

Local Stakeholder Engagement Procedure

Version: V1.0

Objective: This procedure aims to establish a transparent, inclusive, and responsible stakeholder engagement mechanism to prevent and resolve conflicts, and jointly create a sustainable community ecosystem.

Scope of Application: All property management projects under Onewo.

Chapter 1: Local Stakeholder or Community Impact Assessment

This procedure focuses on administrative streets and community spaces in the era of urban stock renewal in China, identifying the following three core local stakeholder groups: Firstly, government regulatory bodies within the administrative governance unit (Urban Management/Housing and Construction), sub-district offices, neighborhood committees, property owner committees (including preparation groups). Secondly, space user entities, covering representatives of permanent and floating residents, owners of commercial real estate, local enterprises and merchants (including individual vendors), public service institutions (schools/hospitals/elderly care homes), etc. Thirdly, collaborative support entities such as community NGOs, third-party professional organizations (planning institutes/social work organizations), and media. Simultaneously, this procedure pays special attention to vulnerable groups such as residents in old residential communities, low-income families, persons with disabilities, elderly living alone, small and micro businesses, and ethnic minorities.

First, establish a stakeholder impact assessment mechanism. Before new project initiation, conduct community baseline surveys through street databases and the Onewo Zhanhu system. During project operation, trigger dynamic assessments under special circumstances such as formulating new policies, initiating major renovation updates (e.g., energy-saving renovations, public space updates), significant changes in management activities, or responding to major community events/complaints. Secondly, utilize assessment tools effectively, employing a stakeholder matrix to manage by level of influence and interest.

Chapter 2: Communication Channel Development

1. Principles: Community relations cover diverse groups. Communication principles adhere to openness and transparency, closed-loop interaction, and equality and inclusion, ensuring communication information is authentic, timely, and traceable, establishing a feedback closed-loop mechanism, and avoiding one-way notifications.

2. Core Communication Channels

Stakeholder Group	Primary Channels	Usage Scenarios
Space User Entities	• Wang Zhe'er APP online communication • Tiancheng Owner Committee Workbench: community financial disclosure, quick resolutions, opinion solicitation, sunshine files • Building stewards & WeChat groups • Community bulletin boards • 24-hour service hotline • Community discussion meetings	Service requests, complaints, suggestion collection, operational support
Statutory Governance Unit Entities	• Meeting attendance and response • Dedicated liaison for specific matters • Formal correspondence	Policy coordination, joint community events
Collaborative Support Entities - Government, Third-party Prof. Orgs.	• Regular work briefings • Emergency contact liaison • Meeting attendance and response	Compliance rectification, emergency incident reporting
Collaborative Support Entities - NGOs/Volunteer Groups	• ESG dedicated email (esg@onewo.com) communication	Public welfare activities (e.g., clothing recycling, free clinics)
Key Focus Groups	• Building steward door-to-door communication • Paper notice delivery by property stewards • Community elderly assistance hotline set up in property service centers	Accessibility needs, emergency assistance

3. Response Timeframes: General inquiries $\leq$ 48 hours response time; Emergency events $\leq$ 4 hours initial response.

Chapter 3: Stakeholder Capacity Building

1. Development Objectives

First, eliminate participation barriers, addressing the digital divide, language barriers, and information asymmetry. Provide multi-language information and services (Mandarin and local common dialects, adding minority languages/easy-read versions if necessary), accessible formats (large print/audio broadcast/accessible web pages), and offline service windows and mobile offline presentations to ensure groups not using smart devices can also effectively participate and express their demands. Second, enhance communication effectiveness: establish regular, multi-level stakeholder dialogue mechanisms. By regularly holding ESG thematic seminars, publishing multi-language policy interpretation materials, and conducting two-way communication training, enhance stakeholders' ability to clearly express demands and deeply understand the company's strategy and policies, ensuring the timeliness, transparency, and inclusiveness of communication, thereby effectively identifying and managing material issues. Third, build a foundation for co-governance: actively promote the transition of the community from "passively receiving information" to "actively participating in co-construction". Through establishing community advisory committees, jointly developing community development projects, and opening public participation channels in major decision-making processes, enhance trust and cooperation between the company and the community. We are committed to building an inclusive governance model, making the community an important partner in the company's sustainable development, jointly creating long-term, shared value.

