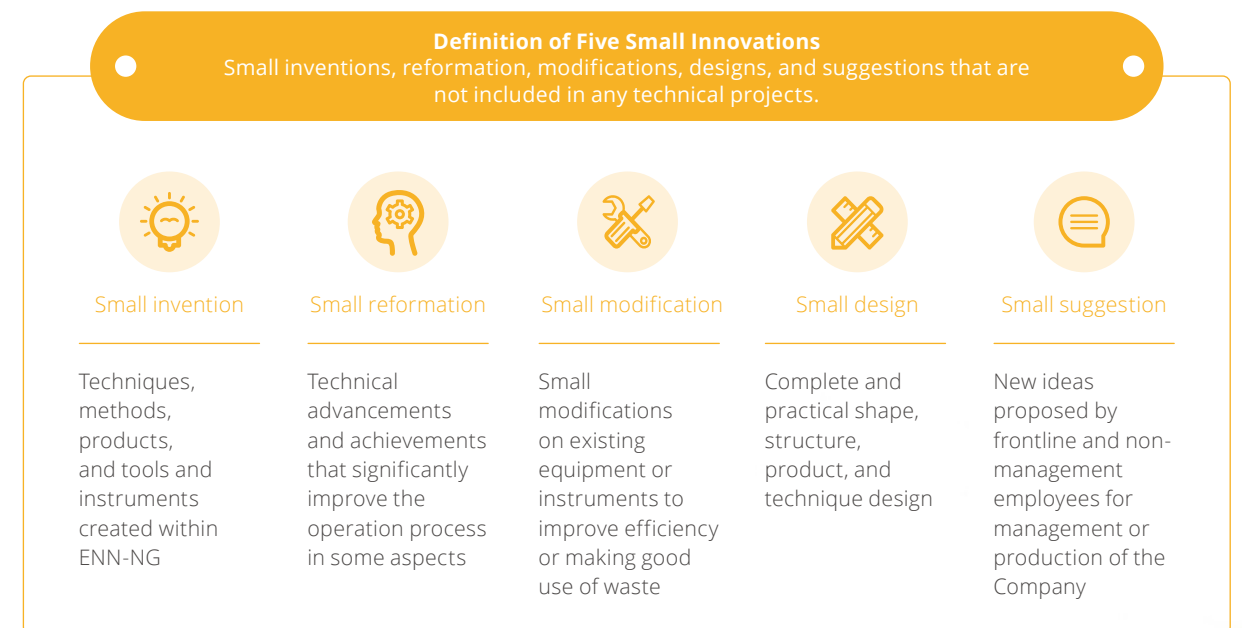
Mass Innovation

By December 31, 2020

With the mission of “creating a modern energy system and improving the quality of people’s life”, ENN-NG vigorously encourages innovation empowering enterprise development. For many years, we have insisted on holding employee activities with mass innovation as the purpose, to arouse the innovation passion of front-line employees. We have formulated and issued the *Reward Measures for Technical Achievement* to provide cash rewards for technology research and development, patent acquisition, technical standard formulation, technical articles, and Five Small Innovations. To encourage mass innovation, the Company organises competitions for Five Small Innovations and Lean Operation Competition every year, and launches the Hover Cup skill competition. There are also incentive policies, where competition results are also linked to promotion in addition to cash awards. ENN-NG won many awards in ENN Group’s competitions and external competitions. Besides the annual awards for technological achievements, the Company has also set incentives for enterprise technological achievements. We award all technical achievements that meet the standards, including technical projects, patents, standards, and articles, for the purpose of encouraging technological innovation and sharing technological value.



Definition of ENN-NG for Five Small Innovations:





## Care for Employees

ENN-NG emphasises improving and building the vitality of the organization and is committed to creating a warm and loving workplace for employees. Besides continuously improving the care mechanism, we also actively carry out a variety of cultural and sports activities for employees.

### Assistance for Employees

The ENN-NG trade union has a long-term mechanism for employee care to reduce their financial burden caused by major illnesses, making them feel like home. We launched the Half-Day Mutual Aid Donation campaign and upgraded it in 2020 to include employees' immediate family members in the scope of care. A total of 2,945 people from ENN-NG headquarters and member companies made donations in the campaign. The campaign has granted more than RMB 170,000 of mutual aid to 21 groups of critically ill employee families. At the same time, we care attentively by implementing practical visit, "the 3 Must Visit" ("三必访"), care for those in need, and other daily care work.



### Cultural and Sports Activities

In 2020, ENN-NG member companies carried out cultural and sports activities themed by traditional festivals, cultural building, and production operations. In the special situation in 2020, we held a series of festival activities related to the Moon Festival, anniversary of the founding of the Company, the International Women's Day, and the May 4th Youth Day. We also organised an anti-pandemic knowledge quiz, a photography competition production resumption, psychological counselling for employees working from home, and online fitness courses, as well as sports competitions and social activities for single men and women. These activities created a warm and lively corporate culture for employees and enhanced team cohesion.

