華潤萬象生活有限公司
China Resources Mixc Lifestyle Services Limited

(Incorporated in the Cayman Islands with limited liability)

(Stock Code: 1209)

(the "Company")

WHISTLEBLOWING POLICY

Effective on 30 August 2022
(Adopted at the Board Meeting on 30 August 2022)

CHINA RESOURCES MIXC LIFESTYLE SERVICES LIMITED
華潤萬象生活有限公司
(incorporated in the Cayman Islands with limited liability)
(Stock Code:1209)
(the "**Company**")

WHISTLEBLOWING POLICY (the **"Policy"**)

(Adopted at a meeting of the board of directors of the Company (the "**Board**") on 30 August 2022)

1 PURPOSE

1.1 The Company is committed to maintaining high standards of business ethics and corporate governance. The Company believes in dealing appropriately with its employees, business partners and the communities in which the Company operate.

1.2 The Company therefore requires its employees and encourage third parties to report concerns about improprieties relating to the Company and its subsidiaries (collectively, the "**Group**").

1.3 This policy aims to provide reporting channels and guidance on reporting possible improprieties, and reassurance to persons reporting his/her concerns under this Policy (the "**Whistleblowers**") of the protection that the Group will extend to them against unfair disciplinary action or victimization for any genuine reports made.

1.4 "Relevant Person(s)" referred to in the Policy include all employees, senior management members and directors of the Group. "External Party(ies)" referred to in the Policy include external third parties who have business dealings with the Group (including but not limited to customers and suppliers).

2 REPORTABLE CONCERNS

2.1 It is impossible to give an exhaustive list of the activities that constitute reportable concerns covered by this Policy. Examples of reportable concerns include but are not limited to the following:

i. criminal offences (including bribery and corruption) or non-compliance of other legal or regulatory requirements;
ii. improprieties in financial reporting and/or internal controls;
iii. misconduct, malpractice, negligence or unethical behaviour;
iv. misappropriation of the Group's property;
v. any action which endangers the health or safety of the Group's employees or other stakeholders;
vi. violation of the policies or guidelines of the Group;
vii. improper use or leakage of the Group's confidential or commercially sensitive information; and
viii. deliberate concealment of any of the above.

2.2 Please note that complaints related to customer services or products, as well as loss of properties during the daily operation of the Group, are normally not reportable concerns under this Policy, unless they involve reportable concerns as listed above. Otherwise, they are handled by the relevant departments of the Group.

3 PROTECTION FOR WHISTLEBLOWERS

3.1 In making a report, the Whistleblower should exercise due care to ensure the accuracy of the information.

3.2 Whistleblowers making genuine and appropriate reports are assured of fair treatment. In addition, all Relevant Persons are also assured of protection against unfair dismissal, victimization or unwarranted disciplinary action.

3.3 The Group reserves the right to take appropriate actions against anyone (including Relevant Persons and External Parties) who initiates or threatens to initiate retaliation against the Whistleblowers. In particular, Relevant Persons who initiate or threaten retaliation will be subject to disciplinary actions, which may include summary dismissal.

4 CONFIDENTIALITY

4.1 All information received (including the identity of the Whistleblower) will be kept confidential, except where the Group is required by law, regulation, at the lawful request of any relevant authorities including but not limited to The Stock Exchange of Hong Kong Limited (the "**Stock Exchange**") or other competent governmental or regulatory bodies, or by the order or directive of any court having jurisdiction over the Group to disclose it.

4.2 In order not to jeopardise the investigation, the Whistleblower is also required to keep confidential the fact that a report has been made, the nature of the reportable concerns and the identities of those involved, unless required to disclose such information by law, regulation, at the lawful request of any relevant authorities or other competent governmental or regulatory body or by the order or directive of any court.

5 REPORTING CHANNELS

5.1 Every report shall be made by the Whistleblower in writing either by email to crld_wxshjb_zy@crland.com.cn (accessed by the department managing the email, which shall report to the Chairman of the audit committee of the Board (the "**Audit Committee**")) or by post to "Chairman of the Audit Committee of the Board of Directors – China Resources Mixc Lifestyle Services Limited" at 46/F, China Resources Building, 26 Harbour Road, Wanchai, Hong Kong. The Chairman of the Audit Committee shall then determine the course of action to pursue, with power to delegate, with respect to the report.

5.2 If any member of the Audit Committee is being complained against, such member will not be involved in handling any matters in relation to the relevant report.

5.3 The Whistleblower is required to provide details of reportable concerns (including relevant incident(s), behaviour, activity or activities, name(s), date(s), place(s) and any other relevant information) by completing the report form as attached in Annex I. If report is made by post, the completed report form shall be sent in a sealed envelope clearly marked "Strictly Private and Confidential". If report is made by email, the Whistleblower shall mark "Strictly Private and Confidential" in the subject of the email.

