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ENN Energy Holdings Limited

(Stock code: 2688)

Environmental, Social and Governance Report 2024

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About This Report

This is the eighth Environmental, Social, and Governance ("ESG") Report published by ENN Energy Holdings Limited (hereinafter referred to as "ENN Energy", the "Company", or "we"), detailing our efforts to meet economic, social, and environmental responsibilities in pursuit of sustainable development. It addresses key concerns raised by stakeholders and reflects our ongoing commitment to these areas. The Company's board of directors (the Board) has reviewed this report and assumes responsibility for the accuracy and integrity of its contents.

Reporting Period

This report covers ENN Energy's sustainability performance from 1 January to 31 December 2024. Certain content may extend beyond this timeframe to ensure continuity of information.

Scope of This Report

This report aligns with the scope of ENN Energy's consolidated financial statements. Its disclosures are determined through significance and materiality assessments, stakeholder engagement, and applicable guidelines. For further details on the Company's business development and financial performance, please consult the *Annual Report 2024*.

Data Source

All data and information presented in this report are sourced from the Company's official documents, statistical and financial reports, and ESG data collected, aggregated, and verified internally. This report is available in Chinese and English, with the English version taking precedence in case of discrepancies. Should any conflicts arise between this report and the annual report, the latter prevails. Unless stated otherwise, all monetary amounts are in the currency RMB.

Reporting Guidelines

This report adheres to Appendix C2, Environmental, Social and Governance Reporting Code (the "ESG Code"), of the Listing Rules of the Stock Exchange of Hong Kong Limited ("HKEX"). It also draws on the GRI Standards from the Global Sustainability Standards Board (GSSB), the IFRS Sustainability Disclosure Standards from the International Sustainability Standards Board (ISSB), and the frameworks of the Task Force on Climate-related Financial Disclosures (TCFD) and the Task Force on Nature-related Financial Disclosures (TNFD), alongside other relevant standards. It underscores ENN Energy's dedication to the United Nations Sustainable Development Goals (UN SDGs) and our efforts to uphold the Ten Principles of the United Nations Global Compact (UNGC).

Principles of the Report

Materiality:

The Board and the ESG Committee have assessed and reviewed significant ESG issues, including ENN Energy's environmental, social, and governance impacts, emerging ESG trends, requirements, and stakeholder expectations, adjusting this report's disclosures accordingly.

Quantitative:

This report provides detailed quantitative ESG performance data for 2024, enabling stakeholders to evaluate our progress. In addition, ENN Energy has established environmental, social, and governance targets based on significance assessments and monitors their implementation.

Balance:

This report presents ENN Energy's 2024 sustainability performance objectively, ensuring fair disclosure free from misstatement, inappropriate content, or omissions.

Consistency:

Unless noted otherwise, quantitative data in this report maintains consistency with prior years' statistical methods, measurement guidelines, and calculation methodologies.

Report Availability

This report can be accessed and downloaded from (www.hkexnews.hk), as well as the Company's websites at (http://www.ennenergy.com/en/index.html) and (http://ir.ennenergy.com/).

Message from the Chairman

In 2024, ENN Energy furthered its mission to build a modern energy system and promote high-quality development. China's *Guiding Opinions on Energy Work in 2024* advocates deepening innovation-driven development with a focus on high-end, digital, and intelligent advancements. ENN Energy remains closely aligned with the national energy agenda and is dedicated to meeting customer needs through technological innovation and digital intelligence, paving the way for a secure, convenient, and low-carbon future. The Company has led the way in propelling digital transformation, exploring innovative approaches to Dual-Carbon goals, enhancing quality of life, and strengthening safety systems. ENN Energy has positioned itself as a service provider leveraging intelligent innovation to deliver multi-dimensional value for customers, built on our natural gas foundation. We continue to grow our natural gas, integrated energy (IE), and value added businesses, driving value creation and sustainable development. This year, we launched a "4S" sustainable development strategy (Shaping a Sustainable Future) to drive innovation, enabling a low-carbon, intelligent, and efficient energy future.

At ENN Energy, we understand the paramount importance of operational safety. We leverage the Internet of Things (IoT) sensing + intelligent technologies to strengthen the safety of urban infrastructure by upgrading our intelligent safety management system. In 2024, ENN Energy achieved end-to-end management of city gas safety issues by integrating enterprise-side and customer-side safety operations through our Smart Operations Centre. We have broadly applied cutting-edge technologies, including the Internet of Things (IoT), big data, and artificial intelligence (AI), enabling real-time lifecycle monitoring and early risk detection. Additionally, we have expanded an intelligent safety risk map and explored role-based AI. We have increased our deployment of intelligent safety products and solutions across a broader range of regions and industries, offering customised safety services to diverse user groups and ensuring gas safety for a vast number of customers.

This year, we released the *Decarbonisation Action 2030 - The Journey to Net Zero (2024 Edition)*, in which we conducted a thorough review and update of the targets and roadmap for our green-oriented energy transition. In keeping with our commitment to reassessing our Decarbonisation Action Plan every three years, we have set even more ambitious new goals. Furthermore, we have strengthened our Energy and Carbon Integrated Management practices, contributing to the realisation of the national Dual-Carbon goals. In 2024, ENN Energy, adhering to its innovative approach, continued its deep engagement in the low-carbon business sector. By leveraging the unique resource advantages of different regions and cutting-edge intelligent technologies, the Company has achieved precise control over the entire energy production, transmission, and consumption process. This has further enhanced energy efficiency, enabling the optimal allocation and precise utilisation of energy resources. We have actively expanded our business scope, widely applying energy and carbon integrated solutions across industrial parks, manufacturing factories, commercial buildings, and residential communities sectors. This ensures an efficient, safe, and low-carbon energy supply. Through these efforts, we are fostering a circular low-carbon energy ecosystem and accelerating society's green-oriented energy transition.

A deep commitment to employee development underpins our transformation, and we continuously refine our employee growth framework to equip our workforce for the future. In 2024, ENN Energy released the *ENN Self-Driven Practitioner Charter*, which clearly defines the role and mission of self-driven practitioners within the ENN platforms. The Charter also updates the "Lizheng" behavioural principles (our internal framework promoting governance through values and intelligence) under the Corporate Intelligent Agent model, inspiring employees to create value through self-driven initiatives. Guided by the philosophy of Lizheng, Empowerment, Self-Driven, and Ecosystem, we have centred our intelligent transformation and practices on unlocking employee potential, unleashing employee vitality, and maximising employee capabilities. We are dedicated to providing an expansive creative space and a dynamic incentive mechanism, enabling employees to move beyond task execution and evolve into innovative "Lizheng" practitioners. This evolution reflects ENN Energy's deep-rooted human-centric values, the Company's commitment to employee value, and its long-term vision for employee development.

We deeply leverage digital intelligence technologies to reshape our relationships with customers, business partners, and other stakeholders. Moreover, we develop intelligent products based on our industrial experience. This not only empowers our business partners but enables us to collaborate for shared value. Driven by our commitment to customer needs, we are accelerating intelligent transformation across industries, leveraging digital platforms to foster coexistence and shared prosperity. Through this, we fulfil our corporate responsibilities, enhance our social influence, and strengthen the cycle of shared benefits.

Quick in thought, resolute in action, and unwavering in commitment. ENN Energy harnesses intelligence as the bridge connecting industries with opportunities, while low-carbon solutions serve as the catalyst propelling us toward a sustainable future. Guided by a pragmatic yet visionary development strategy, we are unveiling an ambitious new blueprint for ENN Energy's future.

Board Statement

ENN Energy's Board remains firmly committed to driving sustainable development across all operations and ensuring robust oversight of our environmental, social, and governance responsibilities. To advance our ESG strategy, the Board has established an ESG Committee tasked with shaping strategic direction, overseeing initiatives, and regularly reviewing progress against targets. This committee reports significant matters to the Board in both regular and special meetings. At the executive level, an interdepartmental ESG working group reports to the ESG Committee. This group conducts ESG materiality assessments, executes management measures, embeds ESG principles into daily operations, and periodically reviews our progress towards established targets.

Building on this governance framework, we continuously benchmark our practices against leading international standards for low-carbon transitions, refining our environmental target system as we progress. We have also introduced a dedicated health-and-safety framework for all employees and contractors, with rigorous metrics to track our progress in emission reduction and safety performance. Through ongoing innovation, operational efficiency upgrades, and intelligent transformations, we ensure that sustainability remains integral to our growth. We fully recognise that this journey requires continuous commitment and partnership with our stakeholders. Therefore, we remain committed to partnering with ecological stakeholders to build a symbiotic industrial network that serves as a sustainable growth engine for high-quality social development. The Board remains dedicated to improving transparency in our sustainable development efforts. At the same time, stakeholder input and oversight are highly valued, and the Board remains committed to continuously strengthening our corporate governance.

This ESG Report, detailing ENN Energy's 2024 performance, was reviewed and approved by the ESG Committee and the Board on 19 March 2025 and 26 March 2025, respectively.

About Us

ENN Energy Holdings Limited (Stock code: 02688.HK) is the flagship business of ENN Group and one of the largest clean energy distributors in China. Rooted in our core city-gas business, we also deliver integrated energy solutions for businesses and value added business for families. Our capabilities span three major areas: City-Gas: Providing safe, reliable gas supply, efficient resource utilisation, and outstanding customer satisfaction. Integrated energy: Leveraging our extensive expertise and AI-powered best practices to provide comprehensive energy solutions to major energy consumers. Value added business: Powered by the E-City E-Home platform, which enhances fundamental gas services with intelligent technologies, offering customers advanced safety, health features, and convenient e-commerce options to improve their quality of life. We actively seize the opportunities for national low-carbon development. By optimising our own energy use structure and leveraging clean energy technologies, the Company advances our low-carbon transformation. At the same time, we continuously upgrade energy-smart management capabilities and provide customers with lower-carbon and cleaner products and services, contributing to the realisation of the national Dual-Carbon goals and co-creating a low-carbon future.

As of 31 December 2024, we had 261 city-gas projects in China, across provinces and autonomous regions including Anhui, Beijing, Fujian, Guangdong, Guangxi, Hebei, Henan, Hunan, Inner Mongolia, Heilongjiang, Jiangsu, Liaoning, Sichuan, Shandong, Zhejiang, Shanghai, Tianjin, Jiangxi, Yunnan, and Shanxi. We provide gas services to 31.38 million household users and 270,943 industrial and commercial users, covering a connectable population of more than 143 million people. We're also developing integrated energy projects in key regions across the country. To date, we have 356 integrated energy projects in operation and another 50 under construction.

Sustainable Development Strategy and ESG Annual Performance

Sustainable Development Strategy

Guided by our mission of Building a Modern Energy System and Co-building a Better Ecology, ENN Energy is committed to leading the way in stimulating innovation and transformation, leading green and low-carbon practices, advancing industry intelligence, and setting the benchmark for secure & quality services. This year, we launched a strategic framework, *Shaping a Sustainable Future*, to guide our sustainable development efforts. This framework emphasises driving innovation through both technology and business model improvements, enabling a low-carbon, intelligent, and efficient energy future. We execute our mission and vision through 4S strategic directions:

Four major strategic directions

"GREAT" 5 Strategic Enablers

G	R	E	A	T
Enhanced ESG Governance Structure and Functions	Robust ESG Risk Management	Advanced Digital Capabilitie	Strengthened Intrinsic Safety	Empowered and Self-Driven Talents

ESG Annual Performance

Stimulate Innovation and Transformation

- ENN Energy has developed a "Government, Enterprises, Users, and Society" gas safety ecosystem and established a safety risk intelligent map, enhancing its ability to prevent risks.
- ENN Energy has established five major operational scenarios, including pipeline network operations, city-gate stations, projects, customer sites, and IE solutions—as well as over 200 sub-scenarios, forming an "IoT Sensing – Operational System – Smart Operation Centre – Risk-Indicating Operators – Alarm – Handle – Work Order Completion" closed-loop management process.
- The Company drives energy conservation, emissions reduction, and resource management through advanced technologies, including wastewater and waste gas utilisation, heat pumps, smart energy conservation, cool and heat storage, and cascaded use of waste heat and pressure, pioneering new avenues for carbon reduction.

Technological innovation

R&D investment **0.76** RMB billion

The upgraded Smart Operation Centre, spanning **13** regions and **253** member companies, improved energy efficiency and advanced the green transition of energy.

The intelligent scheduling system replaced **84**% of manual dispatching, while multi-scenario service aggregation products reduced user service appointments by **340,000**.

Penetration rate of IoT metres for residential customers **70**%

Penetration rate of IoT metres for industrial and commercial customers **60**%

Spearhead Green and Low-Carbon Practices

- ENN Energy released the *Decarbonisation Action 2030 - The Journey to Net Zero (2024 Edition)*, in which we conducted a thorough review and update of the targets and roadmap for our green-oriented transition of energy. In keeping with our commitment to reassessing our Decarbonisation Action Plan every three years, we have set even more ambitious new goals.
- ENN Energy conducted a thorough climate-related risk and opportunity assessment in alignment with the Task Force on Climate-related Financial Disclosures (TCFD) guidelines and disclosure framework, identifying key risks and opportunities and developing targeted response strategies to strengthen our internal climate risk and opportunity management.
- ENN Energy initiated a thorough planning and pilot programme for assessing, analysing, and managing nature-related risks and opportunities, following the recommendations and disclosure framework of the Task Force on Nature-related Financial Disclosures (TNFD).
- For four years, ENN Energy has successfully accounted for Scope 3 emissions, publicly disclosing data across key categories.
- ENN Energy developed tailored IE solutions based on user needs, combining clean, low-carbon energy technologies with smart systems. These solutions enable customers to achieve a circular economy and cascaded energy use, unlocking both energy and market value.
- Leveraging IoT and smart technologies, ENN Energy responded precisely to customer demands, offering low-carbon, safe, and intelligent products and services to elevate home life quality.

Environmental Initiatives

Proportion of member companies certified to ISO 14001 **76.1**%

Cumulative interconnected installed capacity of photovoltaic (PV) power generation project **802** MW

Cumulative interconnected installed capacity of energy storage project **136** MWh

Installed capacity of biomass project **639** MW

City-gas business greenhouse gas emissions intensity reduced by **37.4**% compared to 2019

Integrated energy production business greenhouse gas emissions intensity reduced by **41.5**% compared to 2019

Energy consumption per unit area of the office area reduced by **12.1**% compared to 2021

Strengthen Industry Intelligence Advancement

- ENN Energy actively participated in industry associations and events, engaging in extensive, in-depth exchanges and cooperation with governments, regulatory agencies, and leading industry partners in key areas such as digital intelligence technology, safe operations, and methane emission reduction.
- As a member of the United Nations Global Compact (UNGC), ENN Energy is committed to advancing the United Nations Sustainable Development Goals (UN SDGs) through collaboration and partnerships.
- ENN Energy built a stable and reliable supply chain system, embedding responsible procurement principles and integrating ESG management initiatives and requirements across the entire supply chain management process. The Company collaborates with suppliers to create a sustainable future.

Sustainable supply chain management

Class A suppliers (significant) review coverage rate **100%**

Class A suppliers (significant) ESG capability enhancement training coverage rate **100%**

All suppliers were mandated to adhere to the *ENN Energy Holdings Limited Supplier Corporate Social Responsibility Code of Conduct* and sign a *Commitment to Integrity and Self-Discipline*.

Industry cooperation

ENN Energy actively participated in China Gas Association initiatives, including policy drafting, forums, and research discussions. The Company also collaborates with city-gas enterprises to provide feedback on pipeline upgrades, pricing issues, and other industry concerns to regulatory authorities.

ENN Energy regularly participated in roundtables of Methane Guiding Principle (MGP) and Methane Control and Emission Alliance of Chinese Oil and Gas Enterprises, contributing nationally and internationally to the oil and gas industry's efforts to reduce methane emissions.

Shape the Benchmark for Secure & Quality Services

- ENN Energy employed the Internet of Things (IoT) and intelligent technologies to integrate data across all business scenarios, strengthening the safety of its production and operations. The Company consistently fosters safety culture and education, maintaining a proactive approach to risk management, with routine hazard identification and emergency drills to prioritise the safe and reliable supply of gas to its customers and communities.
- ENN Energy prioritised the occupational health and safety of all employees, contractors, and member companies, guided by the "People-Oriented, Safety First" principle. The Company established goals for safety management enhancement and continually monitors the occupational health and safety of its employees.
- ENN Energy continually enhanced its digital security capabilities, advanced digital intelligence transformation, and strengthened data security governance and information security management to ensure robust information security and mitigate potential risks.

Safety first

Safety investment
1.252 RMB billion

The proportion of enterprises certified to ISO45001
76.1%

Inspection of pipelines
769.7 thousand km

Indoor Safety Inspections in 2024
18.53 million times

"Seven Scenario" Safety Publicity Activities
11,969 times

Total safety training
426,102
Times of participation

Employee information security training coverage rate
100%

Customer satisfaction
92.5/100

ISO 37301
Compliance Management System Certificate

ISO 27001
Information Security Management System Certificate

ISO 27701
Privacy Information Management System Certificate

ISO 22301
Business Continuity Management System Certificate

ESG Performance and Awards

ESG Rating Performance

- MSCI: AA
- CDP: B
- S&P Global ESG: 64
- Sustainalytics: Medium Risk 24.7
- Hang Seng Corporate Sustainability Index (HSSUS): A+

ESG Recognitions

- **The 10th Green Development Forum**
  2024 Carbon Peak and Carbon Neutrality Action Practice Innovation Award
- **The 2024 High-quality Development Forum for Listed Companies**
  The 26th Golden Bull Award of Listed Companies
- **The 22nd Financial and Economic List**
  2024 Outstanding Value Listed Company
- **Officially joined the United Nations Global Compact (UNGC) in July 2024**
- **2025 CAICT ICT Deep Observation Report Conference**
  "Pan'an" Outstanding Case
- **S&P Global *Sustainability Yearbook 2024 (China Edition)***
  Top 5% S&P Global CSA Score Industry Mover

Inclusion in the Indexes

- Hang Seng Index
- Hang Seng Composite LargeCap Index
- Hang Seng China Enterprises Index
- Hang Seng Corporate Sustainability Benchmark Index
- Hang Seng ESG 50 Index
- MSCI China Large Cap Index
- S&P Mid and Large Cap ESG Index

Sustainable Development Goals

We are committed to optimising our energy consumption structure, innovating clean energy technologies and management capabilities, and providing safer and healthier products and services, to contribute to the sustainable development of the environment and society. We have established strategic sustainability goals aligned with ENN Energy's sustainable development strategy and continuously monitor our progress and achievements.

Environmental[1]

Goals/Commitments	Progress in 2024
By 2030, reduce city-gas business greenhouse gas emissions intensity by **50%** compared to 2019	City-gas business greenhouse gas emissions intensity reduced by **37.4%**
By 2025, include methane control and emission in the greenhouse gas emission reduction development plan, and strive to work with the Methane Control and Emission Alliance of Chinese Oil and Gas Enterprises to reduce the average methane emission intensity of natural gas production to less than **0.25%**	ENN Energy actively supports methane control and emission initiatives of the Methane Control and Emission Alliance, striving to work alongside alliance members to achieve these goals
By 2030, reduce integrated energy production business greenhouse gas emissions intensity by **48%** compared to 2019	Integrated energy production business greenhouse gas emissions intensity reduced by **41.5%** compared to 2019
By 2030, increase the proportion of photovoltaic, biomass, geothermal, hydrogen, and other renewable and zero-carbon energy supply by **36%**	The proportion of photovoltaic, biomass, geothermal, hydrogen and other renewable energy and zero-carbon energy increased by **23.5%**
By 2030, reduce energy consumption per unit area of office space by **20%** compared to 2021	Energy consumption per unit area of the office area reduced by **12.1%** compared to 2021
By 2030, ensure PV power generation in self-sustaining office buildings accounts for **10%** of total electricity consumption	Photovoltaic power generation in self-sustaining office buildings accounts for **7.34%** of total electricity consumption
By 2030, replace **100%** of self-sustaining office vehicles with new energy vehicles	**70%** of self-sustaining office vehicles replaced with new energy vehicles

NET ZERO **By 2050, achieve net-zero emissions without relying on green certificate purchases or other offset mechanisms**

Social[2]

Goals/Commitments	Progress in 2024
By 2030, reduce the lost-time injury frequency rate (LTIFR) per million working hours for employees and contractors to **0.20**	The lost-time injury frequency rate (LTIFR) per million working hours (employees & contractors) was **0.24**
Maintain the annual assessment ratio of suppliers	The material procurement supplier assessment ratio was **100%**

Governance[3]

Goals/Commitments	Progress in 2024
By 2027, increase the proportion of women on the Board to **30%**	The proportion of female directors was **27%**

1 For more details on green initiatives and progress, please refer to *Decarbonisation Action 2030 – The Journey to Net Zero (2024 Edition)*. In addition, water consumption is not a significant item in ENN Energy, and no water efficiency target has been set.

2 During the reporting period, ENN Energy further strengthened the scope and stringency of its safety management targets. We expanded the coverage of our lost-time injury frequency rate (LTIFR) per million working hours target to include all employees and contractors, and reduced the target value from 0.75 to 0.20.

3 This is the progress as at the reporting date. There is still a slight gap from the Company's goal of achieving 30% female directors by financial year 2025. To ensure prudence, the Company has postponed the achievement of this target to financial year 2027 or earlier.

ESG Management

Just Transition

ENN Energy attaches great importance to the potential new challenges in the low-carbon transition process, ensuring that employees, supply chain partners, and other stakeholders are equipped with the skills and resources needed for energy-saving and carbon reduction initiatives, while protecting their rights and interests. We are dedicated to a *Just Transition*—a fair and equitable process that balances the needs of all stakeholders.

Employees

Provide regular and diverse training programmes to enhance skills.

Customers

Offer green, low-carbon, and digitally intelligent products and services, while fostering capability building for both the Company and customers throughout the service and product delivery process.

Supply Chain

Promote supplier sustainability through targeted training for key suppliers in critical areas.

Community

Engage with communities, support rural revitalisation, and contribute to education, environmental protection, and public health initiatives.

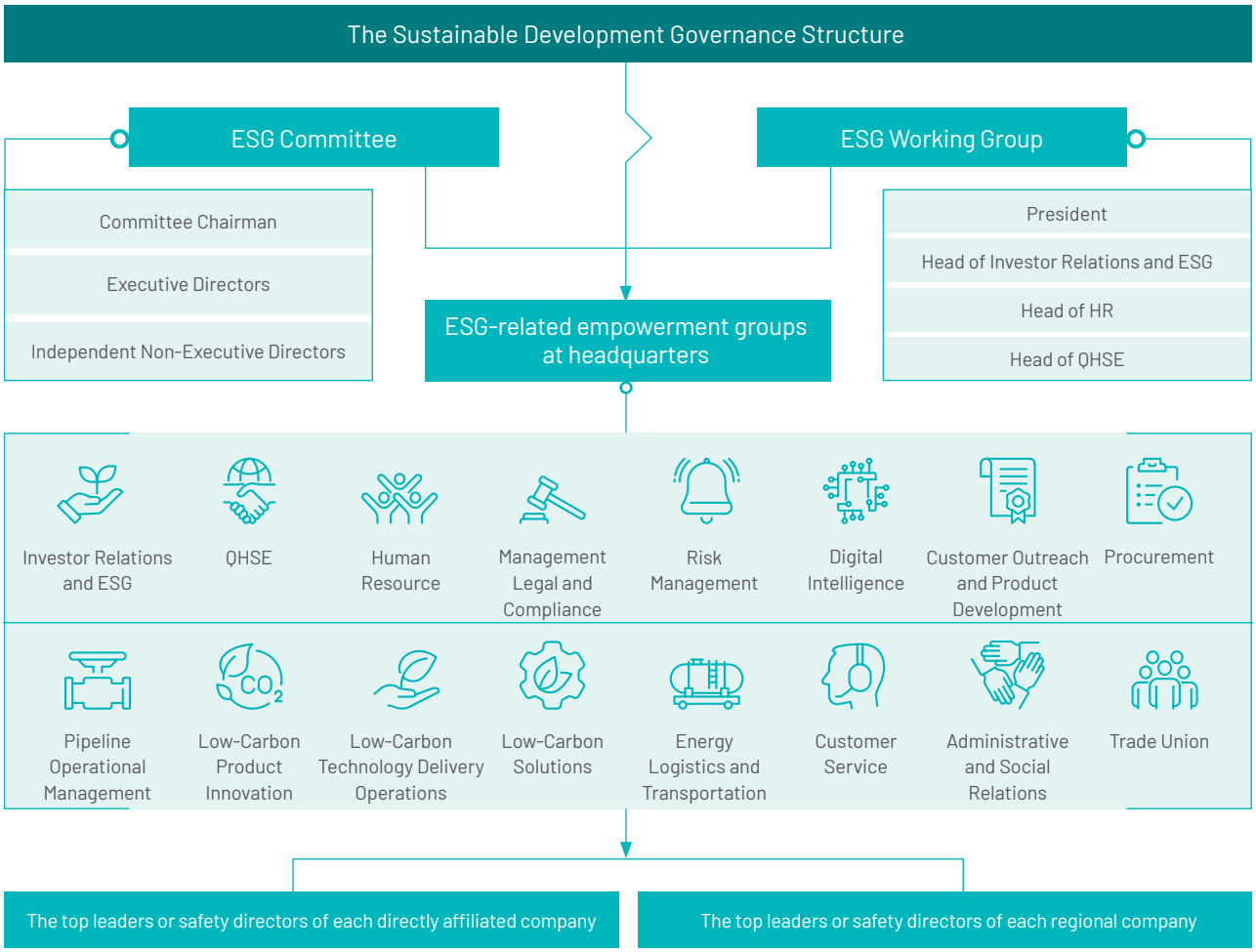
Environmental

Safeguard ecological systems and biodiversity, ensuring zero impact on nature and biodiversity during project development and operations in the city-gas and integrated energy businesses.

ESG Governance

ENN Energy has established a robust ESG governance framework, with an ESG Working Group operating under the direction of the ESG Committee, which oversees and guides the Company's ESG-related efforts.

- The ESG Committee supports the Board in shaping the Company's ESG strategy, oversees the execution of ESG initiatives, and provides regular updates to the Board;
- The ESG Committee also sets up an ESG Working Group, which is responsible for the implementation and execution of the Company's ESG strategy, and reports regularly to the ESG Committee on the progress of the Company's ESG governance.
- To tackle climate change, ENN Energy has instituted a dedicated governance structure, supported by a Climate Change Response Team. This team analyses climate scenarios, assesses risks and opportunities, and collaborates across departments to develop the Company's *Decarbonisation Action Plan* and set specific climate targets. Further details are available in our inaugural Task Force on Climate-related Financial Disclosures (TCFD) report[4].



ENN Energy ESG Governance Framework

[4] For more details, please see Task Force on Climate-related Financial Disclosures (TCFD) 2022

In March 2024, the ESG Committee reviewed the Company's 2023 ESG Report, assessed the year's ESG priorities, and revised its Terms of Reference. In November 2024, it evaluated the outcomes of 2024 ESG efforts, reviewed regulatory trends, and outlined key ESG priorities and enhancement plans for 2025. For further details on the ESG Committee's 2024 performance, refer to the Corporate Governance Report in the *Annual Report 2024*.

To strengthen oversight of sustainable development and climate-related initiatives, and to ensure sustainability goals are met, ENN Energy has tied executive directors' and senior management's remuneration to sustainability performance and climate-related indicators, including:

- Using ESG metrics to assess senior management's Value Creation Assessment[5]. Incorporating climate risk and opportunity management indicators into senior management's performance assessments, supported by a dedicated Climate Change Action Task Force for effective execution and oversight. Conducting annual value creation assessments to determine compensation;
- Assessing and incentivising senior management, regional companies, and member companies based on annual targets in carbon neutrality, energy conservation, emission reduction, resource efficiency, digital intelligence, technological innovation, and safety management (including but not limited to materiality assessments of safe, stable gas supply and customer health and safety);
- These assessment results directly influence bonuses for top management, regional companies, and member companies, forming a value creation and incentive system linked to sustainable practices;
- A remuneration and bonus clawback mechanism has been implemented to address significant misconduct or violations by management that undermine the Company's sustainability strategy, incorporating financial and administrative penalties to deter actions compromising ENN Energy's sustainability goals. For details on ESG-based remuneration linkage and clawback, see the Corporate Governance section below.

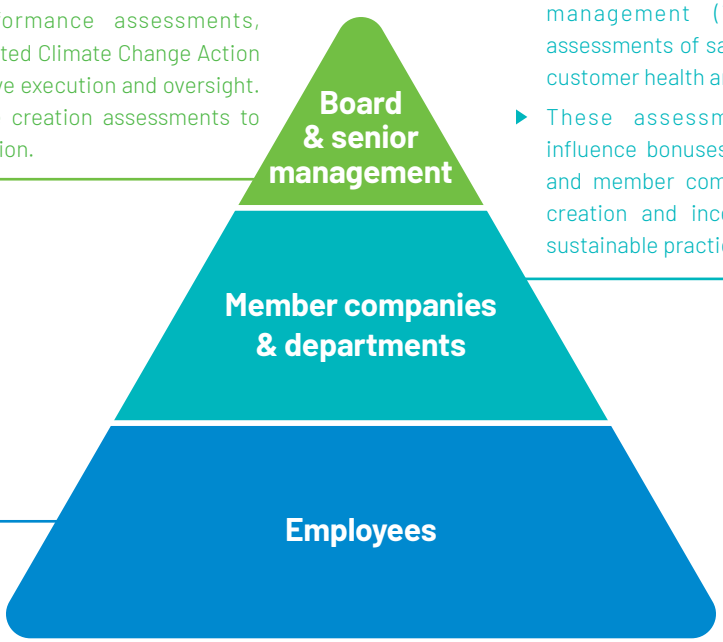
Position	Sustainability Performance Indicators
CEO	▸ Transform and grow the natural gas business through intelligent capabilities. ▸ Increase renewable energy's share in the energy business. ▸ Develop and refine the ESG strategy, monitoring its implementation to ensure progress. ▸ Identify ESG risks and detect opportunities.
President	▸ Increase clean energy project profits in the integrated energy business. ▸ Strengthen the talent pipeline to build a robust pool of future leaders. ▸ Enhance and develop the core team's ESG-related competencies.
CFO	▸ Maintain strong ESG ratings. ▸ Regularly disclose ESG information to regulators and investors.
Human resources director	▸ Enhance digital intelligence in human resources and improve employees' ESG capacity.

Sustainability Performance Indicators for Senior Executives

[5] Value Creation Assessment: Employee Performance Evaluation For more information, please refer to the Sustainability column at ENN Energy website.

ENN Energy engages all employees in climate initiatives and achieving climate targets by integrating ESG training and key priorities (such as new energy adoption and climate change tackling) into the employee performance evaluation framework, supported by a reward mechanism for ESG contributions:

- Tying executive directors' and senior management's remuneration to sustainability performance and climate-related indicators;
- Using ESG metrics to assess senior management's value creation. Incorporating climate risk and opportunity management indicators into senior management's performance assessments, supported by a dedicated Climate Change Action Task Force for effective execution and oversight. Conduct annual value creation assessments to determine compensation.



- Assessing and incentivising regional companies and member companies based on annual targets in carbon neutrality, energy conservation, emission reduction, resource efficiency, digital intelligence, technological innovation, and safety management (including materiality assessments of safe, stable gas supply and customer health and safety).
- These assessment results directly influence bonuses for regional companies and member companies, forming a value creation and incentive system linked to sustainable practices.

- ESG Training in Value Creation Assessment: Deliver company-wide awareness programmes on intelligent, low-carbon office practices; provide online ESG training via the iCome platform; and issue weekly "Dual Carbon" bulletins on policy and market trends. ESG training and capability building are now part of employee management assessments within the value creation process.
- ESG Key Initiatives Incentive Mechanism: Link employee compensation to key ESG initiatives and the Decarbonisation Action Plan, offering financial incentives for new photovoltaic and energy storage projects. New energy adoption and promotion are now included in performance evaluations of key business departments to boost employee engagement.

Stakeholder Engagement

As part of our commitment to sustainable development, ENN Energy values stakeholders' feedback and strives to enhance communication channels to better understand and address their needs. In 2024, we engaged stakeholders on ESG topics through various platforms, including social media, the Company's WeChat account, email, and surveys.

ENN Energy actively partners with the International Sustainability Standards Board (ISSB) to promote best practices in sustainability

Implement international new standards and jointly discuss sustainable development

In June 2024, the ISSB Vice-Chair led a delegation to ENN Energy to discuss ESG strategy and disclosure practices, including a field inspection of our Beijing Daxing International Airport Economic Zone (Langfang) project. This visit highlighted the value of ENN Energy's innovative ESG Smart Ecosystem Platform, which enhances ESG data collection efficiency and strengthens performance management. The exchange fostered consensus on sustainability disclosure's future and offered ENN Energy valuable international insights to refine its ESG initiatives.

ESG Smart Ecosystem Platform

Convergence and Innovation: ENN Energy Contributes to Discussions at the Beijing International Sustainability Conference

As a committed leader in sustainable development, ENN Energy actively tracks and adapts to evolving international sustainability standards. In November 2024, we participated in the Beijing International Sustainability Conference, engaging with the ISSB and representatives from top domestic and international firms to share our innovative contributions to sustainability.

Beijing International Sustainability Conference

ENN Energy Actively Responds to Revisions of the *Corporate Governance Code*

ENN Energy upholds the highest corporate governance standards. In 2024, we actively engaged with HKEX during the consultation and revision of the *Corporate Governance Code* and related *Listing Rules*, demonstrating and contributing to improved governance practices, board effectiveness, diversity, and risk management.