#### Xinneng Energy "Singing Good Life with Red Songs and the Company Song" for Three Festivals

In September, to celebrate the 71st National Day, Mid-Autumn Festival, and the 26th ENN Group Moon Festival, Xinneng Energy organised a "Singing Good Life with Red Songs and the Company Song" chorus show and a "My Motherland and Me" pop-up activity. The event attracted more than 300 employees from member companies and empowerment organizations and their family members. The event was full of passion and the performers were in high spirits. Ten chorus teams from the secondary trade unions of Xinneng Energy sang their incomparable love for the beautiful life in China with the most beautiful and loudest singing voices.



The "Singing Good Life with Red Songs and the Company Song" chorus show of Xinneng Energy

Note:

"The 3 Must Visits" ("三必访") refers to the following: congratulate the employee on his/her marriage, to visit the employee when he/she is ill in hospital, and to console the employee or his/her immediate family member he/she dies.

#### Shanxi Qinshui ENN Clean Energy Celebrating the August 6th, Anniversary of the Founding of ENN Group

To celebrate the 31st anniversary of the founding of ENN Group, Shanxi Qinshui ENN Clean Energy organised a series of celebration activities to review the Group's history, celebrate its business achievements, and express blessings and wishes. Among the activities, Shanxi Qinshui ENN Clean Energy responded to the Group's call for the "Year of Health" and held sports activities such as basketball, billiards, badminton, table tennis, tug-of-war, and fun relay races to encourage physical fitness and create a healthy and happy organizational atmosphere. Shanxi Qinshui ENN Clean Energy also held a police-enterprise basketball match with the local police station, which enhanced the relationship between the Company and local government departments, and created a harmonious and favourable social environment for the stable development of the Company.



Celebration activities for the August 6th anniversary organised by Shanxi Qinshui ENN Clean Energy





# 05



## Advancing Together with Stakeholders

ENN-NG has a wide scope of business. Its value chain involves various stakeholders. To achieve sustainable development, we pay attention to the demands of stakeholders and give back to the society. We improve and regulate our supplier management to provide customers with satisfactory products and services. We also leverage our advantages to promote industry progress and join efforts to create a harmonious industry ecosystem through alliances and cooperation so as to achieve mutual benefit and coordinated development.

*Advancing Together with Stakeholders*







## Supply Chain Management

ENN-NG insists on responsible sourcing. The Company regulates supplier management in accordance with the open, fair, and just sourcing principles, and improves sourcing procedures and mechanisms to create a favourable competitive environment for suppliers and a sustainable supply chain. The Company has selection, evaluation, and exit mechanisms for suppliers and contractors. Factors such as business ethics, employee rights, quality and safety, environmental impact, and social impact are included in the evaluation standards for suppliers and project contractors. The Company will not cooperate with suppliers or project contractors who do not meet the national requirements on environmental and social risks.

### Supplier Management System

ENN-NG enhances supplier managements in strict accordance with the *Tendering and Bidding Law of the People's Republic of China* and other laws and regulations. Its member companies have supplier management policies and systems based on their business characteristics and require suppliers to comply with relevant laws and regulations, take measures to reduce environmental impacts, and protect labour rights. For example, ENN Energy has several supply chain management systems, including the *Measures for Supplier Access and Management*, the *Measures for Supplier Performance Evaluation*, the *Notice on Regulating the Bidding Practice of Gas Project Construction Units*, the *Implementation Measures for the Access, Evaluation and Exit of Partners in the Integrated Energy Ecology (Product and Service Suppliers)*. It also requires all suppliers to comply with the *ENN Energy Supplier Corporate Social Responsibility Code of Conduct* and firmly align themselves with ENN Energy's business ethics of honesty and integrity.



### Supplier Selection

In terms of supplier selection management, ENN-NG member companies manage and record supplier information on the sourcing platform, evaluate their performance, and implement dynamic management throughout the entire process from supplier admission to exit. To ensure that suppliers meet corporate social responsibility and practice green and responsible sourcing, we take suppliers' environmental, social, and corporate governance (ESG) risks and responses into account in supplier selection assessment. We require suppliers to put effort in environmental protection in manufacturing, not to violate relevant national laws and regulations, and to select environmentally friendly materials to reduce environmental pollution and impact. They shall also protect and safeguard the legitimate rights and interests and benefits of employees and create a harmonious labour relationship.



### Supplier Monitoring and Evaluation

To ensure an open, fair, and just sourcing platform, ENN-NG member companies have a "supplier blacklist" management mechanism. Suppliers suspected of falsification and malicious operations in the process of certification and inspection will be included in the blacklist and publicised. Moreover, we organise regular sampling inspections, appraisal, and evaluation of the suppliers' product supply, and the evaluation results are open and transparent. We rank the suppliers based on the evaluation results and will remove the suppliers whose evaluation results fail. We also require suppliers to sign a *Commitment to Integrity* when signing contracts to strengthen anti-corruption management and record the suppliers' integrity performance on the sourcing platform.