2. Core Capacity Building Modules

Target Group	Development Plan
Key Focus Groups	• CPR first aid volunteer teams • "Zhu Zhe'er" APP one-click call, one-click repair request, AED device locator • Building steward 1-on-1 door-to-door service
Space User Entities	• Publish community discussion guides via the Tiancheng Owner Committee Workbench • Regularly conduct community environmental improvement workshops • Establish a community discussion hall mechanism
Community Volunteer Groups	• NGO partnership capacity training

3. Effectiveness Evaluation and Iteration

Evaluation Dimension	Measurement Tool
Participation Rate	Training attendance rate
Capacity Improvement	Skills application tracking
Problem Resolution Efficiency	First-time complaint resolution rate, repeat request decline rate

Chapter 4: Engagement Strategy Effectiveness Review

1. Review Procedure

Review Level	Frequency	Core Participants
Stakeholder Suggestion Collection	Biannually	Representatives of all stakeholder groups
Specific Issue Quick Check	Event-driven	Specific groups affected by policies (e.g., residents in renovation areas)

2. Review Report Output: Published by the ESG Office via the Onewo official website and the Onewo Youyun public WeChat account.

Chapter 5: Emerging Issue Identification Mechanism

1. Meeting System Design

Quarterly Roundtable Meetings

- Frequency: Semi-annually
- Participants: Statutory governance unit entities / Space user entity representatives / NGOs

• Grassroots On-site Listening Sessions

- Frequency: Quarterly
- Participants: Space user entities

• Thematic Special Hearings

- Frequency: As needed
- Participants: Representatives of affected groups

• Crisis Pre-control Dialogue Meetings

- Trigger Condition: Public opinion warning value > 60%
- Participants: Opinion leaders + Experts

2. Issue Grading Response Matrix

Issue Type	Response Path
Individual Request	48-hour steward follow-up
Systemic Risk	Initiate specialized task force
Strategic Opportunity	Submit to ESG Office

Chapter 6: Grievance Tracking and Rectification System

1. Grievance Management Principles: First, zero-barrier acceptance: Accept grievances in any form (oral/written/anonymous) without preconditions for evidence. Second, closed-loop transparency: The entire process from acceptance to closure is

traceable, with key nodes triggering automatic push notifications. Third, data-driven: Grievance data feeds directly into the ESG decision-making system, driving fundamental improvements.

2. Grievance Entry Points: Primarily online via the Wang Zhe'er APP, ESG dedicated email (esg@onewo.com), 24-hour dedicated hotline. Also, roperty service centers have grievance drop boxes supporting anonymous submission.

3. Response Mechanism

Response Level	Trigger Condition	Handling Path
Frontline Team	Individual service issues	Steward direct handling + service follow-up
Regional Company	Cross-departmental coordination matters	Department joint meeting + issue rectification notice
ESG Office	Strategic-level risks	Initiate system revision + public announcement

Chapter 7: Comprehensive Coverage Implementation Assurance

The stakeholder engagement plan outlined in this policy applies unconditionally to all local business units held, operated, or serviced by the enterprise, across all operating projects.

Localized Adaptation: Projects are permitted to supplement measures based on community characteristics.

Audit Mechanism: Annual ESG audits include the community relations module; results are linked to ESG scores.

Chapter 8: Policy Governance and Continuous Improvement

This procedure was approved by the Company's ESG Committee (including external community experts). To maintain its ongoing effectiveness and applicability, the Company, through Onewo City Up and the ESG Office, will initiate an annual review before April 20 and complete the evaluation and update of this policy by June 30 each year, based on community development needs, changes in policies and regulations, and feedback from stakeholders. Emergency mechanism updates in real-time. The company is committed to publish project engagement data and typical cases in the annual ESG report.

Onewo Inc.

ESG Office

Onewo City Up
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