Stakeholders	Expectations and Requirements	Communication Methods	Responses
Shareholders/ Investors/ Stock brokers/ Rating agencies	• Strong performance • Sustainable growth • Clear strategy • Effective corporate governance • Timely and accurate disclosure	• Annual general meeting • Regular communications (email, phone, meetings) • Announcements, circulars • Interim and annual reports • Company website • Roadshows • Social media	• Regularly disclose business information • Maintain strong profitability • Enhance corporate governance practices
Government/ Regulatory agencies	• Safe operations • Legal compliance • Contribute to industry & regional economic development • Public service provision • Air quality improvement • Efficient energy utilisation	• Regular communications • Information reporting • Routine inspections • Special reports • Government-business partnerships • Participation in policy development	• Enhance safety standards • Improve risk management • Comply with laws & regulations • upport industry and regional economic development • Promote clean, low-carbon, safe, and efficient energy supply models • Support coal-to-gas and oil-to-gas transitions
Employees	• Equal employment opportunities • Clear career development paths • Safe & healthy work environment • Comprehensive education & training system	• iCome mobile app • Staff Assembly • Employee home platform • ENN iStudy • Internal & external training programmes • Employee complaints & feedback mechanisms	• Diversified recruitment • Employee activities • Care for employee wellbeing • Foster a self-driven, sharing culture • Provide online and offline learning platforms
Customers	• Safe and stable energy supply • Efficient & prompt service	• National unified customer service hotline: 95158 • Service quality supervision hotline: 400-86-95158 • Community service stations & business halls • Online business hall • Customer service mobile app	• Conduct user safety inspections • Effectively and promptly resolve customer requests • Commit to high-quality customer service • Conduct customer satisfaction surveys
Suppliers and contractors	• Transparent procurement • Local procurement	• Supplier conferences • Strategic cooperation • Regular interviews • Tendering	• Open tendering • Establish a supplier management system • Enhance supplier & contractor management policies • Improve efficiency

Stakeholders	Expectations and Requirements	Communication Methods	Responses
 **Partners**	• Industry regulatory policies and environment • Patent & intellectual property protection • Mutually beneficial and long-term cooperation	• Industry organisations • Industry forums and conferences	• Respect others' intellectual property • Protect the Company's intellectual property • Participate in industry exchange conferences • Join industry organisations
 **Environmental**	• Supply of clean energy • Reduced greenhouse gas emissions • Resource recycling • Natural resource & ecosystem protection	• Participate in environmental protection initiatives & actions • Disclose operational environmental data • Regularly publish ESG reports • Co-operate with the government on air pollution governance	• Participate in international environmental initiative development • Operational environmental planning • Strengthen energy conservation & emission reduction management • Improve energy efficiency • Promote green & clean energy • Promote green office practices • Implement environmental monitoring • Participate in green environmental protection activities
 **Community**	• Safe operations • Promote community development • Conduct public welfare activities	• Public education activities • Community outreach • Volunteer activities • Charitable activities	• Conduct charitable donations • Dedicate ourselves to public welfare • Build harmonious communities • Help the poor and those in need • Participate in community volunteer services
 **Media**	• Information transparency • Open communication • Maintain good media relations	• Press conferences • Media project visits • Management interviews	• Regularly hold press conferences • Issue press releases to the media • Update business dynamics on the Company website • Respond to media inquiries
 **Non-profits/NGOs**	• Build a harmonious society • Support public welfare	• Public welfare activities • Charitable activities	• Participate in public welfare & environmental protection activities • Dedicate ourselves to public welfare • Conduct charitable donations

Materiality Assessment

ENN Energy undertakes an ESG materiality assessment annually, incorporating the assessment results into the Enterprise Risk Management (ERM) process. During the reporting year, ENN Energy assessed material ESG issues through extensive studies including internal and external expert assessments, interviews, peer benchmarking, and analysis of rating indexes, to determine the significant ESG issue matrix for this year, according to the results.

Material issues identified

The Company identified issues most relevant to ENN Energy by referencing the *ESG Code* of the HKEX, domestic and international reporting standards, peer benchmarking, media monitoring, mainstream ESG rating results, and industry sustainability trends.

Stakeholder engagement

ENN Energy engaged with employees and stakeholders via emails, WeChat accounts, and other channels to collect feedback on the Company's ESG management.

Matrix development and modification

Guided by the principle of double materiality, we identify and evaluate issues with a material impact on our own business, society, and the environment. The 2024 materiality matrix, including the prioritisation and ranking of material issues, was developed based on the materiality assessment and feedback collected from stakeholder feedback.

Following a detailed analysis of industry trends, peer benchmarking, and priorities of the capital market, the Company's management, ESG Committee, and ESG Working Group refined and finalised the materiality matrix.

Review and confirmation of materiality matrix

The materiality matrix was submitted to the ESG Committee for review and approval before final confirmation.

Materiality Assessment Process

Economy		Correspondent report position
1	Earnings and performance	P5
2	Product R&D and innovation	P67-71, P99
3	Anti-corruption	P28-30
4	Supply chain management	P92-97
5	Anti-unfair competition practices	P28-30
6	Corporate governance and compliance	P22-27

Environmental aspect		Correspondent report position
7	Emissions of pollutants	P74-76
8	Waste recycling	P76
9	Resources and energy conservation	P67-71, P73-74
10	Climate change	P60-66
11	Biodiversity protection	P77-80

Employee/ Customer related		Correspondent report position
12	Equal employment opportunities	P104-105, P109
13	Protection of employee rights	P109-112
14	Training and development	P106-108
15	Avoidance of forced and child labour	P109
16	Occupational health and safety	P47-50
17	Customer service	P84-86
18	Customer privacy protection	P51-55
19	Customer health and safety	P44-46

Social aspect		Correspondent report position
20	Safe and stable gas supply	P44-45
21	Intellectual property protection	P99
22	Protection of the rights and interests of indigenous residents around operation sites	P77-80
23	Charity activities for communities	P100-101
24	Community relations	P100-101

Safe and stable gas supply

Customer health and safety

Resources and energy conservation

During the reporting year, ENN Energy identified three significant issues for the Company's development: safe and stable gas supply, customer health and safety, and resources and energy conservation, and these issues were analysed in detail[6]. Through this analysis, ENN Energy has developed strategic measures to enhance energy supply security, social responsibility, and sustainable development. Additionally, the Company evaluated the positive and negative impacts of the Company's business operations, products, services, and supply chain on external stakeholders. The two issues with a significant impact on external stakeholders are customer health and safety, and resources and energy conservation. Detailed response strategies have been developed for these issues.

[6] For more information, please refer to the Sustainability column at ENN Energy website.

01

SOUND GOVERNANCE

ENN Energy is committed to the highest standards of ethical conduct and corporate governance. The Company has implemented a sound organisational governance structure, actively monitors and manages risks, and adheres to strict business ethics principles. These proactive measures ensure the Company's stable operation through a high-quality corporate governance system.

RESPONSE TO ESG MATERIAL ISSUES

- Earnings and performance
- Anti-corruption
- Anti-unfair competition practices
- Corporate governance and compliance

HKEX ESG INDICATORS INVOLVED

- Governance structure
- B7 Anti-corruption

RESPONSE TO UN SDGS

Corporate Governance

ENN Energy continues to enhance its governance structure to ensure the effectiveness, independence, and diversity of the Board and provides reasonable remuneration incentives. These efforts reinforce the foundations for the Company's sound operation and long-term sustainable development.

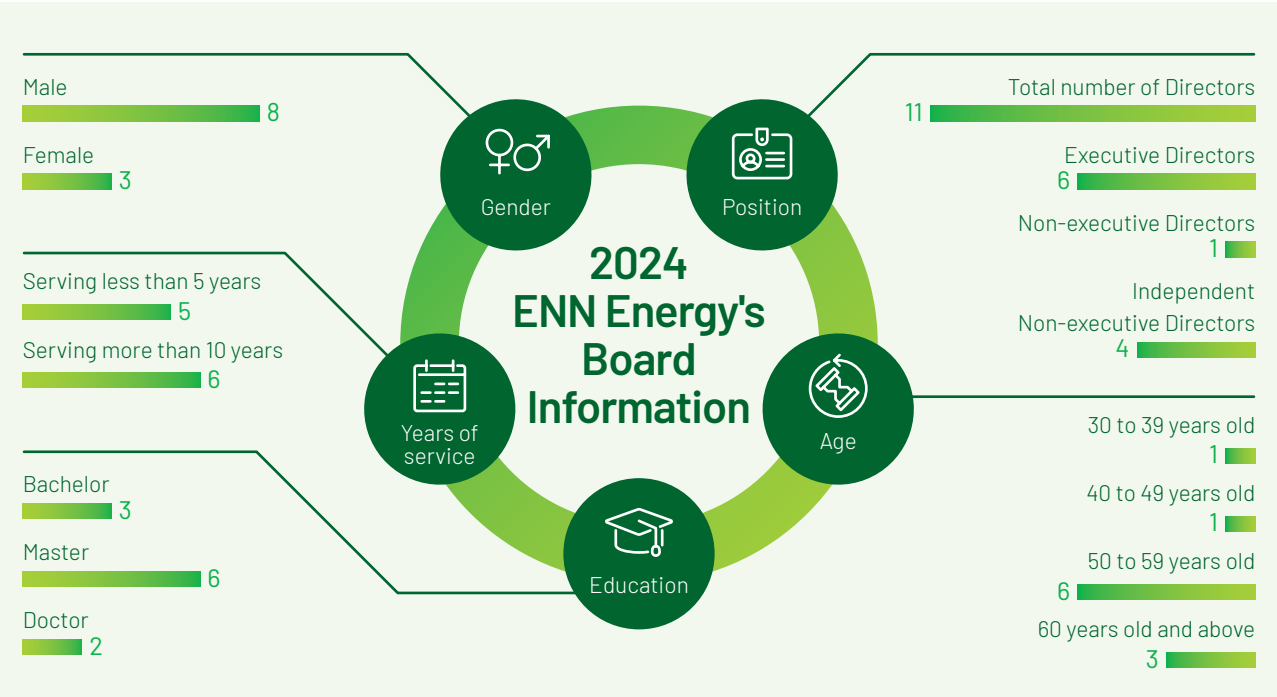
Corporate Governance

The Board of ENN Energy has established 4 Board Committees—namely the Audit Committee, the Remuneration Committee, the Nomination Committee, and the Risk Management Committee, as well as four additional responsibility committees: the ESG Committee, the Management Committee, the Share Award Committee, and the Independent Board Committee.

In terms of corporate governance, ENN Energy adheres to all relevant Listing Rules and its Articles of Association, including a mechanism for the periodic retirement and re-election of directors. Any changes to the Articles of Association require shareholders' approval. Recognising the importance of diverse perspectives, we have updated our Board diversity objectives during the reporting period, aiming to achieve 30% female representation on the Board by 2027. As of the date of this report, the Board includes 3 female directors, representing 27% of the total. ENN Energy requires Board attendance rates of no less than 75%. This year, the average Board attendance was 99%, and the average tenure of directors was 8 years, reflecting the high operational efficiency and stability within the Board.

In selecting and appointing Board members, ENN Energy considers a wide range of factors, including gender, age, cultural and educational background, ethnicity, professional experience, skills, knowledge, and length of service. This ensures diverse perspectives that inform high-quality corporate decision-making. Our executive directors, along with non-executive director Mr. Wang Zizheng and independent non-executive director Mr. Ma Zhixiang—contribute significant expertise in public utilities industry. In 2024, all of our non-executive directors and independent non-executive directors held no more than 2 external directorships in listed companies. We are committed to building a sound and efficient leadership team. Our President and Senior Vice President, with their substantial experience and exceptional capabilities, are important successors within our CEO talent pipeline.

As of the date of this report,the status of board diversity is characterized by the following:



With regards to Board independence, ENN Energy emphasises in its *Statement on Board Independence* that the Company has established a robust independence mechanism to effectively guarantee the Board's performance of its duties. Specific measures include:

- Ensure compliance with the independence standards and for the number of independent non-executive directors.
- Invite independent non-executive directors to serve as chairpersons or members of the professional committees of the Board.
- Allow directors to seek independent professional advice when necessary and invite them to participate in relevant meetings.
- Provide the Board with monthly operational reports and allow directors to obtain company information from employees as needed.
- Provide clear disclosure of independent non-executive directors' remuneration to ensure their independence.

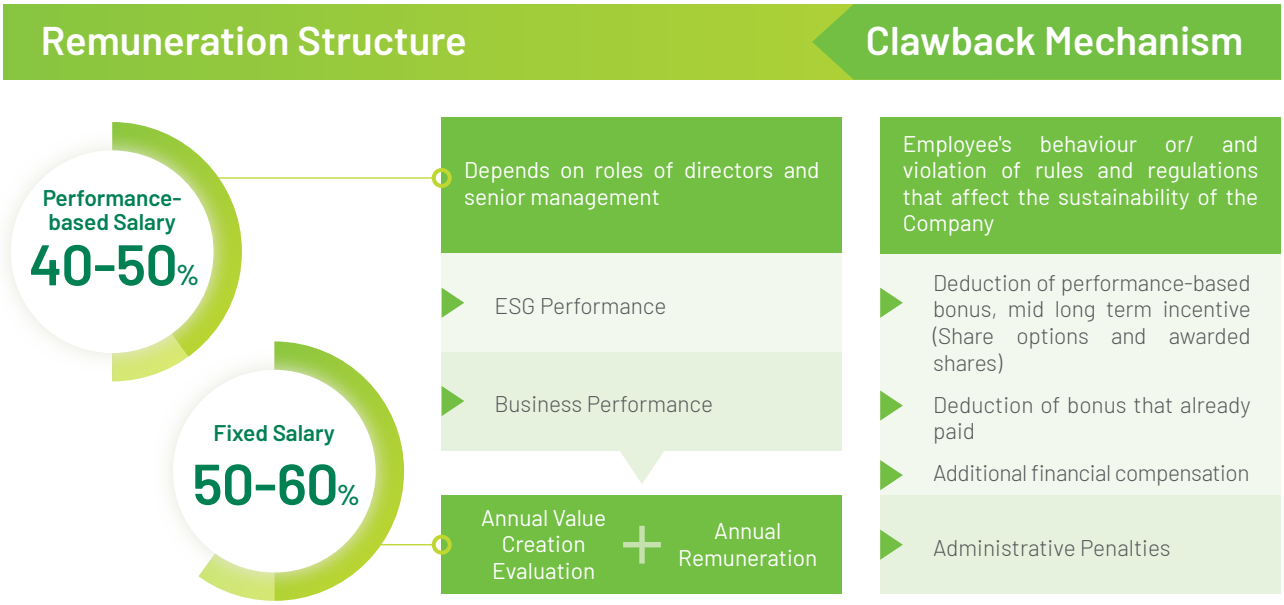
The Company's independent non-executive directors periodically rotate as chairpersons of the Board's Committees. The chairperson positions of the Remuneration Committee, the Audit Committee, and the Independent Board Committee are held by independent non-executive directors respectively. To further enhance the independence and objectivity of aforementioned Board Committees' decision-makings, we have completed a full rotation of those Board Committees in 2024.

ENN Energy values shareholders' input on remuneration policies. Shareholders have both advisory and binding voting rights on remuneration decisions. Shareholders also have the rights to conduct consultative voting on retrospective remuneration decisions (i.e., on published remuneration reports) to express their views and suggestions, ensuring fairness and transparency of remuneration management.

The CEO's remuneration is linked to the Company's business performance, including the achievement of financial and non-financial indicators. Financial indicators include core profits, capital expenditure, and free cash flow. Non-financial indicators cover medium- to long-term strategic planning, risk control, strategy execution, and resource/capacity assurance.

We provide share incentives to the CEO and members of the Executive Committee upon shareholders' approval. Both share options and awards of shares have medium- to long-term Key Performance Indicators (KPIs) that need to be achieved. A maximum vesting period of 4 years is in place for variable remuneration, which requires the achievement of KPIs before the options can vest, thereby motivating management to enhance accountability. As of 31 December 2024, ENN Energy had no short-term bonuses deferred in the form of shares or share options. The ratio of the shares value held by the CEO of company Zhang Yuying, to his base salary was 3.68 times, and the ratio for other executive directors was 5.13 times. In 2024, ENN Energy paid RMB 4.94 million in total compensation to the CEO: RMB 2.4 million in wages and salaries, and RMB 2.54 million in short-term incentives (including performance bonuses). The ratio of the CEO's total compensation to the median annual employee pay (excluding the CEO) is 38. The ratio of the CEO's total compensation to the average annual employee pay (excluding the CEO) is 51.

ENN Energy has implemented a remuneration and bonus clawback mechanism, including a bonus reclaim system, and a long-term equity incentive mechanism. In addition, the Board and senior management are subject to annual performance reviews and evaluations, with evaluations conducted following any significant changes. The Company's remuneration and bonus clawback structure permits the recovery of bonus payments even in the absence of misconducts.



ESG-linked Remuneration and Clawback Mechanism

During the reporting year, ENN Energy conducted an internal evaluation of Board operations through questionnaires. Additionally, an independent third-party was engaged to perform a comprehensive and objective assessment of the Board members, covering Board structure, time commitment, significant decision-making capabilities, information disclosure processes, performance training satisfaction, and Board-management communications.

Board structure

- Board size and operating status
- Professional expertise and experience of the Board's professional committees
- Results of Board position adjustments
- Governance structure and operation results of the Board

Board efficiency

- Responsibilities and rights of the Board
- Board member independence, background diversity, professional knowledge and experience
- Time and effort invested by board members in company affairs
- Internal surveillance of environment, management team, and industry dynamics
- Business operations, financial status, and corporate culture
- Performance training provided to board members

Board operation

- Board newsletter and timely communication
- Communications between Board members and management, and shareholders
- Proposals of Board meeting
- Board attendance rate

Risk Management

ENN Energy prioritises robust risk management across its operations. We have implemented a comprehensive risk governance structure and a full-process risk management mechanism to effectively identify, assess, and respond to a wide range of risks. To foster a strong risk management culture, the Company delivers consistent, targeted training and promotes risk awareness among all employees, ensuring Company-wide engagement in risk prevention and control. This provides a solid foundation for ENN Energy's sustainable development. For further details on the Company's risk governance structure and management mechanisms, please refer to the Corporate Governance Report chapter of the *Annual Report 2024*. The Company continually assesses industry-specific and emerging risks and implements corresponding mitigating measures.

Industry-Specific Risk 1: Gas Safety Risk

Risk Description and Potential Impact

- As ENN Energy's city-gas business continues to grow, the ageing of pipeline networks and the potential for insufficient maintenance and operation create safety risks.
- In addition, the expanding volume and distribution of gas customers, coupled with a lack of customer awareness regarding gas safety and the potential for improper use, can also lead to safety incidents.

Mitigation Measures

- To mitigate these risks, ENN Energy is implementing specific safety initiatives such as pipeline network infrastructure operation, standardised home safety inspections, and engineering construction quality checks to strengthen the business safety foundation.
- Also, the Company accelerates the construction of intelligent capabilities and safety intelligence systems to continuously promote the development of long-term safety mechanisms and a strong safety culture.

Industry-Specific Risk 2: City Gas Integration Policy Risk

Risk Description and Potential Impact

- To promote efficient, high-quality, and safe operation of city gas services, some provinces are implementing "one city, one enterprise" city gas management policies. These policies involve city gas integration, often driven through evaluations of city gas franchise rights. ENN Energy may face challenges in maintaining a competitive advantage due to external factors during these integration processes.

Mitigation Measures

- ENN Energy is proactively addressing this risk by communicating with provincial and municipal governments to stay informed about industry policies and trends, emphasising our advanced operational concepts, professional operational capabilities, comprehensive pipeline network layout, and resource advantages to enhance our brand influence and competitive edge.

Emerging risk 1: Artificial intelligence risk (Risk type: Technology)

Risk Description and Potential Impact

- As ENN Energy increasingly integrates Artificial Intelligence (AI) technologies, the collection and processing of user data required by AI applications could lead to data breaches and privacy violations if data protection measures are insufficient. Data security is threatened by potential hacker attacks and improper conduct of internal personnel.
- Additionally, AI applications could pose concerns regarding legal and regulatory compliance, industry standards, and ethical considerations. Non-compliant content could result in legal liabilities and reputational damage.

Mitigation Measures

- ENN Energy is actively addressing these challenges through enhanced data encryption technologies to ensure data security, alongside strict data access control mechanisms, limiting access to sensitive data to authorised personnel only. The Company also performs regular data security audits and vulnerability scans to maintain robust data systems.
- Additionally, the Company is refining content review mechanisms, using automated tools to improve review efficiency and accuracy, and continuously updates content compliance policies to align with evolving regulations and industry best practices.

Emerging risk 2: Energy price fluctuation risk (Risk type: Economic)

Risk Description and Potential Impact

- Global economic and geopolitical uncertainties can lead to significant fluctuations in energy prices. For ENN Energy, these fluctuations directly impact procurement costs and profitability. Rising energy prices increase procurement costs, potentially reducing profit margins.
- ENN Energy's existing long-term LNG purchase and sale agreements, primarily linked to international crude oil or natural gas price indices, expose the ENN Energy to price volatility risks.

Mitigation Measures

- Price Hedging: ENN Energy has established robust risk management policies and a commodity hedging system to mitigate price volatility and stabilise LNG procurement costs. This involves hedging a strategic proportion of the Company's annual LNG purchase and sale plan to shield against international energy price fluctuations on ENN Energy's business operations.
- Forward Exchange Contract: ENN Energy employs forward exchange contracts with financial institutions to further stabilise procurement costs.

Risk governance framework

The Risk Management Committee, under the Board, is tasked with overseeing the Company's risk management and internal control systems. This includes formulating appropriate policies and strategies to evaluate their effectiveness, ensuring the nature and extent of risks align with the Company's strategic goals and risk appetite, and mitigating the risk of material misstatement or loss.

ENN Energy has established a "three lines of defense" risk management system, comprising Operations, Risk Control (Internal Control & Compliance), and Audit functions. This system clearly defines risk management processes and standards for risk identification, assessment, and response, enabling risk monitoring, early warning systems, and a closed-loop approach for risk supervision and continuous improvement.

Full-process risk management mechanism

ENN Energy is committed to developing effective risk prevention and control mechanisms. The Company performs annual, cyclical assessments of risk exposure across all facets of its business, managing the entire process from risk identification and assessment to strategy development, response implementation, supervision, and continuous improvement. This enhances management effectiveness and supports the Company's sustainable development. Risk management is also integrated into all stages of new product and service development.

The effectiveness of risk controls is embedded within the Company's performance evaluation system. Each year, the Company undertakes a risk assessment and formulates response plans. The implementation of these plans is reviewed quarterly, with outcomes linked to performance evaluations. A comprehensive annual assessment is conducted and tied to performance-based incentives.

In 2024, the Company pinpointed industry-specific risks and emerging risks, assessed their potential impact, and developed mitigation strategies.

Risk management culture

ENN Energy is committed to fostering a robust risk management culture across the Company. The Company provides regular risk prevention and management training to enhance employee understanding and ability to manage risks. We leverage our iCome platform to distribute a "risk map" to all employees. This enables employees, via R Search, to access descriptions and analyses of risk scenarios specific to their business areas, enhancing awareness and focus on risk management and control. This embeds a proactive risk mindset Company-wide, creating a solid foundation for the Company's sustainable development.

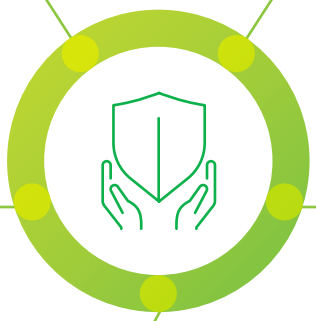
During the reporting year, the Company delivered 13 specialised risk management training sessions, attended by over 4,500 participants, demonstrating the broad scope and depth of the Company's risk management culture.

All directors and senior management

- Conduct training on the responsibilities of directors of listed companies, risk and compliance, and ESG topics to enhance their ability to fulfil their duties.

Risk Awareness Training

- Conduct integrity, compliance, and risk awareness training.



Newly appointed Top Leader

- Conduct specialised compliance and risk awareness training to establish the new top leader with a strong foundation in rules and compliance.

Ecological partner supervision units

- Conduct specialised training on risk scenarios to enhance risk and compliance awareness.

Key personnel and core positions

- For front-line grid managers and business leaders: conduct compliance training on value added business, IE microgrids, "Load-Source-Grid-Storage", and other areas.
- For key personnel of the Inspirational Pioneer Camp: Conduct training on Contract Compliance in the Natural Gas Downstream Business.
- For the headquarters, regional, and corporate top leaders, conveners of empowerment groups, and key personnel in core positions: Conduct integrity and compliance training to enhance their risk and legal awareness.
- For finance leaders, cost engineers, procurement personnel, engineering management personnel, operations management personnel, core regional enterprise teams, and top leaders and key personnel in priority enterprises: Conduct specialised offline risk training.

Risk Awareness Training

Business Ethics

ENN Energy is committed to the highest standards of business ethics. The Company has implemented a robust business ethics governance structure, conducts regular ethical conduct audits, provides ongoing anti-corruption training, and maintains a transparent and efficient *whistleblowing* mechanism to ensure integrity and compliance Company-wide.

Business Ethics Governance

ENN Energy strictly adheres to all relevant national laws and regulations on anti-corruption and ethical conduct. The Company fosters a robust business ethics and code of conduct system within the Company, strengthening compliance governance and providing clear behavioural guidance for all employees.

LAWS AND REGULATIONS

- Oversight Law of the People's Republic of China
- Company Law of the People's Republic of China
- Anti-Monopoly Law of the People's Republic of China
- Anti-Unfair Competition Law of the People's Republic of China
- Interim Provisions on Banning Commercial Bribery

INTERNAL POLICIES AND SYSTEMS

- ENN Energy Holdings Limited Compliance Management System
- ENN Energy Compliance Management Manual and Procedure Guidelines
- ENN Energy Anti-Corruption Management Manual and Procedure Guidelines
- Integrity and Compliance Code of Conduct
- Whistleblowing and Whistleblower Protection Policy
- ENN Energy Holdings Limited Anti-Fraud, Corruption and Bribery Policy

ENN Energy has established a top-down business ethics compliance management structure. All Company units and all employees are required to comply with the *Integrity* and *Compliance Code of Conduct* and conduct business legally, honestly, and with integrity. At the highest level, the Board oversees and directs ethical conduct, while the Audit Committee manages our internal system to foster an integrity culture and supervises the handling of breaches in business ethics policies. At the management level, the internal control and risk management departments regularly assess fraud, corruption and bribery prevention procedures and enhance the internal control processes and work environment. At the executive level, the internal audit department performs regular independent assessments to identify potential instances of fraud, corruption and bribery occuring in daily business operations. The executive level submits investigation and assessment results, alongside recommended solutions, to the Audit Committee periodically. In cases of serious breaches, the Audit Committee reports directly to the Board.

Top level

- The Board has overall responsibility for overseeing, managing, and directing our business ethics
- The Audit Committee manages our internal system to build up integrity culture system and oversees and reviews the handling of violations of business ethics and policies

Regularly reported to

Investigation and assessment results together with issue-solving recommendations

Management level and executive level

- The internal control and risk management departments regularly assess fraud, corruption, and bribery prevention procedures and continually improve the internal control process and work environment
- The internal audit department regularly conducts independence assessments to evaluate potential issues related to fraud, corruption, and bribery in daily business operations

Business Ethics Compliance Management Structure

ENN Energy is committed to fostering a strong culture of business ethics. We require all employees to sign the *Integrity Agreement*, prohibiting the acceptance or offering any commissions, donations, or sponsorships related to Company business activities. The Company upholds high standards and rigorous enforcement, providing annual *Compliance Code of Conduct* training to all employees and contractors to ensure strict adherence to Company policies. Employee remuneration and performance are directly linked to compliance with the *Integrity and Compliance Code of Conduct*. ENN Energy maintains a zero-tolerance policy for violations of the Integrity Agreement or the *Integrity and Compliance Code of Conduct*. Employees who breach these standards are subject to disciplinary action, including warnings and termination, to uphold a culture of integrity and compliance.

ENN Energy's *Anti-Fraud, Corruption and Bribery Policy* prohibits political donations and supporting or sponsoring illegal activities, terrorist activities, or entities breaching international conventions, or those discriminating based on religion or gender. The Company has recorded no expenditure on political donations or lobbying in the past five years. During the reporting period, no corruption-related legal actions were initiated or concluded involving ENN Energy or its employees.

Business Ethics Audits

ENN Energy conducts internal audits of all business entities (headquarters, regional member companies and subsidiaries, and directly affiliated companies) every three years. Adopting a risk-based approach, the internal audit evaluates potential business risks. Audits span all operations and focus on high-risk areas, with particular emphasis on anti-corruption, anti-bribery, and anti-fraud. Audit findings are reported to management, with strict remediation plans implemented, assigning clear responsibilities and timelines, to ensure effective and timely resolution. Anti-monopoly and price compliance governance are integral to the Company's business ethics framework. In 2024, over 20 companies responded to regulatory inspections, with implemented corrective actions, and no major administrative penalties incurred.

In 2024, ENN Energy successfully completed the annual audit for the ISO 37301 Compliance Management System and ISO 37001 Anti-Bribery Management System, ensuring the effective operation of its compliance systems and control measures.

2024

100%
Problem rectification ratio

0 Cases
Incidents of significant administrative penalties due to operational compliance risks

0 Cases
Harassment or discrimination incidents

0 Cases
Customer privacy data leakage incidents

0 Cases
Conflicts of interest incidents

0 Cases
Money laundering or insider trading incidents

0 Cases
Major legal cases

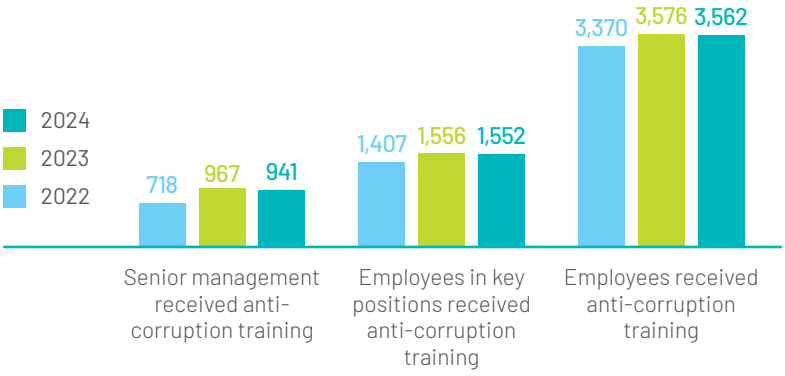
0 Cases
Effective and significant complaints investigated

0 Cases
Concluded legal cases regarding corruption practices

0 RMB
Expenditure on political donations and lobbying in the past five years

Business Ethics Training

ENN Energy prioritises promoting business ethics and training across its value chain. The Company mandates all suppliers to adhere to the *ENN Energy Holdings Limited Supplier Corporate Social Responsibility Code of Conduct* and sign a *Commitment to Integrity and Self-Discipline*. During the reporting year, the Company delivered comprehensive business ethics and anti-corruption training and awareness programmes for the Board, the Supervisory Board, all employees (including interns and part-time staff), suppliers and contractors. These initiatives bolster the Company's business ethics and integrity culture.



Whistleblowing Mechanism

ENN Energy has established diversified complaint and reporting channels, with the Risk Management Department as the handling department. The Company has developed policies, including *Measures for the Penalty of Employees' Violation of Rules* and *Discipline and the Whistleblowing and Whistle-blower Protection Policy*. These comprehensive policies outline clear standards to standardise whistleblowing procedures and protect the rights and interests of whistleblowers.

In terms of whistleblowing channels, internal and external complaints can be reported via the whistleblowing email (risks@enn.cn) and the mailbox available on ENN Energy's official website[7]. The Company operates a 24/7 hotline to address concerns, such as business ethics whistleblowing. Additionally, the Company welcomes external supervision through independent third-party whistleblowing channels. The public can report issues through the local 12345 hotline to provide valuable opinions and supervisory suggestions on ENN Energy's local operations. The Company has also posted employee complaints and reporting hotline and email on its internal website, enabling complaints and reports concerning violations of rules and discipline by employees, business partners, and related matters. To enhance employee awareness and utilisation of these channels, the Company conducts regular training and offers dedicated support to answer queries on business ethics, encouraging active participation in fostering a clean and upright work environment.

ENN Energy strictly protects the confidentiality of key information including name, contact details, home address, and the content of the report. The Risk Management Department leads the handling of whistleblowing and complaints. For identified whistleblowing and complaints, the Department conducts on-site investigations. After verifying the case, it submits an investigation report to management and addresses it per the *Measures for the Penalty of Employees' Violation of Rules and Discipline*. For anonymous whistleblowing and complaints, the Department conducts careful investigations based on their nature and severity. ENN Energy adopts a zero-tolerance stance on retaliation. Retaliation against whistleblowers or complainants is addressed firmly. Those found guilty of criminal acts are referred to judicial authorities for prosecution as per legal requirements, safeguarding whistleblowers' rights.

Whistleblowing hotline:	400-86-95188
External supervision phone:	12345
Whistleblowing email:	risks@enn.cn
Internal whistleblowing channel:	Company intranet

ENN Energy Whistleblowing Channels

[7] For details, see the *Whistleblowing and Whistle-blower Protection Policy*

Asset Integrity Management

ENN Energy continually improves its asset management practices, having implemented a comprehensive set of asset management policies, including the *Fixed Asset Management Regulations*. These policies ensure standardised, multi-level asset management, supporting the stable operation of critical assets like gas infrastructure, and safeguarding the integrity and security of Company assets.

ENN Energy has developed a clearly defined asset management governance structure, with the Board acting as the ultimate authority responsible for asset integrity management. The Finance Department is tasked with establishing asset classification and management systems, formulating asset management plans, coordinating asset inventories and audits, assessing the effectiveness of asset management practices, and supervising the Intelligent Management Department in executing its asset management duties. The Company's main asset categories include buildings, transportation equipment, production equipment, and storage equipment.

To strengthen employee awareness of asset protection, ENN Energy explicitly states within the *Integrity and Compliance Code of Conduct* that employees are responsible for protecting Company assets. Employees must report any instances of theft, loss, damage, or misuse of Company assets to the relevant departments immediately.

In 2024, ENN Energy conducted multiple asset audits, with a focus on critical areas like inventory management, to identify and address potential risks, developing corresponding risk management measures. The Company also delivered training on authorised approval and reporting processes for asset leasing and disposal to bolster employee capacity to safeguard Company assets.

02 SAFETY FIRST

ENN Energy is committed to the principle of safe development. Guided by the strategy of safety through visibility, focus, and effective management, the Company continually enhances its safety management framework, spanning all stages of the value chain. The Company employs the Internet of Things (IoT) and intelligent technologies to integrate data across all business scenarios, strengthening the safety of its production and operations. The Company consistently fosters safety culture and education, maintaining a proactive approach to risk management, with routine hazard identification and emergency drills to prioritise the safe and reliable supply of gas to its customers and communities.

RESPONSE TO ESG MATERIAL ISSUES

- Product R&D and innovation
- Occupational health and safety
- Customer health and safety
- Safe and stable gas supply
- Customer privacy protection

HKEX ESG INDICATORS INVOLVED

- B2 Health and safety
- B6 Product responsibility

RESPONSE TO UN SDGs

Safety Management System

ENN Energy places safety management at the core of its operations. The Company safeguards the safety of its business and value chain by continually refining its safety management systems and structures, deepening its application of digital intelligence, and enhancing its emergency response capabilities.