## Product Quality and Customer Service

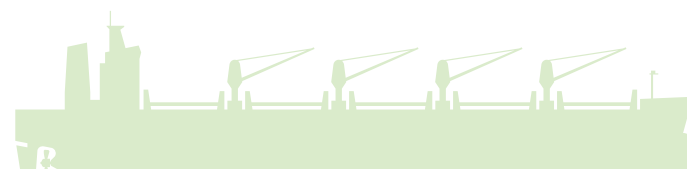
As an industry leader, besides ensuring a safe and stable energy supply, ENN-NG regulates the quality of project construction and protects customer privacy. In a customer-centric manner, the Company helps customers solve problems, enhances customer satisfaction, and continuously improves product quality and customer service.



By the end of 2020, **14** member companies obtained the ISO9001 certification.

## Guarantee Engineering and Product Quality Assurance

The Company attaches great importance to the quality of engineering projects and product delivery to ensure that it provides customers with high-quality services and products. For regulated management and effective control of project quality, especially in the process of project implementation, ENN-NG has a number of rules and regulations, including the *Management Measures on Project Quality of Energy Technology Engineering Companies*, *Management Regulations on Construction Project Quality*, *Supervision Provisions on the Implementation of Mandatory Standards for Project Construction*, *Uniform Standards for Construction Quality Acceptance of Construction Projects*, and *Management Rules for Quality Inspection Technology for Building Construction and Municipal Infrastructure Projects*. They clarify the organisational structure and responsibilities, management systems, management objectives, quality evaluation standards, and acceptance of project quality management. They not only guarantee the quality of delivery but also improve the Company's overall performance and promote the Company's sustainable development. Xinneng Energy, a member of the Company, has set up strict product quality control procedures for its methanol and other products. Xinneng Energy implements strict procedures and inspection standards for all production links, including methanol production process control to product methanol sampling and verification, to ensure that the outgoing products meet national standards and the needs of customers. Xinneng Energy has formulated the *Xinneng Energy Product Sales Management Measures*, Methanol products are required to meet the national standard of superior quality before leaving the factory. At present, the Company's methanol products superiority rate reaches to 100%.

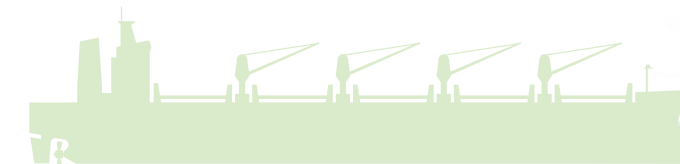


### The Zhejiang Zhoushan LNG Receiving Terminal Project Successfully Receiving LNG Carriers at Its Jetty



To ensure the successful pickup of Stena Blue Sky, the first LNG carrier to be docked at the jetty of the ENN Zhoushan LNG Receiving Terminal Project, Zhejiang Zhoushan LNG Receiving Terminal worked on quality management and performed comprehensive and systematic management. The terminal achieved the "fastest unloading for the first ship" and "the shortest commissioning time of China's first and largest ultra-low temperature BOG compressor" in the industry in China and was awarded the "China Industry New Record"

certificate by the Expert Review Committee of China Industry New Record. The project provided valuable experience for the planning, organisation, and implementation of future first ship unloading of large-scale LNG projects in China. It set a new record in BOG compressor commissioning and operation in terms of optimising the commissioning process and achieving clean production, poly-generation, and low carbon emissions.





## Safe and Stable Gas Supply

ENN-NG is committed to providing a safe and stable energy supply. Relying on its digital platform, we increase the patrol inspection of equipment and facilities in the gas supply pipeline network and monitors the pressure fluctuations of upstream and downstream and key users in real time. During extreme weather, major events, and holidays, we make every effort to guarantee the supply of natural gas to households to maintain social stability.

### Zhoushan Receiving Terminal Completing LNG Peak-shaving Production Against Cold Weather

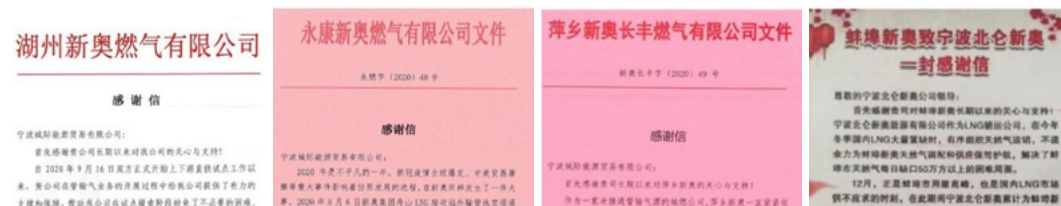
In the winter of 2020, southern China's Jiangsu, Zhejiang, and Shanghai confronted extremely cold weather. The pressure of natural gas supply in these areas suddenly increased, and the supply of natural gas in the pipeline network of Zhejiang Province faced unprecedented challenges. As a natural gas source supplier for the provincial pipeline network, ENN-NG Zhoushan Receiving Terminal overcame the effects of cold weather and innovated ship unloading operations and the joint inspection mechanism. On the basis of non-contact pandemic prevention and with precise deployment, strong support from the technical team, and the unyielding dedication of ENN employees, the terminal completed the task of LNG peak shaving under extreme cold weather. In this way, ENN-NG won another tough battle to secure natural gas supply for households, urban infrastructure, and industrial production.



