

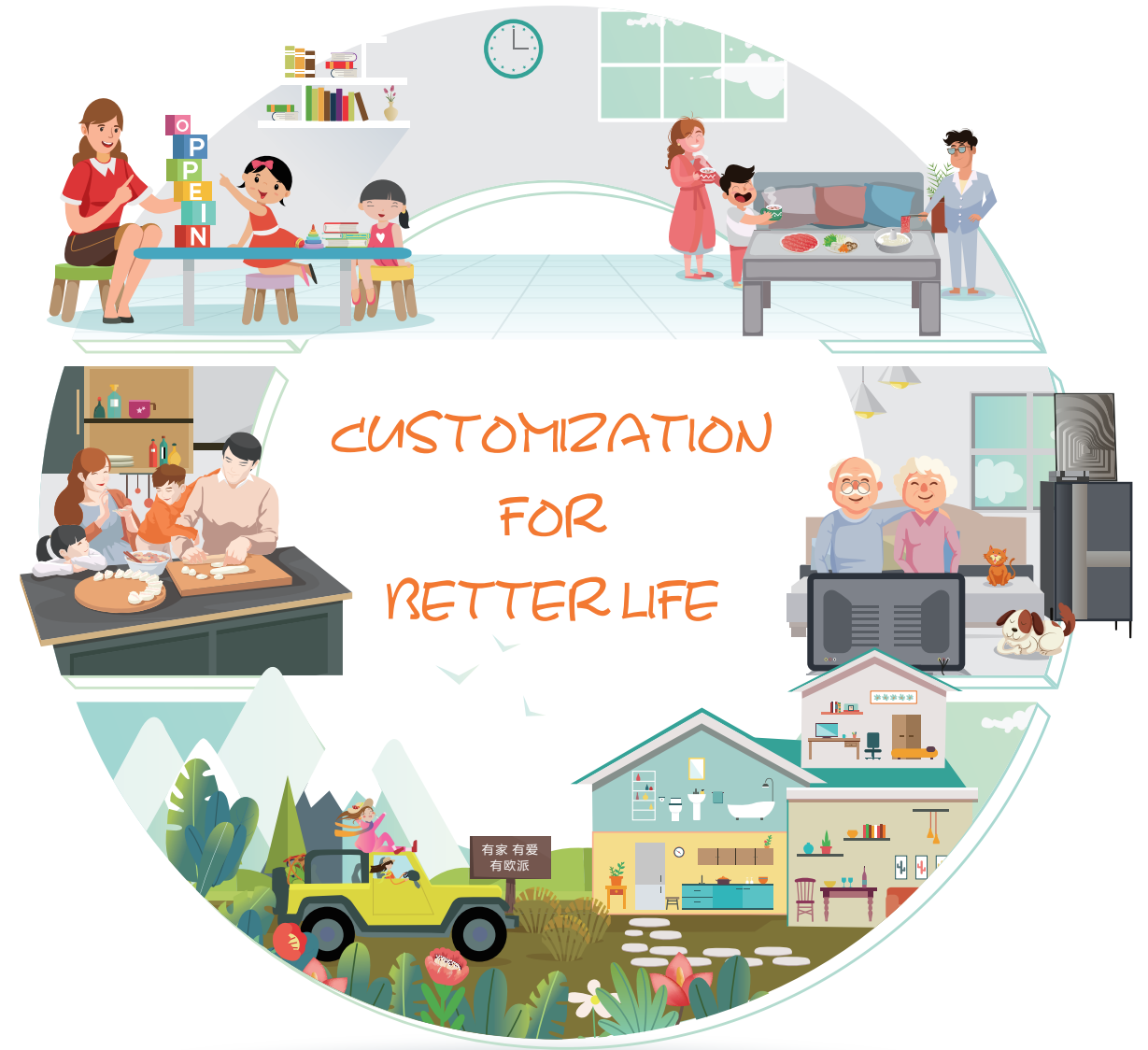


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2021

Social Responsibility Report

OPPEIN Home

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DESCRIPTION

The 2021 Social Responsibility Report is provided by Oppein Home Group Inc. (hereinafter referred to as "OPPEIN Home", "OPPEIN", "we", "our"). It is our first social responsibility report since we went public.

Adhering to the principles of objectivity, standardization, transparency and comprehensiveness, we, in the Report and disclose in detail our practices and performance in 2021 in the fields of economy, society, environment, etc.

◎ Scope

Reporting organization: Mainly involving Oppein Home Group Inc., including its subsidiaries.

Reporting period: January 1, 2021 to December 31, 2021. To enhance comparability and integrity of the Report, some information of prior years is used as appropriate.

Release cycle: Annually.

◎ Basis of preparation

The Report is prepared in accordance with the GRI Sustainability Reporting Standards (GRI-Standards), and Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises by Chinese Academy of Social Sciences (CASS-CSR 4.0), with information disclosure guided by the Environmental, Social and Governance Reporting Guide (ESG Guide) issued by Hong Kong Stock Exchange.

◎ Data description

The financial data in the Report is from our annual report while other data is obtained through manual collation internally. In the Report, CNY should be used as the currency unit for measurement, unless otherwise specified. We guarantee that this Report is free from any false records, misleading statements or material omissions.

◎ Release form

Chinese version of the Report is released, both in paper and e-format (PDF). For consultation and download, please visit our official website www.oppein.com, or the website of Shanghai Stock Exchange www.sse.com.cn.

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DEAR SIR

In the past 27 years since establishment, OPPEIN Home, a caring and responsible listed company, has actively responded to the call of the Party and the state, focused on the responsibilities, adjusted the approach of development to keep pace with the times, and kept improving home furnishing products. OPPEIN Home is becoming more and more socially responsible.

※ Persist in innovation and development to offer excellent products and services

We are steadfastly guided by national policies, industry trends and market demand, and make continuous effort to innovate our products and services. We keep improving the product quality, establishing and perfecting the product quality management system, and strengthening the quality management throughout the process of production and operation. We also attach importance to the quality of customer service, continuously enrich the service form, and endeavor to enhance our customers' sense of fulfillment.

※ Persist in the provision of public welfare services and implementation of corporate activities of compassion

To inherit and develop the culture of "focus on families", we established a "Project of Focus on Families", and set the day of May 15 as "Day of Focus on Families" and "Public Welfare Foundation of Focus on Families". In the past 8 consecutive years, we have paid attention to families in need and suffering from sub-health, and explored new modes of "Public Welfare of Focus on Families". We, based on our own corporate advantages and industry features, have actively made donations to help students in need receive good education, promoted the integration of social enterprises, actively prevented and controlled the COVID-19 pandemic, and contributed to the healthy and harmonious development of the community.

※ Persist in win-win cooperation to jointly facilitate the industry development

We deepen the cooperation and exchange with government departments, research institutes and domestic and foreign enterprises, sign a number of strategic cooperation agreements and vigorously

explore new modes of development. We endeavor to improve supplier management, support the growth of partners and boost the sustainable development of the home furnishing industry. We support and participate in the preparation of industry-related standards, co-organize or host industry association meetings and forums, and guide the industry development as a "leader".

※ Adhere to the people-oriented concept and care for employees with inclusive culture

We strive to create a corporate atmosphere of equality, diversity and mutual assistance, protect the legitimate rights and interests of employees, guard the physical and mental health of employees, and carry out a variety of corporate cultural activities. We make unremitting efforts to perfect the comprehensive, multi-level talent training system in order to grow with our talents together.

※ Persist in green development to elaborately create environmental and healthy products

We unswervingly follow the path of sustainable development and consciously practice the concept of ecological civilization. We adhere to green management and make unremitting efforts to enhance environmental governance. We are concerned about consumers' healthy home environment and create green process products. We actively tackle climate change and respond to national goals of carbon peak and carbon neutrality.

The growth of enterprises is closely linked to the country and the development of society. The Report is the first social responsibility report since our foundation 27 years ago. In the Report, we systematically and comprehensively reviewed the practice and performance of fulfilling responsibilities in the home furnishing industry. We now officially step into a new stage of performing responsibilities in the fields of environment, society and governance. In the future, we will always bear in mind our original intention and mission, actively practice the great spirit of the new era of socialism with Chinese characteristics, unswervingly follow the righteousness culture, and lead business transformation with innovation. We will also make sustainable development constantly drive our future transformation and development, and strive to build us into a world-class outstanding home furnishing enterprise!

Oppein Home Group Inc.



ABOUT US

Company profile

Founded in 1994, OPPEIN Home was listed with stock code 603833.SH. The Company is the first listed company in China's home furnishing customization industry with a market value of over 100 billion CNY. With the vision of "building OPPEIN into a world-class outstanding home furnishing enterprise", OPPEIN has extended its business fields from the integrated cabinet to closet, whole house customization, wooden door, bathroom, soft decoration, kitchen appliance, metal door and window, armored door, supporting service of furniture, integrated whole house service, etc., becoming an integrated service provider of whole house design with joint development of multiple business sectors.

1994
Founded in

603833.SH
Stock code

Since the foundation 27 years ago, OPPEIN Home, with large scale and great strength, has been pursuing core competence, and serving domestic and foreign consumers with competitive products of "European quality at Chinese price". Thanks to these efforts, OPPEIN Home has been widely recognized by all walks of life.

Capital market	Corporate strength	Brand value
In 2018, OPPEIN Home was included into the MSCI China Index, highlighting its value of global investment.	Ranked among the 500 Most Valuable Private Enterprises in China's Manufacturing Industry for five consecutive years from 2017 to 2021; Ranked among the 500 Most Valuable Enterprises In China's Manufacturing Industry for three consecutive years from 2019 to 2021; Ranked among the Hurun China 500 Most Valuable Private Enterprises for three consecutive years from 2019 to 2021.	From 2016 to 2021, the Company ranked among the Top 500 Most Valuable Chinese Brands for six consecutive years and ranked 138th in 2021 with a brand value of 49.351 billion CNY.



Corporate brand

Brand innovation

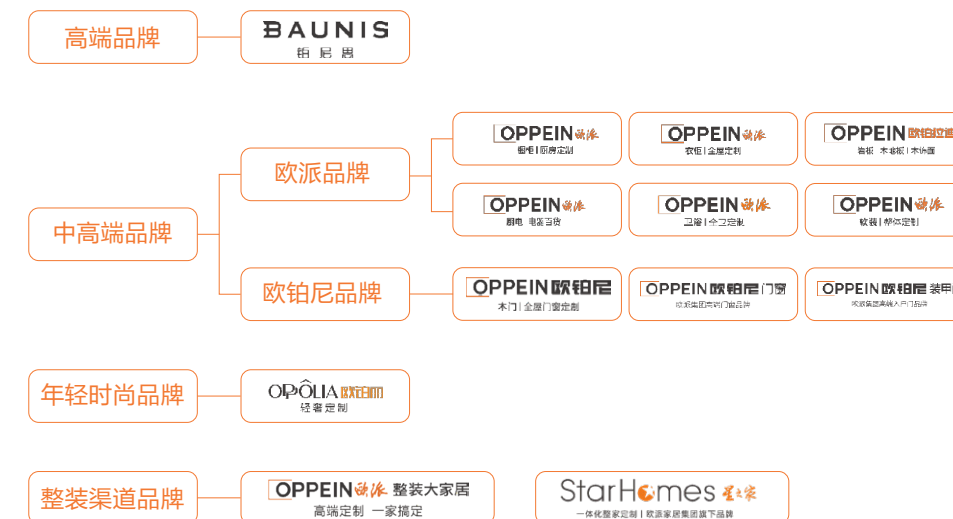
In 2021, OPPEIN Home released a new LOGO to highlight its efforts and focus on space. The upgrade of brand LOGO also implies the significance of the service transformation towards integrated home furnishing solutions from simple products by provider OPPEIN. The new LOGO, breaking the restraint brought by the original color block, adopts a design of open structure with three sides, vividly showing the brand upgrade concept from "cabinet" to "space".

In 2021
OPPEIN Home
new **LOGO**



Brand matrix

At present, OPPEIN Home has three major sub-brands covering consumers at different consumption levels: Target consumers of OPPEIN, OPPOLIA and BAUNIS are those with middle and high-end income, young and fashionable consumers, and high-end crowd, respectively; OPPEIN will offer consumers the service of door and window customization; and the brands for whole house design catering to the price needs of different home decoration channels, namely, OPPEIN integrated whole house service and STAR-HOMES.



Business layout

OPPEIN Home has the world's largest production base of custom home furnishings, and its products are well sold in 118 countries and regions on 6 continents.

Products are well sold in **118** countries and regions on **6** continents

Corporate culture



Corporate vision

Build OPPEIN into a world-class outstanding home furnishing enterprise

Integrate the elements of Chinese traditional culture concept and European and American fashion design, and make use of the production advantages of benign interaction development between standardization and scale to realize the best quality-to-price ratio, provide consumers with high-end customized home products, and create a better and more comfortable high-quality daily life for the public.