LAWS AND REGULATIONS

- Work Safety Law of the People's Republic of China
- Law of the People's Republic of China on the Prevention and Control of Occupational Diseases
- Provisions on the Supervision and Administration of Occupational Health at Work Sites
- Specification of the Provision of Personal Protective Equipment
- Provisions on the Administration of Safety Technology Training and Evaluation of Special Operation Workers
- Measures for the Supervision and Administration of "Three Simultaneities" of Facilities for the Prevention and Control of Occupational Diseases of Construction Projects

INTERNAL POLICIES AND SYSTEMS

- ENN Energy Holdings Limited Health and Safety Policy
- Regulations on Safety Management of ENN Energy
- Regulations on Multi-Level Safety Risk Control and Potential Safety Hazard Investigation and Management
- Regulations on Safety Management of ENN Energy
- Regulations on the Administration of Work Safety
- Regulations for the Red and Yellow Lines of Safety Management
- Regulations on Accident Reporting, Investigation and Handling
- Management Measures for Emergency Plans of Work Safety Accidents
- Management Regulations on Safety Education and Training
- Regulations on High-Risk Operations Life Red Line

Target by 2030:
Reduce the lost-time injury frequency rate (LTIFR) for employees and contractors to **0.20** per million working hours

Target by 2030:
Maintain a customer severe injury rate of **0**

Performance Highlights

RMB 1.252 billion
Safety operation investment

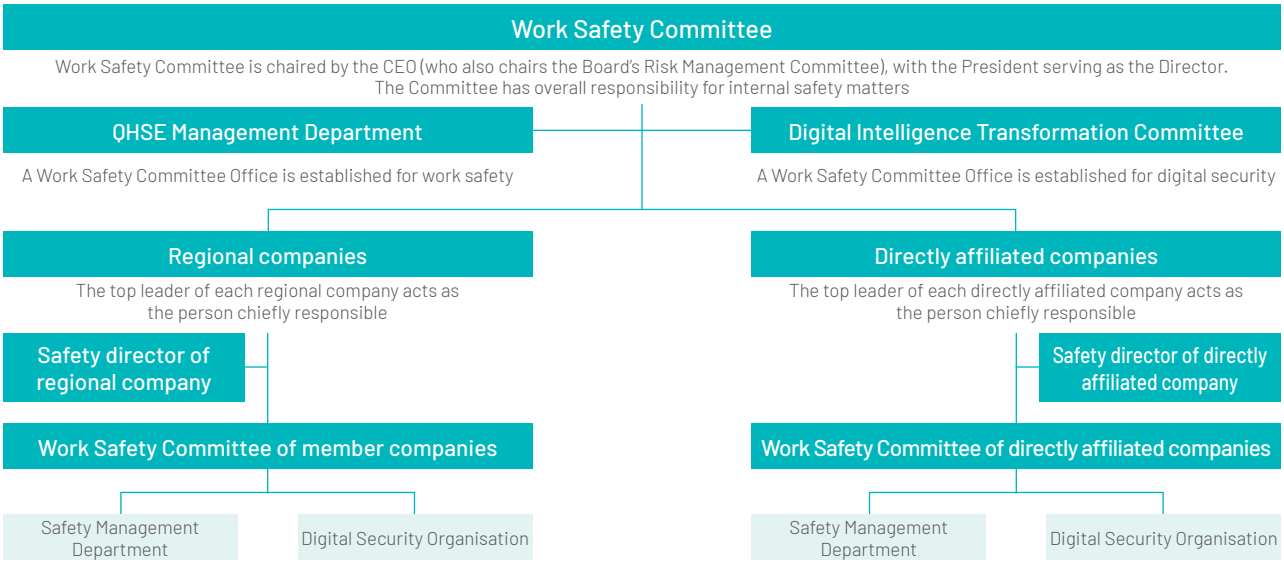
0
Number of work-related fatalities of employees and contractors

76.1%
Percentage of member companies certified to ISO 45001

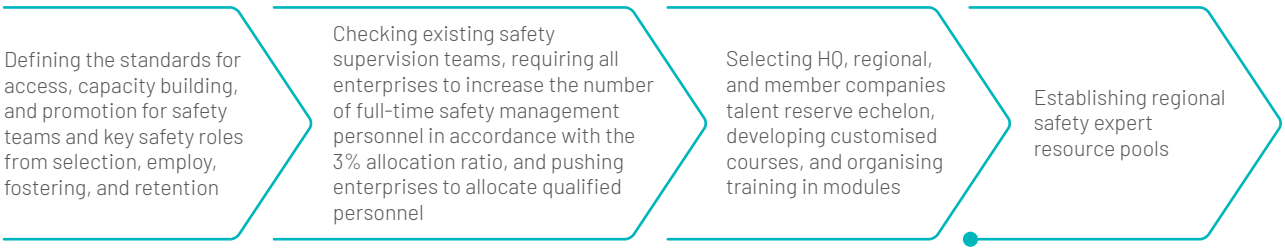
Governance Structure

The Work Safety Committee, led by the Chair of the Company's Risk Management Committee, oversees all aspects of safety management. The Board acts as the ultimate authority for safety, assessing and discussing occupational health and safety-related matters at least every six months. The Work Safety Committee collaborates closely with the QHSE Management Department and the Digital Intelligence Transformation Committee to ensure the Company's production safety and cybersecurity safety. The Company leverages intelligent technologies to enhance its safety management system. The Company has also developed a multi-level echelon of safety personnel across headquarters, regional, and member companies to establish a direct safety personnel management mechanism. This dedicated team fosters effective safety supervision, developing and enforcing health and safety policies applicable to all employees and contractors[8]. This aims to ensure a safe and healthy work environment that supports the Company's sustainable development.

[8] For details, see the *Health and Safety Policy* and *Supplier Health, Safety and Environment (HSE) Policy*



Multi-level Echelon of Safety Talents in Headquarters, Regional, and Member Companies



Multi-level Echelon of Safety Talents in Headquarters, Regional, and Member Companies

Management Mechanism

ENN Energy continually refines its safety management mechanisms through the development of a safety accountability system, intelligent safety system, pipeline integrity system, and emergency management system, while actively formulating safety audit plans and deploying full-scenario audit tools. In 2024, the Company conducted full-scenario safety audits of 107 companies, identifying and addressing over 12,000 potential hazards, and targeted improvements in safety performance at companies with significant audit deviations. This effectively mitigated various types of accidents.

Safety accountability system

Developed safety accountability documents, assigning safety responsibilities to individuals via safety responsibility statements.

Intelligent safety System

Established an intelligent safety management system covering five major operational scenarios, enabling safety monitoring, early warning, and control across all business processes by integrating IoT and digital intelligence technologies.

Pipeline integrity system

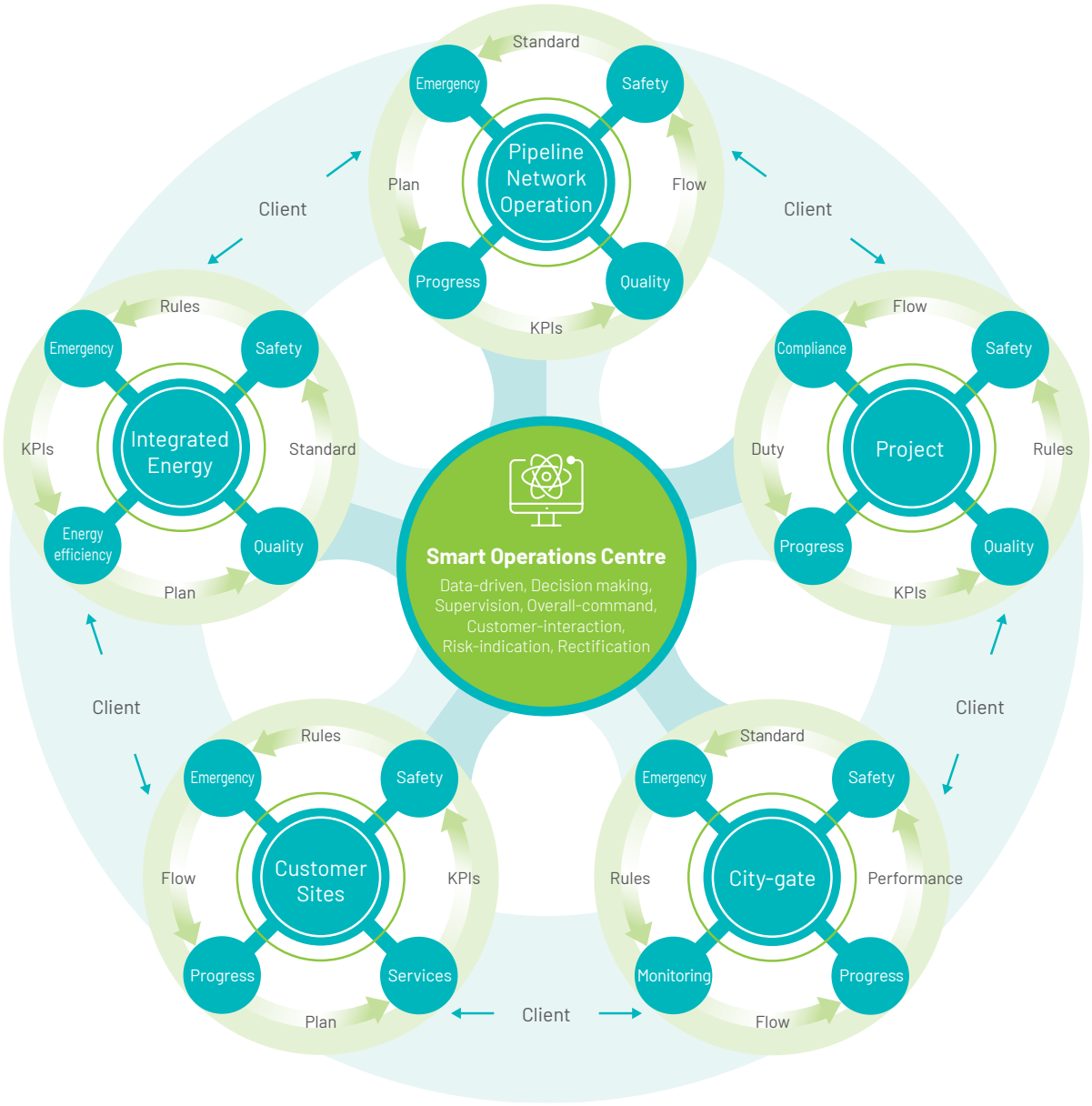
Developed asset integrity management documents, standardising safety management across asset planning, design, construction, and operation, while enhancing risk management and monitoring.

Emergency management system

Enforced emergency management policy requirements and response plans for gas leaks, fire, explosion, natural disasters, cybersecurity, and other potential incidents.

Upgrading the Intelligent Safety System

ENN Energy places significant focus on safety technology innovation. The Company is continually enhancing its intelligent safety management system, spanning all business scenarios and facilitating monitoring, early warning, and supervision of safety and quality across all business processes. The Company has advanced a safety intelligence platform, establishing five major operational scenarios, including pipeline network operations, city-gate stations, projects, customer sites, and IE solutions—as well as over 200 sub-scenarios, forming an "IoT Sensing – Operational System – Smart Operation Centre – Risk-Indicating Operators – Alarm – Handle – Work Order Completion" closed-loop management process. The safety intelligence platform uses IoT sensing equipment to collect real-time business operation and user behaviour data, relayed to the Smart Operation Centre. By utilising data collection and AI analysis technologies, the Company delivers timely warnings and implements safety corrections, enhancing the efficiency and accuracy of risk identification while continually improving the Company's safety risk management capabilities.



Intelligent safety management system with smart operation centre as the hub and multi-business scenarios as the service terminal

During the reporting year, ENN Energy further advanced its exploration of intelligent applications and developed a "Government+Enterprises+Users+Society" gas safety ecosystem through an intelligent platform. This platform utilises remote transmission from IoT devices to synchronise abnormal information in real-time, enabling all parties to collaborate efficiently, thereby preventing customer gas accidents and fostering the development of a multi-governance system.

Pipeline network operations	Introduced intelligent maintenance for pressure-regulating facilities, continually enhancing the intrinsic safety of pipeline networks.
Project	Implemented 36 intelligent technologies to monitor critical construction processes and hazardous operations in real-time.
City-gas	Trialled an unmanned city-gate station to enhance the safety management capabilities of city-gate stations.
Customer site	Deployed IoT safety products to customer sites to safeguard user safety.
Integrated energy	Developed three safety defences for integrated energy operations and maintenance, using digital intelligence technology: preventive operation and maintenance, safety hazard handling, and emergency fault response, to enhance daily operations and maintenance management.

In 2024, ENN Energy established a safety risk intelligent map guided by the Company's strategic direction, rolling it out in 14 regional enterprises through ecological organisation development, business standardisation, capacity building, and implementation. This generated 806 key risk indicators.

	2024	2023
Number of member companies with safety operation centre	90	90
Number of member companies with digital safety system certification	9	8
Intelligent safety standards and guidelines	187	187
IoT devices	100,000+	70,000+
Connected cameras	15,662	15,000+
Devices with intelligent recognition capabilities	120	108

Emergency Response

ENN Energy places emergency management at the forefront of its priorities. The Company strictly adheres to the Evaluation Specifications for Emergency Rescue for Production Safety Accidents, Regulations on the Administration of City Gas, and other relevant laws and regulations. The Company continually refines the emergency management mechanism, rigorously implementing emergency preparedness, including emergency plans, filings, the development of emergency teams, equipment, and materials, to ensure that the Company can respond to emergencies quickly and efficiently.

The Company mandates each member company to conduct on-site response drills every six months, conduct specialised training for these drills regularly, and continually refine emergency plans based on drill outcomes to enhance their effectiveness and practicality. In 2024, the Company updated emergency response plans for gas leaks, fire, explosion, natural disasters, and other potential incidents.

2024

Emergency drills conducted

8,116 Times

Potential Safety Hazard Investigation and Management

ENN Energy consistently advances multi-level risk control and hidden hazard investigation and management to ensure full-scenario operation safety. In 2024, the Company advanced supervision of various operational scenarios via the Smart Operation Centre. The Company deployed intelligent laser monitoring devices and other digital intelligence measures, enhancing the efficiency and accuracy of potential hazard investigation.

2024

208 thousand km

Precise execution of inspection plans of pipelines

769.7 thousand km

Inspection of pipelines

85 thousand km

Corrosion testing of high and medium pressure pipelines

65,390 Times

Hidden hazard inspections for all employees

16,556 Times

Number of safety inspections attended by General Manager and Directors

78,518 Times

Number of hidden hazards completed during the year

97.8 %

Special inspection rectification rate

Deepening Intelligent Applications and Ensuring Intrinsic Safety

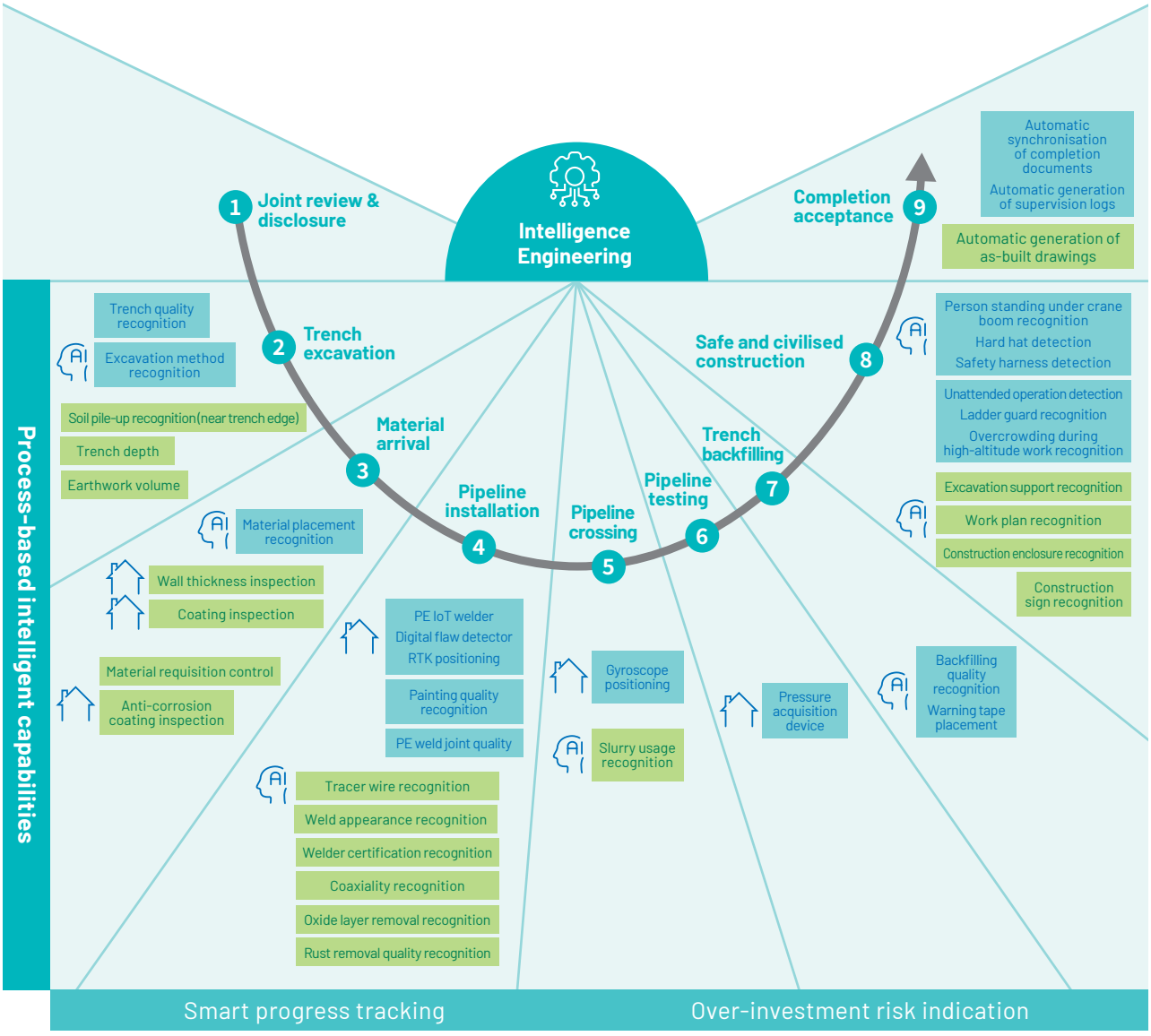
With the growth of value added business and integrated energy businesses, the safety risk boundaries of ENN Energy are continually expanding. Faced with higher safety requirements, ENN Energy conducts timely research and assessment, deploys annual safety work in advance, and focuses on deepening business operations, enhancing ecological integration, advancing intelligent technology, and strengthening targeted governance to create a long-term safety production mechanism. We organised several publicity and interpretation sessions on safety policies, laws, regulations, and standards, such as the National Urban Gas Safety Special Rectification Work Plan and the Judgment Standards for Significant Potential Safety Hazards in City Gas Business Safety. We also conducted spot checks on the safety knowledge of the Board through bi-weekly safety routine meetings to reinforce employee safety awareness. This past year, ENN Energy completed full-scenario safety audits of 107 enterprises, identified and addressed more than 12,000 potential safety hazards, reduced 2.21 million long-term unoccupied households, and eliminated a total of 548,900 key potential safety hazards by carrying out specific client-side governance. With this, dynamic clearance of potential safety hazards has been achieved, and the intrinsic safety of the client side has been steadily strengthened.

Operation Safety Management

ENN Energy proactively employs intelligent tools to identify safety risks and potential hazards in its production and operations. Across five major scenarios—project, pipeline, city-gate stations, integrated energy, and customer site—the Company enhances the efficiency of its safety management through intelligent tools, maintaining the foundation of production safety.

Project Safety Management

ENN Energy utilises a digital empowerment system for projects to enable real-time monitoring, active early warning, and risk identification at key risk points in the construction process. This approach supports the transformation of engineering management towards digitalisation, refinement, and intelligence, effectively safeguarding engineering quality and construction safety. The Company has deployed IoT devices like engineering dome cameras to livestream engineering activities, comprehensive monitoring of key construction processes, and full control of hazardous operations, identifying and addressing safety or quality hazards through technologies like AI identification, intelligent analysis, and evaluation, to enable more accurate and efficient engineering project management.



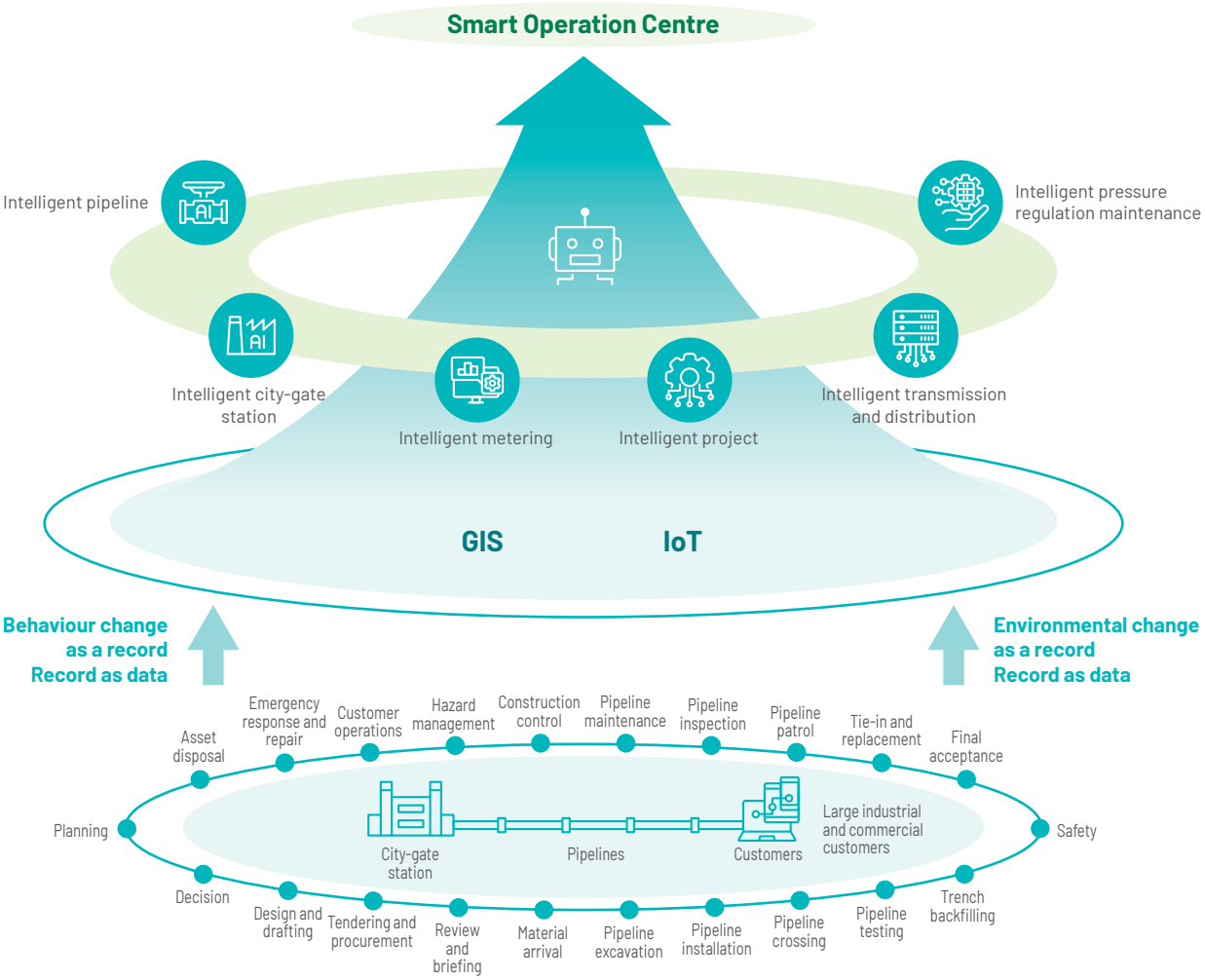
Digital Intelligence Management Logic of Engineering Operation

Pipeline Safety Management

During the reporting year, ENN Energy further enhanced pipeline network operational safety management, rigorously enforcing standards for IoT devices like intelligent cathodic protection and pressure monitoring. The Company leverages IoT and intelligent technologies to enhance pipeline integrity products and refine PDCA products. Using pipeline risk assessment as the core, the Company strengthens intelligent monitoring and recognition capabilities to ensure the safe operation of the pipeline network.

Additionally, ENN Energy is actively trialling and developing intelligent pipeline patrol solutions. Drawing on user needs and business challenges, the Company integrates technologies like AI, edge computing, and large language models with carriers including drones, patrol vehicles, and buses, to create a comprehensive set of intelligent patrol measures. During the reporting year, the Company conducted intelligent patrol solution pilots in Langfang, Shijiazhuang, Bozhou, and other locations, and is progressively converting the pilot insights into intelligent products and business models.

For inspection equipment, the Company has actively introduced advanced tools including ppb-level laser inspection vehicles, ppm-level laser inspection vehicles, and ppm-level electric inspection vehicles to enhance inspection efficiency, enable accurate monitoring of micro-leaks, boost leak detection rates, and mitigate pipeline risks and potential safety hazards.



Intelligent Pipeline Network Full-Life Cycle Management

	2024	2023
Pressure monitoring devices	88,358	49,022
Combustible gas detection device for valve wells	29,097	25,398
Intelligent cathodic protection monitoring devices for steel pipeline	3,799	2,983

City-gate Station Safety Management

To enhance safety management for LNG transportation, storage, and processing, ENN Energy deploys the "Unmanned Station Safety Guard" system, which employs intelligent products such as PTZ laser, infrared thermal imaging PTZ, and electronic fencing to provide all-weather and 360-degree monitoring with no blind spots, enabling early detection and swift rectification of minor leaks. In 2024, the Company contributed to the revision of national standards for the safety technology of city-gas facilities and the development of the enterprise standard *Technical Construction and Operation Standards for Intelligent City-gate Stations*, providing clear specifications for the development of citygas facilities and intelligent city-gate stations. The Company also developed a metering model for the city-gate station to monitor gas source quality and flow, ensuring stable and accurate measurement at the city-gate station. Additionally, the Company advanced intelligent city-gate station products, launching Intelligent City-gate Station 2.0, utilising advanced digital intelligence technology to enhance the safety management of city-gate stations. In 2024, the Company achieved 100% city-gate station coverage with PTZ scanning laser combustible gas detectors, enabling it to efficiently identify and address hazardous incidents.

Intelligent City-gate Station

	2024	2023
PTZ scanning laser combustible gas detector	315	291

Integrated Energy Business Safety Management

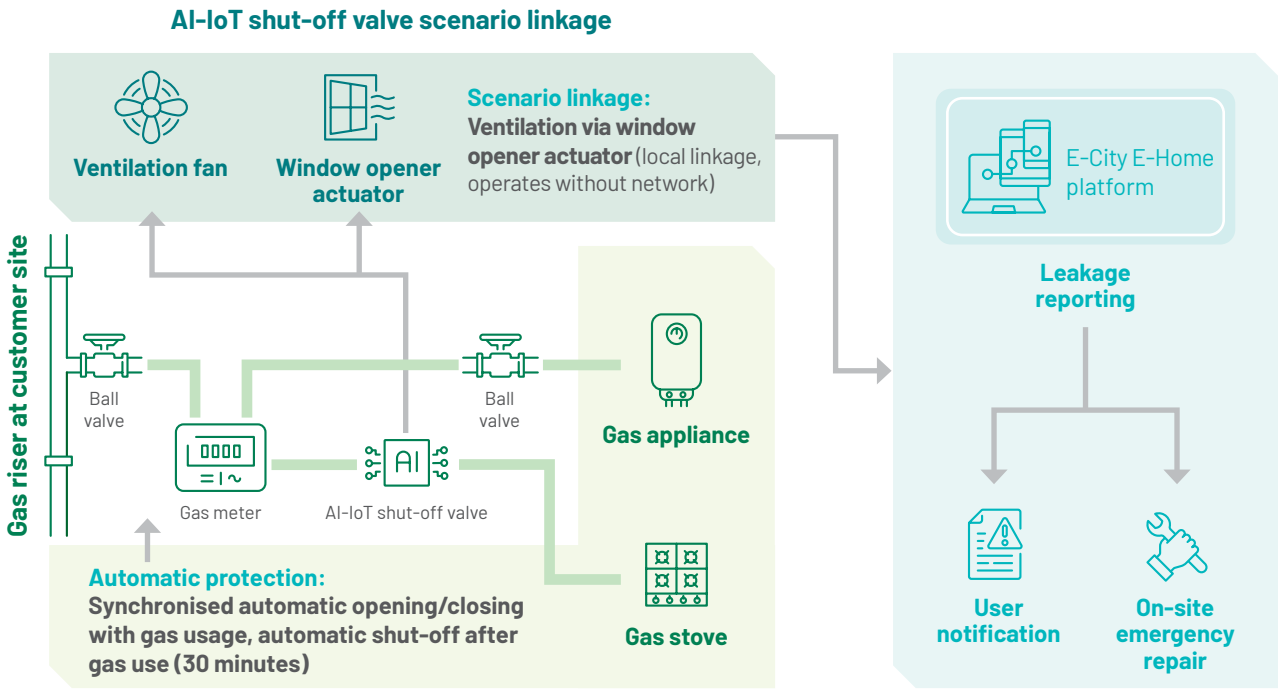
ENN Energy prioritises the use of digital intelligence measures such as IoT, AI identification, environmental detection, and remote risk monitoring to identify risks in key facilities, environmental safety, and personnel operations, ensuring the intrinsic safety of intelligent integrated energy (IE) amid diversified energy supply scenarios and complex potential risks.

In 2024, the Company developed emergency drill templates for more than 10 IE projects addressing high-frequency accidents including electrical fires, electric shocks, and falls from heights. The Company also provided safety training, supervising and encouraging all IE companies to refine and execute targeted and effective emergency drill plans to ensure the high-quality completion of annual emergency drill objectives.

Customer Site Safe Operation

ENN Energy continues to develop and enhance digital intelligence safety products and created the risk level algorithm model. The Company has implemented the customer site risk management map, which enables precise customer site risk prediction, early warning, prevention, control, and intelligent emergency response.

In 2024, the Company advanced the deployment of customer site safety IoT products to bolster intrinsic safety. The Company pursued the confirmation of technical requirements, technical evaluation, function development, and trial use of safety products including customer-site AI safety valves, riser AI safety valves, and proactive defence devices for commercial users, continually expanding the range of customer-site safety intelligent products.



Intelligent Safety Products

Priority Strategy of Indoor Safety Inspection

ENN Energy proactively deploys customer site IoT products and digital intelligence safety application technologies. The Company has introduced a range of emergency connectivity functions, including AI leakage alarms, and intelligent window alarm linkages. When an accident occurs, the intelligent IoT platform registers it and delivers alert services to customers via SMS, voice messages, WeChat mini-programme notifications, and other channels, promptly dispatching emergency personnel through multiple channels to respond swiftly to the accident site for emergency action.

2024

14.97 million
IoT metres

2.42 million
Sets of NB alarms

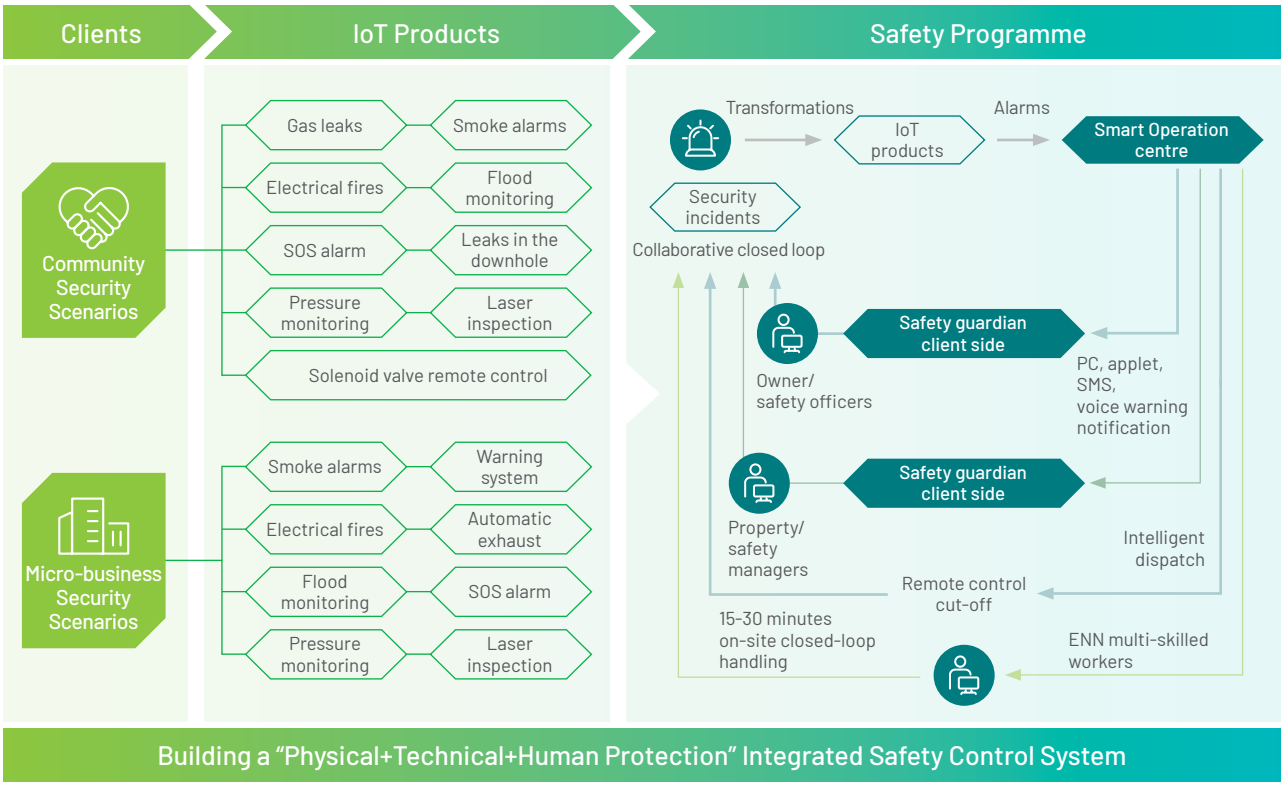
1.1 million
Emergency shut-off valves

9.34 million
Shut-off valves

29.47 million
Flexible metal tubing

2,766
Direct-discharge water heaters

53,544
Replace the non-flame protection cooker



Comprehensive Safety Control System

Customer Safety Guarantee

ENN Energy recognises that customer safety forms the lifeline of energy services. The Company continually enhances its customer safety management measures to ensure a safe and stable gas supply, rigorously identifying and mitigating potential gas usage hazards for customers, and intensifying safety awareness campaigns, collaborating with customers to establish a robust safety defence.

Safe and Stable Gas Supply

ENN Energy regards a safe and stable gas supply as a core priority and a critical concern for all stakeholders. The Company strengthens its ability to predict customer needs by leveraging digital intelligence technology, coordinating the allocation of gas resources to ensure dynamically a stable supply of natural gas tailored to different scenarios, meeting the gas needs of diverse users.

ENN Energy continually refines an operating mechanism covering forecasting, matching, monitoring, and full-scenario delivery. Leveraging the development of a natural gas resource pool, the Company closely monitors contract execution to ensure effective supply and demand matching.

For safe transportation of gas, ENN Energy strictly complies with relevant laws and regulations governing the transportation of dangerous goods and implements seasonal safety control measures and natural disaster emergency plans. In 2024, two logistics companies under ENN Energy successfully completed the three-year re-certification audit of the GB/T 39001 Road Traffic Safety Management System, enhancing safety management standards. The Company enhanced the LNG transport vehicle management platform, integrating multi-source data to develop a new intelligent transport model.

To improve winter energy heating efficiency, the Company adheres to the *ENN Energy Control Work List for Snowfall and Cold Waves*, the *Winter Vehicle Technical Condition Inspection List*, and emergency plans, conducting emergency drills to secure winter gas supply.

Intelligent Operation Methods to Guarantee Stable Heating Operation

ENN Energy proactively employs intelligent operation techniques, refining heating management approaches, precisely managing energy allocation, and ensuring stable and efficient regional heating operations. Through intelligent operation techniques, ENN Energy achieves all-weather real-time monitoring of the pipeline network, predicts changes in gas demand trends, and optimises pipeline network operating parameters in advance based on prediction results to ensure a stable gas supply.

Smart Operation Centre

Emergency Handling During the National Day Holiday Ensures Supply Safety

During the 2024 National Day holiday, ENN Energy prioritised gathering information on National Day demand, aligning resources and vehicles in advance based on weather and road conditions, focusing on the replenishment of inventory while adapting affected resources, and overseeing gas supply throughout the holiday, implementing timely adjustments to ensure supply safety, ultimately ensuring nationwide supply assurance.

