

金融街物業股份有限公司

FINANCIAL STREET PROPERTY CO., LIMITED

(A joint stock company incorporated in the People's Republic of China with limited liability)

Stock Code : 1502

2024

Environmental, Social and
Governance Report

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About the Report

REPORT OVERVIEW

This report is the fifth Environmental, Social and Governance Report (“**ESG Report**”) published by Financial Street Property Co., Limited (“**Financial Street Property**”, the “**Company**” or “**we**”), and aims to disclose the sustainable development performance of the Company over the past year in a transparent and open manner, in response to the concerns and expectations of various stakeholders regarding the Company’s sustainable development. This report should be read in conjunction with the Corporate Governance Report in the 2024 Annual Report of the Company to help readers gain a more comprehensive understanding of the ESG performance of the Company.

REPORTING SCOPE

This report covers the reporting period from 1 January 2024 to 31 December 2024 (the “**Year**”), with appropriate extensions forward or backward in certain parts to enhance comparability and completeness of the report. Unless otherwise stated, the scope of this report is consistent with the 2024 Annual Report of the Company.

REPORTING STANDARDS

This report is prepared in accordance with the Environmental, Social and Governance Reporting Code (the “**ESG Reporting Code**”) of Appendix C2 to the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the “**Hong Kong Stock Exchange**”), strictly fulfils the disclosure obligations of the “comply or explain” provisions, and discloses key performance indicators (KPIs) based on the business nature of the Company. The content index of the ESG Reporting Code is presented in the appendix to this report to provide readers with an overview of the Company’s ESG performance.

REPORTING PRINCIPLES

Reporting Principles	Definition	Company’s Response
Materiality	When the board of directors determines that ESG issues have a significant impact on investors and other stakeholders, the issuer should report on these matters.	This report identifies material sustainability issues through continuous communication with stakeholders and combining with its own business nature and operation methods and prioritizes material issues.

About the Report (Continued)

Reporting Principles	Definition	Company's Response
Quantitative	Key performance indicators relating to historical data are measurable and the issuer should set targets (which can be actual figures or directional, forward-looking statements) to reduce individual impact. In this way, the effectiveness of ESG policies and management systems can be assessed and validated. Quantitative information should be accompanied by a narrative, explaining its purpose and impacts, and providing comparative data where appropriate.	This report discloses environmental and social key performance indicators quantitatively where practicable and includes relevant notes to facilitate readers' better understanding of our achievements.
Balance	The ESG Report should provide an unbiased picture of the issuer's performance, and should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.	Based on objective facts, this report elaborates the sustainability issues that have significant impacts on the business and discloses relevant performance.
Consistency	The issuer should use consistent statistical methodologies to allow for meaningful comparisons of ESG data over time.	The scope of disclosure of this report is broadly aligned with the disclosure methodology every year for readers to compare relevant performance data.

SOURCE OF INFORMATION

The information disclosed in this report has been derived from official documents of Financial Street Property, statistical data or public information, and has been reviewed in accordance with internal control mechanism and review procedures. The Board is responsible for the adequacy and appropriateness of the contents of this report and warrants that there are no false records or misleading statements contained in, or material omissions from this report.

RELEASE METHOD

This report is prepared in both Chinese and English, and published in electronic format, and has been uploaded to the official website of Financial Street Property at www.jrjlife.com and the website of the Hong Kong Stock Exchange at www.hkexnews.hk. In case of inconsistencies or discrepancies between the Chinese and English versions of this report, the Chinese version shall prevail.

CONFIRMATION AND APPROVAL

This report was confirmed and approved by the Board on 27 March 2025.

About Financial Street Property

COMPANY PROFILE

Founded in May 1994, Financial Street Property Co., Limited (stock code: 1502.HK), being one of the leading comprehensive property management service providers for commercial and business properties in China, focuses on mid-to high-end property management services. The Company has been providing property management services for over 30 years, and has expanded its management project presence across seven regions (namely Northern China, Southwestern China, Eastern China, Southern China, Northeastern China, Central China and Northwestern China), covering a wide range of properties and providing property owners and residents with tailored quality services through a one-stop service platform to improve the quality and satisfaction of their living and working space.

BUSINESS MODEL

The Company focuses its strategic positioning on the operations of high-end commercial properties, adheres to the corporate mission of “serving elites and benefiting the public” to provide customers with high-quality and professional property services. With its extensive experience in property management and related services, the Company has replicated and promoted the property management model in the Beijing Financial Street area to other financial business districts in key regions across the country. The Company's business areas cover 26 provinces, cities, autonomous regions and special administrative regions across seven regions, namely Northern China, Southwestern China, Eastern China, Southern China, Northeastern China, Central China and Northwestern China. The types of business include property management, hotel operation, community elderly care, real estate brokerage, catering services, etc. The Company has developed into a property service enterprise with first-class management concepts, professional information management platform, green energy management and mid-to high-end commercial property services as its core competitiveness.