6 ANONYMOUS REPORT

6.1 Whistleblowers are strongly encouraged to provide their names and contact details, so that clarification of the reports can be made or further information can be obtained directly from them, where required. However, if Whistleblowers may not feel comfortable identifying himself or herself, anonymous reports may be submitted.

7 INVESTIGATIONS

7.1 After receiving the report, the Audit Committee or its authorized person(s), team(s) or department(s) shall respond to the Whistleblower, if contactable, as soon as practicable to:

i. acknowledge the receipt of the report;

ii. advise the Whistleblower as to whether or not the matter will be investigated further and, as appropriate, the actions taken or being taken or the reasons for no investigation being made;

iii. where practicable, give an estimate of the timeline for the investigation and final response; and

iv. indicate if any remedial or legal action has been or will be taken.

7.2 The format and time required of an investigation will vary depending upon the nature and particular circumstances of each report made. Where appropriate, the reports raised may:

i. be investigated internally by the Audit Committee or its authorized person(s), team(s) or department(s) of the Group;

ii. be referred to the external auditor as instructed by the Audit Committee;

iii. be referred to the relevant public or regulatory bodies as instructed by the Audit Committee; and/or

iv. form the subject of any other actions as the Audit Committee may determine in the best interest of the Group.

8 FALSE REPORTS

8.1 If a Whistleblower makes an untrue report maliciously, with an ulterior motive, or for personal gain, the Group reserves the right to take appropriate actions against the Whistleblower and any relevant person to recover any loss or damage as a result of the untrue report. In particular, Relevant Persons may face disciplinary action, including dismissal where appropriate.

9 RESPONSIBILITY AND REVIEW OF THE POLICY

9.1 This Policy has been approved by the Board and is subject to review by the Board from time to time to ensure it remains relevant to the Group's needs and reflects the current regulatory requirement.

9.2 This Policy shall be read in conjunction with and subject to any relevant laws, regulations, rules, directives or guidelines that any relevant authorities including but not limited to the Stock Exchange or any other governmental or regulatory bodies may from time to time prescribe or issue on the matters governed by this Policy (collectively, the "**Legal Requirements**").

9.3 The Group's business is mainly located in Mainland China and it has business dealings with External Parties from all over the world. Accordingly, subsidiaries of the Group may, to the extent not inconsistent or conflict with this Policy, apply this Policy or put in place specific policies on whistleblowing based on the Legal Requirements applicable to such members.

9.4 In the event that any procedures herein are inconsistent or in conflict with the Legal Requirements, the latter shall prevail to the extent of such inconsistency or conflict unless the procedures herein comply with the Legal Requirements and are more stringent than the Legal Requirements.

9.5 The Audit Committee has overall responsibility for the implementation of this Policy, and has delegated the day-to-day responsibility for the administration of this Policy to the department responsible for the functions of the office of the Board.

NOTE: In case of discrepancies between the English version and Chinese version of this Policy, the English version shall prevail.

Annex 1

CHINA RESOURCES MIXC LIFESTYLE SERVICES LIMITED

華潤萬象生活有限公司

(incorporated in the Cayman Islands with limited liability)

WHISTLEBLOWING REPORT FORM
(STRICTLY CONFIDENTIAL)

If you wish to make a report, please fill in this form and follow the reporting channels and procedures as set out in paragraph 5 of the Group's Whistleblowing Policy. All information will be kept in a strictly confidential manner.

Please read the Whistleblowing Policy carefully before completing this form.

Reporter's Information (Not strictly required but is strongly encouraged):

Name and Title: _____

Department and Company Name (if appropriate): _____

Tel No.: _____ Email: _____

Correspondence Address: _____

Details of Concern:

Please provide full details of your concern: names of the persons involved, dates, places, reasons, etc. and any other supporting evidence. (Continue on separate sheet if necessary)

Personal Information Collection Statement

All personal data collected will only be used for purposes which are directly related to the whistleblowing case you reported. The personal data submitted will be held and kept confidential by the Group and may be transferred to parties with whom we will contact during our handling of this case or other relevant parties concerned. The information provided may also be disclosed to law enforcement authorities or other concerned units. Where relevant, under the Personal Data (Privacy) Ordinance (Chapter 486 of the laws of Hong Kong), you shall have the right to request access to and correction of your personal data. If you wish to exercise these rights, requests should be made in writing to the President of the Group at 46/F, China Resources Building, 26 Harbour Road, Wanchai, Hong Kong.