Safe and Stable Gas Supply under Extreme Weather Conditions

In January 2024, amid extreme rain and snow weather in Hunan, Guizhou, and other regions, ENN Energy swiftly activated an emergency assurance mechanism. Through proactive planning and flexible resource allocation, the Company maintained the continuous supply of LNG to meet customer needs, sustaining normal operations. The enterprise, regional, and headquarters three-tier support team collaborated efficiently, sharing information accurately, and effectively managing traffic control challenges. Strong internal collaboration and effective external coordination ensured the stability of resource supply. Ultimately, the LNG supply of ENN Energy in Huaihua, Yongzhou (Hunan), and Ningde (Fujian) remained unaffected, achieving a safe and stable gas supply under extreme weather conditions.

Customer Health and Safety

ENN Energy places a steadfast focus on customer health and safety, committed to delivering healthy and safe products and services. During the reporting year, the Company undertook targeted improvements addressing common potential safety hazards and long-uninspected items, while broadly promoting safety culture awareness activities to strengthen the safety framework for urban communities.

Indoor Safety Inspections in 2024

18.53 million times

Rectification Rate for Level 1 Hidden Hazard of Gas Leakage

100 %

Customer Potential Safety Hazards and Items Uninspected for A Long Time

Residential Customers

For residential customers, the Company strictly adheres to safety management standards, thoroughly assessing and addressing customer site risks and significant potential safety hazards. In 2024, the Company continued implementing "All Dynamic Clearing" management and conducted targeted remediation activities for long-term uninspected properties, establishing a potential hazard management and supervision mechanism, identifying key areas and enterprises, aligning organisational system data with on-site hazard mitigation, and periodically reporting risk indicators. Additionally, the Company established a baseline for safety evaluations, conducting regular assessments of long-term unoccupied households, resulting in a total of 18.53 million indoor safety inspections in 2024, with a rectification rate for Level 1 gas leakage hazards of 100%.

Industrial and Commercial Customers

For industrial and commercial customers, the Company rigorously executed the "100-Day City-Gas Safety Rectification Campaign" and mitigated risks affecting industrial and commercial customers to ensure their safety. The Company also introduced an industrial and commercial user safety inspection dashboard, developing a quantitative risk model for gas and integrated energy (IE) customers, enabling intelligent warnings of customer meter anomalies and measurement distortions, safeguarding the gas safety of commercial customers at the source.

Customer severe injury rate

0 %

Special Remediation Activities for Long-Term Uninspected Customer Sites

To tackle safety hazards at customer sites, bolster the city-gas business foundation, and improve customer service quality, ENN Energy undertook targeted remediation activities for customer sites uninspected for over two years. The Company formed a dedicated team to thoroughly advance safety inspections at customer sites and introduced a dedicated reward mechanism to recognise outstanding organisations, top-performing safety inspectors, and managers. As of 2024, ENN Energy managed 2.415 million users, conducting indoor safety inspections for 1.6527 million households, achieving a completion rate of 98.02%, effectively addressing in-home safety issues and greatly enhancing customer service quality.

Promote Safety Culture

ENN Energy actively pursues safety culture promotion to enhance user awareness of safe gas usage. Member companies engage in frontline efforts, employing methods like training, on-site demonstrations, and drills to disseminate gas usage knowledge to users. The Company also regularly releases gas safety promotional videos, offering tips for gas conservation, and broadly enhances user awareness of safe gas usage.

"Seven Scenario" Safety Publicity Activities

In 2024, the Company continued conducting the "Seven Scenario" gas safety advocacy activities (covering enterprises, campuses, government agencies, communities, rural areas, households, and public places) across the nation, to boost local residents' awareness of gas safety.

	2024 Performance	2023 Performance
"Seven Scenario" safety publicity activities	11,969	3,986
Drills	350	125
Training	546	170
Safety publicity board	323	87
On-site publicity activities	10,527	3,553
Other publicity activities	233	51

"Seven Scenario" Activities Site

Occupational Health and Safety

ENN Energy prioritises the occupational health and safety of all employees, contractors, and member companies, guided by the "People-Oriented, Safety First" principle. The Company establishes goals for safety management enhancement and continually monitors the occupational health and safety of its employees. Additionally, the Company strengthens the safety awareness education model for all employees, conducting safety culture development activities, and executing health and safety initiatives effectively.

The Three Level OHS Organisation System				
	Corporate HQ	HQ Operational Safety Committee	QHSE Departments	Safety departments of member enterprises
	Regional business coordination group	General managers of regional (directly affiliated)enterprises	Safety directors of regional (directly affiliated) enterprises	Member enterprises
	Member enterprises	Safety committees of member enterprises	Functional departments of member enterprises	Production teams

Occupational Health and Safety Management System

Target by 2030:
Reduce the lost-time injury frequency rate (LTIFR) for employees and contractors to **0.20** per million working hours

2024 Statistics of Employees Work-related Safety Accidents

2024

0 Persons
Number of work-related fatalities of employees and contractors

0 %
Fatalities rate of employees and contractors due to safety incidents

19 Pieces
Total recordable incidents of employees and contractors

3,748 Hours
Lost hours due to work-related injuries for employees and contractors

469 Days
Lost days due to workrelated injuries for employees and contractors

0.24
Lost-time injury frequency rate (LTIFR) for employees and contractors[9]

0.47 / thousand employees & contractors
Total recordable incident rate[10]

From 2022 to 2024, the Company recorded zero employee fatalities due to work-related safety accidents, maintaining a fatality rate of **0**

Coverage rate of above data **100** %

[9] Lost-Time Injury Frequency Rate (LTIFR) per Million Working Hours = number of work-related incidents / actual total working hours * 1,000,000
[10] Total recordable incident rate (per thousand employees) = 1,000 * number of work-related incidents / total number of employees

Employee OHS Management

ENN Energy prioritises the occupational health and safety (OHS) of every employee, meticulously analysing OHS hazards and implementing tailored protective measures across various roles to safeguard employees' health and lives. During the reporting period, the Company's OHS initiatives included, but were not limited to:

Regular Monitoring of Occupational Disease Hazards	The Company identifies potential health risks, implements control measures, and continually updates the list of health risk identifications. It conducts regular evaluations of occupational disease hazard factors and their monitoring status.
Employee Health Monitoring	The Company provides routine check-ups and pre-employment physical examinations for conditions such as hypertension, heart disease, and hearing, ensuring employees with relevant conditions are not assigned to roles with occupational health risks. Employees in such roles receive at least one annual occupational health examination. Personal occupational health records are maintained, with safety compensation traceable for up to ten years.
Special Post Protection	The Company supplies protective equipment for roles with potential hazards and arranges shift rest periods. Employees in noisy environments are required to wear earplugs and other protective gear, adhering to timely shift rotations. For high-temperature roles, a staggered working system is implemented, supported by cooling medications. Noise reduction equipment, such as honeycomb bricks, is installed at project sites to minimise noise levels.

ENN Energy conducts annual internal and external OHS audits. Through thorough investigation processes, the Company promptly identifies work-related injuries, diseases, and potential hazards. An efficient closed-loop management system ensures rapid responses to safety risks by identifying, addressing, and verifying issues. The Company prioritises action plans, aligning them with quantitative safety management goals to effectively mitigate risks, minimise potential hazards, and safeguard employee health and safety.

2024

100%
Employee regular physical examination rate

0
Occupational disease cases

936
Full-time safety managers

86 Member companies acquired the ISO 45001 certification occupational health and safety, accounting for **76.1%**

10 of the new member companies certified in 2024

Contractor Safety Management

Contractor safety management is vital to the stability and safety of the Company's value chain. ENN Energy places significant emphasis on contractors' health and safety, continually enhancing its contractor safety management system. Key measures include:

- Integrating occupational health and safety standards into procurement contracts during bidding, requiring contractors to sign *Health, Safety, and Environment (HSE) Agreements*.
- Regularly assessing contractors' safety performance and risks, implementing dynamic management.
- Maintaining a safe and healthy work environment.
- Providing ongoing safety training to enhance contractors' safety management capabilities.

2024

0
Number of work-related fatalities among contractors

0
Contractor's major work-related accident rate

100%
Contractor safety training coverage rate

Release regulations	Issue management measures to standardise the management of contractors' construction project suspension and resumption, to ensure construction safety
Bidding access	Prevent contractors that have safety and quality accidents during the year from bidding
Before-duty certification	Organise supervisors to participate in competency certification, and conduct before-duty certification for key types of work of the construction unit
Personnel records	Use the digital danger indication system for personnel information records and certificate validity management, to improve the management of personnel information for key types of work
System Improvement	Consistently improve the contractor management system to enhance the efficiency of safety management

Dynamic Management of Contractor Health and Safety

Contracted transporters safety assessment	• Conduct safety assessment of contracted transporters from qualification compliance, safety system, safety of drivers and supercargoes, vehicle safety, and trip safety • Conduct dynamic hierarchical management of contracted transporters and safety re-evaluations during different periods
Management of man-made hidden hazards	• Formulate the Measures for the Supervision and Management of the High-risk "Three Violations" by Contracted Transporters in the National Transportation Coordination Department, and include "smoking, using electronic equipment, speeding, and blocking the camera" into the monthly safety KPI for contracted transporters • Collaboratively develop the National Intelligent Vehicle Monitoring Platform, an intelligent safety product, which triggers alarms in case of speeding and high-risk driving behaviour of contracted transporters quickly and efficiently, so as to promptly manage and penalise such contracted transporters
Vehicle safety hazard	• Organise joint inspection of regional vehicles of contracted transporters, and conduct spot checks on vehicle safety hazards
Contracted transporters safety training	• Conduct special safety technical training • Conduct special safety training for key positions in collaboration with external partners • Host workshop to improve the safety capability of contracted transporters

Safety Management Measures for Contracted Transporters

Safety Capacity Building

ENN Energy strengthens its safety culture by fostering a learning environment through regular safety training for employees and contractors, enhancing overall safety awareness.

The Company is committed to developing a robust safety team, and improving enterprise-wide safety management through a systematic training framework. The 2nd Safety and Intelligence training initiative targets employees aspiring to mid-to-senior safety management roles, alongside specialised training for hazard identification engineers. Online courses, such as Understanding Intelligent Safety in Seconds and Essential Safety Knowledge and Skills, are offered to all employees, embedding a pervasive safety culture.

For contractors, ENN Energy conducts ongoing safety capacity training to elevate their safety management standards. Regular contractor safety training conferences are held, mandating safety protection responsibilities, ensuring reliable construction and protective equipment, and maintaining a closed-loop visual system for hazardous operations, all in strict adherence to the Company's safety red line.

2024

6,563
Times
Number of safety training sessions for employees and contractors

426,102
Times of participation
Total safety training

9,145
Times of participation
Safety training for general manager level

10,680
Times of participation
Safety training for safety management personnel

406,277
Times of participation
Safety training for employees

100%
Proportion of employees receiving safety training

41,424
Times of participation
Safety training for contractors

100%
Proportion of contractors receiving safety training

Information Security and Privacy Protection

LAWS AND REGULATIONS

- Law of the People's Republic of China on Protection of Consumer Rights and Interests
- E-commerce Law of the People's Republic of China
- Cybersecurity Law of the People's Republic of China
- Data Security Law of the People's Republic of China
- Personal Information Protection Law of the People's Republic of China
- Law on the Protection of Minors
- Regulation on Protecting the Security of Critical Information Infrastructure
- Regulation on Network Data Security Management
- Regulations on the Management of Information Services for Mobile Internet Applications
- Regulations on the Management of Algorithm Recommendations for Internet Information Services
- Interim Measures for the Management of Generative Artificial Intelligence Services
- Regulations on the Management of Deep Synthesis of Internet Information Services
- Relevant regulations on public data management at province and city levels

INTERNAL POLICIES AND SYSTEMS

- ENN Energy Management Regulations for Information Security
- ENN Energy Information Security Risk Management Measures
- ENN Energy Privacy Protection Policy
- ENN Energy Regulations on Document Preparation, Distribution, Utilisation, and Storage
- ENN Energy Regulations on External Provision of Information and Information Interface
- ENN Energy Holdings Limited Data Privacy Policy
- ENN Energy Business Continuity System Management Manual
- ENN Energy Cybersecurity and Privacy Protection Policy

ENN Energy, guided by national information security laws and regulations, continually enhances its digital security capabilities, advances digital intelligence transformation, and strengthens data security governance and information security management to ensure robust information security and mitigate potential risks.

2024

Number of information security compliance inspection items
24

Coverage rate of essential information system security level protection records
100%

Number of essential system security tests
253

Rectification rate of essential system security test issues
100%

Complaints or incidents related to digital security and privacy protection
0

Major cybersecurity complaints or incidents
0

Total number of information security breaches
0

Total number of clients, customers and employees affected by the breaches
0

Management Structure

ENN Energy has broadened the remit of the Safety Production Committee, chaired by the Chairman of the Company's Risk Management Committee, to include digital security, with the CEO, Mr. Zhang Yuying, serving as Committee Chairman. The President acts as Executive Chairman, supported by a Secretary-General responsible for digital security oversight. The Committee's office reports progress to the Secretary-General fortnightly, updates the Committee Chairman at monthly meetings, executes decisions, and provides a comprehensive intelligent feedback report (covering cybersecurity and data privacy protection) to the Risk Management Committee biannually. Audits, drills, and significant investments in information security are reviewed and approved by the Committee on a case-by-case basis. Mr. Zhang Yuying brings extensive expertise in information security management and digital intelligence transformation.

To establish an intelligent safety framework, ENN Energy mandates that member companies create digital security organisations, led by their top executives, who also oversee divisional digital security. Member companies are required to appoint digital security specialists and project safety specialists to implement safety and security policies, management systems, and specific tasks.

Management System and Third-Party Certification

ENN Energy consistently strengthens its information security and privacy protection management, refining its management system and enhancing its capacity to identify and address potential security threats. In 2024, the Company obtained the ISO 27001 Information Security Management System Certificate, ISO 27701 Privacy Information Management System Certificate, and passed the ISO 22301 Business Continuity Management System certification.

Information Security Management	• ENN Energy has taken comprehensive steps to protect information security by issuing and refining information security management documents. These standardise the collection, storage, transfer, use, and disposal of sensitive personal information for employees, customers, and suppliers. • The Company employs tailored preventive measures across specific business scenarios to reduce the risk of unauthorised data disclosure and vital data loss.
Network Security and Privacy Protection	• The Company has updated its *Network Security and Privacy Protection Policy*, embedding it across all operational stages. This policy governs all Company applications and third-party vendors handling personal information. • Privacy protection is integrated into the employee code of conduct, the Network Security and Privacy Protection Policy, and the broader information security framework. • A dedicated customer service channel swiftly addresses requests to amend or delete personal data and resolves privacy concerns. • Privacy policies specify data retention periods, after which data is deleted or anonymised, unless otherwise stipulated by applicable laws and regulations.
Business Continuity Management	• ENN Energy has established key policies and procedures to ensure its business continuity system fully supports critical information systems, including natural gas recharge and payment, on-site service operations, and integrated financial management. • The Company rigorously reviews data and permission collection for new online services, collecting only the minimum necessary information. • It is committed to ongoing improvements in information security practices to maintain robust safeguards and reliable operations.
Third-Party Audit and Certification	• ENN Energy retained its ISO 27001 Information Security Management System Certificate and ISO 27701 Privacy Information Management System Certificate, adding one new certification subject. • The Company also achieved the ISO 22301 Business Continuity Management System Certificate. • Annual external audits of these systems are conducted, supplemented by an independent third-party risk assessment every two years. • Thirteen critical systems and industrial control systems across 21 member companies passed the cybersecurity classification protection assessment, earning the Certificate of Information System Security Classification Protection from the Ministry of Public Security of the People's Republic of China. Level 3 systems are assessed annually, and Level 2 systems biennially. • The Company completed internal audits of 17 systems, rectified all medium and high-risk issues, passed third-party audits and vulnerability tests, and conducted simulated hacker attack exercises.


DNV

管理体系认证证书

兹证明

新奥（中国）燃气投资有限公司

信息安全管理体系符合:

ISO/IEC 27001:2022标准

此证书对下列范围有效:

信息安全管理体系覆盖能源行业管理与生产应用系统规划、设计、开发、运营、运维及其数据管理服务相关的信息安全管理活动。同最新版本适用性声明保持一致（版本2.0）


DNV

MANAGEMENT SYSTEM CERTIFICATE

This is to certify that the management system of

ENN (China) Gas Investment Co., Ltd.

Block A, XinAo Science Park, Xinyuan East Road, Development Zone, Langfang, Hebei Province, P.R. China
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Information Security Management System standard:

ISO/IEC 27001:2022

This certificate is valid for the following scope:

The Information Security Management System Cover Energy Industry Management and Production Application System Planning, Design, Development, Marketing, Operation & Maintenance and Data Management Services Related to Information Security Management Activities. This is in Accordance with the Latest Version of the Statement of Applicability (Version 2.0)

ISO 27001 Information Security Management System Certificate


DNV

管理体系认证证书

兹证明

新奥（中国）燃气投资有限公司

隐私信息管理体系符合:

ISO/IEC 27701:2019标准

此证书对下列范围有效:

隐私管理体系覆盖能源行业管理与生产应用系统规划、设计、开发、运营、运维及其数据管理服务相关的信息安全管理活动。PII 管理角色为控制者和处理者，同最新版本适用性声明保持一致（版本 2.0）


DNV

MANAGEMENT SYSTEM CERTIFICATE

This is to certify that the management system of

ENN (China) Gas Investment Co., Ltd.

Block A, XinAo Science Park, Xinyuan East Road, Development Zone, Langfang, Hebei Province, P.R. China
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Privacy Information Management System Standard:

ISO/IEC 27701:2019

This certificate is valid for the following scope:

Privacy Information Management System Cover Energy Industry Management and Production Application System Planning, Design, Development, Marketing, Operation & Maintenance and Data Management Services Related to Information Security Management Activities. The PII role are both Controller and Processor. This is in Accordance with the Latest Version of the Statement of Applicability (Version 2.0)

ISO 27701 Privacy Information Management System Certificate


DNV

管理体系认证证书

兹证明

新奥（中国）燃气投资有限公司

业务连续性管理体系符合:

ISO 22301:2019标准

此证书对下列范围有效:

业务连续性管理体系覆盖新奥能源燃气收费、上门服务、财务业务一体化相关系统特规划、设计、开发和运维相关活动


DNV

MANAGEMENT SYSTEM CERTIFICATE

This is to certify that the management system of

ENN (China) Gas Investment Co., Ltd.

Block A, XinAo Science Park, Xinyuan East Road, Development Zone, Langfang, Hebei Province, P.R. China
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Business Continuity Management System Standard:

ISO 22301:2019

This certificate is valid for the following scope:

The Business Continuity Management System Covers the Planning, Design, Development and Operation and Maintenance of ENN Energy's Gas Payment, Door-to-door Service, and Financial and Business Integration Related Systems

ISO 22301 Business Continuity Management System Certificate

Risk Assessment

In 2024, guided by a long-term risk management strategy, ENN Energy reinforced network and data security through measures addressing compliance, personnel training, core security protocols, secure product development, data protection, and operational security. Meanwhile, the Company proactively mitigates risks such as data breaches and system outages with multi-layered defences. These efforts resulted in no major safety incidents, regulatory fines, or significant compliance issues during external audits in 2024.

[Compliance Audit]
Passed the annual audit of ISO system, annual audit of listed companies, Third party independent audit, etc

[Information Security Level Protection Evaluation]
13 core systems, including ECEJ, passed information security level protection evaluation, with a coverage rate of 100%; 48 city-gas member companies have passed the evaluation

[Compliance Filing]
Achieved APP compliance filings, meeting government regulatory requirements.

[Business Continuity Testing]
Security penetration tests were carried out on 253 sets of business systems, and a total of 15,895 risks were identified, and 100% of high and secondary risks were closed loop disposal

[Terminal Security]
Completed 125 terminal security policy optimisations, antivirus software, and platform updates. Enhanced endpoint security capabilities.

[Network Security]
Implemented video network collections for 89 companies, reducing external attack risks.

[Project Safety]
Released 3 security construction standards, including for unmanned stations, and completed security plan reviews for 70 city-gate stations, reducing risks at the station level.

[Data Security Control]
Provided external data 80 times across 12 regions and 45 cities, including for gas safety supervision, government credit system construction, and business environment optimisation. Met government compliance and regulatory requirements.

[Data Classification and Grading]
Signed data entrustment processing agreements with 705 legal entities to ensure compliance with the Network Data Security Management Regulations.

[Security Incident Response]
Resolved 3,112 security incidents, including endpoint events and weak password anomalies. No major security incidents occurred.

[Disaster Recovery]
Completed disaster recovery construction for customer service, IoT, and other systems.

[Risk Map]
The Digital Security Risk Map has been fully rolled out across 14 regions.

[Government Inspection]
Completed government security inspection and actual attack and defense drills, and completed a total of 20 network security supervision and inspection, 13 attack and defense drills, and 3 network security cooperation inspections this year, none of which found serious compliance problems, no regulatory penalties were reported, and 100% of improvement suggestions were tracked and corrected to ensure that the citygas enterprise side met compliance requirements.

[Internet Exposure]
Conducted penetration testing on ENN Energy Holding's 600+ IP addresses and domains. 100% of 56 Internet risks were remediated.

[Identity Security]
Integrated 32 systems within ENN Energy Holding with a unified identity system, strengthening account management and preventing identity security risks.

[Company-Wide Training]
An Information Security Week Activity featuring 5 educational themes and interactive games achieved over 50,000 visits. Continuously strengthened the security awareness of all employees.

[Specialised Training]
Conducted specialised gas data compliance training, covering 7,200+ employees in roles such as sales representatives and on-site technicians, enhancing privacy data protection awareness for key positions.

[Capability Enhancement]
A digital security capability enhancement project in the Zhejiang region improved the digital security capabilities of 17 companies and their key personnel.

[Phishing Test]
Anti-phishing network and staff training are carried out every year. This year, sampling anti-phishing network tests are carried out in some areas, and a total of 3,509 people are sent, and results were satisfactory.

Safety Guarantee

ENN Energy classifies security incidents into four severity levels. Level 1 incidents, the most critical, are overseen by a joint leadership team from the security and emergency response units, providing decision-making and resource support. Levels 2, 3, and 4 incidents are addressed through collaborative efforts between security and relevant business units, ensuring swift resolution and minimal impact. Annual internal emergency drills at headquarters and member companies enhance emergency management skills and responsiveness to unforeseen events.

In 2024, the Company bolstered business continuity with an intelligent operations and maintenance (O&M) platform, conducting business impact analyses on over 100 systems, prioritising disaster recovery for critical systems like customer service, IoT, and finance, alongside core operations such as natural gas recharge and payment, and on-site services. This enhances resilience against major disasters and security incidents, ensuring operational uptime.

The Company deployed a Security Posture Awareness Platform, establishing proactive monitoring for the holding company and subsidiaries. Platform operators generate work orders, tracking incident resolution in real-time until risks are fully addressed. Employees can report suspicious incidents or vulnerabilities via the 24/7 Digital Security hotline (0316-2599000-9), or to the ENN Energy Digital Security Group.

Culture Cultivation

ENN Energy integrates information security training into employee performance evaluations, embedding it within the annual value creation plan. Tailored training programmes ensure 100% participation across all roles.

In 2024, during Information Security Week themed Protecting Information Security: A Shared Responsibility, the Company launched a 10-day campaign focusing on office security, password security, phishing awareness, data security, and email security. Using a game-based approach with presentations, interactive games, and online quizzes, it fostered an engaging and effective learning environment.

ENN Energy incorporates information security performance metrics into employee evaluations, weighting them equally with safety assurance, business performance, and compliance. Annual evaluations assess organisational structure, digital security incidents, digital business security, and investments, covering all business units, city-gas companies, and employees.

Information Security Week Activities

Number of information security training sessions

6

Proportion of employees covered by information security performance metrics

100%

03 EVIRONMENTAL ACTIONS

Guided by its mission of Building a Modern Energy System and Co-creating a Better Ecology, ENN Energy is steadfastly committed to corporate responsibility, embedding green development across all operations and business activities. The Company seizes national low-carbon development opportunities, proactively tackles climate change, and drives the low-carbon transition of its operations. It strives to deliver cleaner, lower-carbon products and services to customers while leveraging green bonds to reinforce sustainable development, enhance environmental management, prioritise biodiversity protection, and partner with ecological stakeholders to forge a greener future.

RESPONSE TO ESG MATERIAL ISSUES

- Emissions of pollutants
- Waste recycling
- Resources and energy conservation
- Climate change
- Biodiversity protection
- Customer service
- Product R&D and innovation
- Protection of the rights and interests of indigenous residents around operation sites

HKEX ESG INDICATORS INVOLVED

- A1 Emissions
- A2 Use of resources
- A3 The environment and natural Resources
- A4 Climate change
- B6 Product responsibility

RESPONSE TO UN SDGS

Decarbonisation Action Roadmap

In November 2024, ENN Energy published *Decarbonisation Action 2030 - The Journey to Net Zero (2024 Edition)*[11]. This report reviews the Company's decarbonisation achievements since the 2021 inaugural report and tracks progress towards its decarbonisation targets. Concurrently, the Company updated and released *The Journey to Net Zero (2024 Edition)*, providing clear, science-based guidance for advancing energy conservation, emissions reduction, and net-zero objectives.

ENN Energy's Net Zero Emission Roadmap (2024 Edition)

Outlines interim 2030 targets and progress as of the end of 2024 for Scope 1 and 2 emissions from city gas operations, integrated energy production facilities, and office operations, clarifying ENN Energy's progress towards net-zero emissions.

2021 Released the first Decarbonisation Action Report, defining ENN Energy's net-zero emissions pathway to 2050.

2024

2024

- Achieved emissions reduction targets ahead of schedule: City-gas business GHG emissions intensity reduced by 37.4% compared to 2019.
- Integrated energy production business GHG emissions intensity reduced by 41.5% compared to 2019, exceeding half of the target progress.
- More than half of the target process has been completed for annual biomass energy use.
- Provided value added and safety services to a cumulative total of 31.38 million residential customers.
- Achieved energy consumption per unit area of the office targets ahead of schedule, with a 12.1% reduction.

2030

- City-gas business GHG emissions intensity reduced by 50% compared to 2019

Decarbonisation action measures

City-gas business

- Enhanced identification of methane emission sources, achieving full PTZ laser platform coverage of all city-gate stations.
- Optimised inspection models using digital and intelligent technologies, reducing the frequency of manual vehicle inspections and the emissions they generate.
- Reduced natural gas plant demand

Value-added business

- Utilised IoT technology to achieve device connectivity and remote control, enhancing the user's intelligent experience.
- Sensed customer needs and provided customers with more sustainable value added services through gas-saving equipment and other services and products.

IE business

- Created a multi-energy complementary supply model, implementing an Energy and Carbon Integrated approach.
- Explored the application of hydrogen energy and geothermal energy and implemented them in customer scenarios.

Low-carbon office

- Increased the utilisation rate of renewable energy in office buildings.
- Deployed energy management systems in self-sustaining office buildings to improve the overall energy utilisation efficiency of office buildings.

City-gas business

- Expand the application scale of unmanned stations to reduce GHG emissions from city-gas business operations.
- Explore innovative technologies to improve the energy efficiency of natural gas and organically combine hydrogen with the city-gas business.

Make greater progress in serving society's clean and low-carbon development.

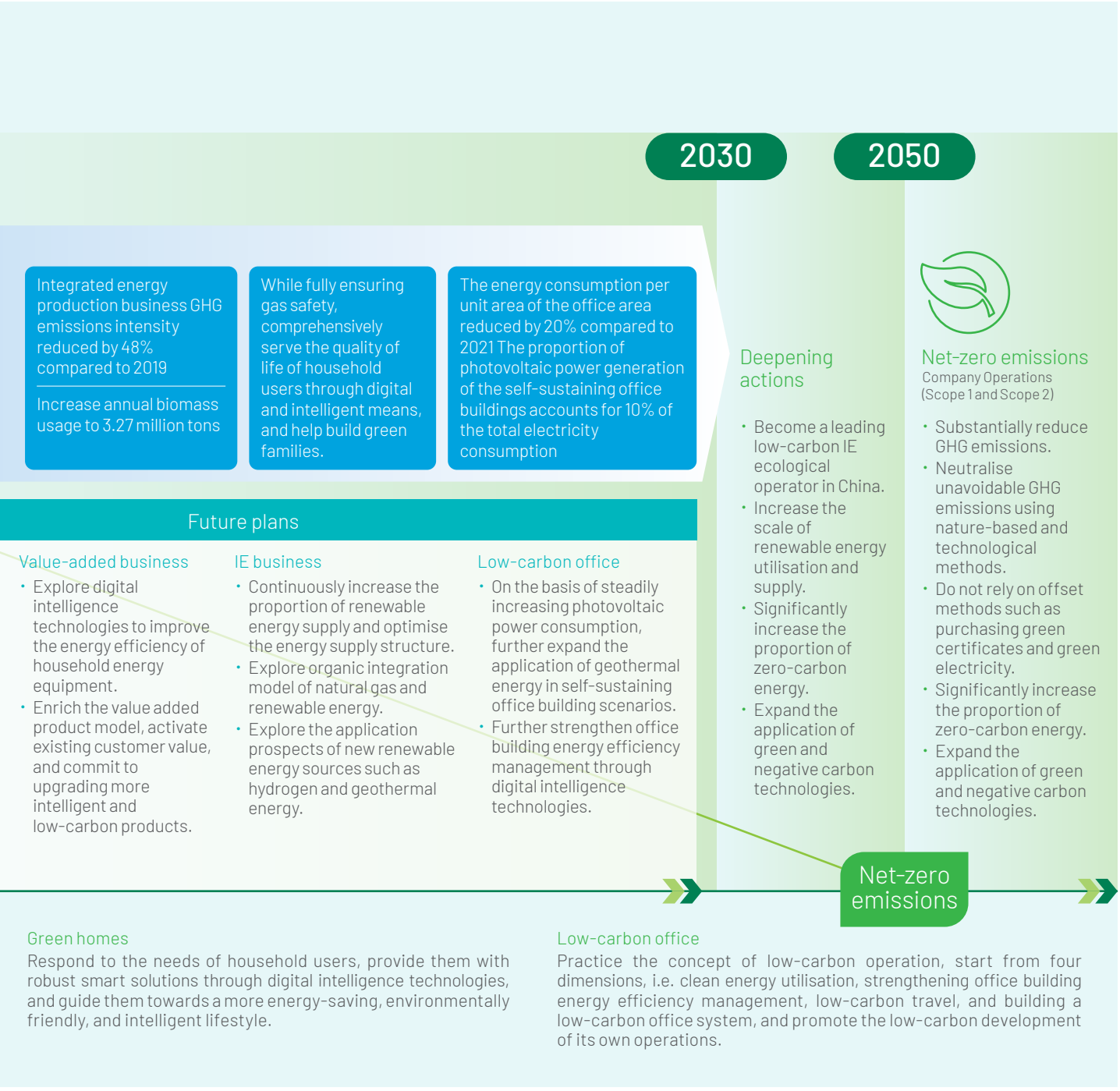
Low-carbon parks and factories

ENN Energy will continue to focus on creating clean energy solutions for customers, starting from the actual needs of users, and working with customers to build a low-carbon society.

Low-carbon buildings

Broaden the application scope of clean energy technologies, explore the energy-using characteristics of buildings in different application scenarios, popularise the smart energy management platform, and provide green building energy-saving solutions and services.

[11] *ENN Energy's Net Zero Emission Roadmap (2024 Edition)*


2030
2050
Integrated energy production business GHG emissions intensity reduced by 48% compared to 2019
Increase annual biomass usage to 3.27 million tons
While fully ensuring gas safety, comprehensively serve the quality of life of household users through digital and intelligent means, and help build green families.
The energy consumption per unit area of the office area reduced by 20% compared to 2021 The proportion of photovoltaic power generation of the self-sustaining office buildings accounts for 10% of the total electricity consumption
Deepening actions
Become a leading low-carbon IE ecological operator in China.
Increase the scale of renewable energy utilisation and supply.
Significantly increase the proportion of zero-carbon energy.
Expand the application of green and negative carbon technologies.
Net-zero emissions
Company Operations (Scope 1 and Scope 2)
Substantially reduce GHG emissions.
Neutralise unavoidable GHG emissions using nature-based and technological methods.
Do not rely on offset methods such as purchasing green certificates and green electricity.
Significantly increase the proportion of zero-carbon energy.
Expand the application of green and negative carbon technologies.
Future plans
Value-added business
Explore digital intelligence technologies to improve the energy efficiency of household energy equipment.
Enrich the value added product model, activate existing customer value, and commit to upgrading more intelligent and low-carbon products.
IE business
Continuously increase the proportion of renewable energy supply and optimise the energy supply structure.
Explore organic integration model of natural gas and renewable energy.
Explore the application prospects of new renewable energy sources such as hydrogen and geothermal energy.
Low-carbon office
On the basis of steadily increasing photovoltaic power consumption, further expand the application of geothermal energy in self-sustaining office building scenarios.
Further strengthen office building energy efficiency management through digital intelligence technologies.
Net-zero emissions
Green homes
Respond to the needs of household users, provide them with robust smart solutions through digital intelligence technologies, and guide them towards a more energy-saving, environmentally friendly, and intelligent lifestyle.
Low-carbon office
Practice the concept of low-carbon operation, start from four dimensions, i.e. clean energy utilisation, strengthening office building energy efficiency management, low-carbon travel, and building a low-carbon office system, and promote the low-carbon development of its own operations.

Climate Change Response

Aligned with the Task Force on Climate-Related Financial Disclosures (TCFD) management recommendations and disclosure framework[12], ENN Energy integrates climate strategies and metrics into its planning. The Company addresses climate change through four pillars—governance, strategy, risk and opportunity management, and indicators and goals—while embedding climate-related metrics into the remuneration systems of management and business teams.

Climate Governance

ENN Energy has established a climate change governance framework, overseen by the Board of Directors, managed by a dedicated team, and executed by member companies and departments. This structure ensures effective implementation of climate strategies and robust management of climate risks and opportunities. In 2024, the Company held a workshop on climate risks and opportunities to enhance the Board's and business units' capabilities in identifying, analysing, and addressing climate-related issues. Under Board oversight, the Company developed the *Climate Change Policy of ENN Energy Holdings Limited (ENN Energy Climate Policy)*, guiding climate-related initiatives.

Board Supervision

The Board holds ultimate responsibility for climate change oversight at ENN Energy. The ESG Committee supports the Board by reviewing key action plans, risk management policies, annual budgets, and business strategies related to climate change, setting performance targets, and monitoring progress. It regularly assesses climate-related risks and opportunities, develops response strategies, and tracks the impact of extreme weather and natural disasters on operations. The Risk Management Committee evaluates climate risks, integrating them into the internal risk control system.

The Company links climate change responses to financial decision-making, with the ESG Committee Chairman overseeing and reporting to the Board bi-annually.

Management Responsibilities

ENN Energy has formed the Task Force on Climate Change Response and the Task Force on Emission Reduction Indicator Identification and Formulation to execute climate initiatives. Comprising the CFO, Company Secretary, Head of Investor Relations and ESG, Head of QHSE, and Head of HR, these teams monitor external environmental shifts and financial planning, conduct climate scenario analyses, quantify risks and opportunities, and review progress towards climate goals.