BUSINESS RISKS

The Company is principally engaged in property management services business in mainland China. The property management industry is closely related to China's macroeconomic development and real estate industry. The Company may also be affected by the uncertainty of the aforementioned external factors in the future. In 2024, there were no major risk events affecting the Company.



About Financial Street Property (Continued)

CORPORATE HONOURS

Since its establishment, by leveraging its extensive property management experience as well as its profound insights into the internal needs of property owners, the Company has always provided tailored full life cycle products and services and a more convenient lifestyle for our customers. In 2024, the Company was awarded a number of honours and awards from government agencies and industry associations.

Award	Awarding institution
AAAAA-grade Property Service Enterprises in Beijing	Beijing Property Management Association (北京物業管理行業協會)
Beijing Residential Property Management “Model Project”	Beijing Municipal Commission of Housing and Urban-Rural Development (北京市住房和城鄉建設委員會)
2024 Top 100 Property Management Companies in China	Beijing China Index Academy
2024 Top 100 Property Service Companies with High-quality Development and Excellence in China	Beijing China Index Academy
2024 China Office Property Management Exceptional Companies	Beijing China Index Academy
2024 China Leading Property Management Companies in terms of Characteristic Service — Commercial Property Management	Beijing China Index Academy
2024 China Excellent Property Management Company by ESG Development	Beijing China Index Academy
2024 China Excellent Brand of Office Building Property Services	Beijing China Index Academy
2024 China Characteristic Brand Enterprise for Property Service — Commercial Property Management	Beijing China Index Academy
2024 China Leading Brand Enterprise in terms of Specialised Operation of Property Service	Beijing China Index Academy
Ranked 80th in the 2024 Top 100 Companies in the Service Industry in Beijing	Beijing Enterprise Confederation (北京企業聯合會) and Beijing Enterprise Directors Association (北京市企業家協會)
First Prize for the 38th Beijing Modern Corporate Management Innovative Achievements	Beijing Enterprise Management Modernization Innovation Achievements Review Committee (北京市企業管理現代化創新成果審定委員會)

Board Statement

The Board is honoured to present the 2024 ESG Report of the Company, which reports on the Company's concepts and practices related to ESG issues from 1 January 2024 to 31 December 2024. This report is prepared based on the reporting principles of materiality, quantitative, balance and consistency.

In recent years, with the government's increasing emphasis on ecological and environmental protection, society's sustained concern for sustainable development, and the capital market's recognition of ESG investment concepts, the development of ESG in China has accelerated significantly. On 19 April 2024, the Hong Kong Stock Exchange published its consultation conclusions on enhancing climate-related disclosures under the ESG framework, together with the accompanying Implementation Guidelines to assist its issuers in understanding the climate-related disclosure requirements in Part D of the ESG Reporting Code in Appendix C2, which will be implemented on 1 January 2025, marking a new phase in the ESG disclosure requirements of the Hong Kong Stock Exchange. The new Implementation Guidelines require listed companies to make detailed disclosure of climate-related information in their ESG reports, including the process of identifying, assessing and managing climate-related risks and opportunities, as well as the corresponding indicators and targets. In addition, the Hong Kong Stock Exchange encourages listed companies to seek independent verification to enhance the credibility of the ESG information disclosed. In the future, with the further promotion of policies and the continuous development of the capital market, the influence of ESG will keep growing. The increasing emphasis placed by listed companies on ESG disclosure, the strengthening of environmental management and social responsibility fulfillment, and the improvement of corporate governance structures have significantly enhanced the transparency of the ESG performance of enterprises; meanwhile, these initiatives have effectively strengthened investor confidence and provided important support for healthy and sustainable development of enterprises.

In order to meet the new needs of society, industry and investors for ESG development in the new era, Financial Street Property actively practices ESG concepts and promotes corporate sustainable development through a series of effective measures:

In terms of corporate governance of sustainable development, the Board members has engaged a wide range of stakeholders in communication, including government and regulatory agencies, shareholders and investors, customers and property owners, employees (including junior and mid-level employees and senior management), suppliers and partners, media and non-governmental organizations, communities, etc., focusing on issues such as health and safety of employees, employment, labour standards, business compliance and standardization, supply chain management, anti-corruption and anti-money laundering. We dynamically optimize our governance strategy in light of the achievement of past ESG targets, establish a long-term monitoring mechanism to ensure the implementation of measures, and formulate corresponding measures to address potential risks.