Zhoushan Receiving Terminal safeguarding supply in winter

### ENN-NG Ningbo Intercity Energy Trading Co., Ltd. Fully Cooperating with Member Companies to Secure Winter Supply

In the face of the severe situation of the sharp increase in natural gas consumption and the shortage of gas sources at the end of 2020, to ensure the orderly progress of natural gas transmission and distribution in winter and the coming spring, Ningbo Intercity Energy Trading Co., Ltd. adhered to the orientation of customer demand and managed to coordinate shipping schedules, optimise windows of the terminal, and increase the supply of resources. It actively communicated with Zhejiang Energy Pipeline Network, the pipeline transmission provider, to ensure the pipeline transmission capacity and the hourly peak-shaving capacity during peak hours. It also worked closely with member companies to improve the accuracy of forecasts for gas utilisation plans and secure the supply of natural gas resources to downstream customers.



For their performance of securing supply in winter, Ningbo Intercity Energy Trading Co., Ltd. and Ningbo Beilun ENN Energy Co., Ltd. received letters of appreciation from ENN Huzhou, ENN Yongkang, ENN Pingxiang, and ENN Gas Bengbu.

### ENN-NG Partners with PipeChina to Import LNG to Secure Supply in Winter

In October 2020, ENN-NG and PipeChina signed the Contract on the Use of Liquefied Natural Gas Receiving Terminals, becoming the first private enterprise signed by PipeChina after the fair opening of the oil and gas pipeline network infrastructure to the society. In the winter of 2020, ENN-NG and PipeChina East Guangdong LNG Receiving Terminal had a comprehensive consultation on the use of the window period and formulated pilot and escort implementation plans and emergency plans, making every effort to ensure the safe entry, unloading, and departure of LNG ships. On the morning of December 29, the 65,000 tons of LNG independently imported by ENN-NG was successfully unloaded at PipeChina East Guangdong LNG Receiving Terminal. That was the first time for ENN-NG and the PipeChina East Guangdong LNG Receiving Terminal to complete the import offloading and also an important practice for the "fair opening" of PipeChina's receiving terminal infrastructure to the market. The 65,000 tons of LNG was supplied to urban gas and industrial users in southern and eastern China in tankers in an orderly manner, to alleviate the increasingly tight supply of natural gas since mid-December.



LNG independently imported by ENN-NG was successfully unloaded at PipeChina East Guangdong LNG Receiving Terminal



ENN-NG partners with PipeChina to import **65,000** tons of LNG.

## Customer Privacy Protection

ENN-NG attaches great importance to customer information and privacy security and strictly abides by laws and regulations on information security. We optimise our information management security rules and management system, enhance employees' awareness of information security, and regulate the use of information systems. To safeguard customer privacy, we rigorously protect customer information, sign privacy and confidentiality agreements with customers, and set management permissions for customer information. In this way, we prevent the leakage of customer information and ensure the proper protection and management of customer privacy and information security.