Climate-related performance indicators are integrated into the compensation and incentive systems[13] of member companies and departments, with annual assessments driving incentives to advance climate governance efficiently.

Climate Strategy

In 2024, ENN Energy refined its Climate Risks Portfolio by tracking national "Dual-Carbon" and climate policies, extreme weather patterns, and business development plans. Using international climate scenarios—RCP8.5, RCP4.5, Net Zero Emissions by 2050 (NZE), and Sustainable Development Scenario (SDS) from the IPCC, NGFS, and IEA—the Company analysed the short-, medium-, and long-term impacts of climate risks and opportunities, adjusting risk management and action plans accordingly.

The Company enhanced its model[14] for evaluating climate-related risks and opportunities, identifying and assessing the potential operational impact of four significant climate risks and two opportunities.

[12] Task Force on Climate-Related Financial Disclosure (TCFD), *Recommendations of the Task Force on Climate-related Financial Disclosures*, June 2017
[13] For more detailed measures, please refer to the ESG Governance part and the *Task Force on Climate-related Financial Disclosures (TCFD) 2022*
[14] For Details please refer to the *Task Force on Climate-related Financial Disclosures (TCFD) 2022*.

Climate-Related Risk and Opportunity Management

ENN Energy continually refines its enterprise risk management system to better address climate change risks and opportunities. Recognising their significant impact on the natural gas sector, the Company employs a PDCA (Plan-Do-Check-Act) cycle, fully integrating climate risks into its risk management process, creating a robust closed-loop system for identification, assessment, control, and supervision:

Plan
The Company establishes a comprehensive risk management plan and develops action solutions.

Do
A thorough climate risk identification process pinpoints key risks and opportunities, supported by quantitative analyses (see Risk and opportunity identification and Quantitative analysis section).

Action
Climate response measures are embedded in the long-term development strategy to enhance climate risk management capabilities (see Risk and opportunity management section).

Check
The Company regularly reviews and updates its climate risk and opportunity list and quantitative results, refining them based on operational experience.

Risk and Opportunity Identification

The Risk Management Committee, established by the Board, oversees risk and internal control management, reviewing the design, implementation, and monitoring of the risk management system. The Audit Committee evaluates the independent internal audit department's reports on control system effectiveness.

ENN Energy identifies regulatory, climate, and market and brand risks, with climate risks assessed per the TCFD framework, categorised as physical and transition risks. Technology, legal, and reputational risks[15] are also integrated into this assessment, with regular reviews of identified risks and opportunities.

In 2024, the Company identified 4 significant physical risks and 2 transition risks:

Physical risk

- Acute physical risks – floods
- Acute physical risks – typhoon[16]
- Acute physical risks – extreme low temperature
- Chronic physical risks – average temperature rise

Transition risk

- Policy and law – energy structure transition
- Policy and law – domestic carbon market

[15] For climate risk assessment process details, see *the Task Force on Climate-related Financial Disclosures (TCFD) 2022*.
[16] In our analysis of the acute physical risk of typhoons, we focused on two key projects in vulnerable areas.

Quantitative Analysis

ENN Energy continues to strengthen our quantitative analysis of climate-related analysis and opportunities and has established and formed a Climate Risks Portfolio. This past year, ENN Energy further refined and improved our Climate Risks Portfolio, and an in-depth financial quantitative assessment (Value-at-Stake analysis, VaS) was conducted for the newly identified risks. We regularly review and monitor climate-related risks and opportunities and optimise and adjust based on the results of the review. Based on the identified types[17] of climate risks and opportunities, we added a new type of climate risk this year:

Risk Type		Risk Element	Risk Description	Impact on Value Chain	Time horizon	Financial Impact Measures	Measures
Physical risk	Acute Risk	Typhoon	Likely to impose influence on the coastal operation sites, resulting in the shutdown of facilities at the coastal business sites of city-gas and IE and a reduction in the Company's revenues.	Operation	Short term	Revenue	• Use Natural Gas Industry Intelligent Operation Platform for risk warning, and push to relevant operation personnel. • Within vulnerable areas, take flood control measures at operation points and facilities department, and actively train and improve the flood control ability of employees.
		Flood	Potential damage to natural gas transport pipelines and facilities, resulting in potential loss of assets and increased repair costs.	Operation	Short term	Cost & Asset	• Utilisation of robust facilities and pipeline materials, along with the establishment of a circular pipeline network design, effectively mitigating comprehensive damage to the natural gas pipeline network caused by localised impairments. • Continuous real-time monitoring of third-party projects along the pipeline network using an online monitoring system, facilitating the timely identification of potential safety risks. • Procurement of insurance products.
		Extreme low temperature	Likely to impose influence on the coastal operation sites, resulting in the shutdown of facilities and a reduction in the Company's revenues.	Operation	Short term	Revenue	• Reasonably plan routes, and adjust schedules, and business volume based on weather and road conditions • Send and receive weather information promptly, respond hierarchically, and standardise handling procedures.
	Chronic Risks	Average temperature rise	Reduced demand for natural gas during winter and result in reduced revenues from natural gas operations.	Operation	Long term	Revenue	• Employing the Digital Intelligence Monitoring System for the real-time tracking of crucial parameters such as temperature and pressure, enabling demand forecasting. • Restructuring and enhancing the business framework to increase the proportion of renewable energy sources.

[17] For classification details, please refer to *the Task Force on Climate-related Financial Disclosures (TCFD) 2022*.

Risk Type	Risk Element	Risk Description	Impact on Value Chain	Time horizon	Financial Impact Measures	Measures
Transition risk **Policy and regulatory risk**	Energy structure transition	China's national Dual-Carbon goal drives energy structure transition, with a higher proportion of the consumption of non-fossil energy sources. The share of natural gas in the energy mix will decrease in the long run, which may affect the revenue of ENN Energy city gas business.	Downstream (customer demand)	Long term	Revenue	• Develop IE business, increase the proportion of non-fossil energy, and provide more diversified green and low-carbon products for downstream customers.
	Domestic carbon market	The inclusion of steel and other industries in the Chinese regulated carbon market may increase the cost of construction of natural gas pipelines, storage, distribution terminals, receiving terminals and other infrastructure projects.	Operation upstream	Medium term	Cost	• Tracking the progress of carbon market laws and regulations; Tracking and evaluating indirect costs such as production and operation raw material costs due to the implementation of the national carbon market, and actively adjusting and optimising raw material procurement strategies. • Continue to promote and build self-generated clean energy projects, including rooftop photovoltaic.

Opportunity type	Opportunity factor	Opportunity description	Impact on Value Chain	Time horizon	Financial Impact Measures
Resource efficiency opportunities	Digital Intelligence Transformation	By leveraging AI to predict energy demand and dynamically adjusting our energy usage strategies, we are able to guarantee gas supply in the peak season by leveraging off-peak demand and improve energy management efficiency, thereby reducing energy costs.	Operation	Short to medium term	Cost
Product and service opportunity	IE business	• The IE business provides clean energy services to meet the emission reduction needs of downstream industrial and commercial customers. • New business growth opportunities for ENN Energy, such as green factories and low-carbon park solutions.	Downstream	Medium term	Revenue

ENN Energy focuses on the quantitative analysis and financial impact of identified risks. To effectively mitigate the potential financial impact of physical risks such as typhoons and floods (e.g., asset damage to operating sites, facility repair and maintenance costs), we purchase insurance coverage. Our insurance premiums totalled nearly RMB 9 million during the reporting period. Regarding identified transition risks, we closely monitor potential business adjustments and changes resulting from the energy transition. We are continuously increasing our investment in green technology research and development within our integrated energy business.

Risk and Opportunity Management

ENN Energy has conducted scenario analysis and integrated climate change response measures into our long-term development strategy. We incorporate climate risk factors into our daily operations across three key dimensions: mitigation, adaptive capacity, and financial impact. We select representative operating locations to conduct risk assessments and develop targeted management measures.

To enhance resilience against physical risks, particularly extreme weather conditions, ENN Energy utilises databases such as Swiss Re's CatNet, HadEX2, and the National Meteorological Information Center to forecast risks, develop specific impact assessments and control measures, and continuously monitor and manage climate risks.

Defending Against Typhoons to Ensure Gas Distribution Safety

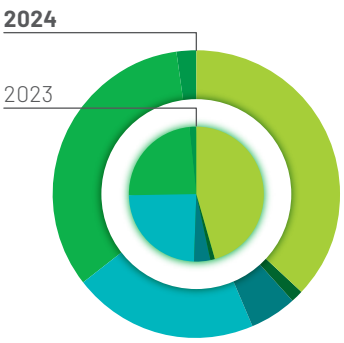
The Zhanjiang region is particularly vulnerable to the acute physical risk of typhoons. To ensure the safety of gas distribution and minimise the potential impact of Typhoon Yagi on production and operations, Zhanjiang ENN rapidly convened a typhoon and flood prevention deployment meeting, based on early warnings from local meteorological authorities and internal risk assessments. A thorough risk and hazard assessment was initiated, covering all operational scenarios, with a focus on high-risk areas such as gas stations, gas supply to commercial and industrial customers, IE facilities, and construction sites. Furthermore, company leaders maintained on-site leadership and a 24-hour duty system to monitor typhoon activity in real time, ensuring a timely and effective emergency response.

Metrics and Targets

GHG Emissions Metrics

ENN Energy conducts annual carbon inventories for Scope 1 and 2 emissions and has completed a Scope 3 assessment to fully account for value chain emissions, enhancing its ability to monitor and manage greenhouse gas (GHG) emissions.

Energy structure



Energy type	2024	2023
Coal	26,371	38,746
Diesel	1,083	1,053
Gasoline	3,805	3,424
Natural gas	14,860	20,608
Electricity purchased	23,795	20,024
Renewable Energy Consumption	1,422	1,252

Unit: Tonnes of standard coal

Total GHG emissions

Total GHG emissions (Scope 1 + Scope 2)[18]

Carbon Emission
Unit: Tonnes of CO_2e

2024	205,360.61
2023	234,300.94

GHG emissions intensity (by revenue)
Unit: Tonnes of CO_2e/billion RMB of revenue

2024	1,869.41
2023	2,057.83

GHG emissions intensity (by gas sales)
Unit: Tonnes of CO_2e/billion cubic metres of natural gas sales

2024	6,102.66
2023	6,968.89

Scope 1: Direct GHG emissions [19]

Carbon Emission
Unit: Tonnes of CO_2e

2024	101,468.33
2023	141,381.27

Intensity of direct GHG emissions (by revenue)
Unit: Tonnes of CO_2e/billion RMB of revenue

2024	923.67
2023	1,241.73

Intensity of direct GHG emissions (by gas sales)
Unit: Tonnes of CO_2e/billion cubic metres of natural gas sales

2024	3,015.31
2023	4,205.15

Scope 2: Indirect GHG emissions [20]

Carbon Emission
Unit: Tonnes of CO_2e

2024	103,892.28
2023	92,919.67

Intensity of indirect GHG emissions (by revenue)
Unit: Tonnes of CO_2e/billion RMB of revenue

2024	945.74
2023	816.10

Intensity of indirect GHG emissions (by gas sales)
Unit: Tonnes of CO_2e/billion cubic metres of natural gas sales

2024	3,087.35
2023	2,763.74

Scope 3: Indirect GHG Emissions [21]

Unit: Tonnes of CO_2e

Total emissions

2024	60,197,077
2023	60,272,210

1. Purchased goods and services

2024	9,480,788
2023	9,305,512

3. Fuel- and energy-related activities (upstream)

2024	266,175
2023	200,995

4. Upstream transportation and distribution

2024	1,543,748
2023	1,434,127

11. Use of sold products

2024	48,698,402
2023	49,112,373

Others

2024	207,964
2023	219,203

[18] Scope 1 and 2 refer to NDRC's Guidelines on Accounting Methods and Reporting of Greenhouse Gas Emissions for Enterprises and ISO 14064-1 Specification with guidance at the organisation level for quantification and reporting of greenhouse gas emissions and removals. The main source of the coefficient used in the calculation of greenhouse gas emissions is the default value of common fossil fuel characteristic parameters in Appendix II of *Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for China's Oil and Gas Production Enterprises (Trial)* issued by the NDRC.

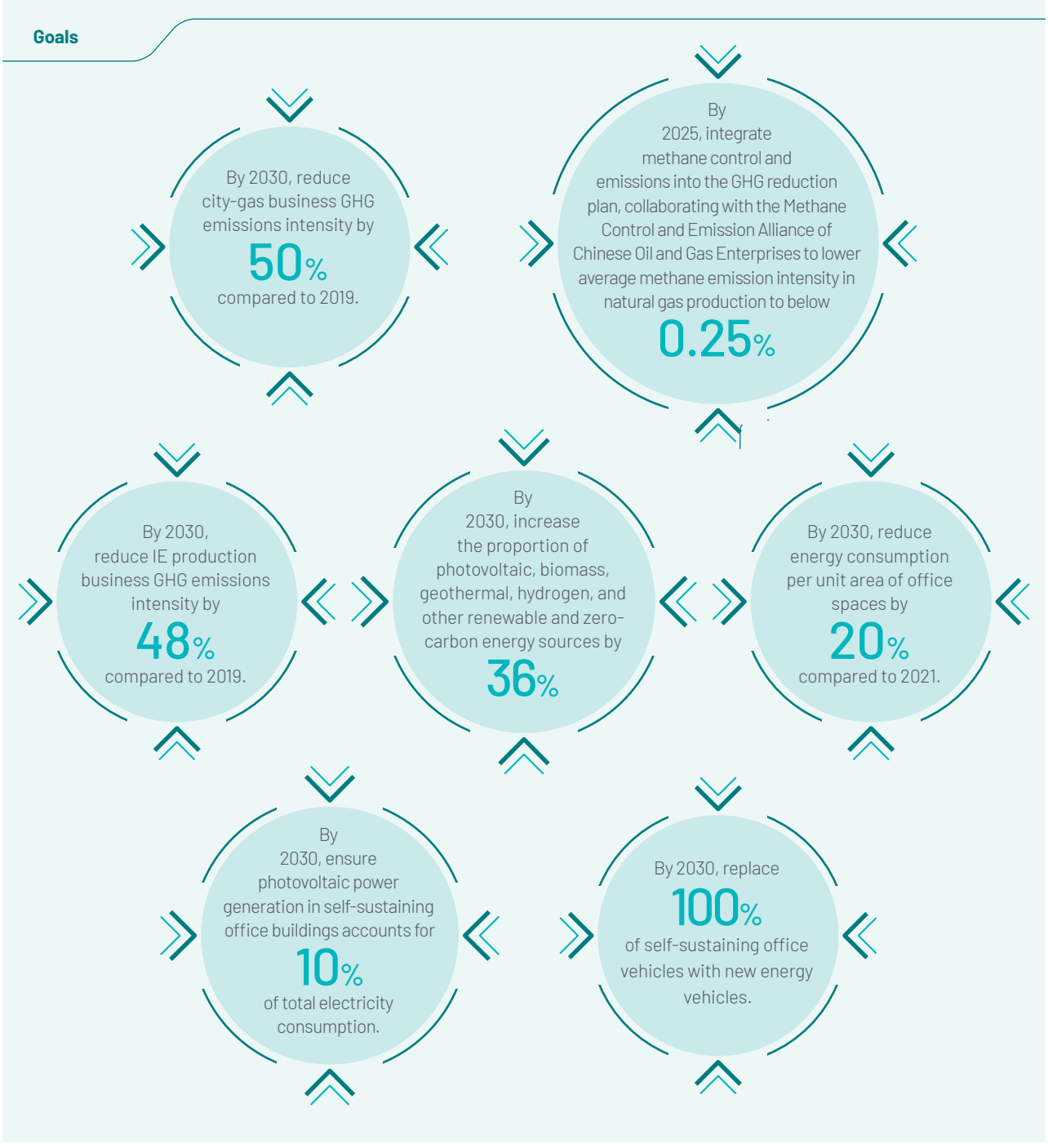
[19] Direct Greenhouse Gas Emissions (Scope 1) covers the emissions generated directly from the energy (coal, diesel, gasoline, natural gas) consumed by the retail gas business and the wholesale gas business operations of the headquarters and subsidiary gas companies of ENN Energy.

[20] Indirect Greenhouse Gas Emissions (Scope 2) covers emissions indirectly generated from purchased electricity consumed for the operation of the retail natural gas business and wholesale gas business of the headquarters and subsidiary gas companies of ENN Energy.

[21] Scope 3 calculation mainly refers to the GHG Protocol, the Ministry of Ecology and Environment *Enterprise Greenhouse Gas Emission Reporting Verification Guide*.

Climate-Related Targets [22]

ENN Energy has established tracking metrics and targets for physical risks, transition risks, climate-related opportunities, and capital deployment to manage climate-related risks effectively. To achieve its 2050 net-zero emission commitment, the Company developed a science-based net-zero emission roadmap with 2030 phase targets covering Scope 1 and Scope 2 emissions from the city-gas business, integrated energy (IE) production facilities, and offices.



[22] For more details on green initiatives and progress, please refer to *Decarbonisation Action 2030 – The Journey to Net Zero (2024 Edition)*.

Green Services

ENN Energy is deepening its commitment to clean energy solutions and integrated energy projects. We continuously strengthen our efforts in energy conservation, emissions reduction, water resource management, and waste reduction. We are actively advancing our own digital intelligence and low-carbon transition, and we are dedicated to providing our customers with green, lower-carbon, and intelligent products and services.

Stable Supply of Low-Carbon Energy

ENN Energy explores innovative business models integrating natural gas and hydrogen energy, expanding its natural gas operations while rigorously preventing methane leaks. In collaboration with customers, the Company launched its first natural gas-hydrogen station, blending hydrogen into pipelines to boost combustion efficiency and reduce carbon emissions.

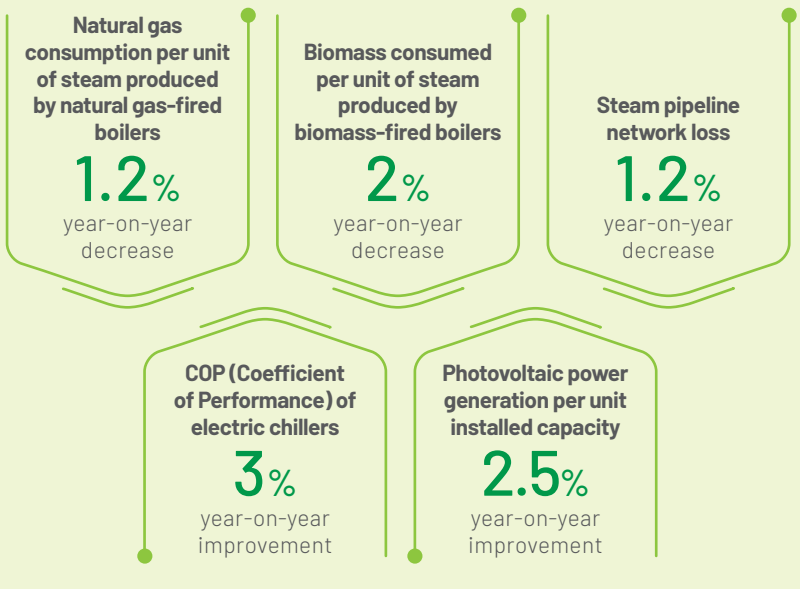
A Green Future

ENN Energy develops tailored IE solutions based on user needs, combining clean, low-carbon energy technologies with smart systems. These solutions enable customers to achieve a circular economy and cascaded energy use, unlocking both energy and market value.

Intelligent Low-Carbon Services

Guided by its Customer-Innovation Integration philosophy, ENN Energy supports customers in energy conservation and carbon reduction through products like IE consumption tracking and intelligent forecasting tools. Leveraging its role as a corporate intelligence agent, the Company connects supply and demand channels, delivering satisfactory digital and low-carbon services. In 2024, the upgraded Smart Operation Centre, spanning 13 regions and 253 member companies, improved energy efficiency and advanced the green transition of energy.

In 2024, ENN Energy achieved notable gains in energy efficiency and consumption reduction using intelligent products:



Dye Vat Intelligent Control Energy Saving Project Named a Top 10 Green Case in 2024

Addressing energy conservation and carbon reduction challenges in the dyeing and finishing industry, ENN Energy identified high energy use, low efficiency, and pollution issues during initial research. The Company provided a customised, integrated online-offline intelligent control solution for dye vat operations, incorporating direct-fired natural gas retrofits, intelligent dyeing and finishing units, and AI technology. This retrofit saves customers RMB 2.8 million annually and cuts CO_2 emissions by 240,000 tonnes.

Leveraging its "Energy + AI" advantage, ENN Energy set a green development benchmark for the industry, earning recognition as one of the Top 10 Green Development Cases of 2024 by the Beijing News Zero Carbon Research Institute.

IE Microgrid Integrated Solutions

ENN Energy actively develops integrated energy (IE) microgrids to enable multi-energy integration and coordination of "Load-Source-Grid-Storage" By incorporating renewable energy and innovative technologies, the Company enhances renewable energy absorption, boosts system efficiency, and unlocks value in energy conservation and carbon reduction.

Photovoltaic Technology

ENN Energy advances its photovoltaic business, driving green energy trading and low-carbon development. In power generation, the Company expands photovoltaic project development and operations. On the sales side, it participates in green electricity trading and green certificate issuance, promoting broader renewable energy adoption.

2024

Annual approved evaluated investment capacity

808 MW

Installed capacity under construction

197 MW

Cumulative interconnected installed capacity

802 MW

Green electricity sales volume

20,815 MWh

Number of green certificates issued

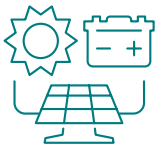
24,000

Distributed PV Power Generation Project Helps Customers Reduce Carbon Emissions

ENN Energy tailors distributed photovoltaic (PV) projects to customer needs, leveraging digital intelligence technologies. The project has a total installed capacity of 6,018.98 kW, achieving a coal consumption reduction of 1,631 tonnes and a carbon dioxide emission reduction of 5,792 tonnes. Recognised for its energy conservation and emissions reduction, it earned the Four-Star Distributed PV Benchmark Power Station designation in Guangdong Province in 2024.

Energy Storage

ENN Energy accelerates energy storage deployment, optimising the Clean Energy + Energy Storage model to enhance renewable energy integration and support the green energy transition. In 2024, the Company introduced a PTZ Platform for Energy Storage Operations and piloted the Load-PV-Storage Platform, addressing challenges in managing scattered distributed energy storage projects and laying the groundwork for intelligent scalability.



2024

Annual approved evaluated investment capacity

210 MWh

Cumulative interconnected installed capacity

136 MWh

Installed capacity under construction

36 MWh

National Incremental Distribution Network Energy Storage Project Improves Energy Efficiency and Economic Benefits

To enhance revenue and energy efficiency in a modern industrial park while supporting its energy trading platform, ENN Energy implemented a comprehensive solution. By integrating energy storage facilities and the Load-PV-Storage Platform, the Company optimised scheduling and energy use, achieving PV-storage synergy. Phases one and two, with a total capacity of 10.4 MWh, are fully operational, saving customers RMB 540,000 in annual electricity costs and boosting gross profit by RMB 1,087,900 through intelligent peak/off-peak management.

Biomass

ENN Energy utilises local biomass resources, delivering innovative low-carbon energy solutions and promoting resource reuse tailored to regional conditions.

2024

Installed Capacity
639
MW

Energy supply
3.785
million tonnes of steam/year

Energy consumption
189.3
tonnes of biomass/year

Biomass Energy Cogeneration Project Optimises Energy Structure

ENN Energy harnesses abundant agricultural and forestry biomass in an industrial park, converting it into steam via biomass boiler combustion to supply low-carbon thermal energy. Residual ash and slag are repurposed as fertiliser raw materials, fostering resource recycling. This project saves 28,700 tonnes of standard coal annually, reducing sulphide emissions by 180 tonnes, nitride emissions by 389 tonnes, and dust emissions by 942 tonnes, enhancing energy conservation and optimising the park's energy structure.

Innovative Technologies

ENN Energy drives energy conservation, emissions reduction, and resource management through advanced technologies, including wastewater and waste gas utilisation, heat pumps, smart energy conservation, cool and heat storage, and cascaded use of waste heat and pressure, pioneering new avenues for carbon reduction.

Collaborative Industrial Waste Gas Treatment Project Helps Pharmaceutical Company Reduce Pollution and Carbon Emissions

A pharmaceutical company in Linping, Zhejiang, faced high volatile organic compound (VOC) emissions, complex treatment processes, and elevated costs. ENN Energy partnered strategically to build waste gas collection pipelines, treating VOCs for reuse in its boilers and recovering flue gas energy. The project is expected to increase the customer's VOC waste gas treatment rate exceeding 99%, saving 860 tonnes of standard coal and reducing CO_2 emissions by 1,600 tonnes annually. Recognised as a Benchmark Project for Pollution and Carbon Reduction in Zhejiang Province, it was listed in the fifth batch of Best Practices for Common Prosperity in Zhejiang's Ecological and Environmental System.

Low-Carbon Transportation

ENN Energy supports the low-carbon transformation of transportation by developing electric vehicle battery swapping facilities with ecosystem partners, creating an efficient and intelligent nationwide network.

In 2024, the Company built and operated 13 stations: 10 in Beijing for EU5 model taxis, 2 in Wuhan serving over 270 autonomous vehicles, and 1 in Qinzhou Port, Guangxi, for heavy trucks.

Additionally, 10 stations were co-operated with partners in Shanghai, Quanzhou, Shijiazhuang, and other locations, expanding service coverage and enhancing the national battery swapping network.

ENN Energy Operated Autonomous Driving Battery Swapping Station

Building Intelligent and Green Homes

ENN Energy prioritises household user needs, delivering comprehensive intelligent home and community solutions. Leveraging IoT and smart technologies, the Company responds precisely to customer demands, offering low-carbon, safe, and intelligent products and services to elevate the quality of home life.

The Company enhances basic gas services with intelligent tools, streamlining processes, boosting service quality and efficiency, and promoting energy-saving appliances to improve energy efficiency and foster low-carbon lifestyles among households. For gas, water, and electricity safety, IoT technology enables real-time monitoring, early warnings, and remote control, enhancing user safety and optimising the intelligent experience.

Moving forward, ENN Energy will expand its value-added business, creating smarter, safer living environments and improving user service experiences.

Fulfilling Green Operation Responsibility

ENN Energy upholds green operations, driving low-carbon development for itself and society through actionable steps. The Company integrates green principles into daily operations, optimising its environmental management system and implementing measures to minimise environmental impact, striving for harmony with the natural environment.

Environmental Management System

ENN Energy embraces "Environmental Protection" and "Green" principles, adhering strictly to national and local environmental regulations while refining its environmental management system. The Company conducts internal and external audits, using energy and waste audits to identify improvement opportunities, linking annual performance to ISO 14001 certification to advance environmental measures.

LAWS AND REGULATIONS

- Environmental Protection Law of the People's Republic of China
- Water Pollution Prevention and Control Law of the People's Republic of China
- Atmospheric Pollution Prevention and Control Law of the People's Republic of China
- Law of the People's Republic of China on the Prevention and Control of Pollution from Environmental Noise

INTERNAL POLICIES AND SYSTEMS

- Civilised Construction Management Measures
- ENN Energy Holdings Limited Environmental Policy

2024

New member companies certified to ISO 14001 in 2024:

10 member

Total member companies certified to ISO 14001:

86 member

Percentage of member companies certified to ISO 14001:

76.1%

Cultivating Environmental Awareness

The Company conducts regular training and awareness programmes for all employees across regional enterprises via the Intelligent Government-Enterprise Platform, covering energy efficiency, waste reduction and recycling, and water resource management. These training sessions have helped the Company reduce energy consumption and increase efficiency, promote resource recycling, effectively improve water usage efficiency, and facilitate the Company's green and sustainable development. Carbon environmental labels are optimised and promoted Company-wide, boosting employee awareness, enhancing environmental management, and fulfilling environmental responsibilities.

In 2024, ENN Energy advanced its low-carbon office system, covering supplies, spaces, travel, and partner meals, refining its management model based on logistics surveys. Through E-Carbon Pass and individual carbon accounts, the Company tracks regional carbon emissions, calculates employee carbon footprints, and issues carbon coins, encouraging internal transactions to incentivise emission reductions.

Environmental Management Measures

ENN Energy prioritises resource conservation and minimising environmental impact while ensuring quality and safety. Using digital intelligence technology, the Company conducts comprehensive environmental monitoring to identify and manage risks related to energy and emissions effectively.

Energy Optimisation

ENN Energy advances its energy conservation and emission reduction commitments, promoting sustainable low-carbon development. By setting quantitative targets and implementing measures like clean energy adoption and efficiency improvements, the Company reduces energy use. Investments in innovation and R&D refine energy management, while a robust assessment mechanism monitors progress and evaluates outcomes.

Integrated Energy Consumption:

71,336.26

Tonnes of standard coal

Year-on-year decrease **16.18%**

Renewable energy consumption:

1,422.36

Tonnes of standard coal

Year-on-year increase **13.63%**

Energy Efficiency Improvement

ENN Energy integrates renewable sources like solar and geothermal energy into office settings, promoting clean energy supply. Real-time monitoring and tracking optimise energy strategies, significantly enhancing efficiency.

2024

Replacement rate of energy-saving lamps in offices:

100%

Quanzhou Smart Building Renovation Enables Energy Saving and Consumption Reduction

In response to the decline in energy-saving effectiveness caused by equipment ageing and frequency use, the Quanzhou Gas Building implemented a comprehensive smart building renovation project. Through a series of energy-saving optimisation measures, the project not only significantly improved the office environment and energy management efficiency but also became a benchmark for IE single buildings, setting a model for energy conservation and consumption reduction in the industry.

Lighting System
Replaced energy-saving lamps and upgraded smart switches to achieve energy conservation, consumption reduction, and intelligent management of the lighting system;

Water System
Installed automatic sensor-type water equipment to reduce water consumption;

Elevator System
Installed an elevator energy feedback device to recover and utilise elevator braking energy, reducing energy consumption;

Envelope Structure
Applied rare earth thermal insulation coatings to reduce temperature fluctuations inside the building and reduce cooling energy consumption;

Digital Intelligent System
Implemented remote collection, classification, statistics, and intelligent operation and maintenance of environmental data.

Methane Emissions Control Initiatives

ENN Energy is committed to providing a safe and stable natural gas supply to society. The Company continuously optimises its methane emissions control measures and actively explores innovative technologies to improve the energy efficiency of natural gas and advance the green-oriented transition of energy.

The Company engages in in-depth exchanges and discussions with leading domestic and international enteroises to promote the green development of the industry. In 2024, we participated in exchange activities with industry associations, including the Standard Working Committee of the China Gas Association, the Smart Gas Committee of the China Gas Association, the China Association for Science and Technology, and the China Civil Engineering Society, to explore cutting-edge methane emissions control technologies.

ENN Energy actively participates in standard-setting. In 2024, the Company contributed to the preparation and review of national standards such as *Requirements of the Greenhouse Gas Emission Accounting and Reporting—Part XX: City Gas Supply Enterprises and Safety Technical Specification of Operation, Maintenance and Rush-Repair of City Gas Facilities*. It also served as the chief editor of the group standard *PTZ Scanning Laser Combustible Gas Detection System* and a participating editor of *Technical Requirements for Unmanned City-gate Stations*.

The Company continues to deploy and upgrade methane laser PTZ detection systems for gate stations and storage and distribution stations to enhance detection accuracy and coverage, integrating methane management into daily operations. ENN Energy implements methane emission control by installing laser PTZs in all city-gate stations, upgrading and transforming ageing pipeline networks, and increasing the intensity of customer site safety inspections. Additionally, the Company collaborates with pipeline and equipment manufacturers to develop intelligent pipeline pile equipment, enabling intelligent identification and real-time risk indication for pipeline leakage monitoring and third-party construction activities. This technology has been successfully applied to several member companies, effectively reducing pipeline leakage risks. The Company also actively recycles LNG boil-off gas (BOG[23]), achieving an annual recovery of 45.76 million cubic metres.

2024

Annual recovery:

45.76 million cubic metres

[23] BOG (Boil Off Gas) refers to LNG boil-off gas that is inevitably generated in the production, storage, transportation, and use of LNG.

Emissions Management

ENN Energy manages all types of emissions in accordance with national standards. The Company conducts thorough environmental assessments of the atmospheric, aquatic, and acoustic environments and develops corresponding environmental protection plans based on these results to address potential environmental risks effectively. ENN Energy continuously implements full-process environmental risk management, considering the scope and extent of environmental impacts and adopting appropriate preventive and responsive measures for potential risks.

Wastewater Management

ENN Energy places great importance on water pollution prevention and has established a robust drainage ditch and sewage detection mechanism to improve wastewater quality. The Company optimises wastewater treatment and reuse strategies, promoting recycling and reuse to enhance the efficiency of wastewater resource utilisation.

During the reporting year, ENN Energy implemented the following measures:

- Established drainage ditch and sewage detection mechanisms to ensure that the discharge of domestic sewage and production wastewater meets national standards.
- Ensured industrial wastewater is treated and discharged only after meeting emission standards.
- Recycled and reused some wastewater for dust suppression and other purposes at construction sites to improve resource utilisation efficiency.

2024

Total Reclaimed Water in 2024:

300,000 tonnes

Waste Gas Management

ENN Energy implements a variety of measures to reduce waste gas emissions and minimise their environmental impact:

- Controls waste gas emissions during construction through closed or isolated management;
- Hardens major roads and applies measures such as covering, solidifying, greening, watering, and vehicle washing to reduce dust pollution;
- Selects construction machinery and vehicles that meet air pollutant emission standards to lessen the negative impact of exhaust emissions.

Noise Management

To reduce disturbance to the surrounding environment caused by noise from the Company's operating activities, ENN Energy takes several measures to control noise emissions:

- Prioritises the selection of low-noise machinery and equipment to reduce noise generation at the source;
- Installs sound insulation devices on unavoidable high-noise equipment;
- Sets up noise monitoring points to track noise levels and ensure compliance with environmental standards;
- Reasonably schedules high-noise operations, such as construction machinery use, choosing time periods with the least impact on public life.

Water Resource Management

ENN Energy continuously strengthens water resource management, focusing on water conservation and recycling. The Company's water resources primarily come from municipal tap water, with no issues in securing suitable sources. ENN Energy implements water conservation practices, constructs circulating water systems and purification facilities, regularly assesses current water use, identifies and confirms opportunities to improve water resource efficiency, and carries out several water-saving projects:

- Conducts water-saving practices, such as condensate recovery, to reduce water consumption.
- Regularly maintains water supply and usage facilities to minimise water waste due to leaks.
- Utilises rainwater reuse systems and reclaimed water equipment to promote water resource recycling.
- Posts water-saving slogans to raise awareness among employees.
- Uses water-saving taps in all office areas.

Waste Disposal

ENN Energy strictly adheres to the treatment principles of Reduction, Resource Utilisation, and Harmlessness. By establishing quantified waste targets and implementing waste reduction measures, the Company has improved outcomes. As part of its ongoing commitment to enhance performance, ENN Energy develops and invests in innovative technologies.

For hazardous waste, the Company implements classified collection and safe storage in dedicated areas, applying strict anti-seepage measures and entrusting qualified third-party institutions for harmless treatment. In 2024, ENN Energy set a goal of ensuring 100% proper treatment of hazardous waste generated during production and operations across all member companies by units with appropriate qualifications.