In terms of service quality enhancement, the Company continuously optimizes its standardized, professional and intelligent service system through various measures, including the iterative upgrading of its WeChat official account, "Financial Street Property Life Online" service platform, the launch of a variety of community cultural events, the broadening of customer communication channels, the establishment of a rapid complaint response mechanism and the extension of its service boundaries, so as to meet the diverse needs of its customers. Meanwhile, the Company maintains strict adherence to the red line of safety production, successfully achieving zero safety incidents throughout 2024.

Board Statement (Continued)

In terms of compliance management, the Company continues to deepen its awareness of integrity and carries out in-depth awareness education. The Company has improved the supplier management and evaluation system while promoting a dual-track approach of incorruptible procurement and green procurement. Meanwhile, the Company is committed to compliant operations, upholding the principle of integrity and innovation to safeguard the achievements of intellectual property, respecting the achievements of others' intellectual property, and protecting the data and personal information of the Company, its customers, employees, affiliates and suppliers with aligned standards. Continuous efforts have been made to oppose unfair competition. During the year, neither the Company nor its employees were involved in any litigation cases related to corruption.

In terms of staff development and care, the Company fully utilizes its own strengths, facilitates resource sharing, and controls human resources risks to provide talent support for the Company's strategic development. In addition, the Company provides robust support for the continuous competency enhancement of its employees through the training system of the Rongze Training Centre, which is based on the principle of "integration, understanding, implementation, mastery, benefit, enterprise, cultivation and personnel". Meanwhile, we pay great attention to the safety and health of our employees. The Company has formulated a number of systems to protect the basic rights and interests of its employees and provide them with various benefits, including medical check-ups.

In terms of green development, the Company further refines its green office and green operation initiatives, strengthens promotional efforts, and effectively implements energy saving and emission reduction measures, resulting in further optimization in a number of emission indicators compared to 2023. We attach great importance to the risks brought by climate change, compile risk identification and assessment tables, and actively take preventive and response measures.

In terms of the leadership of the Party, the Company vigorously advances the deep integration of Party building efforts with production and operation, while boldly assuming social responsibilities. Through the Party Committee, Party branches and trade union organizations, we make sustained efforts to take forward the Party building projects of "Red Wall Pioneer Project" and the "Dual Enhancement", and actively establish regional party building service stations to build party building publicity venues and spread the concept of red property. We strive to fulfill our corporate social responsibility through activities such as village revitalization procurement, civilized volunteer activities and caring for the underprivileged.

We also actively align with the sustainable development goals of the United Nations, respond to policies of the Party and the state, adhere to and implement the concept of "promoting green development and ensuring harmony between humanity and nature" of the 20th National Congress of the Party, take the path of energy conservation and emission reduction, environmental protection and sustainable development, explore green and low-carbon production and lifestyle, follow the development trend of the times to ensure the sustainable and stable development of human and natural resources and deeply integrate such concept into our business philosophy, with a view to better achieve the goal of a better life, while creating long-term value for shareholders.

Board Statement (Continued)

Financial Street Property has disclosed its ESG reports for five consecutive years. During this period, we have consistently implemented and practiced our ESG concepts in our operations, and carried out compliant operations and green services to genuinely integrate ESG principles into every aspect of corporate operation. Looking forward, the Company will uphold its mission of “serving the elite with benefits to all (服務精英·福澤大眾)” and extend the entrepreneurial spirit of “dedication, contribution, pragmatism and innovation”, adhere to the core value of “modesty, integrity and excellence”, strive to become the leader in commercial property service in China, promote high-quality corporate development, deliver better service to property owners and customers, and contribute more to social development.

ESG GOVERNANCE STRUCTURE

In order to fully implement ESG-related work, we have established an ESG management system, which is led by the Board, under the responsibility of the management with coordinated cooperation across departments and linkage up and down, to ensure that environmental and social-related risks involved in various businesses are actively identified and properly managed, and that ESG concepts and related strategies are fully implemented. The Board (governance team) is responsible for the formulation of the Company’s ESG strategies and objectives; the management (management team) has set up the ESG leading group for the implementation of the ESG strategies and objectives; various departments of the headquarters (execution team) form an ESG working group, and are responsible for the implementation of specific ESG work in their respective fields of work; all subsidiaries and branches carry out local ESG-related work under the guidance of the ESG working group.