Corporate philosophy



Core values

Fairness, brightness, cooperation, freedom

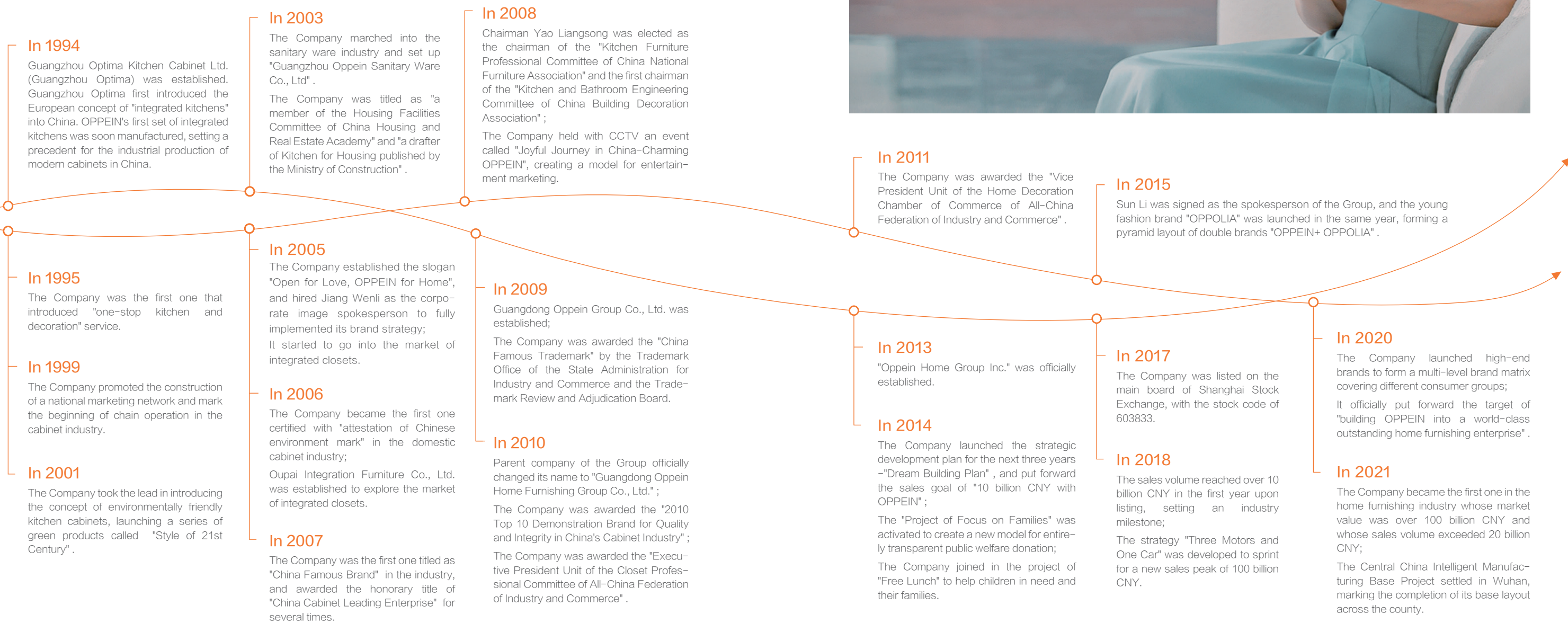


RESPONSIBILITY FOCUS

With great honor obtained in the past 27 years, we will forge ahead

Focus on home furnishings for further development

In the past 27 years, we started a revolution focusing on kitchens in China and took the lead in the industry's second revolution by releasing the strategy of integrated whole house service. OPPEIN Home has always been at the forefront of the industry and is the pioneer and trendsetter of China's home furnishing industry.



Steady for far-reaching

Development based on win-win cooperation

Public welfare activities benefit people's livelihood

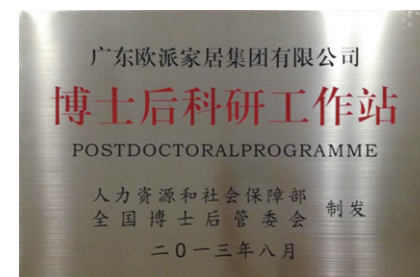
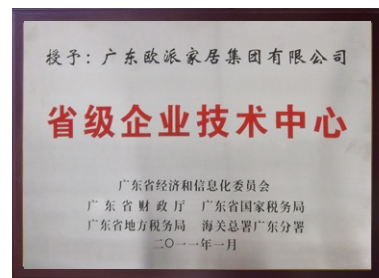
Employee-oriented care

Innovation of services and products

Protect the natural ecology

New journey with great honor

OPPEIN Home, since its establishment, has won a series of honorary awards and titles for its quality products and services, which constantly drive the Company for advancement and development.



RESPONSIBILITY FOCUS

Follow right management path and enhance cohesion with good culture

The righteousness culture, forming an integral part of the corporate culture of OPPEIN Home, is not formed and developed in one step but with the practical exploration of the Company's management for many years. From 2012 to 2021, OPPEIN Home has always upheld the banner of anti-corruption and integrity promotion, and continuously promoted integrity management and enhances the awareness and recognition of the righteousness culture among the Company's employees and all OPPEIN partners.

Constantly say no to corruption with ten years of practice

Over the past ten years, OPPEIN Home, striving for a clean corporate environment, has attached importance to integrity management and conducted series of activities, including case investigation, publicity, institution building, etc.

In 2012

OPPEIN Home has conducted intensive investigation and punishment on cases involving corruption and fraud in the supply system, making leaders set a high value on the growth of employees and plan for the future of the Company. To enhance the effective administration of management cadres and personnel in key positions, the Company organized a special lecture on "Anti-corruption" with the theme- "Create an environment free of corruption for sustainable development of OPPEIN".

From 2013 to 2014

Intensive publicity and investigation activities of anti-corruption were continuously carried out, for all cadres, personnel in key positions, marketing staff, with the theme- "Strive to build OPPEIN into an outstanding home furnishing group with the implementation of 'anti-corruption' activities". Meanwhile, the Handbook for Combating Corruption and Promoting Integrity was formulated, laying the institutional foundation for anti-corruption work.

In 2015

The audit and supervision departments of the Company carried out a strict investigation and crackdown on corruption, and enhanced the supervision, investigation and disclosure of the corruption behavior by terminal marketing personnel and terminal agents and in the marketing supply system.

A total of 13 cases of corruption, fraud, etc. have been handled this year, resulting in a dismissal of 11 regional managers and punishment of dozens of marketing personnel; the Company timely adjusted its terminal policies for agents to establish more direct information feedback channels and protection measures.

In 2016

Early this year, Chairman of the Company Yao Liangsong proposed the "righteousness culture" for the first time, and it then became the core concept of anti-corruption and anti-fraud construction of OPPEIN Group. Moreover, the audit and supervision departments of the Company kept conducting information collection and inspection for the terminal market, focusing on the investigation and review on the performance of personnel in the marketing center and involved in the terminal operation. A number of regional managers were investigated and punished, causing relevant units of the marketing system to reflect on the construction of personnel team, update the system of "ten prohibitions", and perfect the norms for the management of marketing personnel.

Since 2016, the topic "Incorruptible OPPEIN" has been separated from the course of "Corporate Culture", and has been an independent compulsory course for new employees participating in induction training. The promotion of such course has been conducted by the audit and supervision departments. The course "Incorruptible OPPEIN" for new leaders (including managers and others at higher level) was provided in person by leaders of the audit and supervision departments.

In 2017

In addition to continuous strict investigation on the marketing system, the Company began to build a comprehensive audit and supervision system in the manufacturing base to investigate and handle the fraud and corruption in basic services in the base.

Besides, the Company revised the "Reward and punishment system of the Group" and issued the "Integrity system of the Group" to facilitate the construction of listed companies. The integrity codes of "Dedication, compliance, self-discipline and rational management of others, proper exercise of powers, self-cultivation, prudence and cautiousness, and integrity" were included into systems and the employee manual.

In 2018

A special supply chain supervision team was established to investigate and handle the corruption and fraud in the supply system of main materials, internal affairs and supporting goods, eliminating the problems not easily detected such as the bidding collusion, peripheral communities of common interests, internal and external collusion, etc.

All suppliers and partners were organized to sign the Contact Letter of "Integrity Cooperation" with Suppliers. Such activity helps remind providers of relevant obligations and restrain their behavior, and facilitates the development of an environment of "Integrity Cooperation" together with the supply partners. A total of 1,029 partners signed the Contact Letter with the Company this year.

In 2019

For the propaganda month of the "righteousness culture", the Company carried out an activity with the theme- "Follow right path and be a model of integrity", and since then such activity has been regularly organized. The cultural propaganda was then conducted actively rather than passively. The audit and supervision departments were responsible for the training, development and management of department personnel (especially those in key departments) liable for the propaganda of the righteousness culture. And such personnel continuously conducted and regulated the learning and education of department staff and made reports, and also organized departments to participate in relevant cultural activities of the Group.

The Company also officially joined the "China Corporate Anti-Fraud Alliance".

In 2020

The Notice on the Setting of "Million Award" for "OPPEIN Pioneer" was issued and the protection policies for suppliers, partners and distributors were reiterated. The propaganda month in 2020 for the righteousness culture was also started.

The Company has successively cracked the cases of marketing terminal personnel committing the acceptance of bribes and those of purchasers in the supply system committing the acceptance of kickbacks. And both cases were submitted to judicial authorities.

The management of cadres was enhanced with efforts to establish the Inspection Regulations for Cadres to Leave Office to clarify the significance to be cautious in appointment and the principle of no exemption from responsibility when leaving office; efforts were made to enhance the deterrent effect and the educational and warning effect of investigation and punishment, and to formulate the System for the Announcement of Violations against Regulations to disclose all violators and relevant behavior.

In 2021

Propaganda work of the "righteousness culture" was conducted every month by each grass-roots department. Anti-corruption and integrity promotion trainings in various forms such as department lectures, quizzes, speech contests and summary conferences were carried out so as to well implement anti-corruption education at the grass-roots level, with a 100% coverage rate of grass-roots employees.

Proceed step by step and in the ascendant

OPPEIN Home well understands the significance of incorruptible culture construction to boost the anti-corruption and integrity promotion work of the Company. Over the past ten years, OPPEIN Home has made unremitting efforts to develop the righteousness culture, and enrich and deepen the knowledge of such culture, to help superficially and fundamentally facilitate the Company's integrity management, and at the same time, continuously enhance the Company's cultural deposits.

Phase I From 2012 to 2013

OPPEIN personnel should be alert to the decline caused by "irrationality, aging and internal corruption", especially the last cause.

Decline caused by irrationality

In such case, the suprema of the Company seems to lose the "mind". The constant achievements obtained in the past make the suprema blindly think that there are all easy paths to future success. Therefore, the suprema makes irrational decisions, neglects objective conditions, and makes blind investment. The resulting decline in such case is mainly attributable to the failure in investment.

Decline caused by aging

In such case, aging or conservatism or bureaucratization results in low efficiency in the management and poor innovation ability. The Company gradually loses its competitiveness and market share. The resulting decline in such case is mainly attributable to the failure in operation.

Decline caused by internal corruption

In such case, corruption within an enterprise causes damages to the foundation of the enterprise as the infectious disease to human body. Then, the enterprise will be as vulnerable as a tree riddled with woodworm, and any light attack will result in a collapse. Even if there is no unforeseen situations, a resulting collapse is inevitable. The resulting decline in such case is mainly attributable to the failure in management.

Phase II From 2014 to 2017

Adhere to the core principle of OPPEIN - to follow laws and rules.

Rules

"No efforts to eliminate latent rules will result in poor implementation of correct rules": Only a "right path" will lead to innumerable great achievements! This is because only following a "right path" will eliminate adverse effect brought by the adherence to a "wrong path"; only adopting the rules of "right path" will actually participate in the competition and gain access to real talents; only steadfastly persist in the rules of "right path" will avoid any damages to the foundation of OPPEIN and any self-inflicted behavior.

Laws

If we follow the laws, we will get rewards. The more strictly we implement laws and rules, the more rewards we will obtain, and vice versa.

Rectification

Anti-corruption work with great achievements by the audit and inspection departments played an importance role in rectifying our once deviation from the righteousness culture.

Phase III From 2018 to 2020

The parasite is the exploiter to us; the "hitchhiker" causes damages to the fairness.

Parasite & exploiter

Organizations free from corruption may not always succeed, but those with corruption will definitely fail!

Adhere to the core values of "fairness and brightness".

No pains, no gains. And all achievements can only be made with unremitting efforts!

Specialization & simplification & high salary

To realize the "specialization & simplification & high salary", efforts should be made to eliminate any unnecessary elements and all functional departments and staff shall play their roles.

Innovation

"All-round Innovation". We should make use of the core advantage of OPPEIN mechanism to develop a more effective and powerful innovation mechanism, and we should value innovation and offer a large sum of bonus accordingly. Faced with growing challenges and fierce market competition, we must stick to innovation in order to survive in the market, break through a tight encirclement, and embrace a bright future!