For harmless waste, the Company prioritises recycling, with remaining waste classified and disposed of in a standardised manner to minimise landfill disposal costs. Special personnel are designated to manage waste. Kitchen waste is sorted according to standards and handed over to qualified third parties for disposal. Domestic and office waste is transferred to waste transfer stations for processing by local public utilities management departments. Through these scientific disposal measures, ENN Energy effectively reduces the environmental impact of waste and promotes the coordinated development of resource recycling and environmental protection.

2024

Collaborated with suppliers to increase recycling of hazardous chemical packaging, reducing hazardous waste generation by

10%

annually.

Achieved

100%

proper disposal of hazardous waste from production and operations across all member companies by qualified units.

Attained a harmless waste utilisation rate of

99.5%

Paperless Office Operations Help Reduce Waste

In 2024, ENN Energy continued to promote paperless office operations. By digitising archive data, the Company reduced environmental impact and strengthened the foundation for paperless processes:

- Prioritised the use of electronic documents;
- Promoted and enhanced e-seal services;
- Required all member companies to achieve electronic archiving of internal documents, meeting minutes, and similar records;
- Adopted high-definition, low-energy digital equipment in place of high-energy scanning devices;
- Encouraged double-sided copying and printing while minimising colour printing;
- Promoted the secondary use of paper, set up paper recycling bins, and provided reusable paper.

Biodiversity Protection

LAWS AND REGULATIONS

- Environmental Protection Law of the People's Republic of China
- Atmospheric Pollution Prevention and Control Law of the People's Republic of China
- Water Pollution Prevention and Control Law of the People's Republic of China
- Soil Pollution Prevention and Control Law of the People's Republic of China
- Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes
- Law of the People's Republic of China on the Prevention and Control of Pollution from Environmental Noise

INTERNAL POLICIES AND SYSTEMS

- Civilised Construction Management Measures
- ENN Energy Holdings Limited Environmental Policy
- ENN Energy Holdings Limited Sustainable Development Policy
- ENN Energy Holdings Limited Biodiversity Policy and Zero-Deforestation Commitment

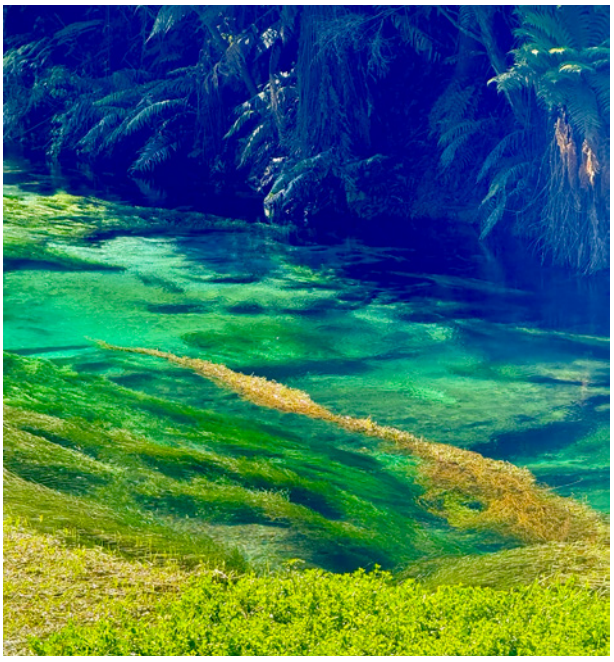
ENN Energy aims to achieve the goals of "No Net Loss (NNL)" of biodiversity and a "Net Positive Impact (NPI)" on the environment, maintaining a strong focus on the natural ecology and biodiversity of its operating areas while promoting the sustainable development and utilisation of natural resources. Referring to the disclosure framework recommended by the Task Force on Nature-related Financial Disclosures (TNFD), the Company conducts biodiversity risk and opportunity assessments across core operating areas, encompassing the entire value chain. In line with the "Avoid, Mitigate, Regenerate, and Restore" policy, ENN Energy formulates biodiversity protection strategies and response measures.

Governance

ENN Energy has established a sound governance structure to oversee its biodiversity efforts. The Board holds ultimate responsibility for managing biodiversity issues, including reviewing nature-related strategies, goals, and risks.

The Board's ESG Committee and Risk Management Committee jointly oversee biodiversity-related management.

- The ESG Committee identifies and assesses biodiversity related risks and opportunities, sets relevant goals, and develops response strategies.
- The ESG Committee sets up a dedicated biodiversity special team that quantifies specific impacts based on assessment results and collaborates with relevant departments to enhance biodiversity protection, ensuring effective implementation of measures.
- The Risk Management Committee evaluates the impact of identified biodiversity-related risks and manages them through the internal risk control system.



Strategy

ENN Energy uses the four-step approach of "location, evaluation, assessment, and prepare" recommended by the TNFD. Prior to commencing business and engineering in new areas, biodiversity risk and opportunity assessments are performed on the entire value chain. This includes identifying dependence on nature, impacts, risks, and opportunities. In combination with dependence and impact factors in all links of the value chain, assessments are conducted on the interaction and impact of factors and business. Based on the assessment results, we follow the principles of "avoidance, minimisation, restoration, and offset" to develop corresponding biodiversity protection measures. Currently, ENN Energy has incorporated natural factors into strategic planning, committed to reducing potential risks and increasing the adaptability and resilience of strategies.

S/N	Province/Region	Biodiversity Protection Projects
1	Heilongjiang	Afforestation
2	Liaoning	Afforestation, habitat protection
3	Beijing	Greening of barren land and construction sites
4	Hebei	Afforestation
5	Shandong	Afforestation, river cleanup, wetland conservation, greening of barren land and construction sites, habitat restoration, animal rescue
6	Jiangsu	Afforestation, greening of barren land and construction sites, animal rescue
7	Shanghai	Afforestation, greening of barren land and construction sites
8	Zhejiang	Afforestation, river cleanup, greening of barren land and construction sites
9	Fujian	Afforestation, river cleanup, wetland conservation, greening of barren land and construction sites, habitat restoration, animal rescue
10	Anhui	Afforestation, wetland conservation, greening of barren land and construction sites, habitat restoration, animal rescue
11	Henan	Afforestation, river cleanup, greening of barren land and construction sites, animal rescue
12	Hunan	Afforestation, river cleanup, wetland conservation, greening of barren land and construction sites, habitat restoration, animal rescue
13	Guangdong	Afforestation, greening of barren land and construction sites, wetland conservation
14	Guangxi Zhuang Autonomous Region	Afforestation
15	Yunnan	Afforestation, greening of barren land and construction sites

The Company uses the Integrated Biodiversity Assessment Tool (IBAT) to identify biodiversity in operating sites, adjacent areas, and upstream and downstream value chain links. Biodiversity assessments are conducted for segments with medium-to-high risks, evaluating factors such as resource utilisation, pollution, greenhouse gas emissions, climate norms, surface water, and species invasion.[24] ENN Energy identifies the dependencies and impacts of each business unit, focusing on ecological environment management around key project areas to avoid actions that could harm biodiversity. By thoroughly analysing potential ecological impacts in operating sites and adjacent areas, the Company implements targeted biodiversity protection measures[25] to mitigate these effects.

Biodiversity issue / Business scenario			Natural gas distribution	IE sales and services	Engineering installation	Low-carbon trade and transportation	Green office
Impact	1	Disturbance (e.g., noise, light)					
	2	Freshwater use area					
	3	GHG emissions					
	4	Non-GHG air pollutant emissions					
	5	Extraction of other abiotic resources					
	6	Soil pollutant emissions					
	7	Water pollutant emissions					
	8	Generation and emission of solid waste					
	9	Land use area					
	10	Water consumption					
Dependency	1	Water purification					
	2	Biological pest control					
	3	Flood control					
	4	Global climate regulation					
	5	Water supply					
	6	Local (micro and meso-scale) climate regulation					
	7	Rainfall pattern regulation					

ENN Energy conducts detailed analyses and assessments of biodiversity-related risks and opportunities across short-, medium-, and long-term horizons to evaluate their potential business impacts. The Company incorporates a range of biodiversity protection measures—avoidance, minimisation, restoration, and offset—strengthening environmental management across planning and design, material procurement, construction, and project operation phases. This enhances ecological protection in dimensions such as resource utilisation, pollutant management, soil and water conservation, and ecological restoration.[26]

[24] ENN Energy's main business does not involve matters related to species invasion, and neither will it introduce alien species in the operating area nor will it spread species to other areas because of the sale of products.

[25] For measure details, please refer to the *Biodiversity Protection Report*.

[26] For measure details, please refer to the *Biodiversity Policy and Zero-Deforestation Commitment*.

Biodiversity Risk and Opportunity Assessment and Measures					
Risk/ Opportunity	**Risk/ Opportunity description**	**Period**	**Boundary**	**Potential impact on business**	**Measures**
Physical risk	Acute risk	Short term	Own operations, downstream value chain	Increased disturbance to flora and fauna due to noise, light, and other human activities during project construction and operation.	Optimise work schedules and processes to minimise negative impacts on flora and fauna.
	Chronic risks	Medium-long term	Own operations	Generation of solid waste during project construction and operation, potentially leading to habitat degradation and soil contamination if improperly managed.	Strengthen solid waste management practices and continuously improve the level of harmless disposal, resource utilisation, and recycling of solid waste.
Transition risk	Policy risk	Short term	Own operations, downstream value chain	Increased market compliance requirements, such as stricter regulations related to zero deforestation and environmentally friendly materials, require additional resource investment to ensure compliance.	Employ a team of legal and other experts to track regulatory updates, collaborate with internal departments, and develop response strategies; conduct regular biodiversity management training to raise awareness of biodiversity protection.
	Reputational risk	Medium-long term	Own operations	Growing stakeholder expectations (communities, investors, customers) regarding corporate biodiversity protection; poor management may negatively impact corporate reputation and market value.	Respond to stakeholder concerns through transparent disclosure on the company website, in ESG reports, and in ratings; proactively communicate biodiversity protection principles and performance.

Risk Management

Biodiversity risk is integrated into the Company's overarching risk management framework. ENN Energy follows a systematic process of risk identification, assessment, response, monitoring, and reporting to manage biodiversity risks. The Company fully complies with national policies and regulations, conducting environmental impact evaluations, biodiversity due diligence investigations, and related activities to identify dependencies, impacts, risks, and opportunities for each project.

The Company periodically engages third-party professional institutions to perform biodiversity and environmental impact assessments and compile biodiversity risk analyses. Based on these results and the principles of "Avoidance, Reduction, Restoration, Offsetting, and Compensation," ENN Energy establishes biodiversity protection methods. These include supporting conservation areas, wetland protection zones, and planting native vegetation in applicable locations. These measures ensure that construction sites managed by ENN Energy avoid deforestation risks, comply with national ecological red lines, and do not significantly impact local biodiversity.

Multi-Dimensional Protection System Promotes Sustainable Biodiversity Development

Zhanjiang, a core mangrove ecological zone in China, is critical for biodiversity preservation. For the maintenance and management of the Zhanjiang project and surrounding areas, ENN Energy has embedded biodiversity management into the entire planning and operation lifecycle, conducting risk assessments and implementing responses to minimise potential impacts on local mangroves and ecosystems. In 2024, the Company not only identified biodiversity impacts from project operations but also systematically addressed external biodiversity threats beyond its activities. Furthermore, ENN Energy explored cooperation with local scientific research institutions and biodiversity experts to enhance mangrove construction, restoration, research, protection, utilisation, and cultural development, injecting new momentum into local ecological protection.

Metrics and Targets

2024

Biodiversity due diligence coverage rate for new projects:

100%

ENN Energy recognises the importance of synergistic governance of biodiversity and climate change. The Company actively aligns with the *Post-2020 Global Biodiversity Framework*[27] through three approaches: reducing the negative impacts of climate change and ocean acidification on biodiversity, increasing the positive contributions of climate change to biodiversity, and implementing specific protection measures. These efforts support the goals of achieving no net loss of biodiversity and a net positive environmental impact.

[27] *Post-2020 Global Biodiversity Framework*

Green Bonds

ENN Energy actively harnesses the potential of Green Bonds to accelerate its green and low-carbon transition. In September 2020 and May 2022, the Company successfully issued Green Bonds worth USD 750 million and USD 550 million, respectively, and initially published its *Green Finance Framework* in 2020. In 2024, the Company updated this framework in line with the latest international Green Bond and Green Loan Principles, refining investment and financing requirements and performance management methods for key green industry projects in the *Green Finance Framework*.[28] This updated framework earned a second-party certification opinion as "dark green" from Standard & Poor's. In addition, the Company issued the Green Bond Report for the first time in 2024 and conducted third-party certification, and the relevant information about the allocation of proceeds and environmental impact have been detailed reported in the Green Bond Report.

Looking ahead, ENN Energy will continue to advance its sustainable development strategy through financial instruments like Green Bonds, contributing to the creation of a greener future.

[28] *2024 Green Finance Framework*

04 EMPOWERING CUSTOMERS

At ENN Energy, we recognise that outstanding service is fundamental to our success. Driven by customer needs, we are dedicated to strengthening customer rights protection, developing a robust response mechanism, and leveraging smart technology to improve convenience and accessibility, thereby delivering enhanced service experiences and greater inclusivity.

RESPONSE TO ESG MATERIAL ISSUES

- Customer service
- Community relations

HKEX ESG INDICATORS INVOLVED

- B6 Product responsibility
- B8 Community investment

RESPONSE TO UN SDGS

Elevating the Customer Experience

ENN Energy remains steadfast in its commitment to delivering an exceptional customer experience. In 2024, the Company invested significantly in enhancing the professional expertise of its customer service teams, streamlined processes using advanced intelligent technologies, conducted comprehensive customer satisfaction surveys, and implemented various measures to ensure high-quality service for customers.

LAWS AND REGULATIONS

- Law of the People's Republic of China on Protection of Consumer Rights and Interests
- Advertising Law of the People's Republic of China
- Civil Code of the People's Republic of China
- Quality Law of the People's Republic of China

INTERNAL POLICIES AND SYSTEMS

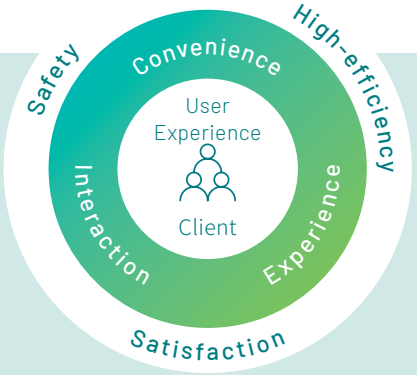
- ENN Energy Service System Manual
- ENN Energy Management Measures for Client Complaints
- ENN Energy Holdings Limited Data Privacy Policy
- ENN Energy Holdings Limited Cybersecurity and Privacy Protection Policy

Customers Demand

- Convenient service path
- Good user experience
- Efficient service efficiency
- The best cost performance
- Convenient online interaction

Customer Service Channels

- Wecom, Wechat official account
- Service hotline:955158
- Online service
- Service centre
- Voice service

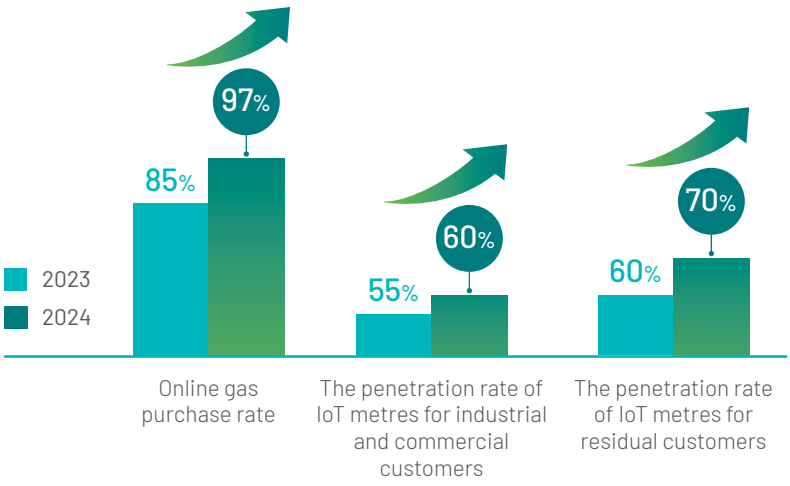


Safety-check Service | Gas Turn-on Service | Billing Service | Door-to-door Service

Brand Consistency | Service Uniformity | Multi-Dimensional Mutual Assistance | Customer Operations Management

Upgrade customer experience

ENN Energy prioritises improving customer service quality, placing customer satisfaction at the core of its service philosophy. The Company leverages intelligent technologies to optimise service delivery, reduce wait times, and increase efficiency, conducts extensive skills training for customer service personnel, and implements multiple initiatives to provide customers with excellent service.



Recognising the importance of key customer service touchpoints, such as on-site services, business halls, and call centres—ENN Energy organised multiple skills training sessions and certifications for front-line service personnel in 2024. The training was tailored to diverse customer scenarios, groups, service types, and skills, significantly enhancing the capabilities of customer service staff and ensuring customers receive outstanding service quality.

Certifications for customer site service personnel: 31,136
with a pass rate of 89.4%

Certifications for service centre personnel: 1,214
with a pass rate of 99%

Certifications for call centre personnel: 821
with a pass rate of 98.7%

Digital Intelligence Technology Enhances Customer Service Response Time and Accuracy

For indoor service scenarios, ENN Energy has continually upgraded its intelligent resource scheduling, multi-scenario service aggregation, and gas installation reminder capabilities. The Company is also accelerating the development of an intelligent privacy platform to boost operational efficiency. In 2024, the intelligent scheduling system replaced 84% of manual dispatching, while multi-scenario service aggregation products reduced user service appointments by 340 thousand times. By integrating digital intelligence technology with customer service, ENN Energy has significantly improved service efficiency and accuracy.

Intelligent Service Platform Optimises Customer Service Processes

In 2024, ENN Energy developed an intelligent service platform tailored to customer needs. This platform allows customers to sign gas supply agreements online with real-name authentication, facilitates interactive communication throughout the service process, and provides intelligent payment options. The Company has also enhanced the mobile interactive experience to improve user convenience. This year, the platform enabled 0.62 million users to sign agreements online, recorded 12.12 million online views of safety inspection reports, and increased customer self-service appointments to 24%, effectively streamlining customer service processes.

Customer satisfaction surveys

ENN Energy has introduced a third-party independent evaluation mechanism to conduct full-cycle service satisfaction surveys for residential, industrial, and commercial customers via telephone and online channels. Based on the findings, the Company optimises key service touchpoints to drive continuous improvement in service effectiveness. In 2024, the total sample size for customer satisfaction surveys reached 9,907, covering 75 affiliated operating units, with a coverage rate of 79%.

Protecting customer rights

ENN Energy continuously refines its customer complaint handling mechanism to ensure all complaints are addressed effectively. The Company upholds responsible marketing principles, staunchly protecting customers' right to know during promotional activities and eliminating false or misleading advertising practices.

Customer complaints and issue resolution

In 2024, ENN Energy enhanced its customer complaint handling mechanism, capturing feedback from multiple channels, including app submissions, voice calls, online chat records, and the 12345 government service hotline. The Company developed a data model to analyse complaints, achieving 100% closed-loop processing with systematic records of the resolution process. Following complaint resolution, an intelligent return visit system engaged over 90% of customers, improving user experience. By the end of the reporting period, the Company handled 232 valid customer complaints, achieving a satisfaction rate of 93.56% and a timely resolution rate of 95.93%.

Number of customer complaints

232
2024

213
2023

	2024	2023
Customer complaint rate	0.0045‰	0.0088‰
Complaints closure rate	99.90%	99.90%
Timely complaint handling rate	95.93%	92.70%
Satisfaction with complaint handling	93.56%	97.20%

Responsible Marketing

In strict compliance with the *Advertising Law of the People's Republic of China*, ENN Energy regulates promotional activities in product promotion and market operations, explicitly prohibiting false advertising and misleading marketing practices. The Company adheres to principles of openness and transparency, clearly outlining product and service details, pricing systems, and quality certifications during introductions, safeguarding consumers' right to know and fostering a trustworthy market reputation.

To strengthen compliance, ENN Energy has established a dynamically updated advertising review mechanism, regularly refining its promotional material database and improving marketing conduct guidelines to prevent compliance risks at the source. During the reporting period, the Company maintained a zero-violation record across all marketing activities, with no controversial events or lawsuits related to product information disclosure or promotional efforts.

Enhancing Accessibility

ENN Energy continues to optimise online payment platforms, offering corporate and individual customers diverse payment methods and comprehensive order management solutions to enhance payment convenience. The Company also partners with communities to develop resource-efficient projects, improving infrastructure in areas with limited energy service access, increasing resource affordability, and enabling more regions and customers to benefit from convenient, high-quality services.

Improving payment convenience

The Company has developed the E-City E-Home online payment platform to assist customers in managing funds and expenses, enhancing satisfaction and reducing debt accumulation and financial strain by integrating multiple payment methods and offering flexible settlement options. In 2024, initiatives for corporate and individual users included, but were not limited to:

For enterprise customers

Provide Acquiring Products

Provide enterprises with complete payment, clearing, and settlement products to meet the different payment needs of enterprises.

Support Diversified Settlements

Provide payment settlement methods with industry characteristics, supporting periodic settlements (such as daily/weekly/monthly) and diverse billing methods (such as billing at settlement, billing after monthly settlement).

Data Report Analysis

Provide enterprises with payment transaction reports and data analysis services to help enterprises optimise procurement strategies.

For individual users

User-friendly interface

Improve the operability of the system's user interface to help individual users easily manage and operate payment and settlement transactions.

Diverse payment methods

Support multiple payment methods such as third-party payment (such as Alipay, WeChat Pay) and bank card quick payment to meet the payment needs of individual users.

Order monitoring and management

The system provides real-time risk detection and monitoring functions to ensure transaction security.

Improve Energy Infrastructure

ENN Energy actively supports local governments' *Urban and Rural Gas Supply Integration* strategy, constructing pipeline networks in remote areas, rural regions, and other locations with weak energy infrastructure, committed to providing safe and reliable energy services to local communities.

Gas Micro-Pipeline Project Facilitates Energy Use in Rural Areas

In a mountainous rural area of Ningbo City with complex terrain, long-distance gas pipeline construction was limited, leaving local energy infrastructure underdeveloped. Residents relied on liquefied petroleum gas cylinders, firewood, and coal stoves for domestic and business needs. In 2024, Ningbo ENN tailored two rural micro-pipeline projects to local conditions, using innovative technologies such as the Internet, the Internet of Things, and big data. This enabled one-click gas ordering via a mobile app e-commerce platform, effectively addressing uneven natural gas distribution between urban and rural areas and weak rural energy infrastructure, making gas accessible in these regions.

Gas Micro-Pipeline Project Facilities

Improving resource affordability

ENN Energy actively collaborates with customers, communities, and local governments to deploy green electricity and implement extensive water resource recycling projects. The Company provides energy cost reductions for impoverished users, enabling communities and customers to lower energy and water expenses effectively, ensuring the sustainability and economic viability of energy and resources.

For impoverished and low-income groups, ENN Energy works closely with local governments in select operating locations. Through initiatives such as supplying a fixed amount of natural gas to low-income households annually, reducing charges for impoverished users, and avoiding tiered gas pricing, the Company significantly alleviates the energy burden on these groups, ensuring continued access to high-quality gas services.

IE Microgrid Project Improves Energy Affordability

An industrial park, hampered by a lack of professional power operation capabilities, faced high energy prices and elevated operation and maintenance costs. ENN Energy developed a photovoltaic storage integration project, introducing a digital intelligence energy management platform to ensure seamless coordination of photovoltaic storage and charging. Adopting a "self-generation for self-use, surplus electricity to the grid" model, the project supplies excess electricity to the local community. The energy management platform fosters energy sharing within the park, optimises power supply and demand allocation, and substantially reduces energy costs for customers and surrounding communities, enhancing energy affordability. The project is expected to save users RMB 0.324 million annually in energy costs and reduce CO_2 emissions by 165 tonnes.

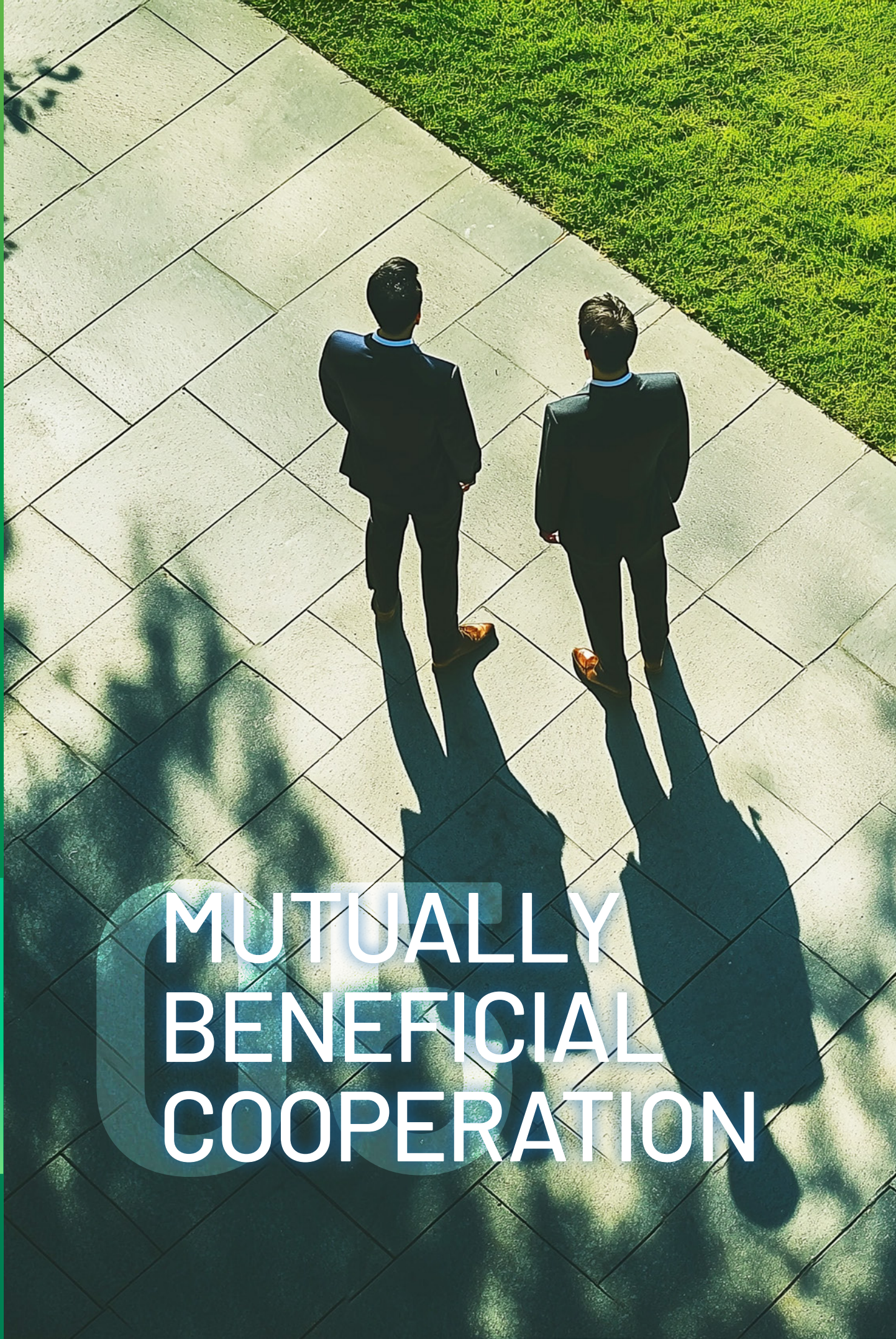
Bird's-Eye View of Park Project

Water Resource Management Project Helps Enterprises Use Water Efficiently

A chemical enterprise with high daily water consumption lacked water resource recycling equipment. ENN Energy partnered with the enterprise to invest in water treatment infrastructure, including sewage pre-treatment, ultrafiltration, and reverse osmosis systems. This initiative transforms sewage previously discharged into pipelines into secondary desalinated water suitable for production needs.

The project reduces new water extraction by 88 thousand tonnes annually, cuts sewage discharge and water costs by RMB 0.34 million per year, significantly boosts the enterprise's water efficiency, and eases pressure on the park's water consumption targets.

Project Equipment Diagram



MUTUALLY BENEFICIAL COOPERATION

ENN Energy adheres to the principles of Fairness and Mutual Benefits, engaging in deep communication and cooperation with stakeholders. The Company extends sustainability principles to its supply chain, standardising supplier behaviour, enhancing supply chain resilience, and fostering exchanges and collaboration with industry partners to support the industry's healthy development. Simultaneously, ENN Energy remains dedicated to giving back to society, actively participating in public welfare activities and fulfilling its social responsibilities.

RESPONSE TO ESG MATERIAL ISSUES

- Supply chain management
- Intellectual property protection
- Charity activities for communities
- Community relations

HKEX ESG INDICATORS INVOLVED

- B5 Supply chain management
- B6 Product responsibility
- B8 Community investment

RESPONSE TO UN SDGs

Sustainable Supply Chain Management

ENN Energy builds a stable and reliable supply chain system, embedding responsible procurement principles and integrating ESG management initiatives and requirements across the entire supply chain management process. The Company collaborates with suppliers to create a sustainable future.

LAWS AND REGULATIONS

- Bidding Law of the People's Republic of China
- Regulation on the Implementation of the Bidding Law of the People's Republic of China

INTERNAL POLICIES AND SYSTEMS

- ENN Energy Holdings Limited Supplier Corporate Social Responsibility Code of Conduct
- ENN Energy Measures on Supplier Management
- Health, Safety and Environment (HSE) Agreement
- Standards for Suppliers' Rating
- Measures for Suppliers' Access and Management
- Measures for Suppliers' Performance Evaluation
- Integrity Agreement

Optimise Procurement Process

ENN Energy incorporates ESG management elements into its existing supplier management system, enhancing supply chain management through system optimisation, digital intelligence empowerment, and sustainability promotion. The Board places significant emphasis on sustainable supply chain management, addressing it regularly at meetings where directors receive detailed reports from the Risk Management Committee and senior management. This ensures that daily supplier management aligns with sustainability principles, reflecting the Company's strong commitment to and ongoing focus on supply chain sustainability.

Improve Procurement System

Drawing on the standards of amfori BSCI (Business Social Compliance Initiative), ENN Energy continuously refines its procurement systems and strengthens supplier audit standards to elevate the standardisation of procurement processes. In 2024, the Company enhanced internal material procurement and management for key businesses, introducing the following initiatives:

Notice on further standardising procurement work

The Company refined procurement rules across 10 aspects, including personnel capabilities, material system development, and requirement standardisation, achieving full process coverage and boosting procurement compliance.

Notice on standardising the management of service procurement of ENN Energy

For service procurement, the Company refined the rules for procurement requirements, implementation, acceptance, payment, and other aspects, clarifying key elements such as the content, quality, duration, delivery method, response time, and performance indicators of the service, creating a practical and effective service procurement management system.

ENN Energy issued the Notice on *ENN Sustainable Development Strategy*, incorporating the concept of green procurement concepts into supplier product design, raw material selection, production, and packaging, committing to collaborate with suppliers to build a green supply chain, balancing economic and environmental benefits.

ENN Energy actively regulates supplier behaviour, mandating the use of materials meeting national environmental and quality standards to ensure products do not harm the environment. Where product quality is comparable, suppliers with superior environmental performance are prioritised, encouraging improvements in green production and advancing the green procurement strategy.

Digital Intelligence Procurement

ENN Energy continues to enhance its digital intelligence procurement platform, aiming to empower the supply chain ecosystem comprehensively through advanced technology. The platform enforces strict merchant entry reviews by publishing detailed certification standards and factory inspection rules, ensuring standardised and transparent management of procurement and operational processes.

Intelligent material selection

We have developed merchant selection methods such as bidding, negotiation, price comparison, competitive negotiation, comparison, and bargaining by using digital intelligence technology to analysis the transaction data, category characteristics, and supplier numbers.

Intelligent verification

We carry out merchant intelligence (quality) certification based on digital credit and has built a high-quality supplier pool.

Intelligent delivery

We recommend delivery plans based on customer procurement demands and dynamic supply data. It also monitors the delivery process in real-time, intelligently identifies performance risks, and issues early warnings. If any abnormal delivery situations arise, timely resolutions will be performed.

Intelligent Control across the entire supply chain

By applying digital intelligence technology, the platform enables automatic collection of material quality data, real-time monitoring, early warning of exceptions, intelligent analysis, and online rights linkage control across all quality assurance scenarios in the entire supply chain, incl. production, installation, construction, and operation.

Digital intelligence procurement platform

Management Capacity Building

To ensure that the Company's procurement personnel perform their duties compliantly and effectively mitigate potential ESG risks in supplier management, ENN Energy organised multiple training sessions for procurement staff in 2024. These sessions covered topics such as business capabilities and sustainable development:

- The Company conducted qualification certification exams for personnel involved in material procurement, quality inspection, and warehouse management, mandating participation from all relevant staff, including business convenors and module convenors. The training addressed scenarios across city gas, integrated energy, and value-added businesses. A total of 2,230 examinees participated, a 190% increase from the previous year, significantly enhancing the expertise of material management personnel.
- ENN Energy provided ESG supply chain risk management training for procurement personnel, promoting the Company's overarching sustainable development strategy. This training clarified roles and responsibilities within the sustainable supply chain management system, steadily elevating ENN Energy's sustainable supply chain management capabilities.

Total number of examinees participated

2,230

Increase from the previous year

190%

Supplier Management Across the Entire Process

ENN Energy embeds the concept of sustainable development into supplier screening and access, classification management, review and evaluation, rectification and clearance, and daily risk prevention and control processes. This approach further standardises supplier behaviour, reduces risks, and fosters a sustainable supply chain.

Supplier Screening and Access

ENN Energy applies rigorous assessment standards for supplier screening and access. Beyond evaluating enterprise qualifications and delivery quality, the Company integrates ESG-related criteria into these standards to ensure the sustainability and reliability of potential suppliers.

Supplier Screening

Incorporates supplier qualification system certifications (e.g., ISO 14001, ISO 45001, and ISO 9001) into assessment criteria.

Integrates ESG factors—such as environmental management, product safety, and business ethics performance—into screening standards, setting a minimum ESG assessment weight. If suppliers fail to meet the minimum ESG considerations within the specified time frame, they will not be allowed to enter the supplier admission process and sign contracts with the Company.

Prioritises suppliers with superior ESG performance when product quality is comparable.

Supplier Access

Includes the *Health, Safety and Environment (HSE) Agreement with Suppliers* as part of material procurement contracts.

Requires all suppliers to comply with the *ENN Energy Holdings Limited Supplier Corporate Social Responsibility Code of Conduct*.

Mandates that all suppliers sign the *Commitment to Integrity and Self-Discipline* to foster a transparent and ethical supply chain.

ENN Energy also emphasises key risk prevention and control during supplier screening, enhancing the supply chain's resilience and achieving comprehensive risk management:

- Monitors policy, regulatory, and industry standard trends in suppliers' countries and regions, covering political, economic, trade, environmental, and safety aspects.
- Tracks national standard updates for specific products (e.g., PE pipes and PE ball valves), planning proactively to prevent non-compliance risks and ensure purchased products meet standards.
- Selects multiple shortlisted suppliers for joint bidding and procurement of key categories to mitigate supply risks from natural disasters or other disruptions.
- Internally, the risk management department oversees the procurement process and provides a dedicated complaint channel to ensure compliance.