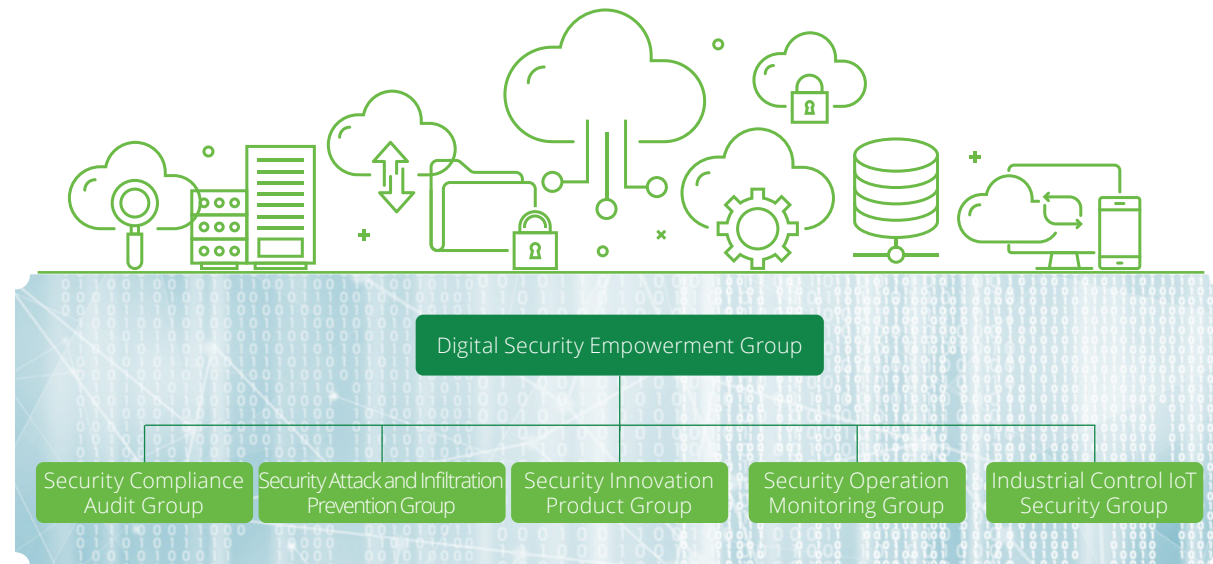
### Institutional Framework

ENN-NG strictly implements provisions on the collection and use of customer information in the *Consumer Rights Protection Law of the People's Republic of China*, and abides by the *E-Commerce Law*, the *Cybersecurity Law*, and the *Guidance on Internet Personal Information Security Protection*. ENN Energy, a member company of ENN-NG, has formulated the *ENN Energy Information Security Management Regulations*, *ENN Energy Information Security Risk Management Measures*, and *ENN Energy Data Privacy Policy* and their supporting systems. In 2020, ENN Energy issued the *Operational Regulations on the Preparation, Issuance, Use and Custody of ENN Energy's Documents* to better regulate the preparation, use, and archiving of company documents. The *Regulations* require relevant personnel to strictly abide by



the rules on the use of documents and pay attention to confidentiality of information. ENN Energy has also optimised the information security assurance organisation. The Digital Intelligence Transformation Committee is responsible for overall coordination, and the Digital Security Empowerment Department for planning and decision-making. They mainly oversee information security, such as planning ENN Energy's information security strategy, supervising and managing security technology institutions, conducting security audits, and maintaining system accounts. We will continuously optimise information security strategies and related system documents and organise information security assessments, security audits, and education and trainings to enhance employees' security awareness and skills.

▷ Structure of Information Security Management of ENN Energy



Management and Control of Information Security Risks

ENN Energy, a member company of ENN-NG, has incorporated information security risks into the Company's risk identification and management processes. We regularly supervise and inspect the management of information security; conduct daily monitoring of major information security risks; perform security vulnerability scans, offensive and defensive drills; and hold disaster preparedness drills in core business systems. In order to prevent information security incidents and avoid financial and reputational losses, we formulated emergency response plans for such incidents and the Board is responsible for handling major security incidents. ENN Energy regulates employees' data operations and monitors and protects confidential corporate information through security protection software. For sensitive data involving information security, we have established a strict entry and exit approval system to archive the entry and exit information of all operators. Furthermore, we improve customer privacy and information security protection mechanisms with system privatisation deployment, hierarchical approval for system permissions, key information encryption, and information confidentiality requirements for signed contracts.

**In 2020, 100% of our customer service staff signed a special privacy protection agreement.** During the year, ENN-NG received no complaints about personal data breaches or violation of customer privacy.



Customer Service

Adhering to customer-centricity, ENN-NG aims to meet the differentiated needs of customers and provides them with high-quality products and services. We attach great importance to the protection of customer rights and interests. We listen to the voices of customers carefully, investigate their demands earnestly, and tailor service plans for them, forming a customer-oriented business model and continuously improving customer satisfaction. We keep up with customer demands through multiple channels. We conduct customer satisfaction surveys every year to understand their opinions on product quality, prices, and services. Based on the results, we analyse and summarise the shortcomings in our services and make improvements accordingly. Moreover, we strengthen the training of customer service staff to offer the most professional and high-quality services.

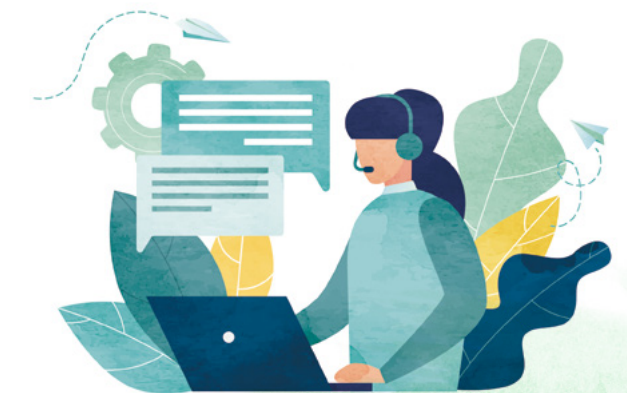
• Handling of Customer Complaints

ENN Energy, a member company of ENN-NG that operates natural gas distribution and retail, created the *ENN Energy Service System Manual* and the *ENN Energy Management Measures for Client Complaints* to standardise the handling of related complaints. In 2020, we utilised client feedback to optimise the current standards and issued the "Notice on Regulating Customer Complaint Handling and Feedback" to address complaints, while actively improving the quality supervision system. ENN Energy established a customer service hotline (phone and online) and various other customer feedback channels via public platforms. The public complaint channels include 400-86-95158, the national number for service quality supervision; 95158, a 24/7 service hotline; the supervision and reporting number; online customer service; the number for complaints of the Company; and complaint boxes of its business offices. ENN Energy comprehensively supervises service delivery, customer evaluation, and customer feedback by means of regular business follow-ups, monitoring of service performance indicators, customer complaint acceptance and handling, and annual customer satisfaction surveys. It also has set up complaint handling coordination, a closed-loop mechanism, and an upgraded handling channel for major complaints. In 2020, ENN Energy received a total of 161 complaints and reports, 100% of which were resolved.