In 2021

According to the definition by the Company for the first time, the "righteousness culture" forms an integral part of the Group's corporate culture- "fairness, brightness, cooperation and freedom". In such culture, the Company, guided by the "Integrity Management System of the Group" and with the establishment of a sound system and supervision mechanism, investigates and punishes violations, publicizes and implements the concept of righteous operation, builds a work order of integrity, anti-corruption and righteousness, and supports the organizational cultural activities of production and management of the Group.

Efforts pays off and a common practice is established

Over the past ten years, the righteousness culture has become an important part of the corporate culture construction of OPPEIN Home. Such culture has become a compulsory work content that all employees of OPPEIN Home should learn and gain a basic understanding, and has served as a fundamental basis for the cooperation between OPPEIN Home and its partners. In 2021, the Company continued to deepen the construction of the righteousness culture. To this end, a series of activities, including trainings, speeches, lectures, quizzes, of the righteousness culture, were conducted in the functional departments in the Company's headquarters, and at the four bases, forming a sight of the cultural construction of OPPEIN Home.



Quizzes on the righteousness culture at the Tianjin base



Training in the supporting OEM warehouse department of kitchen, appliance and sanitary at the Qingyuan base



Conduct lectures on the righteous culture at Wuxi base

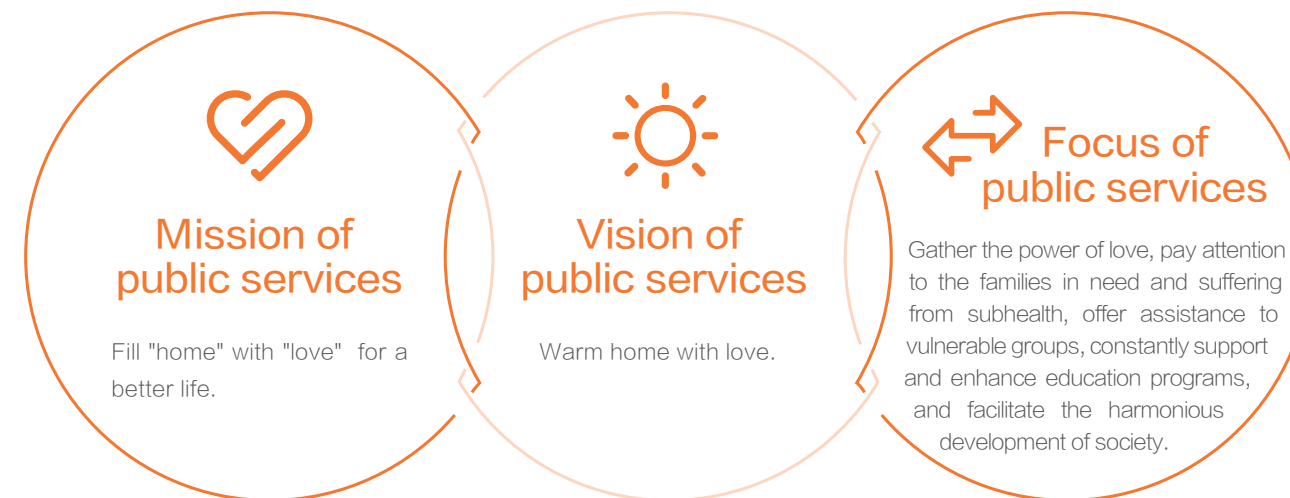


Conduct speech contests on the righteousness culture

RESPONSIBILITY FOCUS

Gather the power of love to create happy families

Based on the insight into the connotation of "Love & Home" and the refinement of brand culture, OPPEIN Home officially launched a diversified integration plan of public services - Plan of Focus on Families in 2014, with emphasis placed on families in need and suffering from sub-health. Since then, the Company has taken the International Day of Families on May 15 as the initiative point every year to launch an initiative of focusing on families around the phenomenon of family subhealth. In 2020, upon approval of Guangzhou Civil Affairs Bureau, OPPEIN Public Services Foundation was officially registered. Focus was put on families in trouble and plagued by subhealth so as to fulfill the corporate social responsibility, and the International Day of Families on May 15 was also selected as OPPEIN's Day of Families.



Practice of public services

In 2014

OPPEIN with "Free Lunch" launched a large-scale public service activity to offer free lunch to school children in poor mountainous areas in China; and produced a noncommercial microfilm Till Death Do Us Part based on real-life stories of families in need, leading to a national discussion on the topic of family love.



In 2015

OPPEIN launched the public welfare call of "One hour off for love" and selected May 15 every year as its Day of Families. The Company hired Sun Li to be the ambassador, and released the public welfare microfilm "One hour off" starring Zhou Dongyu to further put forward the proposition of focus on families.



In 2016

OPPEIN started the 515 "Super Love+" conference, released a series of micro-videos with the theme of "One hour off for better companionship", and adopted approaches like celebrity appeal for love transmission, to call on everyone to put down cell phones and accompany their families.



In 2017

OPPEIN, with Pu Cunxin and Huang Han, called on everyone to bravely express love and increase the family warmth index by giving a "love hug" to family members.



In 2021

OPPEIN released the microfilm Marriage or Divorce to discuss the hot topic of marriage closely related to every family, and call for attention to family health.



In 2020

OPPEIN released the creative video "Alibis of Love" on its Day of Families on May 15, calling on the public to return to the family.



In 2019

OPPEIN released the creative video Dad Sharing on its Day of Families on May 15. The Company caused concern among audiences for the "absence" of "dad" in modern families with an APP "Dad Sharing" and the video, calling on the audiences to return to the family.



In 2018

OPPEIN released the video My Dad Is A Robot on its Day of Families on May 15. The video, sticking to the social focus of "anxiety", aroused collective resonance, and put forward relevant proposition of "Success lies where love and family stay", and proposed to "Hold hands and love each other forever".



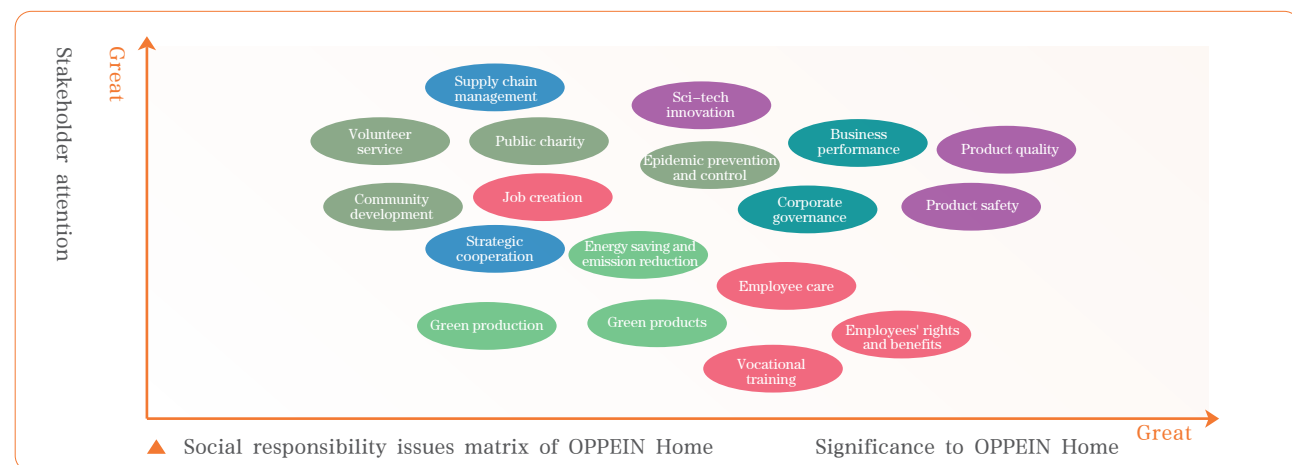
RESPONSIBILITY MANAGEMENT

Establish responsible organizations

To effectively promote the fulfillment of the Company's social responsibility, OPPEIN Home has gradually established a sound organizational system for relevant work. Chairman serves as the leader in the fulfillment of the Company's social responsibility, and is responsible for the review, decision-making and guidance of the strategy and action plans in relation to the Company's social responsibility. Human Resources Department, Audit Department, Supervision Department, Labor Union, EHS Department, Quality Department, etc. and relevant subordinate units, of the Company, all perform their respective functions, helping form a social responsibility governance mechanism with integrated supervision, coordination at different levels and comprehensive coverage.

Identify responsibility issues

OPPEIN Home values the determination and management of corporate social responsibility issues. To enhance the relevance and responsiveness of the report content, ensure a scientific and efficient issue identification work, and cover the concerns and basic demands of the company's internal and external stakeholders, OPPEIN Home, during the report preparation, systematically studied the development trend of the domestic and international home furnishing industry, comprehensively analyzed the Company's work focus throughout the year, benchmarked against excellent reports in the industry, and conducted interviews and surveys with stakeholders. With these efforts, the social responsibility issues highly concerned by stakeholders and closely related to the performance of OPPEIN Home were screened out, and were given priority in the information disclosure in the report.



Enhance responsibility capacity

OPPEIN Home pays attention to enhancing the awareness and ability of fulfilling the Company's social responsibility, and actively participates in the social responsibility training activities organized by the supervision department. Meanwhile, emphasis is placed on the combination of social responsibility trainings, and various types of business training and brand marketing promotion training, in our daily work, in order to promote the deep integration of social responsibility management and operation service, and facilitate the application of the social responsibility concept and objectives into our daily operation service.

Implement responsibility communication

Communication with stakeholders

OPPEIN Home values the communication with internal and external stakeholders, and constantly enriches the relevant communication methods. Through mechanisms and methods such as shareholders' meeting, the Company's official website, satisfaction survey, public welfare activities and media communication, the Company has built a diversified internal and external communication platform to disseminate its corporate philosophy and social responsibility work dynamics so that stakeholders' understanding and support of the company is enhanced.

Response to stakeholders

Shareholders and investors, governments and regulators, customers, employees, suppliers, communities and the environment are all valuable stakeholders of OPPEIN Home. The Company attaches great importance to the expectations and demands of its stakeholders. The Company maintains regular communication with its stakeholders through the establishment of various channels, and responds to their issues of concern.

Stakeholders	Expectations and demands	Communication channels and methods
Shareholders and investors	Prevention of business risks	Annual report and announcement of the Company
	Preservation and appreciation of the value in assets	Road shows
	Active market development	Specialized meetings
	Returns of robust investment	Official website and hotline for investor relations
Governments and regulators	Compliance operation	Supervision and assessment
	Tax payment in accordance with the law	Proactive tax payment
	Promotion of economic development	Specialized meetings
Employees	Protection of employees' rights and interests	Workers' congress
	Employee training and development	Letters and visits and complaints of employees
	Occupational health and safety	Employee development
	Work-life balance	Satisfaction survey
Customers	Product quality improvement	Official website and Wechat
	Quality customer service	Customer service hotline
	Accessible communication channels	Satisfaction survey Letters and visits and complaints
Suppliers	Fair and equitable procurement	Supplier conference
	Honesty	Supplier training
		Visit to suppliers
Communities	Community public services	Active in charitable donation
	Job creation	Engagement in social services
		New jobs
Environment	Environmental management	Improvement in use efficiency of resources
	Conservation of energy and resources	Implementation of energy saving and emission reduction
	Reduction of emission and pollution	Green production



STEADY FOR FAR-REACHING OPERATION

- Deepen the party building 25
- Consolidate corporate governance 27
- Strengthen operation and management 28
- Adhere to business ethics 30



DEEPEN THE PARTY BUILDING

In 2021, Party Committee of the Company, under the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and focusing on the production, operation and stability of the Company, adheres to the existing work pattern of "deepening the party building for development" to effectively lead high-quality development with excellent party building.

Focus on the integration of party building

As the first private enterprise in Baiyun District with a party organization set in 2005, OPPEIN Home has been exploring the party building model of private enterprises with its own features. In 2021, Party Committee of the Company, making full use of the customer-oriented thinking, developed the management mode of cross-appointment between the party organization team and the management of the Company according to the principle of "the branch is in the business department and the demonstration point of party members is in the key positions". Nearly 50% of the Company's party members also serve as middle and senior managers in various business divisions, playing a pioneering role in production and operation, realizing a pattern of "party members available in marketing innovation and solutions to technical problems and other problems".

Strengthen the education of party building

Party Committee of the Company always takes the building of a learning-oriented party organization as its key responsibility. In 2021, the Company actively organized theme education activities and study of party history to continuously improve the ideological quality of party members. In addition, the Company, focusing on exploring innovative forms and carriers of learning, set up the first party school in the home furnishing industry in Baiyun District, issued party building publications, provided a special party building learning area on the "E Orange College Platform", took the lead in recording micro videos of party lessons by the secretary, held knowledge competitions of party history, invited and hired experts and scholars to give party lessons, and developed a special learning platform for intelligent party building. With these efforts, the Company created a three-dimensional learning system, helping ensure the orderly and healthy development of learning party organizations.



Party School of CPC Oppein Home Group Inc. was officially established.



Party day activity with the theme of "Learning party history and staying true to the mission" was organized.