Supplier Classification Management

ENN Energy classifies suppliers based on material features and annual procurement volume, categorising them into Class A, Class B, and Class C[29].

Class A suppliers (Significant)	Class B suppliers (Important)	Class C suppliers (General)
Suppliers of materials significant to the final product's use or safety, or whose annual purchases account for 60% of total purchases. For this type of supplier, the Company implements strategic cooperation, regular performance assessments, on-site audits, long-term agreements, and dynamic adjustments.	Suppliers of materials with a moderate impact on final product quality, or whose annual purchases account for 10%–30% of total purchases. For this type of supplier, the Company performs quarterly assessments, enhanced contract performance, and cost optimisation.	Suppliers of auxiliary materials with minimal impact on final product quality, or whose annual purchases are less than 10% of total purchases. For this type of supplier, the Company adopts annual spot checks, simplified processes, and focus on price and delivery efficiency for precise resource allocation.
152	1,783	5,065

Proportion of top 10 material suppliers in total purchases

52.05%

[29] The Company's suppliers in 2024 are all from the Chinese mainland.

Supplier Assessment and Evaluation

ENN Energy employs its digital intelligence procurement platform to conduct a combination of daily assessments and periodic evaluations. In line with the *ENN Energy Holdings Limited Supplier Corporate Social Responsibility Code of Conduct*[30] and referencing amfori BSCI (Business Social Compliance Initiative) standards, the Company incorporates key ESG issues—such as business ethics, environmental protection, employee relations, and health and safety—into the review process for all supplier types. Multiple measures ensure comprehensive performance monitoring:

Supplier Assessment

- Before conducting audits, ENN Energy confirms the supplier's supply categories and collects the latest national standards and policies related to the industry as audit criteria;
- ENN Energy conducts at least one thorough evaluation and performance assessment for significant and important material suppliers each year;
- The Company conducts irregular desk assessments and on-site spot checks, with procurement staff/contract consultants and other personnel responsible for conducting different inspections and audits, and promptly discloses the assessment results;
- ENN Energy hires national authoritative third-party organisations to inspect the product quality of suppliers and issue inspection reports.

Supplier Evaluation

- Suppliers in the same category are evaluated and ranked based on their scores, with a last-place elimination system in place;
- The Company evaluates suppliers from dimensions such as supply quality and delivery performance, and applies the evaluation results to the supplier selection for the next year. Publicise excellent suppliers and grant them certain rights;
- For problems found in the evaluation, ENN Energy takes different handling methods according to the severity of the problems in accordance with the corrective action/improvement applicable to all suppliers, stipulates different time limits for suppliers to rectify in a timely manner, and assigns dedicated staff from the Company to support suppliers in carrying out the corrective action/improvement plan online or onsite;
- Supplier management employees of the Company contacts the assessor to jointly carry out systematic verification of the assessment results in accordance with the Company's internal standards and related public information.

1,104
Number of suppliers that underwent factory inspection

34
Number of suppliers that underwent on-site visits inspection

1,104
Number of audited suppliers that underwent online factory inspection

180+
Batches verified by third parties

100%
The review coverage rate of class A suppliers (significant) for the past three years

100%
Percentage of class A suppliers (significant) assessed via desk assessments/on-site assessments

12
Number of class A suppliers (significant) assessed with substantial actual/potential negative impacts

100%
Percentage of class A suppliers (significant) with substantial actual/potential negative impacts with agreed corrective action/improvement plans

100%
Percentage of class A suppliers (significant) assessed with substantial actual/potential negative impacts supported in corrective action plan implementation

2
Number of class A suppliers (significant) with significant actual/potential negative impacts terminated after failing to meet standards post-correction

[30] For details, see the *ENN Energy Holdings Limited Supplier Corporate Social Responsibility Code of Conduct*

Supplier Violation Rectification and Withdrawal Mechanism

To cultivate a healthy and sustainable supply chain ecosystem, ENN Energy has established an effective mechanism for supplier rectification and withdrawal. All supplier violations are addressed seriously in accordance with relevant laws, regulations, and internal rules.

The Company has implemented a Supplier Blacklist management mechanism and issued related documents, including supplier violation management rules and appeal management rules. Factors such as substandard product quality, failure to meet environmental emission standards, and involvement in bribery or corruption—each significantly conflicting with ESG requirements are considered. ENN Energy continuously refines the development of these systems to strengthen oversight.

Notice of Rectification

For suppliers with significant actual/potential negative impacts, the Company immediately orders the supplier to rectify within the specified time limit after the problem is discovered, and reviews the results of the rectification

Freezing of Rights

If the relevant supplier fails to complete the corresponding rectification as required within the specified time, the Company will freeze all current rights enjoyed by the supplier for a certain period of time, and continue to require the supplier to rectify the relevant problems

Withdrawal

If the relevant supplier still fails to complete the rectification requirements within the rights freeze period, the Company will directly withdraw them from the supplier list

Communication with Suppliers

ENN Energy engages with suppliers to share updates on technical standards and provide education on digital intelligence applications, process improvements, and ESG capacity building. The Company offers technical support and capacity-building solutions focused on quality and ESG performance to enhance suppliers' long-term ESG capabilities.

- **Technical Support**: The Company facilitates discussions on industry technical specification updates and digital intelligence tool applications through specialised seminars, technical training, and on-site diagnostics. To address challenges like outdated technical standards and limited digital intelligence adoption, ENN Energy collaborates with suppliers to develop tailored process improvement plans, supporting the establishment of comprehensive quality control systems.
- **ESG Capacity Building**: The Company tackles issues such as carbon emission management, green production, and business ethics through ESG-specific communication meetings, capacity-building workshops, and third-party evaluation feedback mechanisms. To address weak ESG awareness and data management capabilities, ENN Energy conducts awareness campaigns and co-designs ESG improvement roadmaps, effectively strengthening suppliers' ESG management systems and social responsibility fulfilment.

In 2024, ESG capacity building program reached all 152 class A suppliers (significant), achieving a coverage rate of

100%

Additionally, the Company evaluates suppliers based on product quality, performance, delivery, and other factors, publicly recognising high-performing suppliers by category on its platform. An information-sharing mechanism allows suppliers to learn from the best practices of top peers, encouraging continuous improvement and fostering higher-quality development across the supply chain.

Quality Control Measures Across the Supply Chain Enhances Supplier Management

In 2024, the Company implemented quality control measures across the supply chain for 61 suppliers of 15 products, including alarms and PE pipes. By installing IoT equipment directly into plant production lines and testing systems, production and detection data were transmitted in real time. This significantly improved management efficiency and product quality consistency.

Industry Cooperation

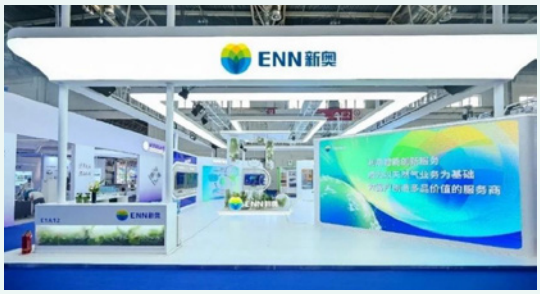
ENN Energy actively builds an open cooperative ecosystem, deepening synergies through technical exchanges and partnerships to drive industry transformation and value co-creation. The Company prioritises intellectual property protection, balancing results protection and business ethics through full-cycle management.

Industry Exchanges and Cooperation

The Company actively participates in industry associations and events, engaging in extensive, in-depth exchanges and cooperation with governments, regulatory agencies, and leading industry partners in key areas such as digital intelligence technology, safe operations, and methane emission reduction. ENN Energy is committed to collaborating with stakeholders to promote the sustainable, high-quality development of the industry.

ENN Energy's Intelligent Innovation Services Deepen Industry Cooperation and Build a Good Urban Life

At the 2024 China International Urban Construction Exposition, ENN Energy showcased its achievements in intelligent city gas safety, enhanced value-added business, and low-carbon transformation for enterprises through smart innovation services. The Company's IoT + Intelligence model received high recognition from government and industry stakeholders, earning the 2024 China Happy Homeland - Safe and Resilient City Demonstration Implementation Unit award. During the event, ENN Energy held in-depth discussions with various parties, secured multiple cooperation agreements, and contributed to the intelligent upgrading of urban public services, supporting high-quality urban development.



ENN Energy Exhibition Area at the 22nd China International Urban Construction Exposition

ENN Energy Actively Participates in Methane Emission Reduction Roundtable, Promoting Green Development Cooperation in the Oil and Gas Industry

At the second 2024 Energy Industry Methane Emission Reduction Roundtable, ENN Energy joined industry experts and representatives to discuss methane emission reduction solutions for the oil and gas sector. By sharing practical experiences in methane monitoring and reduction, the Company highlighted its efforts in advancing green transformation. The meeting fostered multi-party collaboration, with ENN Energy and participants reaching consensus on methane emission reduction technology innovation and policy guidance, collectively committing to the sustainable development of the oil and gas industry.

2024 Energy Industry Methane Emission Reduction Roundtable

Donations and Other Expenditures:

Amount of Donations (ten thousand RMB)

Year	Lobbying, interest representation or similar	Local, regional or national political campaigns / organizations / candidates	Trade associations or tax-exempt groups	Other (e.g. spending related to ballot measures or referendums)	Total contributions and other spending
2024	0	0	**454.9**	0	**454.9**
2023	0	0	**290.3**	0	**290.3**
2022	0	0	**297.0**	0	**297.0**
2021	0	0	**249.4**	0	**249.4**

Largest Contribution Expenditure:

Key Issues or Support Objects and Contribution Amount Involved in 2024			
Issue or Topic	Corporate Position	Description of Position / Engagement	Total Spend in FY 2024 (ten thousand RMB)
ESG (Environmental, Social and Governance) promotes UNGC	Support	The Company actively participates in activities organised by industry associations, contributing ENN's strengths to help the industry's high-quality and sustainable development.	12.5
Energy industry cooperation and technological innovation	Support	The Company actively supports industry exchanges and cooperation, policy participation and advocacy, and technological innovation and promotion, promoting the progress and development of the entire energy industry.	8

Key Industry Associations Participated in During 2024				
Name of Organisation	Type of Organisation	Corporate Position	Description of Position / Engagement	Total Amount Paid in FY 2024 (ten thousand RMB)
Methane Control and Emission Alliance of Chinese Oil and Gas Enterprises	Industry Associations or Tax-Exempt Groups	Member/ Support	Regularly participates in alliance roundtables, contributing to the oil and gas industry's efforts to reduce methane emissions.	5
China Gas Association		Executive Vice Chairman/ Support	In 2024, ENN Energy actively participates in China Gas Association initiatives, including policy drafting, forums, and research discussions. The Company also collaborates with city-gas enterprises to provide feedback on pipeline upgrades, pricing issues, and other industry concerns to regulatory authorities.	8

Intellectual Property Protection

ENN Energy strictly complies with laws such as the *Patent Law of the People's Republic of China and the Copyright Law of the People's Republic of China*. The Company has established internal documents, including the *ENN Energy Regulations on Intellectual Property Management* and the *Guidelines for ENN Eco-Brand Trademark Specifications*. It continuously refines intellectual property management standards, strengthens risk control capabilities, and enhances authorisation processes. ENN Energy consolidates quality control across all stages, engages professionals for protection services, pre-plans responses to patent infringement, and regularly invites internal experts to guide research and innovation.

Intellectual Property Metrics

2024

- **347** Patents under application
- **2,349** Effective patents
- **494** Total number of valid trademarks
- **682** Number of valid copyrights
- **0.76** R&D investment (billion RMB)
- **0.69%** R&D investment as a percentage of revenue

Community Engagement

LAWS AND REGULATIONS

- Law of the People's Republic of China on Donations for Public Welfare Undertakings
- Charity Law of the People's Republic of China

INTERNAL POLICIES AND SYSTEMS

- ENN Energy Holdings Limited Charity Activity Management Policy
- ENN Energy Holdings Limited Stakeholders Policy

The Company places high value on community engagement, prioritising community and public welfare issues. ENN Energy maintains close communication with communities across all operating locations, actively listening to their needs. The Company is committed to fulfilling its corporate social responsibility through investments in initiatives such as rural revitalisation, education, environmental protection, public health, earthquake relief, and cultural innovation. The *ENN Energy Holdings Limited Stakeholders Policy* includes a community engagement mechanism covering all local operations. At the initial stage of business project development, we proactively consult with the community and relevant stakeholders, extensively gather opinions and demands, and establish a continuous consultation mechanism to maintain regular communication during project advancement. The Company conducts regular community impact assessments, establishes effective communication channels, and provides training and awareness campaigns on topics like safe gas usage and gas safety knowledge. Feedback is routinely collected, issues are identified promptly through community dialogue, and a grievance handling mechanism ensures timely and appropriate responses to all complaints[31].

To promote structured social welfare efforts, enhance its sustainable development influence, and fulfil corporate social responsibility, ENN Energy has established a social welfare working group. This group operates under a clear mechanism: developing annual plans at the year's start, monitoring progress and feedback mid-year, and reviewing and refining activities at year-end to ensure smooth execution and continuous improvement.

2024

RMB 19.05 million
Total investment in public welfare and charity reached

47,311
Number of employees participated in volunteer activities

451,431
Contributing hours

12.83
Averaging hours per employee

Extraordinary Actions Exemplify ENN Partner Social Responsibility

During an inspection in Changzhou, an ENN Energy employee encountered an elderly person whose electric wheelchair had inadvertently entered the blind spot of a large lorry and was being pushed along for hundreds of metres. The employee swiftly signalled the lorry driver, decisively halted the vehicle, and safely assisted the elderly person out of the hazardous situation, subsequently contacting their family with care. This incident garnered widespread attention, showcasing the employee's strong sense of personal social responsibility and reflecting the dedication and social responsibility of ENN Energy partners.

ENN Energy Employees Demonstrate Social Responsibility and Dedication

[31] For more details, please see *ENN Energy Holdings Limited Stakeholder Policy*

Golden Autumn Breeze, Warming Sanitation Workers Activity Expresses Gratitude

In 2024, Shijiazhuang ENN Gas conducted an initiative to express gratitude to sanitation workers across all front-line staff in Shijiazhuang City's four districts. The Company distributed 260 packages of purified water, 100 boxes of beverages, 100 boxes of instant noodles, 100 boxes of milk, and 100 boxes of laundry detergent to show respect and care for sanitation workers, encouraging broader societal understanding and support for their efforts.

The Gratitude Activity Scene

Actively Supporting Farmers to Strengthen the Foundations of Agriculture

ENN Energy actively supports the national rural revitalisation strategy. In December 2024, Zhanjiang ENN organised employees to use their spare time to assist local fruit farmers, conducting quality inspections of red oranges and establishing direct harvesting-to-sales channels from the orchard. This initiative bolstered the foundations of the local agricultural product industry.

Employees Help Fruit Farmers with Quality Inspection


06
TALENT
MOTIVATION

ENN Energy integrates its core value of People-Orientation into organisational management, fostering an equitable, open, respectful, diverse, and inclusive workplace ecosystem. The Company safeguards employees' legitimate rights and interests, offers a market-competitive compensation system, and establishes a value co-creation mechanism. This approach enhances talent development, career progression, communication channels, and comprehensively empowers employees' growth alongside the Company's development.

RESPONSE TO ESG MATERIAL ISSUES

- Equal employment opportunities
- Protection of employee rights
- Training and development
- Avoidance of forced and child labour

HKEX ESG INDICATORS INVOLVED

- B1 Employment
- B2 Health and safety
- B3 Development and training
- B4 Labour standards

RESPONSE TO UN SDGs

Talent Acquisition and Development

ENN Energy attracts talent through a multifaceted recruitment network, ensures accessible promotion channels, aligns employees with tailored development and training programmes, and strengthens its full-cycle talent empowerment system to support holistic employee growth.

LAWS AND REGULATIONS

- Labour Law of the People's Republic of China
- Labour Contract Law of the People's Republic of China
- Social Insurance Law of the People's Republic of China
- Employment Promotion Law of the People's Republic of China
- Decision of the State Council on Amending "The Regulations of the State Council on the Hours of Work of Employees"

INTERNAL POLICIES AND SYSTEMS

- ENN Energy Employee Code of Conduct
- Recruitment Management System for ENN Energy Holdings Limited
- Talent Development and Employment Policy
- Employee Appointment Rules for ENN Energy Holdings Limited
- Leave Management Regulations of ENN Energy Holdings Limited
- ENN Energy Holdings Limited Human Rights and Employee Diversity Policy

Recruitment

ENN Energy regularly hosts corporate presentations and recruitment livestreams to boost the employer brand's visibility and influence. The Company promotes talent introduction programmes and builds a reserve talent pool to support long-term development. Beyond matching job requirements with applicants' skills, recruitment considers factors such as gender, age, and ethnicity, creating a diverse talent team through a structured system that fosters an inclusive and open working environment.

2024

New employees

4,411

Employees recruited through social recruitment

3,857

Employees recruited through campus recruitment

554

The average cost per recruitment

RMB **2,058**

Employee Employment Situation

Classification	Number of employees		
By gender	Male 26,195	Female 9,002	
By age	Below the age of 30 7,937	Aged 30-50 24,150	Above the age of 50 3,110
By region	Chinese Mainland 35,185	Hong Kong (SAR) 12	

Integrated Recruitment Strategy Attracts Top Talent, and Specialised Training Programmes Help Newcomers Grow

In 2024, ENN Energy pursued diversified campus recruitment, targeting six job categories—IT, technology, finance, marketing, general, and others—to attract top talent. Through online channels like official WeChat accounts and social media, alongside offline efforts such as presentations and open days at over 20 universities, the Company reached over 10,000 students. Specialised training programmes, including New Professional and Emerging Talents, supported new hires in transitioning from campus to workplace. These efforts deepened understanding of the Company's philosophy, enhanced brand awareness, and effectively attracted and retained exceptional talent.

Recruitment Activity Promotional Map

Promotion and Development

ENN Energy has established open and diversified promotion channels within the Company to ensure that employees have equal opportunities for promotion. At the same time, relying on the Value Creation Identification – Assessment – Sharing system, we encourage employees to grow independently, consolidate their professional foundation, and achieve a precise match between talent and positions.

Promotion and Assessment

The Company evaluates employees' professional skills, experience, and value creation to create talent profiles, designing customised promotion paths and incentive mechanisms for optimal person-job fit and positive mobility. A multi-dimensional performance assessment system—including management by objectives, 360-degree feedback, team-based evaluations, and agile dialogue—ensures quarterly reviews, fairly assessing work results and retaining top talent.

Incentives and Training

The Company fosters a "Five-Self" workplace atmosphere—self-setting goals, self-organising resources, independent value creation, self-motivation, and self-growth. Using big data, talent labels direct outstanding resources toward value-driven products. Based on value creation targets, output, and capability assessments, teams form and disband as needed, with sharing mechanisms ensuring fairness via confidentiality protocols, promoting skill and career growth.

ENN Energy continually enhances its organisational capability structure and training resources, regularly updating the content and learning direction of employee training to align with the Company's evolving development needs. The Company provides general video courses through its online iCome platform and conducts targeted exchanges and practical training via offline learning teams, effectively supporting employees' career development.

To meet the diverse needs of its workforce, ENN Energy has developed a multifaceted training platform focused on leadership, professionalism, and operational capabilities, covering all full-time and part-time employees. Customised training courses are tailored to different employee groups:

Leadership	▶ ENN ICOME ▶ New professional growth camp ▶ Sailing plan	▶ Voyage plan ▶ ENN Youth Successor Training Camp (FLE)
Professionalism	▶ "New Financial Talent" Program ▶ Anxin Boot Camp ▶ "New Security Talent" Program	▶ Carbon Neutrality and LNG Business Training ▶ Carbon-Neutral Natural Gas Online Training Course
Operational Capabilities	▶ All front-line employees to meet pre-work certification and personal development	▶ The growth system was developed in line with the skill level certification for front-line employees

2024

Employee training coverage
100%

All employees participating
100%

Total training hours
1,270,612

Training hours per employee
36.10

Training investment
30,516,892 RMB

Training investment per employee
867 RMB

Classification	Employee Training Situation		
Number of trainees by gender	Male 26,195	Female 9,002	
Average training hours by gender	Male 37.83 Hours/Person	Female 31.05 Hours/Person	
Number of trainees by employee type	Senior-level 1,063	Mid-level 3,202	Primary 30,932
Average training hours by employee type	Senior-level 29.96 Hours/Person	Mid-level 27.75 Hours/Person	Primary 37.18 Hours/Person
Average training hours by Age	< 30 years old 37.53 Hours/Person	Aged 30 - 50 36.08 Hours/Person	> 50 years old 32.64 Hours/Person
Average training hours by ethnicity	Han nationality 36.16 Hours/Person	Minority 34.44 Hours/Person	
Average training hours by training category	Leadership 30.02 Hours/Person	Professionalism 27.06 Hours/Person	Operational Capabilities 51.67 Hours/Person

Skills Competition

In 2024, ENN Energy hosted skills competitions across multiple regions, using a comprehensive format combining written tests and practical operations. These events enhanced employees' professional knowledge and practical skills, focusing on key scenarios like emergency response, repair, engineering, and operations. The competitions drove significant capability improvements, showcasing ENN Energy's composite talent team excelling in both intelligence and skills.

Skills Competition Scene

Chief Engineer "Bench" FEE (Phase Five) Training Programme Empowers Reserve Employees

In 2024, ENN Energy launched the fifth phase of its Chief Engineer "Bench" FEE Training Programme to empower reserve chief engineers with digital intelligence technologies. The programme improves professional skills and delivery quality, supporting talent pipeline development. Through a closed-loop approach—emphasising professional understanding, practical application, and results-oriented improvement—it enhances project leadership and digital intelligence capabilities. By the reporting period's end, nearly 200 employees participated, successfully training 38 reserve chief engineers.

Protection of Employee Rights

ENN Energy maintains a people-oriented employment policy, committed to respecting and protecting employees' human rights. The Company firmly opposes all forms of discrimination and harassment, ensures equal pay for equal work, and safeguards employees' legitimate rights and interests.

To mitigate human capital risks and promote harmonious labour relations, ENN Energy has established several measures and labour practice commitments. These extend to contractors and partners, ensuring a living wage aligned with local living costs, strict adherence to national laws limiting overtime and protecting rest rights, equal pay without gender discrimination, respect for employees' entitlement to leave (including paid annual leave), and a minimum consultation or notification period for large-scale layoffs. Through these efforts, the Company minimises human capital risks, fosters stable labour relations, and supports sustainable development.

Diversity and Inclusion

ENN Energy is committed to maintaining an equal, diverse and inclusive work environment. The Company's Chief Talent Officer regularly reviews the diversity of the workforce, and the Human Resources department provides employees with regular training to promote diversity and inclusion principles. The Company supports international labour rights initiatives. Adhering to the principle of equal employment, anti-discrimination based on gender, region, race, religion, age, pregnancy or marital status, physical disability, and political stance are compiled in the process of hiring, promotion and termination of employees. We respect employees' freedom of association, build a diverse internal ecosystem, and effectively protect the rights and interests of ethnic minorities.

ENN Energy's measures to promote employee diversity:

The Company regularly audits diversity metrics, including female executive representation, male and female employee ratios, and salary parity, to enhance gender equality and diversity.

We offer a mentorship programme for newly hired graduates serving as business leaders' assistants, with training on gender equality, anti-discrimination, cultural inclusion, and equal treatment of people with disabilities, to foster diversity awareness among new hires.

Minority employees

1,199

Proportion of employees covered by collective bargaining agreements

100%

We value the role and contribution of female employees ensuring equal treatment and supporting their growth through training and development programmes, compensation and benefits, and career development opportunities.

ENN Energy has a zero-tolerance policy for any form of harassment, abuse, or coercion in the workplace and in any work-related environment. The Company has incorporated commitments to anti-discrimination and anti-harassment into its internal rules and regulations[32] and has explicitly stipulated specific measures to prevent sexual harassment in its policies to protect employees from unfair treatment and retaliation. To ensure that related work is implemented, we conduct policy training for all employees in the workplace to help them be familiar with the Company's provisions on anti-discrimination and anti-harassment, shaping an equitable, diverse, and inclusive workplace atmosphere.

The Company conducts human rights risk assessments on its own operations and some member companies from time to time through sample surveys to identify potential human rights risks in its own operations and value chain. The survey content includes, but is not limited to, human trafficking, forced labour, child labour, and discrimination.

During this reporting period, the Company did not identify any major human rights risk issues. In addition, we have developed corresponding mitigation and remediation measures for different types of human rights risks throughout the Company. Specific measures include, but are not limited to, managing employee working hours and implementing gender equality policies. We also regularly review whether relevant risks and issues have been mitigated and resolved.

[32] For more information on employee anti-discrimination and anti-harassment, see *Talent Development and Employment Policy*

Remuneration and Benefits

ENN Energy fully implements an equal-pay-for-equal-work remuneration system that combines monetary and non-monetary incentives while maintaining a scientific and reasonable compensation and benefit system, which consists of fixed pay, a two-month salary bonus, project bonuses, and an end-of-year incentive. In addition, the Company has established a share option scheme and a share award scheme to assist in attracting, retaining, and motivating key employees. [33]

In 2024, we conducted a market salary survey for key positions and altered our remuneration strategy accordingly, ensuring competitive remuneration for employees.

	Male: Female
Average base salary gap	**1.18 : 1**
Median base salary gap	**1.04 : 1**
Average annual pay gap	**1.03 : 1**
Median annual pay gap	**1.13 : 1**
Average bonus gap	**0.98 : 1**
Median bonus gap	**0.99 : 1**

Wage Variance by Gender[34]

	Male: Female
Executive level	**1.04 : 1**
Management level	**1.05 : 1**
Non-management level	**1.09 : 1**

Wage Variance by Position[35]

Guided by relevant laws and regulations, ENN Energy is protecting the basic rights and interests of employees such as the social insurance package and medical insurance. We have established a sound labour practice management system, ensuring employees' wage levels are at or above cost-of-living estimates or benchmarks while strictly monitoring employees' working hours and paying overtime or arranging time off in lieu for employees working overtime. In addition, the trade union regularly inspects the working conditions of front-line employees and has bridged a regular communication mechanism with worker representatives. The Company also provides employee medical mutual aid funds for employees in some regions, and purchases additional health insurance beyond nationally mandated programmes for employees engaged in special work to fully protect their safety and health.

The Company strictly guarantees employees' basic rights[36] such as statutory national holidays, paid maternity leave, and paternity leave. Paid parental leave is also provided for non-primary caregivers . In addition, we provide paid family leave for employees in need, such as providing accompaniment leave for employees whose children need to participate in the gaokao (National Higher Education Entrance Examination).

[33] For more information on employee long-term incentives, please see the Annual Report 2024.

[34] The statistical calibre covers all employees of ENN Energy, and the results are integrated from the data of different business segments, positions and regions. Therefore, the statistical indicators will reflect the differences arising from variations in business segments, positions, and locations. For positions of the same employee level and characteristics under the same business segment, ENN Energy strictly adheres to the principle of equal pay for equal work, without any form of gender discrimination.

[35] The Company strictly follows the principle of equal pay for equal work. Considering that the data integrates the overall data of management and non-management level of different business segments of ENN Energy, it will reflect the comprehensive differences.

[36] ENN Energy strictly complies with relevant laws and regulations, such as the Special Provisions on Labour Protection of Female Employees, providing female employees with maternity leave ranging from 98 to 180 days depending on the location of operations, and providing primary caregivers with 15 to 30 days of paternity leave.

Supporting and Caring for Employees

ENN Energy prioritises listening to employees' opinions, expanding employee communication channels, improving employee benefits, caring for employees' health, and carrying out a wealth of employee-specific activities to create a warm atmosphere in the workplace.

Communication with Employees

We use online and offline methods to expand communication channels for employees. Online, employees can provide feedback directly through the VoiceLine survey and the iCome platform. Offline, we gather employees' opinions through regular visits and symposiums.

During this year, a total of 17,171 valid questionnaires were received for the Employee Satisfaction Survey, covering job satisfaction, purpose, sense, job satisfaction, stress, and happiness, with an overall satisfaction score of 4.52/5.00. Among them, employee satisfaction reached over 90% in customer value creation, safe behaviour, team atmosphere, digital intelligence, loyalty, and advocacy. Following each survey, we categorise key issues raised, analyse employee needs, and continuously address and improve them to enhance employee satisfaction and sense of belonging.

ENN Energy encourages employees at all levels to communicate freely and provide feedback. Provided that the content is legal and compliant, there are no restrictions on the type or content of communication. We are committed to maintaining an open communication and feedback mechanism to promote collaboration among employees and foster an inclusive work environment.

Number of valid questionnaires were received for the Employee Satisfaction Survey

17,171

Overall satisfaction score

4.52/5.00

VoiceLine - Listening to Employee Concerns

In 2024, ENN Energy launched the online VoiceLine platform, encouraging employees to submit feedback, anonymously or with attribution, on issues from daily work and life. This ensures that employees' concerns are heard and addressed. As of the end of the reporting period, the VoiceLine initiative collected 112 employee concerns, and 38 valid issues were addressed.

VoiceLine Promotional Poster

Caring for Employees

ENN Energy prioritises diverse communication, cultural and sports activities, employee wellbeing, women's care, and vitality to foster a healthy, sustainable workplace.

Daily Care

ENN Energy regards every employee as a valued partner and is committed to creating a work environment with humanistic care. We support employees facing challenges, organise club activities such as sports, fitness, and reading, provide employees with venues and facilities, and carry out five mandatory visits (marriage, illness, maternity, employee bereavement, and bereavement of employees' family members).

This year, ENN Energy's trade union organisations implemented various employee wellbeing initiatives and cultural and sports activities, demonstrating care and fostering a healthy working environment. These include, but are not limited to:

- **Workplace Stress Management**: Activities such as psychological counselling sessions are organised to address the work pressure faced by employees in various business scenarios, and stress relief facilities such as punch bags, decompression walls, and small venting tools, are provided to help employees relieve pressure.

Staff Rest Area

- **Cultural and Sports Activities**: Focusing on employee health, trade unions at all levels have acquired sports & health initiatives for staffs, and organised ball game competitions to enrich employees' cultural life while strengthening their body.

Staff Fitness Centre

- **Holiday Activities**: The 30th Moon Festival event, Lei Feng Day and Tree Planting Day, Youth Day Speech Contest, Children's Day event, National Day Healthy Running event, and New Year's Day's Tug-of-War Competition were held.

Women's Care

ENN Energy safeguards female employees' rights and wellbeing through tailored activities, including women's themed health knowledge lectures, psychological counselling salons, and parent-child activities.

Taking into consideration the unique characteristics of call centre employees who provide telephone services 24/7, ENN Energy has established a Mothers' Hut (a breast-feeding/lactation facility) in the call centre to support female employees in need.

Healthcare Support

ENN Energy has always prioritised employee health. We provide regular health check-ups for all employees, hire experts for Q&A, provide fitness areas, and address physical and mental wellbeing. To manage sudden emergencies, we have purchased cardiac defibrillators (AEDs) and provided employees with training.

This year, ENN Energy upgraded the "Loving Mutual Aid" policy to better support employees and their families, easing the financial difficulties caused by illnesses.

As of the end of the reporting period,

The "Loving Mutual Aid" policy to better support employees and their families

748 Participants

Easing the financial difficulties caused by illnesses

RMB **4.01** million

Outlook

Looking ahead, ENN Energy will align with national strategies for green energy transition and high-quality development. We will actively respond to the national "dual carbon" strategy and follow the guidance of the Guiding Opinions on Energy Work in 2024. With high-end, digital, and intelligent technology as the core, we will lead the energy industry towards higher quality and sustainable development.

As an industry leader in low-carbon development, ENN Energy will embrace social responsibility by leveraging advantages in digital and green technologies. We are committed to providing customers with safe and clean energy resources, helping to cultivate new momentum for industry development, supporting the low-carbon transition of traditional industries, and creating a green supply chain. We will continue to strengthen resource conservation, recycling, and efficient use, and share ENN Energy's expertise and experience to support government and industry peers towards high-quality development.

In terms of technological innovation and emission reduction, ENN Energy will continue to explore innovative demand-side carbon reduction mechanisms, drive the formation of a "carbon economy" with broad societal participation, and contribute to building a low-carbon society. We will deepen the development of an energy and carbon industrial platform to achieve optimal energy supply, improve system energy efficiency, accelerate the integration of digital and smart technologies with social life and production, and meet people's expectations for a better life with high-quality, low-carbon, and digitally intelligent solutions.

In addition, we will strengthen the resilience of national energy security and support a modern energy system. We will uphold an open and cooperative approach, work with partners, promote the green, low-carbon, and sustainable development of the energy industry, and contribute ENN Energy's expertise to global energy transition and ecological protection.

Independent Limited Assurance Report

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Independent Limited Assurance Report

DTTBJ(25)BAR00008

To the Board of ENN Energy Holdings Limited:

We have been engaged to perform a limited assurance engagement on selected 2024 Key ESG Indicators (the "Selected Indicators") in the 2024 Environmental, Social and Government Report ("ESG Report") prepared by ENN Energy Holdings Limited ("ENN Energy").

Subject Matters for Limited Assurance

The subject matters of this assurance engagement include the following Selected Indicators in the 2024 ESG Report:

- Total GHG emissions (Scope 1 + Scope 2)
- Scope 1: Direct GHG Emissions
- Scope 2: Indirect GHG Emissions
- Coal Consumption
- Gasoline Consumption
- Diesel Consumption
- Natural Gas Consumption
- Electricity purchased
- Percentage of Female Senior Manager
- Number of Male Employees
- Number of Female Employees
- The review coverage rate of critical suppliers
- Employee lost-time injury frequency rate (LTIFR) per million working hours
- Number of Companies Certified in Occupational Health and Safety Management(ISO 45001)
- Number of Companies Certified in Environmental Management System (ISO 14001)
- Total safety training
- Overall satisfaction score

Our limited assurance engagement is limited to the Selected Indicators in the ESG Report above, and does not extend to information disclosed in the ESG Report that is not included in the "Subject Matters for Limited Assurance", as well as the 2023 and prior years' KPIs and other information.

Applicable Criteria

The applicable criteria used by ENN Energy in the preparation of the Selected Indicators are set out in the Appendix to this report.

Responsibility of Management and Those Charged with Governance

The management of ENN Energy is responsible for the preparation of the Selected Indicators in accordance with the applicable criteria. This responsibility includes designing, implementing, and maintaining internal control relevant to the preparation of the Selected Indicators that is free from material misstatement, whether due to fraud or error.

Those charged with governance are responsible for overseeing the reporting process.

Inherent Limitations of Applicable Criteria

We draw attention of the users of this report to the fact that there is no generally accepted evaluation and measurement basis for the preparation of non-financial information, which may affect the comparability of sustainability information between entities and over time.

Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the *International Code of Ethics for Professional Accountants (including International Independence Standards)* issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behavior.

Our firm applies *International Standard on Quality Management 1*, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibilities

Our responsibility is to perform limited assurance in accordance with the *International Standard on Assurance Engagements 3000 (Revised) – Assurance Engagements other than Audits or Reviews of Historical Financial Information*. We express assurance conclusions with limited assurance on whether the Selected Indicators in the 2024 ESG Report have been prepared in all material respects in accordance with the applicable criteria.