• Customer Service Staff Training

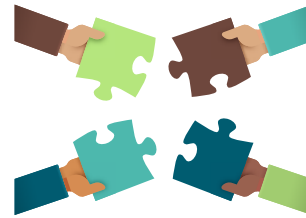
ENN-NG attaches great importance to the training and improvement of employees' services. It helps the service staff improve service awareness and ability in training, learning, and exchanges, to bring more professional and high-quality services to customers. In 2020, ENN Energy commissioned a third-party professional consulting company for a customer satisfaction survey for all customers and all services through a combination of telephone evaluation and online evaluation, with sampling interviews with customers. The results showed that ENN Energy's customer satisfaction in 2020 was 94.1%, an increase of 1.1% from 2019.





## Industry Cooperation

Adhering to the concept of open development, ENN-NG treats partners with sincerity, strengthens and promotes the establishment of harmonious and interactive partnership, and is committed to achieving win-win cooperation and common development. We actively participate in industry exchanges and seminars and carry out industry-university-research cooperation with universities and research institutes. We take part in a number of research projects and academic conferences to learn the latest technology research and development and industry innovation trends. We share our philosophy and practices and learn from others' strong points and work for mutual benefit on international and domestic platforms. In this way, we expand industry cooperation and promote a win-win situation.



Our key partners include:

Association (as member)	
China National Coal Association	National Fuel Cell and Flow Battery Standardisation Technical Committee
China Coal National Council	The Society of Gas as a Marine Fuel (SGMF)
China Coal Processing & Utilisation Association Semi-coke Branch	Hebei Engineering Survey and Design Consulting Association
China Communications and Transportation of Association	Hebei Province Municipal Engineering Association
China National Association of Chemical Construction Enterprises	Hebei Engineering Consulting Association
China Petroleum & Chemical Engineering Survey and Design Association	Hunan Gas Industry Association
China Industrial Gases Industry Association Transportation Energy Branch	Shenzhen Gas Association
China Industrial Gases Industry Association Liquefied Natural Gas Branch	Municipality and Utility Association of Langfang

Technology Cooperation	
Partner	Collaborative Product
The 718th Research Institute of CSIC	Application of hydrogen energy
Beijing Peking University Pioneer Technology Co., Ltd	Application of hydrogen energy
Beijing Heron Engineering Technology Co., Ltd.	Application of hydrogen energy
Chaozhou Three-Circle (Group) Co.,Ltd.	Battery
Tsinghua University	Battery
Harbin Institute of Technology	Application of renewable energy in heating, etc.
Hebei University of Technology	Integrated utilisation of biomass, etc.
University of Science and Technology Beijing	Low-carbon ironmaking process, etc.
Shanghai Research Institute of Chemical Industry Co., Ltd.	Clean energy

### ENN-NG and Zhejiang Geely Partnering Together to Build a Clean Energy Industry Chain



On June 12, 2020, ENN-NG and Zhejiang Geely New Energy Commercial Vehicle Group formally signed a cooperation agreement. The two parties announced a strategic partnership to jointly develop and promote new clean energy technology and build a clean energy industry chain. ENN-NG will cooperate with Geely Commercial Vehicle in the methanol fuel industry chain, LNG, hydrogen energy, and other clean energy areas, leveraging their respective advantages and joining forces. The two parties will intensify their cooperation, give full play to the low-carbon and clean methanol fuel, and promote its application in power combustion. The two parties will promote the industrial transformation of new energy commercial vehicles, support energy security, and actively respond to the call of the nation to win the Blue Sky Protection Campaign.



ENN-NG and Zhejiang Geely reaching strategic cooperation

### ENN-NG and Peking University Meeting for Technical Transfer



Aiming to better advance technological innovation, solve technological pain points, meet technological needs, build technological cooperation platforms, and improve technology and product development plans, ENN-NG and experts from ENN Group and Xindi Environmental Protection visited Peking University for technical transfer on September 3, 2020. They exchanged ideas with more than 10 experts and professors from Peking University on the in-depth transfer demand for advanced coal chemical industry technology and industrial intelligence. After the meeting, the two parties reached a cooperation intention, including joint research and development and promotion of industrialisation, the use of digital technologies such as big data and artificial intelligence to build smart plants, and the completion of industrial Internet output.



ENN-NG and Peking University conducting communication and cooperation on technical transfer



## Public Welfare

ENN-NG actively participates in social welfare campaigns, keeps social responsibility firmly in mind, works with all sectors to fight the COVID-19 pandemic, and contributes to the sustainable development of society.



During the reporting period, ENN-NG donated a total of RMB **73.89** million to public welfare programs.