Celebration of the 100th Anniversary of the Founding of the CPC and Summary Commendation Conference on July 1



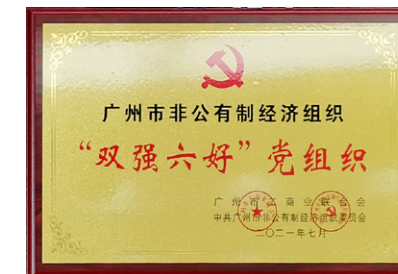
Members of the party committee team and secretaries of branches studied the party history.

Strict team construction

Party Committee of the Company steadfastly follows the principle of high standards, strict requirements and quality first in the recruitment of party members, and implements the "Double Excellence Project", that is: To actively develop outstanding employees at all levels to join the Party, and recommend excellent party members and cultivate them into business backbone and management elites in core departments and key positions, so as to provide talents and solid guarantee for the scientific development of the Company. In 2021, a total of 4 preparatory party members were approved to be full party members, and 4 activists of party application and 3 party members admitted were organized to attend special training courses.

Comprehensive anti-corruption

Under the leadership of Party Committee of the Company, OPPEIN Home explored the management mode of "mutual check and balance, collaborative participation and mutual supervision" according to its own features, and formed an all-round prevention and control system in which the integrity will be realized with systems, honesty, and culture. Internally, the Company set up the Supervision Department and the Audit Department, and with the Discipline Inspection Commission, promoted the education of anti-corruption among all staff, and implemented the activities of the propaganda month of righteousness culture. Externally, the Company joined the China Corporate Anti-Fraud Alliance to comprehensively advance an effective mechanism for the prevention of "employees' corruption", and to maintain a good business order of the Company.



CONSOLIDATE CORPORATE GOVERNANCE

With continuous consolidation of its corporate governance level, OPPEIN Home has attached great importance to performing its duties by law to ensure the standardized operation of the board of directors, strengthened the construction of information disclosure, and paid attention to investor communication, so as to return our investors with better business performance.

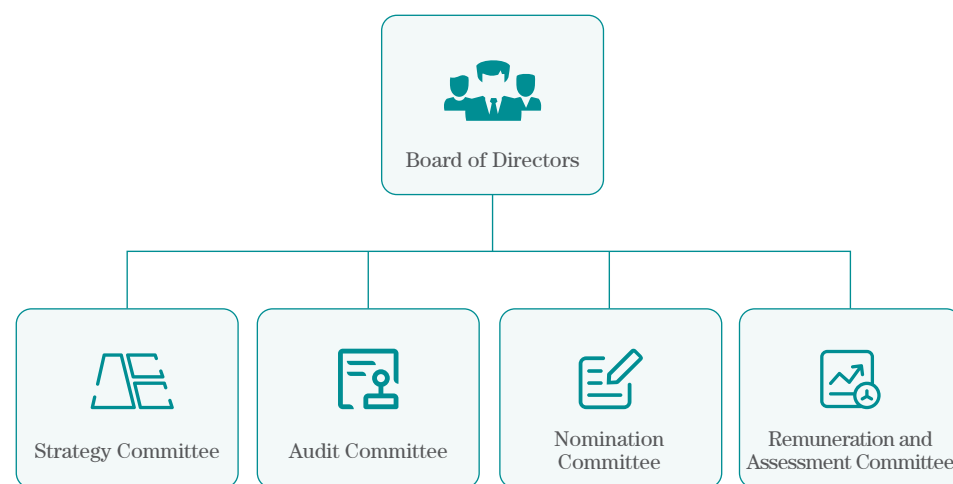
Improve governance structure

General meetings of shareholders **3 times**

BOD meetings **11 times**

BOS (Board of Supervisors) meetings **6 times**

In accordance with provisions specified in the Company Law, Articles of Association and so on, OPPEIN Home has established a scientific and efficient corporate governance structure, in which the resources from all parties are able to be fully mobilized for coordination, and continuously improved the corporate governance level. The Company's Board of Directors (BOD) consists of six directors, including three independent directors. The BOD is principally responsible for formulating the Group's overall strategy and policies, setting performance and management goals, and assessing business performance and management performance. The BOD has four special committees, such as Strategy Committee, Audit Committee, Nomination Committee and Remuneration and Assessment Committee, to ensure rigorous and efficient decisions made by the Company. In 2021, the Company held 3 general meetings of shareholders, 11 BOD meetings and 6 BOS (Board of Supervisors) meetings.



Standardize information disclosure

A-level evaluation

Shanghai Stock Exchange for the third consecutive year

OPPEIN Home has constantly standardized the information disclosure by strictly following the national laws and regulations such as Securities Law and Administrative Measures for Disclosure of Information of Listed Companies, as well as our company's provisions as specified in the Regulation of OPPEIN Home Group on Management of Information Disclosure. The Company has disclosed periodic reports and various temporary announcements truthfully, accurately, completely, timely and fairly. In 2021, with regard to the information disclosure, the Company won the A-level evaluation of Shanghai Stock Exchange for the third consecutive year.

Pay attention to communication with investors

Attaching great importance to the management of investor relations, OPPEIN Home has arranged full-time staff to communicate with investors, established several channels to actively reply to investor's consultations, visits and investigations, such as interactive platform of investor relations, a special hotline, a special fax, a special email address and so on. The continuous development and update of Internet technology have given new momentum to the Company's management of investor relations. Under the COVID-19 pandemic, in order to effectively protect the legitimate rights and interests of every investor, especially small and medium-sized investors, the Company actively organized survey and investigation, regular report briefings and other activities by ways of online teleconferences and live stream, in which the Company's management has participated actively.

In 2021, the Company participated in the campaign of the SSE Investor Service Week in Guangdong with theme of "Staying True to Our Original Aspiration and Leading Value Investment", and carried out investor education and service work; our 2020 Annual Performance Briefing and the 2021 Mid-year Performance Briefing were held by way of webcast, with over 100,000 online visitors.

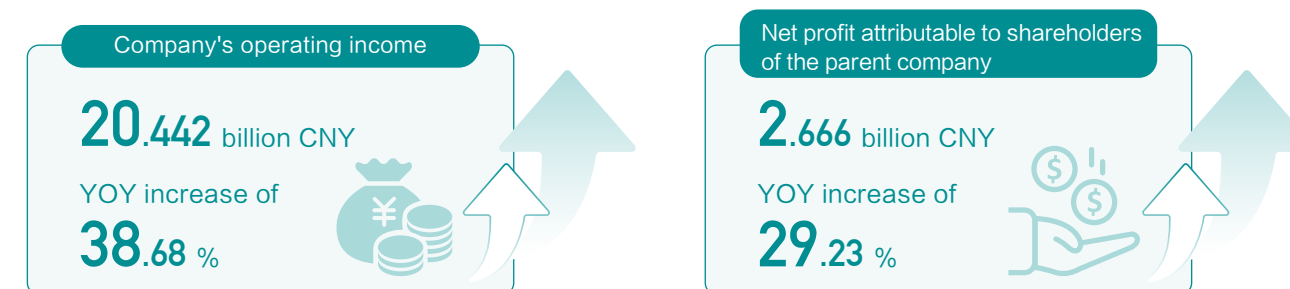


STRENGTHEN OPERATION AND MANAGEMENT

Based on the development and transformation opportunities of the home furnishing industry, OPPEIN Home has intensified innovation and transformation to actively cope with market and environmental changes, continuously strengthened the market position of our core products, promoted rapid business growth, and constantly improved the level of operation and control, so as to consolidate our leading position in the market sustainably.

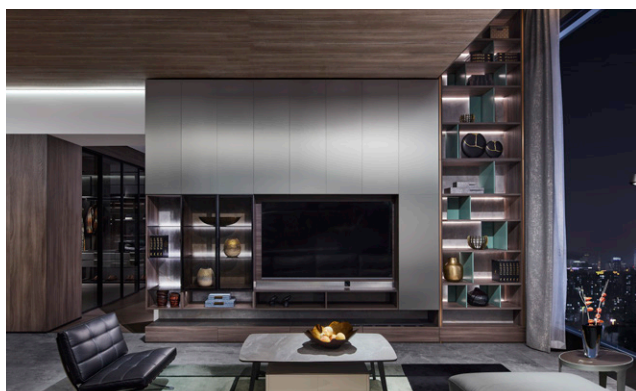
Steady business growth

Minimizing the impact of COVID-19 pandemic on domestic and foreign market environment actively, OPPEIN Home has strived to enhance its operation and management, continuously improved the product layout, and optimized the business structure, so as to achieve sustainable and steady growth in the annual business results. In 2021, the Company's operating income hit a record high, reaching 20.442 billion CNY, with a year-on-year increase of 38.68%; the net profit attributable to shareholders of the parent company was 2.666 billion CNY, with a year-on-year increase of 29.23%.



Sustainable product development

As OPPEIN Home keeps carrying out product innovation and development, our products extend from customized cabinets to whole house products, covering integrated kitchen, integrated wardrobe (whole-house customized), integrated bathroom, customized interior wooden door system, aluminum doors and windows, soft decoration, supporting furniture and other whole home products, which supports the sustainable development of our business.



Customized wardrobe (whole house customization)



Customized cabinet



OPPEIN wooden door system



Customized integrated bathroom



OPPEIN One-Stop Whole House Products

ADHERE TO BUSINESS ETHICS

Adhering to business ethics, OPPEIN Home has always kept the channels for complaints and feedback unblocked, attached importance to the construction of anti-corruption culture, aiming to build an honest and upright corporate image of the Company.

Management of whistle-blowing and complaint

OPPEIN Home has continuously promoted the construction of management system as it lays stress on the management of whistle-blowing and complaint. In 2021, for the purpose of encouraging and rewarding whistleblowers to complain and report all kinds of matters that harm the interests of the Group and provide clues, the Company revised the Regulations of OPPEIN Home Group on the Management of Complaints and Whistle-blowing for the fifth time, which provides an effective protection mechanism for complaints, whistleblowers' identities and contents to avoid disclosure of relevant information and protect whistleblowers from retaliation. At the same time, the Company not only protects the rights and interests of whistleblowers, but also gives different targeted policies and resource support to employees, suppliers and distributors, who actively cooperate with investigation and provide important information or evidence, according to different groups.

Create an honest and clean culture

With the "righteousness culture" as its foundation, OPPEIN Home has built an anti-corruption and anti-fraud system from inside to outside for its continuous promotion of the anti-corruption construction. In 2021, we strictly implemented the Integrity Management System of OPPEIN Home Group, strengthened the integrity education and integrity commitment management for staff in key positions such as development, process, technology, quality identification, procurement and marketing, and standardized the management of duty performance and exercise of power. Any employee who violated the integrity management system has been dealt with based on the principle of "Four Irrespective" .

In addition, as we attached great importance to the business ethics performance of our partners, we have carried out integrity training regularly, sign the Contract of Anti-Commercial Bribery with all distributors and suppliers, supervised and managed their integrity performance in daily work, and required those who violate the integrity management of OPPEIN Home to pay liquidated damages and terminate business cooperation.

What is "Four Irrespective"

Irrespective of relationship, irrespective of position, irrespective of how much contribution has been made, and irrespective of how much the amount is, once it is verified that he has misappropriated the Company's property or had corrupt conducts, which constituted a serious violation of rules and regulations, the Company shall have the right to terminate his employment contract and required him to quit.

More information





**DEVELOPMENT
BASED ON WIN-WIN
COOPERATION
PARTNERSHIP**

- Promote strategic cooperation 33
- Build a chain of responsibility 35
- Promote progress in the industry 36



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS

PROMOTE STRATEGIC COOPERATION

As the bellwether of China's home furnishing industry, OPPEIN Home has actively carried out cross-sector cooperation to build an extensive cooperation platform, and strived to cooperate sincerely with world-renowned designers, key enterprises, scientific research institutions, financial institutions, etc., for mutual benefit and common development, so as to help the Company's sustainable development.

Deepen the cooperation with institutions of higher education

In order to deepen college-enterprise cooperation, OPPEIN Home has steadily improved the supply efficiency of high-quality human resources for the strategic reserve of talents and technological innovation and development, and promoted the infrastructure construction of talent echelon, so as to effectively reduce the labor cost. In recent years, on the principles of "mutual benefit, complementary advantages and coordinated development", the Company has successively established talent cooperation and training relationship with such institutions of higher learning as Central South University of Forestry and Technology, South China University of Technology, Northeast Forestry University, South China Agricultural University, Northwest A&F University and so on, to have long-term and stable comprehensive cooperation of production, education and research in the fields of teaching, scientific research, training and production.

Meanwhile, the Company has launched internship programs with more than ten colleges and universities, including Guilin University of Electronic Technology, Guangzhou Industry and Trade Technician College, Guangzhou Light Industry Technician College and Guangzhou City Construction Vestibule School, etc., which helped the college students in their research study and innovative practice in the internship bases by ways of special recruitment, oriented classes and dual-system classes.