Assurance Approach

The procedures performed in a limited assurance engagement substantially vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Therefore, the level of assurance obtained by limited assurance was less than reasonable assurance. We do not provide reasonable assurance that the Selected Indicators in the ESG Report were disclosed in all material respects in accordance with the applicable criteria. Our assurance included identifying areas where Selected Indicators for 2024 may be materially misstated in the ESG Report, designing, and implementing assurance procedures to address these identified areas, and obtaining evidence accordingly. The assurance procedures we carried out depend on our professional judgment and risk assessments of assurance.

We carried out the following assurance procedures:

- Interviewed ENN Energy's management and staff responsible for information collection, consolidation and disclosure to understand the process of reporting in relation to these Selected Indicators;
- Tested relevant supporting documents on a sample basis;
- Performed analytical procedures on Selected Indicators;
- Recalculated Selected Indicators on a sample basis.

Limited Assurance Conclusions

Based on the above work performed and the evidence we have obtained, nothing has come to our attention that would lead us to believe that there is any material misstatement related to the Selected Indicators in ENN Energy's 2024 ESG Report prepared in accordance with the applicable criteria.

Use of Independent Limited Assurance Report

This independent limited assurance report is solely for the purpose of preparing ENN Energy's 2024 ESG Report, and is not suitable and cannot be used for other purposes. We do not assume responsibility or accept liability to any other person or third party other than ENN Energy's Board of Directors for this report.

This is the English translation of the Independent Limited Assurance Report in Chinese version. If there is any conflict between the translated and Chinese version, the Chinese version shall prevail.

Deloitte Touche Tohmatsu Certified Public Accountants LLP Beijing Branch

Beijing, China

15 April 2025

Appendix

1. Total GHG emissions (Scope 1 + Scope 2): Total Scope 1 and Scope 2 GHG emissions generated by ENN Energy Holdings Limited and its subsidiaries' retail and wholesale gas business during the production and operation from January 1 to December 31, 2024.

2. Scope 1 Direct GHG Emissions: Greenhouse gas emissions from direct combustion of fossil energy (coal, diesel, gasoline, natural gas) by ENN Energy Holdings Limited and its subsidiaries' retail and wholesale gas business during the production and operation from January 1 to December 31, 2024. Coefficients used in greenhouse gas emission accounting are the default values of common fossil fuel parameters stated in Appendix II of the Guidelines for Accounting and Reporting of Greenhouse Gas Emissions of Chinese Oil and Gas Producers (Trial) issued by the National Development and Reform Commission.

3. Scope 2: Indirect GHG Emission: Greenhouse gas emissions from purchased electricity consumed by ENN Energy Holdings Limited and its subsidiaries' retail and wholesale gas business during the production and operation from January 1 to December 31, 2024. Coefficients used in greenhouse gas emission accounting is the national grid average emission factor of 0.5366t CO2/MWh, as mentioned in the "Announcement on the Release of 2022 Power Sector CO_2 Emission Factors" issued by the Ministry of Ecology and Environment.

4. Coal Consumption: Amount of coal that ENN Energy Holdings Limited and its subsidiaries' retail and wholesale gas business consumed during their production and operation, in tonnes, from January 1 to December 31, 2024.

5. Gasoline Consumption: Amount of gasoline that ENN Energy Holdings Limited and its subsidiaries' retail and wholesale gas business consumed during their production and operation, in litres, from January 1 to December 31, 2024.

6. Diesel Consumption: Amount of diesel that ENN Energy Holdings Limited and its subsidiaries' retail and wholesale gas business consumed during their production and operation, in litres, from January 1 to December 31, 2024.

7. Natural Gas Consumption: Amount of natural gas that ENN Energy Holdings Limited and its subsidiaries' retail and wholesale gas business consumed during their production and operation, in cubic metres, from January 1 to December 31, 2024.

8. Electricity purchased: Amount of electricity that ENN Energy Holdings Limited and its subsidiaries' retail and wholesale gas business consumed during their production and operation, in megawatt-hour, from January 1 to December 31, 2024.

9. Percentage of Female Senior Manager: Accounted proportion of female senior management among ENN Energy Holdings Limited and its subsidiaries' senior management as of December 31, 2024. Senior management includes the leaders of subsidiaries, as well as heads of functional departments at headquarters and above.

10. Number of Male/Female Employees: The number of male and female employees who signed employment contracts with ENN Energy Holdings Limited and its subsidiaries as of December 31, 2024.

11. The review coverage rate of critical suppliers: The proportion of evaluated and reviewed key tier-1 suppliers in 2024, among such key suppliers who directly provide products or services to ENN Energy Holdings Limited and its subsidiaries.

12. Employee lost-time injury frequency rate (LTIFR) per million working hours: Rate of injuries over million hours of employees of ENN Energy Holdings Limited and its subsidiaries. The juries were occurred in different work scenarios from January 1 to December 31, 2024. Namely, LTIFR = Number of incidents of employees injured at work in 2024 × 1,000,000/ Total working hours in 2024.

13. Number of Companies Certified in Occupational Health and Safety Management (ISO 45001)/Environmental Management System (ISO 14001): As of December 31, 2024, the number of ISO 45001/ ISO 14001 certified member companies within ENN Energy Holdings Limited.

14. Total safety training: The total number of employees who participated in the training on safety production organized by ENN Energy Holdings Limited and its subsidiaries, from January 1 to December 31, 2024.

15. Overall satisfaction score: The average employee satisfaction rate calculated through the employee satisfaction questionnaire engagement held by ENN Energy Holdings Limited and its subsidiaries, from January 1 to December 31, 2024.

ESG Performance Indicators

Environmental Aspect				
Indicator	**Unit**	**2024**	2023	2022
Total SO_2 emissions	Tonnes	**45.64**	21.06	11.02
Total NO_x emissions	Tonnes	**15.05**	78.53	50.07
Intensity of NO_x emissions	Tonnes/billion RMB of revenue	**0.14**	0.69	0.45
Total soot emissions	Tonnes	**3.24**	3.08	4.30
Total amount of hazardous waste generation[37]	Tonnes	**22.68**	46.19	21.09
Intensity of hazardous waste generation	Tonnes/billion RMB of revenue	**0.21**	0.41	0.19
Total amount of non-hazardous waste generation[38]	Tonnes	**2,701.34**	2,510.50	2,517.42
Intensity of non-hazardous waste generation	Tonnes/billion RMB of revenue	**24.59**	22.05	22.88
Coal consumption	Tonnes	**29,301.54**	43,050.71	43,042.00
Diesel consumption	Litres	**884,764.90**	860,080.20	1,867,358.15
Gasoline consumption	Litres	**3,542,335.11**	3,187,412.86	3,105,344.12
Natural gas consumption	Cubic metres	**11,172,755.91**	15,495,045.29	12,053,725.19
Electricity purchased	MWh	**193,612.14**	162,931.22	138,343.28
Renewable Energy Consumption	Tonnes of standard coal	**1,422.36**	1,251.75	649.00
Non-Renewable Energy Consumption	Tonnes of standard coal	**69,913.90**	83,854.67	76,006.56
Comprehensive energy consumption	Tonnes of standard coal	**71,336.26**	85,106.43	76,655.56
Intensity of comprehensive energy consumption	Tonnes of standard coal / billion RMB of revenue	**649.38**	747.48	690.65
Total wastewater discharge	Tonnes	**2,412,749.27**	1,578,248.77	1,588,776.50
Total water consumption	Tonnes	**2,838,528.56**	1,856,763.22	1,869,148.83
Intensity of water consumption	Tonnes/billion RMB of revenue	**25,839.34**	16,307.71	16,984.39
Scope 1: Direct GHG Emissions[39]	Tonnes of CO_2e	**101,468.33**	141,381.27	136,247.47

[37] The total amount of hazardous waste generation in 2024 includes waste mechanical oil, odorant waste drums, waste chemical packaging, end-of-life circuit boards and other hazardous waste generated by the headquarters of ENN Energy and affiliated gas companies in the process of engaging in natural gas retailing and wholesaling business.

[38] The total amount of non-hazardous waste generation in 2024 includes the domestic waste generated in the course of engaging in the retail and wholesale business of natural gas and the non-hazardous waste generated in the course of manufacturing and repairing gas metres at the headquarters of ENN Energy and affiliated gas companies.

[39] Direct Greenhouse Gas Emissions (Scope 1) covers the emissions generated directly from the energy (coal, diesel, gasoline, natural gas) consumed by the retail gas business and the wholesale gas business operations of the headquarters and subsidiary gas companies of ENN Energy.

Environmental Aspect				
Indicator	Unit	**2024**	2023	2022
Intensity of Direct GHG Emissions (by revenue)	Tonnes of CO_2e / billion RMB of revenue	**923.67**	1,241.73	1,238.04
Intensity of Direct GHG Emissions (by gas sales)	Tonnes of CO_2e / billion cubic metres of natural gas sales	**3,015.31**	4,205.15	4,166.97
Scope 2: Indirect GHG Emissions[40]	Tonnes of CO_2e	**103,892.28**	92,919.67	93,792.90
Intensity of Indirect GHG Emissions (by revenue)	Tonnes of CO_2e / billion RMB of revenue	**945.74**	816.10	852.27
Intensity of Indirect GHG Emissions (by gas sales)	Tonnes of CO_2e / billion cubic metres of natural gas sales	**3,087.35**	2,763.74	2,868.55
Total GHG emissions (Scope 1 + Scope 2)	Tonnes of CO_2e	**205,360.61**	234,300.94	230,040.37
GHG emissions intensity (by revenue)	Tonnes of CO_2e / billion RMB of revenue	**1,869.41**	2,057.83	2,090.31
GHG emissions intensity (by gas sales)	Tonnes of CO_2e / billion cubic metres of natural gas sales	**6,102.66**	6,968.89	7,035.52
Scope 3: Indirect GHG Emissions	Tonnes of CO_2e	**60,197,077.17**	60,272,210.13	60,807,232.15
Scope 3: Category 1. Purchased goods and services	Tonnes of CO_2e	**9,480,788.19**	9,305,512.03	8,267,096.91
Scope 3: Category 3.Fuel- and energy-related activities (upstream)	Tonnes of CO_2e	**266,174.82**	200,994.58	179,265.00
Scope 3: Category 4. Upstream transportation and distribution	Tonnes of CO_2e	**1,543,748.46**	1,434,127.10	1,363,675.67
Scope 3: Category 11. Use of sold products	Tonnes of CO_2e	**48,698,401.54**	49,112,373.40	50,760,819.22
Scope 3: Category Others	Tonnes of CO_2e	**207,964.17**	219,203.02	236,375.35
Scope 3: Category 11 Intensity of GHG from the Use of Sold Products	Tonnes of CO_2e / billion cubic metres of natural gas sales	**1,788,864.44**	1,792,695.34	1,859,719.00
Transmission Loss	%	**0.81**	0.47	0.22
Distribution Loss	%	**1.01**	0.83	0.57
Transmission System Average Interruption Duration Index (SAIDI)	Hours	**1.01**	0.00	0.00
Distribution System Average Interruption Duration Index (SAIDI)	Hours	**1.44**	2.37	1.70

[40] Indirect Greenhouse Gas Emissions (Scope 2) covers emissions indirectly generated from purchased electricity consumed for the operation of the retail natural gas business and wholesale gas business of the headquarters and subsidiary gas companies of ENN Energy.

[41] SAIDI = (Total Duration of All Customer Interruptions) / (Total Number of Customers Served). The System Average Interruption Duration Index (SAIDI) is the average interruption duration for each customer served, measured in time units (usually hours or minutes) during the year.

Social Aspect				
Indicator	Unit	2024	2023	2022
Number of employees	Persons	**35,197**	34,178	34,907
Number of male employees	Persons	**26,195**	25,129	25,730
Number of female employees	Persons	**9,002**	9,049	9,177
Number of full-time employees	Persons	**31,944**	31,641	32,757
Number of part-time employees	Persons	**87**	72	95
Number of other types of employees[42]	Persons	**3,166**	2,465	2,055
Number of employees under 30 years old	Persons	**7,937**	7,566	7,904
Number of employees aged 30-50	Persons	**24,150**	23,410	23,346
Employees over 50 years old	Persons	**3,110**	3,202	3,657
Senior managers	Persons	**1,063**	1,086	1,104
General employees	Persons	**30,932**	29,899	30,502
Middle managers	Persons	**3,202**	3,193	3,301
Overseas employees	Persons	**0**	0	0
Hong Kong (SAR) employees	Persons	**12**	12	11
Chinese Mainland employees	Persons	**35,185**	34,166	34,896
Employees with bachelor's degree	Persons	**11,828**	11,063	10,846
Employees with college degree	Persons	**12,433**	11,821	11,924
Employees with high school degree or lower	Persons	**10,103**	10,539	11,362
Employees with Master's degree or above	Persons	**833**	755	775
Percentage of male senior managers	%	**82.50**	84.35	84.15
Number of male senior managers	Persons	**833**	916	929
Percentage of female senior managers	%	**17.50**	15.65	15.85
Number of female senior managers	Persons	**186**	170	175
Percentage of male middle managers	%	**71.30**	71.81	72.28
Number of male middle managers	Persons	**2,283**	2,293	2,386
Percentage of female middle managers	%	**28.70**	28.19	27.72
Number of female middle managers	Persons	**919**	900	915
Percentage of female manager	%	**25.91**	/	/
Percentage of female STEM employees	%	**17.48**	/	/
Percentage of female in management positions in revenue-generating functions	%	**8.66**	9.78	/

[42] The other types cover not only internship, contractor, outsourced worker and other types.

Social Aspect				
Indicator	Unit	2024	2023	2022
Minority employees	Persons	**1,199**	1,114	1,215
Percentage of minority employees	%	**3.41**	3.26	3.48
Percentage of minority managers	%	**6.80**	/	/
Percentage of Manchu employees	%	**0.73**	/	/
Percentage of Manchu managers	%	**1.20**	/	/
Percentage of Hui employees	%	**0.89**	/	/
Percentage of Hui managers	%	**0.84**	/	/
Percentage of Zhuang employees	%	**0.62**	/	/
Percentage of Zhuang managers	%	**0.66**	/	/
Percentage of Mongolian employees	%	**0.50**	/	/
Percentage of Mongolian managers	%	**0.38**	/	/
Percentage of Miao employees	%	**0.12**	/	/
Percentage of Miao managers	%	**0.02**	/	/
Percentage of other minority employees	%	**0.55**	/	/
Percentage of other minority managers	%	**3.70**	/	/
New hires	Persons	**4,411**	4,618	4,053
New hires from experienced recruitment	Persons	**3,857**	4,038	3,650
New hires from campus recruitment	Persons	**554**	580	403
New employees (male)	Persons	**3,346**	3,490	3,154
New employees (female)	Persons	**1,065**	1,128	796
New hires (senior managers)	Persons	**23**	/	/
New hires (middle managers)	Persons	**97**	/	/
New hires (general employees)	Persons	**4,291**	/	/
New employees under 30 years old	Persons	**2,261**	2,572	2,077
New employees between 30 and 50 years old	Persons	**2,085**	1,951	1,785
New employees over 50 years old	Persons	**65**	95	88
New employees from the Chinese mainland	Persons	**4,408**	4,614	3,948
New employees from Hong Kong, Macao and Taiwan regions	Persons	**3**	4	2
New employees from overseas	Persons	**/**	/	/
New minority employees	Persons	**186**	/	/

Social Aspect				
Indicator	Unit	2024	2023	2022
Number of new hires from "Double First-Class" Universities and QS Top 100 Universities	Persons	**239**	368	/
Average annual hiring cost	RMB	**2,058**	/	/
Employee turnover rate	%	**10.53**	10.57	12.00
Number of departed employees	Persons	**3,706**	3,614	4,188
Male employee turnover rate	%	**10.73**	11.17	12.40
Number of male employees departed	Persons	**2,810**	2,808	3,190
Female employee turnover rate	%	**9.95**	8.91	10.88
Number of female employees departed	Persons	**896**	806	998
Turnover rate of employees under 30 years old	%	**17.12**	18.70	18.18
Number of employees under 30 years old departed	Persons	**1,359**	1,415	1,437
Turnover rate of employees aged 30-50	%	**8.15**	8.18	9.38
Number of employees aged 30-50 departed	Persons	**1,968**	1,914	2,191
Turnover rate of employees over 50 years old	%	**12.19**	8.90	15.31
Number of employees over 50 years old departed	Persons	**379**	285	560
Turnover rate of senior manager	%	**5.64**	/	/
Departed senior managers	Persons	**60**	/	/
Turnover rate of middle manager	%	**5.65**	/	/
Departed middle managers	Persons	**181**	/	/
Turnover rate of general employees	%	**11.20**	/	/
Departed general employees	Persons	**3,456**	/	/
Turnover rate of minority employees	%	**12.26**	/	/
Departed minority employees	Persons	**147**	/	/
Voluntary Employee Turnover Rate	%	**9.15**	8.41	9.24
Total Number of Voluntary Resignations	Persons	**3,220**	2,874	3,224
Total training sessions	Times	**462,788**	449,390	68,624
Total employees trained	Persons	**35,197**	34,178	34,907
Male employees trained	Persons	**26,195**	25,129	25,730
Female employees trained	Persons	**9,002**	9,049	9,177
Senior managers trained	Persons	**1,063**	1,086	1,104
Middle managers trained	Persons	**3,202**	3,193	3,301

Social Aspect				
Indicator	**Unit**	**2024**	2023	2022
General employees trained	Persons	**30,932**	29,899	30,502
Percentage of certified personnel by positions	%	**4.40**	2.95	2.93
Number of certified personnel by positions	Persons	**1,549**	1,008	1,022
Total training time	Hours	**1,270,612**	1,198,320	810,322
Average training hours	Hours/person	**36.10**	35.06	/
Average training hours of male employees	Hours/person	**37.83**	36.79	24.41
Average training hours of female employees	Hours/person	**31.05**	30.26	19.87
Average training hours of senior managers	Hours/person	**29.96**	28.95	27.36
Average training hours of middle managers	Hours/person	**27.75**	26.83	21.16
Average training hours of general employees	Hours/person	**37.18**	36.16	23.29
Average training hours of employees under 30 years old	Hours/person	**37.53**	/	/
Average training hours of employees between 30 to 50 years old	Hours/person	**36.08**	/	/
Average training hours of employees over 50 years old	Hours/person	**32.64**	/	/
Average training hours of employees from the Chinese mainland	Hours/person	**36.11**	35.06	/
Average training hours of employees from Hong Kong, Macao and Taiwan regions	Hours/person	**20.36**	/	/
Average training hours of Han employees	Hours/person	**36.16**	/	/
Average training hours of minority employees	Hours/person	**34.44**	/	/
Average training hours of Professionalism	Hours/person	**30.02**	/	/
Average training hours of Leadership	Hours/person	**27.06**	/	/
Average training hours of Operational Capabilities	Hours/person	**51.67**	/	/
Training investment	RMB	**30,516,892**	33,070,664	/
Average training investment	RMB/Person	**867**	968	/
Employee fatalities due to safety incidents	Persons	**0**	0	0
Contractor fatalities due to safety incidents	Persons	**0**	0	0
Contractor work-related injuries	Cases	**0**	/	/
Employee fatalities rate due to safety incidents	%	**0**	0	0
Recordable employee incidents[43]	Cases	**19**	27	29
Recordable contractor incidents	Cases	**0**	/	/
Recordable employee incident rate (excluding fatalities)	%	**0.04**	0.08	0.08

[43] Include incidents caused employees injuries in different work situations

Social Aspect				
Indicator	**Unit**	**2024**	2023	2022
Employee lost hours due to work-related injuries	Hours	**3,748**	11,444	21,063
Employee lost days due to work-related injuries	Days	**469**	1,431	2,633
Employee lost-time injury frequency rate (LTIFR) per million working hours	Case/per million working hours	**0.27**	0.40	0.41
Lost-time injury frequency rate (LTIFR) per million working hours (employees & contractors)	Case/per million working hours	**0.24**	/	/
Recordable incident rate per thousand employees	Case/per thousand people	**0.54**	0.79	0.83
Recordable incident rate per thousand contractors	Case/per thousand people	**0**	/	/
Recordable incident rate (per thousand employees & contractors)	Case/per thousand people	**0.47**	/	/
Total safety training	Times of participation	**426,102**	427,697	431,964
Safety training for general manager level	Times of participation	**9,145**	8,230	680
Safety training for safety management personnel	Times of participation	**10,680**	10,968	17,400
Safety training for employees	Times of participation	**406.277**	408.499	413.884
Full-time security management staff	Persons	**936**	837	771
Safety emergency drills	Times	**8,116**	9,895	4,365
Patents under application	Pieces	**347**	143	50
Effective patents	Pieces	**2,349**	1,089	946
Effective copyrights	Pieces	**682**	372	346
Effective trademarks	Pieces	**494**	8	8
R&D investment	Ten thousand RMB	**76,000.00**	106,553.00	98,040.60
Effective and significant complaints investigated	Cases	**0**	0	0
Concluded legal cases regarding corruption practices	Cases	**0**	0	0
Senior management received anti-corruption training	Persons	**941**	967	718
Employees in key positions received anti-corruption training	Persons	**1,552**	1,556	1,407
Employees received anti-corruption training	Persons	**3,562**	3,576	3,370
Class A suppliers (Significant)	Companies	**152**	179	129
Class B suppliers (Important)	Companies	**1,783**	949	872
Class C suppliers (General)	Companies	**5,065**	3,972	2,950
Number of suppliers from the Chinese mainland	Companies	**7,000**	/	/
Number of suppliers from Hong Kong, Macao and Taiwan regions	Companies	**0**	/	/
Number of overseas suppliers	Companies	**0**	/	/
The review coverage rate of significant suppliers for the past three years	%	**100**	100	100

HKEX ESG Indicators Index

Requirements, Subject Area, Aspects, General Disclosures and KPIs			Location within the report
Mandatory Disclosure Requirements			
Governance Structure		A statement from the board containing the following elements: (i) a disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	Board Statement
Reporting Principles		A description of, or an explanation of, the application of the following Reporting Principles in the preparation of the ESG Report: Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement. Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed. Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	About This Report
Reporting Boundary		A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About This Report
Comply or Explain" Provisions			
Environmental Aspect	A1 Emissions	General Disclosure: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental Actions
		A1.1 The types of emissions and respective emissions data	Environmental Actions
		A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Environmental Actions
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Environmental Actions
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Environmental Actions
		A1.5 Description of emissions target(s) set and steps taken to achieve them	Environmental Actions
		A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	Environmental Actions

Requirements, Subject Area, Aspects, General Disclosures and KPIs			Location within the report
Environmental Aspect	A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials	Environmental Actions
		A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (KWh in '000s) and intensity (e.g. per unit of production volume, per facility)	Environmental Actions
		A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Environmental Actions
		A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them	Environmental Actions
		A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	Environmental Actions Water consumption is an insignificant topic for the Company. The Company has not set a water efficiency target for the time being.
		A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The Company's main business barely involves the use of packaging materials. This issue is not material to the Company.
	A3 The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources	Environmental Actions
		A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Environmental Actions
	A4 Climate Change	General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	Environmental Actions
		A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	Environmental Actions
Social Aspect	B1 Employment	General Disclosure: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Talent Motivation
		B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region	Talent Motivation
		B1.2 Employee turnover rate by gender, age group and geographical region	Talent Motivation
	B2 Health and Safety	General Disclosure: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Safety First
		B2.1 Number and rate of work-related fatalities that occurred in each of the past three years including the reporting year	Safety First
		B2.2 Lost days due to work injury	Safety First
		B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored	Safety First
	B3 Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Talent Motivation
		B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Talent Motivation
		B3.2 The average training hours completed per employee by gender and employee category	Talent Motivation
	B4 Labour Standards	General Disclosure:	Talent Motivation
		(a) the policies; and	Talent Motivation
		(b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Talent Motivation

Requirements, Subject Area, Aspects, General Disclosures and KPIs			Location within the report
Social Aspect	B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain	Mutually Beneficial Cooperation
		B5.1 Number of suppliers by geographical region	Mutually Beneficial Cooperation
		B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	Mutually Beneficial Cooperation
		B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Mutually Beneficial Cooperation
		B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	Mutually Beneficial Cooperation
	B6 Product Responsibility	General Disclosure: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Safety First Empowering Customers
		B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons	The Company's main business barely involves product recycling. This issue is not material to the Company.
		B6.2 Number of products and service-related complaints received and how they are dealt with	Empowering Customers
		B6.3 Description of practices relating to observing and protecting intellectual property rights	Mutually Beneficial Cooperation
		B6.4 Description of quality assurance process and recall procedures	The Company's main business barely involves product recycling. This issue is not material to the Company.
		B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored	Safety First
	B7 Anti-corruption	General Disclosure: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Corporate Governance
		B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Corporate Governance
		B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	Corporate Governance
		B7.3 Description of anti-corruption training provided to directors and staff	Corporate Governance
	B8 Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	Mutually Beneficial Cooperation
		B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Mutually Beneficial Cooperation
		B8.2 Resources contributed (e.g. money or time) to the focus area	Mutually Beneficial Cooperation

GRI Indicator Index

Statement of Use	ENN Energy has reported the information cited in this GRI content index for the period from January 1, 2024, to December 31, 2024, with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

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2-3	Reporting Period, Reporting Frequency and Contact	About This Report	P2
2-4	Restatements of Information	About This Report	P2
2-5	External Assurance	About This Report	P2
Activities and Workers			
2-6	Activities, Value Chain and Other Business Relationships	Sustainable Development Strategy	P6
2-7	Employees	Talent Motivation	P104-112
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Governance			
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2-19	Remuneration Policies	Protection of Employee Rights	P101
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2-25	Processes to Remediate Negative Impacts	Corporate Governance; Safety First; Environmental Actions; Empowering Customers; Mutually Beneficial Cooperation; Talent Motivation	P30, P38, P109
2-26	Mechanisms for Seeking Advice and Raising Concerns	Stakeholder Engagement	P15-18
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3-2	List of Material Topics	Sustainable Development Strategy	P6
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Social Aspect GRI 401: Employment 2016			
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GRI 402: Labour Relations 2016			
3-3	Management of Material Topics	Protection of Employee Rights	P109-110
GRI 403: Occupational Health and Safety 2018			
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403-2	Hazard Identification, Risk Assessment, and Incident Investigation	Occupational Health and Safety	P48-50
403-3	Occupational Health Services	Occupational Health and Safety	P48-50
403-4	Occupational Health and Safety Affairs: Worker Participation, Consultation, and Communication	Occupational Health and Safety	P47-50
403-5	Worker Training on Occupational Health and Safety	Occupational Health and Safety	P48-50
403-6	Promotion of Worker Health	Occupational Health and Safety	P47-50
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409-1	Operations and Suppliers at Significant Risk for Incidents of Forced or Compulsory Labor	Protection of Employee Rights	P109
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GRI 417: Marketing and labelling 2016			
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417-3	Incidents of Non-compliance Concerning Marketing Communications	Protecting customer rights	P86
GRI 418: Customer privacy 2016			
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List of the Company's ESG Policies

Policies	HKEX ESG Codes
Civilised Construction Management Measures	A1 Emissions
ENN Energy Holdings Limited Environmental Policy	A1 Emissions, A2 Use of Resources, B2 Health and Safety
Specification of ENN Energy Holdings Limited for the Economic Operations of CNG Stations	Use of Resources
ENN Energy Manual for Reception Resources	Use of Resources
ENN Energy Management Rules for Administrative Office Assets	Use of Resources
ENN Energy Rules for Vehicle Management	Use of Resources
ENN Energy Holdings Limited Sustainable Development Policy	Use of Resources
Notice on ENN Sustainable Development Strategy	Use of Resources
ENN Energy Holdings Limited Biodiversity Protection Policy	The Environment and Natural Resources
Climate Change Policy of ENN Energy Holdings Limited	A4 Climate Change
Regulations for Recruitment Management	B1 Employment, B4 Labour Standards
Rules for Employee Appointment	B1 Employment, B4 Labour Standards
ENN Energy Holdings Limited Talent Development and Employment Policy	B1 Employment, B4 Labour Standards
Code of Conduct of ENN Group	B4 Labour Standards
Recruitment Management System for ENN Energy Holdings Limited	B1 Employment, B4 Labour Standards
Leave Management Regulations of ENN Energy Holdings Limited	B4 Labour Standards
Measures for Attendance and Vacation Management	B1 Employment
ENN Energy Holdings Limited Health and Safety Policy	B2 Health and Safety
Regulations on Safety Management of ENN Energy	B2 Health and Safety
Regulations on Safety Management of ENN Energy	B2 Health and Safety
Regulations on Multi-Level Safety Risk Control and Potential Safety Hazard Investigation and Management	B2 Health and Safety
Regulations on the Administration of Work Safety	B2 Health and Safety
Regulations for the Red and Yellow Lines of Safety Management	B2 Health and Safety
Regulations on Accident Reporting, Investigation and Handling	B2 Health and Safety
Management Measures for Emergency Plans of Work Safety Accidents	B2 Health and Safety
Management Regulations on Safety Education and Training	B2 Health and Safety
Safety Management Document No. 1	B2 Health and Safety
Measures for the On-site Supervision and Management of the Three Violations of Production Safety	B2 Health and Safety

Policies	HKEX ESG Codes
ENN Energy Pipeline Network Integrity Standard System	B2 Health and Safety
Technical Standards for Unmanned City-gate Station Construction	B2 Health and Safety
Standards for Unmanned City-gate Station Operation and Maintenance	B2 Health and Safety
Important Notice on Employees' Return to Work after the Spring Festival Holiday	B2 Health and Safety
Management Regulations for Suppliers' Construction Safety	B2 Health and Safety, B5 Supply Chain Management
ENN Energy Holdings Limited Supplier Health, Safety and Environment (HSE) Policy	B2 Health and Safety, B5 Supply Chain Management
Standards for Suppliers' Rating	B5 Supply Chain Management
Supplier Code of Conduct	B5 Supply Chain Management
Measures for Suppliers' Access and Management	B5 Supply Chain Management
ENN Energy Measures on Supplier Management	B5 Supply Chain Management
Measures for Suppliers' Performance Evaluation	B5 Supply Chain Management
Notice on Regulating the Bidding Work of Gas Construction Units	B5 Supply Chain Management
Implementation Measures for the Access, Evaluation and Exit of Eco-Partners (Product and Service Suppliers) for Integrated Energy	B5 Supply Chain Management
ENN Energy Holdings Limited Supplier Corporate Social Responsibility Code of Conduct	B5 Supply Chain Management
Measures on the Access, Evaluation, and Withdrawal of Partners in Integrated Energy Business (Product and Service Providers)	B5 Supply Chain Management
ENN General Supplier and Procurement Management Rules (ENN Group)	B5 Supply Chain Management
ENN Energy Regulations on Material Procurement Management	B5 Supply Chain Management
ENN Energy Regulations on Quality Management of Supplies and Procurement	B5 Supply Chain Management
ENN Energy Regulations on Warehouse Management	B5 Supply Chain Management
Health, Safety and Environment (HSE) Agreement	B5 Supply Chain Management
Rules for Contract Fulfilment on Supplier Platform	B5 Supply Chain Management
Rules for Merchant Certification and Factory Inspection on Quality and Smart Procurement Platform	B5 Supply Chain Management
Rules for the Management of Violations of Merchants on Quality and Smart Procurement Platform (Supplier Version)	B5 Supply Chain Management
Complaints Management for Suppliers of Smart Procurement Platform	B5 Supply Chain Management
ENN Group Supplier Blacklisting Management Measures (The Group)	B5 Supply Chain Management
Integrity Agreement	B5 Supply Chain Management
ENN Energy Management Measures for Client Complaints	B6 Product Responsibility
ENN Energy Service System Manual	B6 Product Responsibility

Policies	HKEX ESG Codes
ENN Energy Measures for Awarding Intellectual Property and Research Papers	B6.3 Description of Practices Relating to Observing and Protecting Intellectual Property Rights
Regulation on Data Classification	B6.3 Description of Practices Relating to Observing and Protecting Intellectual Property Rights
ENN Group Intellectual Property Management Provisions	B6.3 Description of Practices Relating to Observing and Protecting Intellectual Property Rights
Guidelines for ENN Eco-Brand Trademark Specifications	B6.3 Description of Practices Relating to Observing and Protecting Intellectual Property Rights
ENN Energy Information Security Risk Management Measures	B6.5 Consumer Data Protection and Privacy
ENN Energy Management Regulations for Information Security	B6.5 Consumer Data Protection and Privacy
ENN Energy Holdings Limited Data Privacy Policy	B6.5 Consumer Data Protection and Privacy
ENN Energy Privacy Protection Policy	B6.5 Consumer Data Protection and Privacy
ENN Energy Regulations on Document Preparation, Distribution, Utilisation, and Storage	B6.5 Consumer Data Protection and Privacy
ENN Energy Regulations on External Provision of Information and Information Interface	B6.5 Consumer Data Protection and Privacy
Guidelines of Anti-Corruption and Anti-Commercial Bribery	B7 Anti-corruption
ENN Energy Holdings Limited Business Integrity and Compliance Code of Conduct	B7 Anti-corruption
Whistleblowing and Whistleblower Protection Policy	B7 Anti-corruption
Code of Conduct for Employees	B7 Anti-corruption
ENN Energy Measures for Penalty Regarding Violation of Regulations and Disciplines	B7 Anti-corruption
ENN Energy Management Regulations for Cadres' Accountability	B7 Anti-corruption
ENN Energy Holdings Limited Anti-Fraud, Corruption and Bribery Policy	B7 Anti-corruption
ENN Energy Holdings Limited Compliance Management System	B7 Anti-corruption
ENN Energy Compliance Management Manual and Procedure Guidelines	B7 Anti-corruption
ENN Energy Anti-Corruption Management Manual and Procedure Guidelines	B7 Anti-corruption
ENN Energy Holdings Limited Charity Activity Management Policy	B8 Community Investment

Reader's Feedback Form

Dear readers:

Thank you for reading our 2024 Environmental, Social, and Governance Report. To strengthen engagement with you and other stakeholders, improve our environmental, social, and governance performance, and enhance future reports, we value your comments and invite your feedback as follows:

Please share your specific feedback:

1. What is your overall comment on this report?
   ◯ Good ◯ Relatively good ◯ Average ◯ Below average

2. What do you think about the clarity, accuracy, and completeness of the information disclosed in this report?
   ◯ Good ◯ Relatively good ◯ Average ◯ Below average

3. What do you think of the comprehensiveness of the economic responsibilities undertaken by the Group disclosed in this report?
   ◯ Good ◯ Relatively good ◯ Average ◯ Below average

4. What do you think of the comprehensiveness of the environmental responsibilities undertaken by the Group disclosed in this report?
   ◯ Good ◯ Relatively good ◯ Average ◯ Below average

5. What do you think of the comprehensiveness of the social responsibilities undertaken by the Group disclosed in this report?
   ◯ Good ◯ Relatively good ◯ Average ◯ Below average

6. What do you think of the design and layout of this report?
   ◯ Good ◯ Relatively good ◯ Average ◯ Below average

7. Which part of this report do you think needs improvement?
   ◯ Governance ◯ Safety ◯ Service ◯ Supply Chain ◯ Employee ◯ Environment ◯ Society

8. Information you would like to see that is not included in this report:

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9. Your opinions and suggestions on our environmental, social, and governance performance and reporting:

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