### ENN-NG Assisting the Battle Against COVID-19

At the beginning of 2020, as the situation of the COVID-19 pandemic got worse, designated hospitals in many regions saw a sharp increase in gas consumption and the need to build supporting facilities. Upon receiving the urgent task, the fearless front-line employees of ENN-NG stepped up to start the design and construction of emergency gas projects. They completed the tasks in a short period of time with high quality, and met the urgent need for medical workers on the front line of the battle against the pandemic, contributing the strength from ENN-NG to China's battle against the pandemic.

In addition, after the outbreak of the COVID-19 pandemic, the Company established the "ENN Coordination Group for Pandemic Prevention and Support for Hit Areas" to fully raise and transport medical supplies for the front line of pandemic prevention and build a material transmission chain as fast as possible. On January 29, 2020, the first batch of anti-pandemic supplies arrived in Wuhan and was delivery to three local hospitals. The Company donated special funds of RMB 10 million to the Hebei Anti-pandemic Medical Team to Hubei and frontline medical workers in Hubei and other places. Its member companies actively donated funds and supplies to their local area to support the local pandemic prevention. The total amount of funds and materials exceeded RMB 10 million.



The Company donated special funds of RMB **10** million to the Hebei Anti-pandemic Medical Team to Hubei and frontline medical workers in Hubei and other places.



Its member companies actively donated funds and supplies to their local areas in support of pandemic prevention; the total funds and materials donated exceeded RMB **10** million.



### ENN Energy Actively Responding to the Earth Hour Event to Call for Joint Efforts Against Climate Challenges

For many years, ENN Energy has been committed to clean energy and is an advocate and practitioner of energy conservation and emissions reduction, contributing to the protection of the Earth. During the Earth Hour event, more than 30,000 ENN employees invited 20.92 million residential customers and 149,000 commercial and industrial customers to participate in the event by turning off their lights for one hour and donating RMB1 to environmental protection.



More than **30,000** employees participated in the program.



**20.92** million residential customers participated in the program.



**149,000** commercial and industrial customers participated in the program.



Poster of the Earth Hour Event



## Outlook

In the future, driven by the national goal of “carbon emission peak before 2030 and carbon neutral before 2060,” ENN-NG will firmly grasp the new opportunities of industrial market reform and digital technology development, keep our original aspiration, and face the challenges. We will insist on the innovation driving and focus on transformation boosting. Relying on the industrial advantages and operating experience of the entire scene and integration of natural gas, we will accelerate the creation of new momentum for green and low-carbon development and build a new pattern of intelligent ecological development. We are committed to growing into an intelligent ecological operator in the natural gas industry and setting up a benchmark of green and low-carbon transformation in China’s energy sector.

Adhering to safe development, we will increase investment in safe production, subdivide the responsibility for safe production goals, and promote the construction of a high-standard safety system to ensure the Company’s healthy, safe, and sustainable development. We will stick to the path of independent technological innovation, drive high-quality development of the Company with innovation, continuously improve the core technical strength of the Company, and promote the industrialization of technological innovation. We will actively explore the construction of an intelligent platform for the natural gas industry, build digital intelligent products based on our industrial experience, summarize the best industry practice, and provide digital intelligent services

for the intelligent transformation of the industry. We will pay more attention to the growth of employees and take care of their health. Guided by the needs of strategic business development, we will bolster our talent team building and occupational health care, continue to create a broad career development platform and an inclusive and stable workplace for employees, and help employees realize the unity of personal dreams and corporate vision. Furthermore, we will continue to contemplate innovations in future development, actively participate in public welfare undertakings with a grateful heart, and give back to the society with all our strength. We will make contributions in creating jobs, serving people’s livelihood, supporting green development, advancing independent technological innovation, and promoting the sustainable and coordinated development of the society.

Responsibility drives us move forward and mission generates energy for us. In the future, we will continue to practice and assume the responsibility of corporate sustainable development. We will improve the top-level design of ESG management, further integrate ESG into corporate development strategies and regular operations, optimize ESG governance and performance, and fully unleash our comprehensive ESG value creation ability. We will strive to contribute to the innovative development of the energy industry and China’s economic development and work with all stakeholders to make a clean, green, and beautiful future with practical actions.





## Statement from the Board of Directors



ENN Energy is committed to improving sustainable capacity, establishing robust ESG governance mechanisms, while striving to harmonise with the environment in order to create long-term and stable environmental, social and corporate values.

The Board of Directors attaches great importance to ENN Energy's sustainable development performance, and has established an ESG Committee to assist the Board in formulating the Company's ESG-related strategies and supervising the implementation of ESG initiatives. An ESG working group has been set up under the ESG Committee to ensure that tasks related to all aspects of ESG are properly managed and implemented. We regularly hold internal and external events to communicate closely with stakeholders, identify and evaluate material ESG issues, and discuss and review the evaluation results on the ESG Committee. Based on the external macro environment and the Company's development strategy, the ESG Committee discusses and determines the Company's risks and opportunities in terms of environmental, social and corporate governance, and pursues the management and improvement of key issues as an annual strategy for sustainable development. In 2020, with reference to the internationally leading disclosure framework related to climate change, we identified the risks and opportunities that the climate change might pose to the Company's business, assessed the relevance of risks, and set greenhouse gas (GHG) emission reduction targets.