Strategic cooperation between OPPEIN Home and colleges and universities

Enhance cooperation with professional firms

In order to improve the training service level of the Company, OPPEIN Home has maintained friendly and cooperative relations with external professional consulting firms, which can not only keenly acquire the relevant information of cutting-edge human resources and pay attention to the development trend of the industry, but also help to tap external high-quality resources to make up for internal shortcomings. In recent years, the Company has cooperated with 17 large-scaled service agencies, including Guangzhou Times Sinobiz Training Co., Ltd., Guangzhou Goodidea Education Consulting Co., Ltd., Guangzhou Yingjichangkong Enterprise Consulting Co., Ltd., Guangzhou Zero Consulting, etc.



Visit to well-known enterprises by OPPEIN Home and professional firms

Build a top design alliance

OPPEIN has cooperated with design masters from all over the world to insist on original design. In order to lead the international trend with top design level, we have reached strategic cooperation alliances with famous Italian designers such as Sergio Castiglia, Marco Bortolin, Marco Fumagalli and Armando Ferriani, so as to create the ultimate experience for our users.



BUILD A CHAIN OF RESPONSIBILITY

OPPEIN Home has actively cooperated with the upstream and downstream of the industrial chain to create an ecosystem of co-construction, co-governance, symbiosis, win-win and co-development, with an initiative to act as a leader and responsible person to promote the high-quality development of the industry.

Construction of marketing channels

Over **7,000** distribution stores

With considerable dealer resources in the industry, OPPEIN Home has established the largest nationwide marketing service network in the home furnishing industry, which cooperates closely and grows together with the Company, with over 7,000 distribution stores. In terms of terminal management, the Company has always kept win-win cooperation in mind, put forward the concept that dealers are the root of the enterprise in the industry for the first time, and created such dealer management systems as 1000-point assessment mechanism, "10+1" OPPEIN terminal marketing system, dual 50 theory and 4S management of stores. At the same time, the Company has caught up with the development trend of the industry, deepened the omni-channel development strategy, and built a relatively mature channel operation mode with whole-house retail channels as the main backbone, engineering and e-commerce channels as two wings, and direct sales and foreign trade channels as the important support.

Cultivation of sense of responsibility

OPPEIN Home has laid great stress on the cultivation of suppliers' sense of social responsibility. While providing professional training to excellent suppliers, we also keep close contact with suppliers in a customized communication mechanism, actively publicize OPPEIN Home's management requirements for suppliers and the goals of ecological construction of supply chain, and clearly clarify our management orientation and requirements.



OPPEIN Home's Supplier Day

Respect for exchanges and cooperation

With continuous optimization of supplier structure, OPPEIN Home has attached importance to strengthening exchanges and cooperation with suppliers, actively paid a visit to key suppliers to provide technical service support, so as to promote the strategic partnership of key suppliers and form unique procurement competitive edges.

Cases

OPPEIN Home paid special visits to partners

In order to safeguard the fundamental interests of the Company and its partners, from September to December 2021, OPPEIN Home paid special visits to partners in terms of publicizing the righteousness culture of OPPEIN, corresponding rewards and protection measures under the complaint and whistle-blowing mechanism, and feedback on outstanding problems of partners, striving to create a clean and honest cooperation environment.



PROMOTE PROGRESS IN THE INDUSTRY

As a leading enterprise in the customized home furnishing industry, OPPEIN Home has been actively responding to the government policies, supporting and participating in the publicity activities of industry associations, participating in drafting standards related to the home furnishing industry, and co-organizing or hosting industry association meetings and related forums, so as to continuously improve the Company's technical level and competitiveness, and keep the Company's innovative technology in the forefront of the industry.

As of 2021, as for revision of 26 standards engaged by us, the Company has participated in revising 7 national standards and industry standards and 11 group standards, and led in revising 3 national standards and industry standards and 5 group standards. In 2021, the Company was awarded the honor of "Advanced Enterprise in Standardization Work".

- **In 2003** The Company was titled as a drafter of Kitchen for Housing published by the Ministry of Construction.
- **In 2004** Guangzhou OPPEIN Sanitary Ware Co., Ltd. was selected as the "drafter of Bathroom Unit for Housing, the industrial standard of construction of the People's Republic of China".
- **In 2017** OPPEIN wooden door was titled as the major drafter of the national group standard of Ecologic Interior Door for Building.
- **In 2020** OPPEIN led the global top brand in the pan-home furnishing industry to set up the "Global Healthy Ecological Strategic Alliance", aiming at linking production, education and research to industrial chain and exploring a more effective green upgrading path.
- **In 2021** OPPEIN cabinets took the initiative to establish China Kitchen Rebuilding Alliance, and cooperated with major top brands in the pan-home furnishing industry to give full play to the advantages of industry chain resources.



**PUBLIC WELFARE
ACTIVITIES BENEFIT
PEOPLE'S LIVELIHOOD**

PUBLIC

- Pay attention to community harmony 39
- Enthusiastic in volunteer service 41
- Support local development 42
- Implement epidemic prevention and control 42



PAY ATTENTION TO COMMUNITY HARMONY

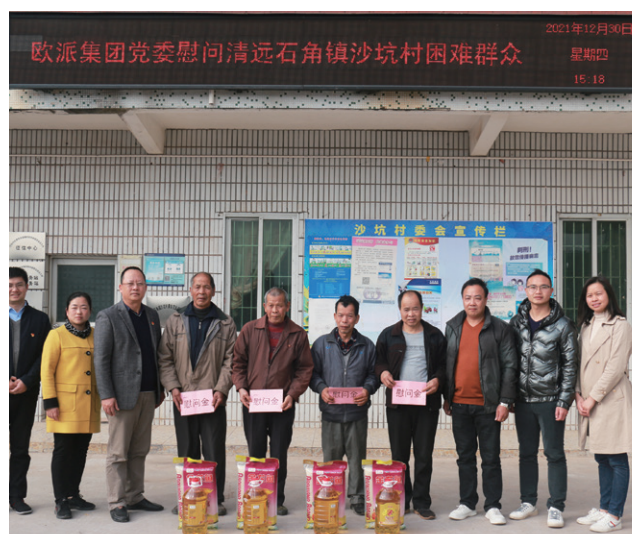
The enterprises can not develop without support and understanding from the community. Based on our own enterprise advantages and industry characteristics, OPPEIN Home has actively integrated into the local community, paid attention to sincere communication with stakeholders, established good community relations by providing service locally, so as to facilitate the healthy and harmonious development of the community.

Pass on love from public welfare activities

For the purpose of carrying forward Chinese traditional virtues, OPPEIN Home has vigorously advocated care, assistance and sympathy for the elderly in nursing homes, lonely elderly, disabled people, needy people, stay-at-home people and other groups to convey our Company's public welfare concept and fulfill our commitment to the society.



Consolation to senior Party members in difficulty in Tangbei Village, Jianggao Town



Consolation to the needy people in Shakeng Village, Qingyuan



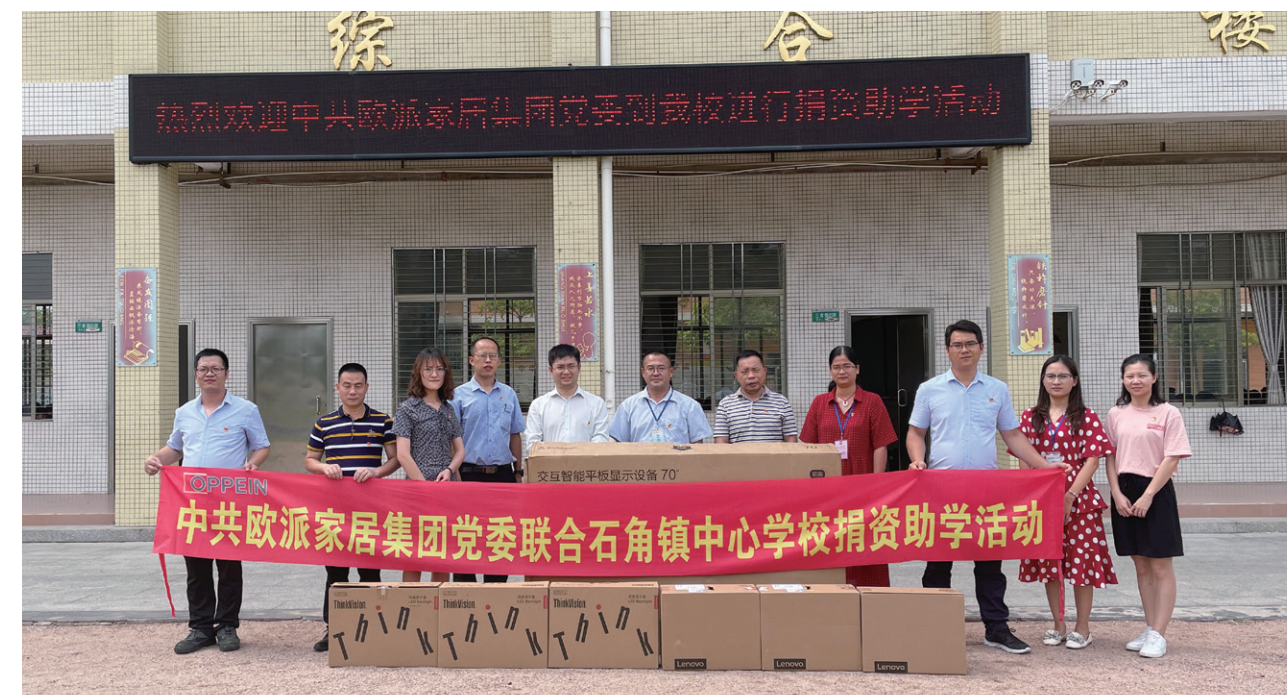
Consolation to the personnel on duty during the Spring Festival in Qingyuan

Make donation for education

Aiming to support the healthy growth and development of local young students, OPPEIN Home has actively held various donation activities to provide care and assistance to students in need within its ability, which fully demonstrates the social responsibility of OPPEIN Home. In 2021, the Company carried out activities such as subsidizing the "OPPEIN Endowment for Students", donating teaching equipment and granting study grants.



Donation for education in Dazhe Town



Donation for education at Tianxin Hope Primary School in Shijiao Town

Promote the integration of enterprise and community

OPPEIN Home has carried out various activities with the community where it is sited to promote the integration and harmonious development of the Company and the community, so as to realize the integration of business value and social value of the enterprise and make contributions to the society with its actions.

Cases > OPPEIN Chengdu Base wrote a new chapter in the integration of enterprise and community

On April 29, 2021, OPPEIN Chengdu Base and Qingyusi Community Neighborhood Committee of Huangjia Sub-district held the special activity with the theme of "New Chapter in the Integration of Enterprise and Community" in the living quarter of the base, which attracted more than 300 employees from enterprises around Qingyusi Community and Chengdu Base. This activity enhanced the relations between the community and enterprises, jointly writing a new chapter in the integration of enterprise and community.



ENTHUSIASTIC IN VOLUNTEER SERVICE

Based on the principles of voluntariness, honesty and legality, OPPEIN Home promotes and advocates volunteer service, encourages and supports employees to fulfill the volunteer service spirit of "dedication, friendship, mutual assistance and progress", and guides employees to actively participate in volunteer activities, which gives full play to the responsibility of a listed enterprise and shows the good spirit of OPPEIN people to the society.



OPPEIN gave assistance in nucleic acid test in Guangzhou and was awarded a banner

SUPPORT LOCAL DEVELOPMENT

While focusing on our own development, OPPEIN Home also attaches importance to supporting local economic and social development, and actively makes contributions to the local economy and the public with its industrial resource advantages.

Cases > Love My Hometown, Reward My Hometown-- VOLUNTARY Construction of Dongtai Eco-industrial Park by the Chairman of OPPEIN Home

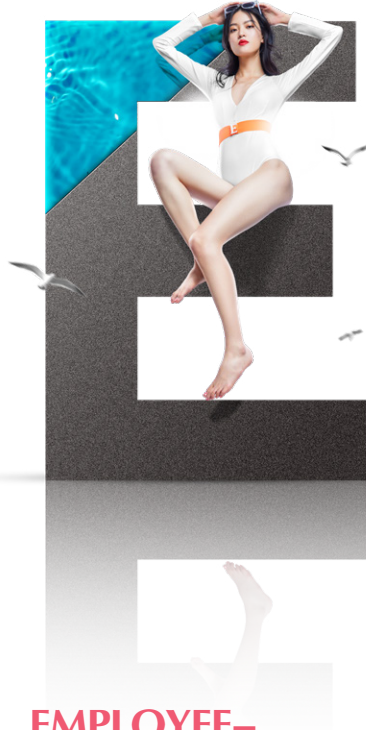
As a respected villager in Pingyuan, Meizhou, Yao Liangsong, Chairman of OPPEIN Home, was always concerned about the social and economic development of his hometown. In May 2017, we decided to jointly build Guangdong Pingyuan Dongtai Eco-industrial Park with Pingyuan County government, and invested 200 million CNY for voluntary construction. As of May 2021, the first phase of the park has been completed, which attracted six emerging growing enterprises to settle in, bringing an estimated annual output value of 482 million CNY, tax revenue of 21.295 million CNY and more than 500 new jobs.



IMPLEMENT EPIDEMIC PREVENTION AND CONTROL

Since the outbreak of COVID-19 pandemic in 2020, facing the dual tasks and challenges of epidemic prevention and control and business development, OPPEIN Home has actively responded to the call of the state, strictly implemented the various arrangements for epidemic prevention and control made by government departments, established an emergency mechanism, defined emergency measures and disposal procedures, actively strengthened control measures, and promoted the normalization of epidemic prevention work in an orderly manner, so as to ensure the Company's resumption of work and the health of employees.

- Keep the employees informed of epidemic information to improve their awareness of epidemic prevention
- Strengthen epidemic safety management and provide human-oriented services
- Try our best to seek for epidemic prevention materials to make preparation for epidemic prevention
- Strictly control the management of epidemic prevention materials to ensure safe resumption of work for employees
- Disinfect the plant to create a safe and healthy environment
- Standardize the epidemic detection process and strictly observe the safety bottom line of employees



EMPLOYEE-ORIENTED CARE
EMPLOYEE

- Protect the rights and interests of employees 45
- Support staff development 46
- Balance work and life 47
- Value health management 48
- Ensure production safety 49
- Fulfill commitment to care for employees 50

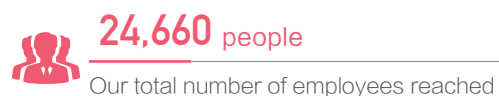


PROTECT THE RIGHTS AND INTERESTS OF EMPLOYEES

Advocating and following the "people-oriented" concept, OPPEIN Home places great importance to the protection of employees' rights and interests, continuously improves the employee management system, and deepens the democratic management mechanism, so as to provide a fair and just working environment for every employee. No major employee relations incidents have occurred in the Company in recent three years.

Adhere to fair employment

Strictly abiding by the Labor Law, Contract Law and other laws and regulations, OPPEIN Home has never employed any child labor nor performed any other forced labor, and has strongly opposed to harassment and maltreatment. We continue paying attention to the employment of the disabled, actively create jobs for the disabled, and strive to build a diverse and inclusive team. As we adhere to equal employment and equal pay for equal work, we treat employees of different nationalities, races, religious beliefs, genders and ages fairly, so as to create a diverse, inclusive, fair and reasonable workplace environment for all employees. In 2021, our total number of employees reached 24,660, 32.1% of which was female employees.



Improve democratic management

OPPEIN Home values employees' demands and opinions, continuously deepens democratic management, constantly improves the democratic communication mechanism, and makes the communication channels between the management and grassroots employees smoothly through workers' congresses, symposiums and rationalization proposals, and actively solicits the views of employee representatives to protect employees' right to know and participate in democracy. In 2021, the Company received and settled 14 complaints and feedback from employees, conducted 3 surveys on employees' thoughts and ideas, and adopted 973 rationalization suggestions from employees, which fully reflected employees' sense of ownership and honor.



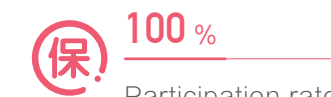
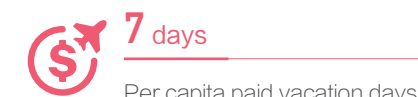
Annual workers' congress



Sharing of rationalization proposals

Guarantee remuneration and benefits

Keeping the concept of "sharing operation results with employees", OPPEIN Home establishes a remuneration distribution mechanism based on business performance, and improves the performance incentive system, for the purpose of improving the remuneration and benefit level of employees; OPPEIN Home also pays "five social insurances and housing fund" for employees and strictly implements the paid vacation system to guarantee the implementation of employees' rights and interests of paid vacation and paid annual leave on public holidays. In 2021, the per capita annual income of employees is 117,200 CNY, and the per capita paid vacation days are 7 days, with participation rate of 100%.



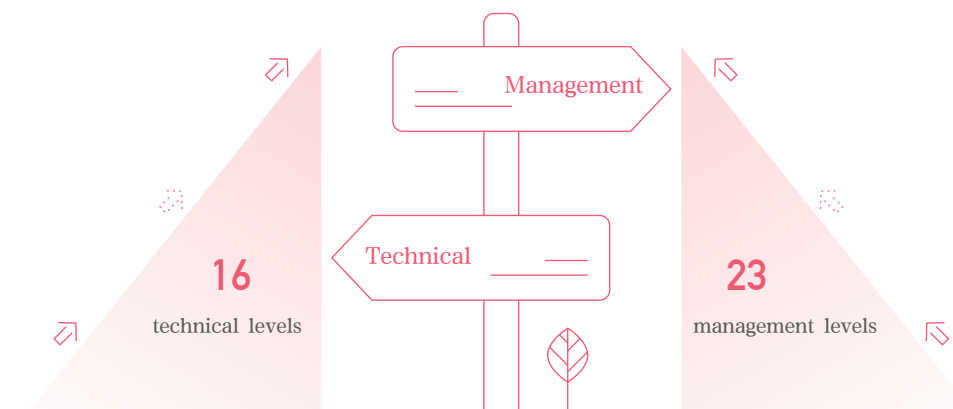
SUPPORT STAFF DEVELOPMENT

Putting employee development to a strategic height, OPPEIN Home actively builds dual engines of "personnel development" and "system construction", scientifically evaluates and selects talents, and trains personnel in all directions and at multiple levels, so as to fully tap the potential of employees, enhance the professional ability and leadership of employees at all levels, build career development channels, and promote the sustainable growth of employees.

Pay attention to employee growth



We value the personal career growth and development of employees, and give them broad career development space and fair promotion opportunities. Based on the qualification levels which are classified according to the scope and depth of knowledge and skills requirements, professional qualities and the scope of responsibility, the Company establishes a dual-channel career development path for managerial and technical staff, divides jobs at A, B, C and D levels into 23 management levels and 16 technical levels, and specifies the qualification standards for employees at all levels, including service years, performance and skills, which provides clear guidance for the development of employees, and strives to realize the self-development of every employee while creating values for the company. In 2021, the promotion rate of employees had a YoY increase by 5.9%.



Dual-channel career development

Improve the ability of employees

More than **20 million CNY**
Company staff training investment

46.3 hours
Training duration per capita

As we emphasize the construction of learning organizations, we have established a training system of "whole-course, targeted and three-dimensional learning and development ecosystem for all employees". Under the guidance of the "6+1" new training model of the Group, with the training mode of "mutual complementation of internal and external trainings, and synchronous development of primary, secondary and tertiary trainings", the online and offline learning are adopted to ensure that employees of different types and at different levels can get opportunities for learning and improvement and provide employees with opportunities and space for sustainable development. In 2021, the Company invested more than 20 million CNY in employee training with average training time of 46.3 hours per person and 100% completion rate of training plan, and the satisfaction of employee training reached 9.81 points.



"Eagle Plan" for talent echelon construction



"OPPEIN IP Star Plan" sales master practice series training

BALANCE WORK AND LIFE

In order to ensure the employees balance their work and life, the Company organizes diversified cultural and sports activities to enrich employees' daily life and enhance their sense of belonging and happiness. In 2021, the headquarters of the Company innovated the form of activities, and cooperated with all bases to carry out singing contest, garden party in Mid-Autumn Festival, music day and other activities, striving to create a cozy working atmosphere.



Garden party in Mid-Autumn Festival



Tug-of-war in Wuxi Base

VALUE HEALTH MANAGEMENT

Management of employee health

As OPPEIN Home considers the occupational health of employees is very important, it establishes and improves the rules and regulations such as Management Standards of Environmental Health and Safety (EHS) of Group, Regulations of OPPEIN Home Group on EHS (Environmental Health and Safety) Assessment Incentive Management, and Eight Prohibitions on Environmental Health and Safety (EHS) of OPPEIN Home Group, and incorporates occupational health protection into standardized management; in addition, by upgrading the infrastructure in the plant, optimizing the visual management of workshop management, standardizing labor insurance supplies and strengthening the occupational health training of senior employees and newcomers, we continuously improve the occupational health management level. In 2021, no occupational disease case was found in the Company.

Cases > OPPEIN and Nanfang Hospital jointly held a free clinic for employees

In May 2021, OPPEIN Group and Nanfang Hospital reached a strategic cooperation intention on matters such as "Green Channel for Medical Treatment", introduced high-quality medical resources of Nanfang Hospital to Guangzhou Headquarters, and held large-scaled public welfare activity of free clinic, which opened up a green channel for employees to seek medical treatment, helped employees understand basic health care knowledge, and provided convenient and professional medical services for employees.



EAP Assistance

In order to improve the mental health of employees, OPPEIN Home is committed to establishing a three-level psychological prevention mechanism. Over the years, the EAP project team of the Training and Development Department has implemented 512 online knowledge promotion sessions, 156 offline trainings and 572 times of psychological counseling services by ways of online and offline training, departmental support and crisis intervention, with over 100,000 cumulative participants. With the gradual popularization of EAP psychological care, employees' awareness of mental health has been improved, which reduces the losses of enterprise caused by psychological distress and mental illness to a certain extent.



ENSURE PRODUCTION SAFETY

The safety of employees is of paramount importance in OPPEIN Home, so we always take production safety as the top priority in the development of enterprises. Strictly planning, promoting and implementing safety work in production, we adheres to the sense of bottom line and consolidates the foundation of production safety to ensure the safety in production and construction. In 2021, the Company's accident rate at work per one million hours reached 1.56%, keeping a continuous downward trend.

Strict safety management

We insists on improving the safety management system, strictly abides by such laws and regulations as the Production Safety Law of the People's Republic of China, Fire Protection Law of the People's Republic of China and so on, follows and improves the Management Standards of Environmental Health and Safety (EHS) of Group, and enhances safety supervision and emergency management capabilities.

Cultivate safety culture

In order to implement the requirements of national production safety laws and regulations and our safety rules and regulations, OPPEIN Home constantly standardizes and strengthens the management of various safety trainings by making safety training plans, carries out 8 major training programs, including "fire safety knowledge, operation of fire equipment and fire drill", "knowledge on accident emergency rescue and analysis and summary of typical accident case", "technical knowledge on hazardous chemicals, environmental protection, awareness of safety risk, electrical equipment, transportation, moving and 5S safety" to improve the safety knowledge level and safety operation skills of employees, and reduce and avoid all kinds of production safety accidents.



FULFILL COMMITMENT TO CARE FOR EMPLOYEES

Provide care for employees

OPPEIN Home always adheres to the people-oriented principle, cares for the work and life of every employee, pays attention to solving the problems that employees and their family members are concerned, and improves the working environment of employees, so as to make employees truly feel the warmth of "home".



Care for employees staying in the company during the Spring Festival



Distribute the gift packages of cooling products in summer

Policies for problem settlement

Difficulty in children's schooling has always become a headache for migrant workers to integrate into the city, and it is also a challenge for the survival and development of the home furnishing industry. As a listed company with a sense of social responsibility, OPPEIN Home provides humanistic care to the best of its ability according to the actual needs of employees, and actively assists in solving the problem of school enrollment for children of migrant employees in addition to protecting the rights and interests of employees.

With the help of relevant government policies, the Company actively strives for enrollment places for the children of migrant employees. From 2016 to 2021, the places of public schools that the Company got from the government for migrant workers' children have increased year by year, with a total of 145 places of public schools in 2021.

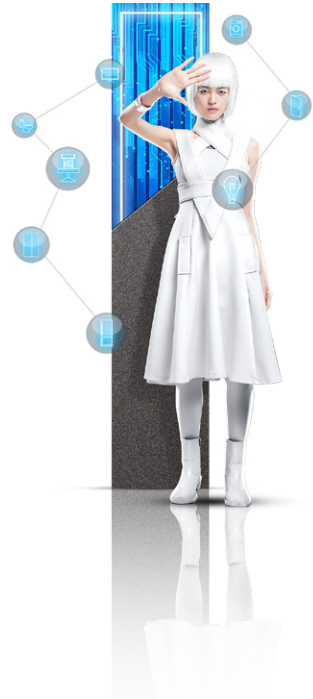
Assist employees in difficulty

OPPEIN Home attaches great importance to employees' consolation and assistance, and actively implements various assistance mechanisms in accordance with the Management Standards of OPPEIN Home Group for Visit to the Injured and Sick and Assistance to Employees in Difficulty. We carry out various assistance activities for employees and their family members, who are difficult in life and who suffer from critical diseases, so as to effectively help employees get through difficult time.

In 2021, the Company organized fund-raising for 5 employees in difficulty, provided subsidies of over 500,000 CNY for 51 employees who had suffered from serious illness, natural and man-made disasters and difficulties in life, and offered consolation to them for 17 times.