In order to further implement its green development strategy in its own operations and the upstream and downstream of the value chain, the Company set mid to long term targets for the GHG emission intensity in its business segments of energy production and city gas:

**For the energy production segment, the GHG emission intensity (Scope 1 and Scope 2 GHG emissions/sales revenue) will be reduced by 10% by 2025 and 20% by 2030 from the level in 2020, with a commitment to achieve carbon neutrality before 2050. For the city gas segment, the GHG emission intensity (Scope 1 and Scope 2 GHG emissions/sales revenue) will be reduced by 10% by 2025 and 20% by 2030 from the level in 2019.** For the targets of carbon emission reduction, we formulated an emission reduction action plan to monitor and review the achievement of the targets. In addition, we will regularly track sustainable development trends at home and abroad and continue to improve our ESG management.

This report fully discloses the progress and effectiveness of ENN Energy's ESG work in 2020. It was reviewed and approved by the ESG Committee and the Board on June 25, 2021.

## HKEX Environmental, Social and Governance Reporting Guide Content Index

Subject Area	Indicators	Disclosure	Page
A1 Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.	Disclosed	P23- P28
	A1.1 The types of emissions and respective emissions data.	Disclosed	P28- P29- P31
	A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	P23
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	P31
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	P31
	A1.5 Description of measures to mitigate emissions and results achieved.	Disclosed	P28-30
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Disclosed	P31
A2 Use of Resource	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	Disclosed	P25
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed	P27
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	P29
	A2.3 Description of energy use efficiency initiatives and results achieved.	Disclosed	P25-P28
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Disclosed	P29-P30
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable	



Subject Area	Indicators	Disclosure	Page
A3 The Environment and Natural Resources	General Disclosure Policies on minimising the significant impact on the environment and natural resources.	Disclosed	P31
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Disclosed	P31
B1 Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Disclosed	P53
	B1.1 Total workforce by gender, employment type, age group and geographical region.	Disclosed	P53
	B1.2 Employee turnover rate by gender, age group and geographical region.	Disclosed	P53
B2 Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Disclosed	P37
	B2.1 Number and rate of work-related fatalities.	Disclosed	P37
	B2.2 Lost days due to work injury.	Disclosed	P37
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed	P37-50
B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	Disclosed	P55
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Disclosed	P55
	B3.2 The average training hours completed per employee by gender and employee category.	Disclosed	P55
B4 Labor Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Disclosed	P53
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	Disclosed	P53
	B4.2 Description of steps taken to eliminate such practices when discovered.	Disclosed	P53

Subject Area	Indicators	Disclosure	Page
B5 Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Disclosed	P65
	B5.1 Number of suppliers according to geographical region.	Disclosed	P65
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Disclosed	P66-68
B6 Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Disclosed	P68
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable	P31
	B6.2 Number of products and service related complaints received and how they are dealt with.	Disclosed	P72
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Disclosed	P60
	B6.4 Description of quality assurance process and recall procedures.	Disclosed	P68
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Disclosed	P70
B7 Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Disclosed	P12
	B7.1 Numbers and results of adjudicated corruption lawsuit against issuers or their employees during the reporting period.	0	
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed	P12
B8 Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Disclosed	P75
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Disclosed	P75
	B8.2 Resources contributed (e.g. money or time) to the focus area.	Disclosed	P75



# Reader's Feedback Form

Dear readers:

Thank you for reading our 2020 Environmental, Social and Governance (ESG) Report. In order to enhance communication with you and other stakeholders and to continuously improve the ESG performance of our Company and the preparation of future reports, we sincerely hope to listen to your valuable comments and suggestions, and we sincerely look forward to your feedback in the following ways:

Please provide us with specific feedback:



1. What is your overall comment on this report?

Good  Relatively good  Average  Below average

2. What do you think about the clarity, accuracy and completeness of the information disclosed in this report?

Good  Relatively good  Average  Below average

3. What do you think of the comprehensiveness of the economic responsibilities undertaken by the Company that were reflected in this report?

Good  Relatively good  Average  Below average

4. What do you think of the comprehensiveness of the environmental responsibilities undertaken by the Company that were reflected in this report?

Good  Relatively good  Average  Below average

5. What do you think of the comprehensiveness of the social responsibilities undertaken by the Company that were reflected in this report?

Good  Relatively good  Average  Below average

6. What do you think of the design and layout of this report?

Good  Relatively good  Average  Below average

7. Which part of this report do you think need improvement most?

Governance  Safety  Services  Supply chain  Employees  Environment  Society

8. Content that you wish to know about but is not disclosed in this report: \_\_\_\_\_

\_\_\_\_\_

9. Your opinions and suggestions in respect of our ESG performance and reporting: \_\_\_\_\_

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ENN Natural Gas Co., Ltd.

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