 **504,100** CNY
was subsidized for 51 employees

 **17** times
Employee's condolences



INNOVATION OF SERVICES AND PRODUCTS

- Focus on product innovation 53
- Provide high-quality products 54
- Provide excellent and sincere service 55
- Optimize production process 56



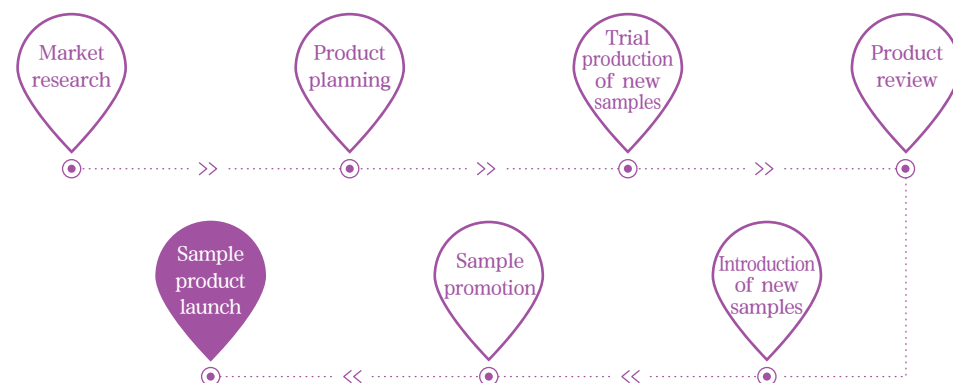
FOCUS ON PRODUCT INNOVATION

Insist on product research and development

595 items had been granted with a total of authorized patents

OPPEIN Home insists on promoting development through innovation, setting up a R&D center for home products at the group level, as well as product planning and R&D departments in various business segments, to jointly promote the development and management of the Company's product and technology. Over the years, the Company's product development has gradually transitioned from single customized product to whole-house customized product, integrated home customized product and one-stop whole house product, and from single new product design to new product design, extended design and functional design. By the end of 2021, OPPEIN had been granted with a total of 595 authorized patents.

Flow chart of research and development of OPPEIN Home's products



Enhance innovation ability

As the leader of customized home furnishing industry, OPPEIN Home is famous for its large-scaled R&D investment, and its annual R&D investment accounts for more than 3%, ranking first in the industry. Relying on powerful R&D strength, we have built the core competitiveness of product and process innovation.

Creation of an innovation platform

Promoting cooperation with Central South University of Forestry and Technology, OPPEIN Home has established a platform of "Joint Provincial Key Enterprise Laboratories" based on college-enterprise cooperation to focus on innovative research capabilities in the field of green home furnishing technology. Moreover, we have also built a design management platform to give decision-making support for rational allocation of design tasks and improvement of capabilities, which helps the Company improve its design efficiency and level.



Design management platform

Construction of innovation team

OPPEIN Home highly values the construction of R&D team. The Company continues to increase the recruitment of experts and technical personnel to set up expert teams in various technical segments, and also carries out efficient college-enterprise cooperation and personnel exchange with vocational colleges such as Central South University of Forestry and Technology and South China Agricultural University. Meantime, we also set up our Milan R&D and Design Center in Italy for the purpose of actively promoting external exchanges and cooperation of production, education and research.

By the end of 2021, the Company had more than 2,900 R&D personnel, with annual R&D investment reaching 0.9 billion CNY, accounting for 4.4% of the operating income, which effectively guaranteed the product upgrading and technological innovation.

Protection of intellectual property

OPPEIN Home highly values the protection of intellectual property rights, so we set up a special department with special personnel to manage, use, protect and monitor our intellectual property, and formulate a complete patent and trademark management system. Apart from holding professional and rich trainings to continuously improve the awareness of intellectual property protection of the management and employees, the Company also establishes a sound intellectual property network system with the intellectual property management specialist to maintain its content and keep it updated.

Classification	In 2019	In 2020	In 2021
Quantity of patent applications (item)	181	114	204
Invention	17	10	7
Utility model	129	67	45
Appearance	35	37	152
Quantity of patent grants (item)	154	130	138
Invention	3	4	2
Utility model	140	92	66
Appearance	11	34	70

PROVIDE HIGH-QUALITY PRODUCTS

Over the years, with the enterprise spirit of "pursuit of perfection", OPPEIN Home has kept improving the product quality, constantly establishing and enhancing the product quality management system, and strengthening the quality management throughout the process of production and operation, so as to ensure the controllable risks, safety and stability of our products with stable and lean operation.


Strengthen quality management

OPPEIN Home strictly abides by national laws and regulations, and carries on product quality management in the whole chain and whole process in accordance with the quality management principles of focusing on customers, leadership, active participation of all employees, process methods, improvement, evidence-based decision-making and relationship management.



Strengthen system certification

All products of the Company have passed ISO9001: 2015 certification



Training of quality personnel

We have launched the "Quality Skills Improvement" training camp for the core backbone personnel in the manufacturing system, with a view to building a quality personnel team that adapts to the development of enterprises and leads the home furnishing industry, and promoting business development.

Ensure product safety

OPPEIN Home makes the quality and safety the top priority, which is directly responsible by our president, therefore, the quality and safety will be ensured from two aspects: guarantee of product quality and safety and guarantee of quality incident handling. In 2021, the qualified rate of incoming materials, qualified rate of spot check in processing and first-pass yield of final inspection were 99.36%, 97.41% and 97.54%, respectively.



Guarantee of product quality and safety

- Select the worldwide top suppliers to ensure quality and safety from the very beginning
- Our raw materials are green and eco-friendly, with their environmental protection levels higher than the ENF specified in the new national standard
- Our products are tested in CNAS certification lab to ensure the safety of products



Guarantee of quality incident handling

- For our dealers: We have established an after-sales service system by classifications
- For our consumers: We have established a 4S customer service center
- Quality incident classification system: ABCD 4-Level Complaints

PROVIDE EXCELLENT AND SINCERE SERVICE

Improve the service level

Paying attention to the efficiency and quality of service provided to customers, OPPEIN Home has established over 7,000 sales and service outlets in China and around the world, so that consumers can enjoy OPPEIN's consultative selling and one-stop personalized service anytime and anywhere. We also actively summarize all kinds of service problems encountered in customer service, compile them into a standard textbook which is used to implement unified training for service teams, so as to achieve a unified national level to provide high-quality services for customers.

Broaden marketing channels

OPPEIN Home adheres to the marketing strategy of multi-channel, multi-form and multi-content, and actively develops online and offline sales channels at home and abroad to convey OPPEIN's care for consumers and narrow the distance between product brands and users, so that more people can remember, experience and afford them. In 2021, the Company's first offline high-end experience store was set up at Guangzhou Baiyun Airport, which created a new era of scene marketing in the industry and took an initiative in scene marketing in home furnishing industry.



Set up an offline experience store at Guangzhou Baiyun Airport

Professional after-sales service

OPPEIN Home highly values the protection of customers' rights and interests, constantly establishes and improves the customer-oriented after-sales service guarantee system, and clarifies the after-sales service management process. Considering every demand of customers, OPPEIN honors its promise to customers, and provides customers with 16-step one-stop services such as on-site measurement, computer follow-up, regular maintenance, 5-year warranty and lifelong maintenance based on the four dimensions of "experience, specialty, speed and respect" to ensure the satisfaction of every customer.

Respond to customer's demands

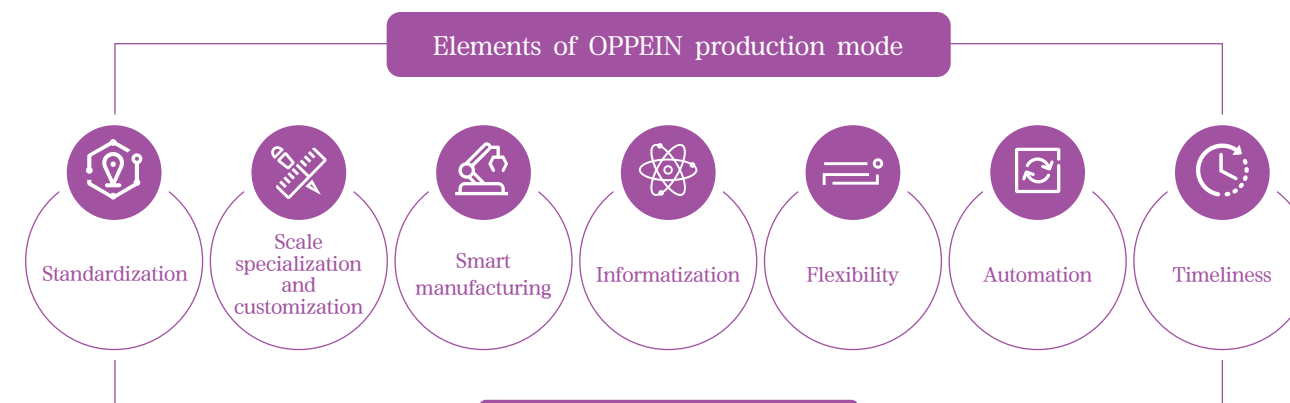
OPPEIN Home has formulated such regulations as the Regulations on Management of End Customer Complaints and After-sales, Standards for Implementation of Quality Complaint Handling and Improvement, Measures for Management of Left-over Orders, Regulations on Implementation of Product Quality Supervision and so on to standardize the management process of customer complaint handling. Establishing feedback channels such as customer service hotline, official website, e-commerce platform and WeChat official account, we develops a complaint handling process of complaint information acceptance, preliminary feedback, investigation and handling, feedback reply and analysis.

Ensure compliant publicity

OPPEIN Home has continuously improved the Regulations of OPPEIN Home Group on Management of Advertising Projects to ensure that the advertising content of all products comply with national laws and regulations, and strictly implemented the VI standard of the Group. If necessary, the advertising project should be submitted to the Brand Management Center and the Department of Legal Affairs of the Group for review according to the Application for Approval of Legality and Compliance of Advertising Project.

OPTIMIZE PRODUCTION PROCESS

As we pay attention to the innovation and optimization of production mode, OPPEIN Home creatively establishes a way to match the information platform with modular production in the industry, and forms a "large-scaled non-standard customization" system to solve the contradiction between the individualized needs of consumers and the mass production of enterprises. By way of the "modular production", we can not only make to orders to avoid inventory, but also realize mass production to reduce costs and meet different customization requirements, thus realizing the information management of the whole process from placing an order to production.





N PROTECT THE NATURAL ECOLOGY

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STRENGTHEN ENVIRONMENTAL MANAGEMENT

OPPEIN Home has always adhered to the philosophy of green development, continuously strengthened the construction of environmental management system, established and improved environmental early warning mechanism, strengthened prevention of environmental risks, carried out environmental impact assessment of projects, and effectively enhanced the environmental governance of enterprise to make contributions to the construction of ecological civilization.

Improve the environmental protection system

According to the Environmental Protection Law of the People's Republic of China and other laws and regulations, OPPEIN Home has formulated environmental-related systems such as Regulations of Group on Environmental Protection Management, Management Standards of Environmental Health and Safety (EHS) of Group and Manual of Environmental Management, implemented EHS management system, passed ISO14001 environmental system certification and certification of environmental labeling products to ensure that every step from material selection, production process to installation strictly follow green environmental protection standards, for the purposes of building a comprehensive green environmental protection production system and promoting the sustainable development of enterprise and the environment.



OPPEIN Home passed the certification of environmental management system



OPPEIN Home passed the certification of environmental labeling products

Environmental protection management of construction projects

OPPEIN Home has continuously strengthened the environmental protection management of the whole process of construction projects in Qingyuan, Tianjin, Wuxi and Chengdu, strictly carried out feasibility study, basic design review and countersigning of construction projects, promoted the enterprise to strictly implement the requirements of project environmental assessment and approval, and completed the environmental protection acceptance of project completion on schedule. The environmental compliance rate of new projects reached 100% throughout the year.

PRODUCE GREEN PRODUCTS

In order to the develop green products, OPPEIN Home continuously provides users with energy-saving, green and eco-friendly products and a healthy home environment for consumers with leading technology and green manufacturing in strict accordance with the requirements of relevant international and domestic standards. In 2021, OPPEIN Home developed a series of new eco-friendly products, such as the second generation of aldehyde-free antibacterial particle board, PP film, PETG film, PET film, etc., and developed follow-up board care to realize the integrated design of sterilization products and cabinets to meet the health needs of consumers.



ADVOCATE GREEN OPERATION

In order to fulfill its commitment to green production and low-carbon operation, OPPEIN Home advocates energy conservation and environmental protection in every link of the industrial chain, carries out special treatment in key production areas to improve energy efficiency, reduce the emission of air pollutants and greenhouse gas, regulate waste emissions, and save energy and resources, for the purpose of building an environment-friendly enterprise.

Build a low-carbon plant

Actively responding to the national "dual carbon" goals, OPPEIN Home makes full use of the national green manufacturing policies and builds green and low-carbon plants to achieve win-win economic, social and environmental benefits.

Cases OPPEIN Home built a rooftop photovoltaic power generation project in Qingyuan Base

In 2021, OPPEIN Home cooperated with Guangdong Electric Power Co., Ltd. of China Energy Investment Corporation to build a rooftop photovoltaic power generation project in Qingyuan Base, which was the largest rooftop photovoltaic project built at one time in Guangdong Province by now. Combined with the local peak-valley electricity price and rooftop photovoltaic power generation, the project took energy-saving measures such as electrical energy storage, ice storage, energy-saving motors and energy-saving lighting. With the mode of "consuming the power generated by ourselves and transmitting surplus electricity to the power grid", 95% of self-generated power was consumed by Qingyuan Base. Such power generation project is estimated to have average annual power generation of 17.29 million kWh, which can save 4,900 tons of standard coal per year, reduce 10.93 tons of soot emissions, 61.17 tons of sulfur dioxide emissions, 53.18 tons of nitrogen oxides emissions and 18,700 tons of carbon dioxide emissions every year, which is of great positive significance for helping Guangdong Province achieve the goals of peak carbon emissions and carbon neutrality.



Apply environmental protection technology


In 2021, OPPEIN Home actively upgraded its technology and took the lead in introducing and building the first furniture paint spraying line in Asia. There was no VOC emission in the painting process, which reduced the overall carbon emission by more than 75% compared with baking varnish. At the same time, we explored the production process of replacing oily paint with water-based paint to control pollution from the beginning.

Strengthen pollution prevention and control

When focusing on the "three simultaneities" of newly-built, renovated and expanded environmental protection projects, OPPEIN Home pays special attention to the renovation and upgrading of facilities, introduces the advanced international environmental protection facilities to treat waste gas, waste water, solid waste and noise in the production process in compliant manner, and entrusts professional qualified company to dispose of hazardous waste generated by the production process, with an annual environmental protection investment of over 30 million CNY.


Treatment of waste gas

- ⦿ Dusts from wood processing are collected by a central dust removal system;
- ⦿ Waste gas from painting is treated by "multi-stage filtration + rotary adsorption and concentration + RTO treatment system" ;
- ⦿ Organic waste gas from production of quartz stone is treated by "low-temperature plasma + activated carbon adsorption device".




Treatment of waste water

- ⦿ Waste water produced by water-carrying operation in mesa processing is treated by coagulation and air flotation for recycled utilization;
- ⦿ Waste water generated by painting process is collected as hazardous waste by entrusted company with hazardous waste treatment qualification.




Noise control

- ⦿ Choose low-noise equipment, and take noise elimination and insulation measures for some high-noise equipment;
- ⦿ High-noise equipment should be away from the plant boundary as far as possible;
- ⦿ Build tree lawns along the plant boundary.



Treatment of solid waste

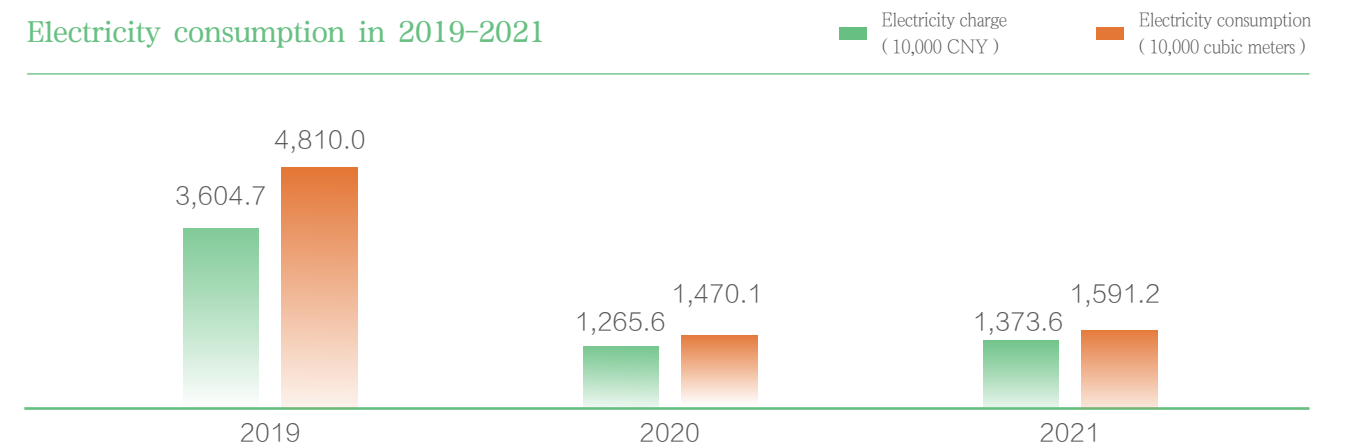
- ⦿ General solid waste is stored by categories and regularly handed over to qualified company for treatment and recycling of solid waste;
- ⦿ Hazardous waste is regularly handed over to the qualified company for disposal of hazardous waste.



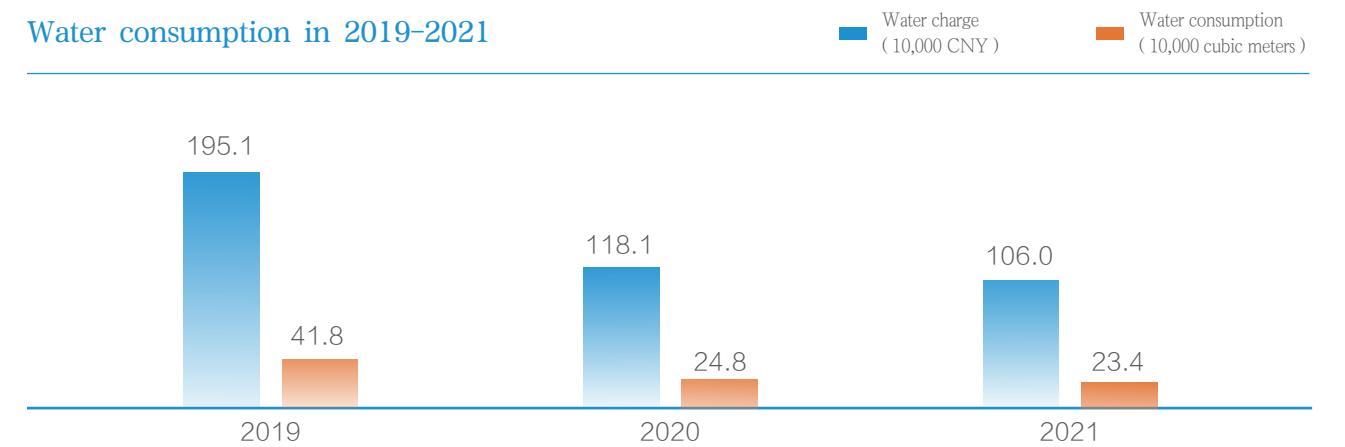
Implement energy conservation and consumption reduction

OPPEIN Home advocates and promotes the efficient use of energy, actively finds ways to save energy and reduce energy intensity, rationally adopts energy-saving equipment, and applies energy-saving and consumption-reducing technologies to promote hydropower energy conservation and consumption reduction with various measures.

Electricity consumption in 2019-2021



Water consumption in 2019-2021



SHARE GREEN LIFE

As OPPEIN Home actively promotes green operation, it strengthens education of environmental protection, joins in and initiates various advocacy activities concerning environmental protection, and calls on more people to participate in the actions of protecting the ecological environment by posting notices in community publicity boards and organizing the training of environmental protection volunteers.

APPENDIX

Key performance

Indicator	Unit	In 2019	In 2020	In 2021
Operating income	100 million CNY	135.33	147.40	204.42
Net profit attributable to shareholders of the parent company	100 million CNY	21.19	24.13	26.66
R&D investment	100 million CNY	6.42	7.00	9.00
Total number of employees	Person	21,660	20,022	24,660
Proportion of female employees	%	31.8	32.5	32.1
Number of R&D personnel	Person	2,533	2,866	2,954
Coverage rate of anti-corruption training	%	100	100	100
Participation in anti-corruption training	Person-time	36,000	40,000	42,000
Quantity of standard revisions	Items	2	4	4
Quantity of patent applications	Items	181	114	204
Quantity of patent grants	Items	154	130	138
Per capita annual income of employees	10,000 CNY	10.02	10.11	11.72
Major employee relations incidents	Case	0	0	0
Per capita paid vacation days	Day	6	6.5	7
Insurance participation rate of employees	%	100	100	100
Confirmed number of employee suffering from occupational diseases	Person	0	0	0
Number of volunteers	Person	150	600	700
Investment in training	10,000 CNY	1,874	1,712	2,160
Annual training time per capita	Hour	42.8	45.4	46.3
Completion rate of training plan	%	100	100	100
Training satisfaction	Point	9.74	9.76	9.81
Accident rate at work per one million hours	%	2.51	2.02	1.56
Qualified rate of incoming materials	%	99.29	99.42	99.36
Qualified rate of spot check in processing	%	94.67	96.41	97.41
First-pass yield of final inspection	%	95.05	96.76	97.54
Annual water consumption	10,000 cubic meters	41.8	24.8	23.4
Annual electricity consumption	10,000 kWh	4,810	1,470.1	1,591.2
Carbon dioxide emissions ^{**}	Ton	28,119.5	9,872.67	10,715.2
Investment in public welfare activities	10,000 CNY	10.36	553.42	1,255.75

^{**} Only refer to the carbon dioxide emissions of OPPEIN Guangzhou

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Respond to the United Nations Sustainable Development Goals (SDGs)

In 2015, the United Nations adopted the sustainable development issues in 2030 and put forward 17 sustainable development goals, aiming at solving the development problems in three dimensions of society, economy and environment in an integrated way by 2030 and turning to the sustainable development path, so as to propose a new action direction for global enterprises. With the vision of "building OPPEIN into a world-class outstanding home furnishing enterprise", OPPEIN Home actively responds to the United Nations Sustainable Development Goals (SDGs) and strives to become a model of sustainable development.

 Sustainable development goals	OPPEIN Home's responsibilities and actions
 Goal 1 End poverty in all its forms everywhere	Provide subsidies for employees who have suffered from serious illness, natural and man-made disasters and difficulties in life
 Goal 2 End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Visit the needy people and senior Party members to make the public welfare activities benefit more people in need
 Goal 3 Ensure healthy lives and promote well-being for all at all ages	Develop safe, eco-friendly and high-quality products to provide consumers with a healthy living environment
 Goal 4 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Set up the "OPPEIN Endowment for Students" and make donations to help students to promote balanced education
 Goal 5 Achieve gender equality and empower all women and girls	Adhere to equal pay for equal work for male and female employees, support the career development of female employees, and create a diverse and inclusive workplace environment
 Goal 6 Ensure availability and sustainable management of water and sanitation for all	Reduce energy consumption by adopting energy-saving equipment and applying energy-saving and consumption-reducing technologies; reduce carbon dioxide emissions by upgrading environmental protection technologies
 Goal 7 Ensure access to affordable, reliable, sustainable and modern energy for all	Pilot construction of rooftop photovoltaic power generation projects to increase the efficient utilization of renewable resources
 Goal 8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Implement a localized management strategy to increase the proportion of local employees and create more employment opportunities for local people
 Goal 9 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Establish and implement a strict quality management system; actively build a cooperative research and development platform with colleges and universities
 Goal 10 Reduce inequality within and among countries	Carry out consolation and assistance activities in poverty-stricken areas to reduce regional differences
 Goal 11 Make cities and human settlements inclusive, safe, resilient and sustainable	Strengthen the environmental protection management in the whole process of construction projects in four bases and enhance the local sustainable development ability
 Goal 12 Ensure sustainable consumption and production patterns	Improve the service level, guarantee the service quality and safeguard the legitimate rights and interests of consumers
 Goal 13 Take urgent action to combat climate change and its impacts	Reduce the direct impact on the environment by reducing carbon dioxide emissions in the course of production
 Goal 14 Conserve and sustainably use the oceans, seas and marine resources for sustainable development	Strengthen waste water treatment in production process and enhance the efficiency of waste water recycling
 Goal 15 Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	Reduce coal consumption and greenhouse gas emissions by the pilot construction of photovoltaic power generation projects to increase the utilization of clean energy
 Goal 16 Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Regularly disclose financial and non-financial information to enhance our transparency; continue to strengthen the integrity management
 Goal 17 Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	Communicate with stakeholders and make survey of them to identify their issues of concern and carry out corresponding actions

Feedback

Thank you for reading the Social Responsibility Report of OPPEIN Home in 2021. In order to improve OPPEIN Home's environmental, social and governance work, further enhance the Company's sustainable development ability and level, and strengthen communication with all sectors of society, your valuable opinions and suggestions on our work and report will be fully appreciated.

Your information

Name: _____ Tel: _____

Employer: _____ E-mail: _____

Multiple choice (please tick the corresponding choice)

1. Your overall evaluation of Social Responsibility Report of OPPEIN Home in 2021:

Good So-so To be improved No idea

2. How about OPPEIN Home's performance in customer service?

Good So-so To be improved No idea

3. How about OPPEIN Home's performance in technological innovation?

Good So-so To be improved No idea

4. How about OPPEIN Home's contributions to the industry development?

Good So-so To be improved No idea

5. How about OPPEIN Home's performance in the construction of employee teams?

Good So-so To be improved No idea

6. How about OPPEIN Home's performance in voluntary public welfare?

Good So-so To be improved No idea

7. How about OPPEIN Home's performance in environmental protection?

Good So-so To be improved No idea

8. What other opinions do you have on the social responsibility work of OPPEIN Home?



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有家 有爱 有欧派