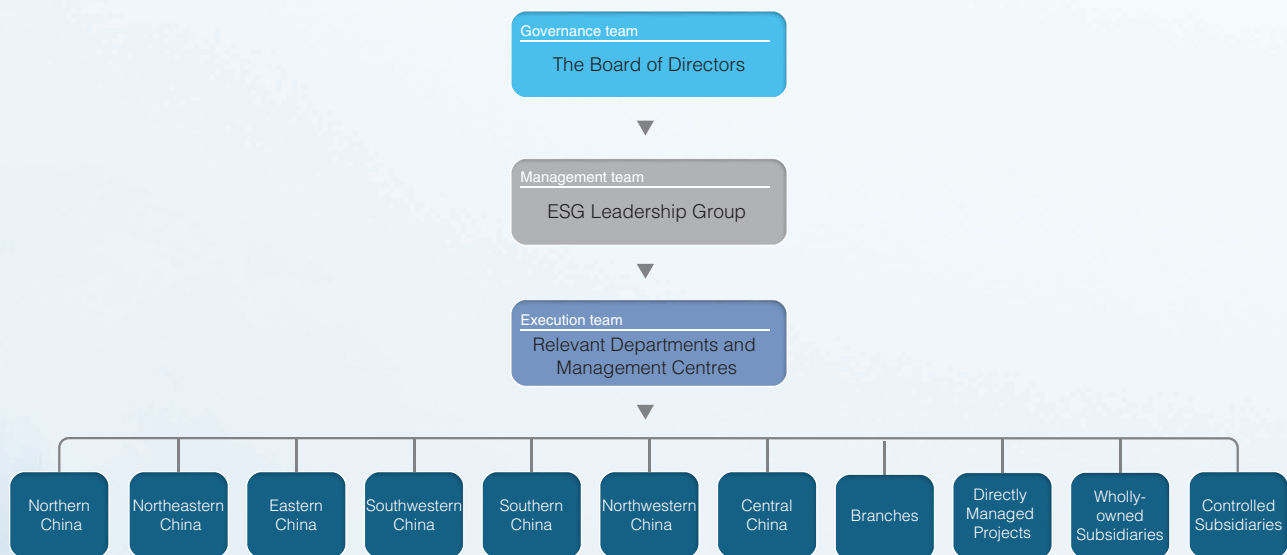


Figure: ESG Governance Structure of Financial Street Property

Board Statement (Continued)

STAKEHOLDERS AND COMMUNICATION METHODS

Based on the characteristics of the Company's actual business and operation management, we have identified environmental, social and governance stakeholders in a more detailed manner compared with the ESG report for 2023, and engaged more stakeholders in communication, mainly including government and regulatory agencies, shareholders and investors, customers and property owners, employees (including junior and mid-level employees and senior management), suppliers and partners, media and non-governmental organizations, communities, etc. We believe that strengthening communication with stakeholders and understanding their expectations and demands can lay a foundation for ESG governance and long-term development of the Company. We have established targeted and diversified communication channels for different stakeholders. The following table shows the key issues of concern of each stakeholder and the main communication methods:

Table: Issues of concerns of stakeholders and main communication methods

Main Stakeholders	Major ESG concerns	Main communication methods and channels
Government and regulatory agencies	Health and safety of customers/property owners, product and service quality, information security protection	Policy consultation, work reports, information disclosure, routine inspections, regulatory meetings
Shareholders and investors	Emissions, employment, product and service quality	Daily reception, shareholders' meeting, information disclosure, investor hotline and mailbox, company website
Customers/Property owners	Health and safety of customers/property owners, employment, product and service quality, intellectual property protection	Service hotline, company website, satisfaction survey, information disclosure, community activities
Employees (junior and middle-level employees)	Employment, employee career development, physical and mental health of employees, employees' rights and interests, information security protection	Employee congress, labour union, petition and direct communication
Employees (senior management)	Emissions, climate change, employment, business compliance and standardization, intellectual property protection	Interviews, questionnaires and direct communication
Suppliers/Partners	Physical and mental health of employees, employees' rights and interests, supply chain management, product and service quality, information security protection	Public tender, contract negotiations, daily business exchanges, etc.
Media and non-government organisations	Information security protection, supply chain management, employment, employee career development, physical and mental health of employees	Social media, company website, press conferences, communication meetings

Board Statement (Continued)

Main Stakeholders	Major ESG concerns	Main communication methods and channels
Communities	Use of resources, information security protection, community investment	Community education and dissemination, seminars and exchanges, public welfare activities, community activities
Industry associations	Employment, anti-corruption, supply chain management, climate change	Regular exchange sessions, information disclosure and social media

IDENTIFICATION AND ANALYSIS OF MATERIAL ESG ISSUES

In order to further assess the level of concerns and expectations of stakeholders on the Company's ESG-related issues and clarify the key areas of ESG practices, we identified, analysed and evaluated the material ESG issues in 2024 through ESG issues identification, stakeholder survey, issued materiality analysis, and management feedback confirmation. The presentation of issues were further refined based on the issues identified in 2023.

Materiality assessment was conducted in accordance with the above process. Based on the analytical result of the stakeholder survey, 21 ESG issues were plotted into a materiality analysis matrix.

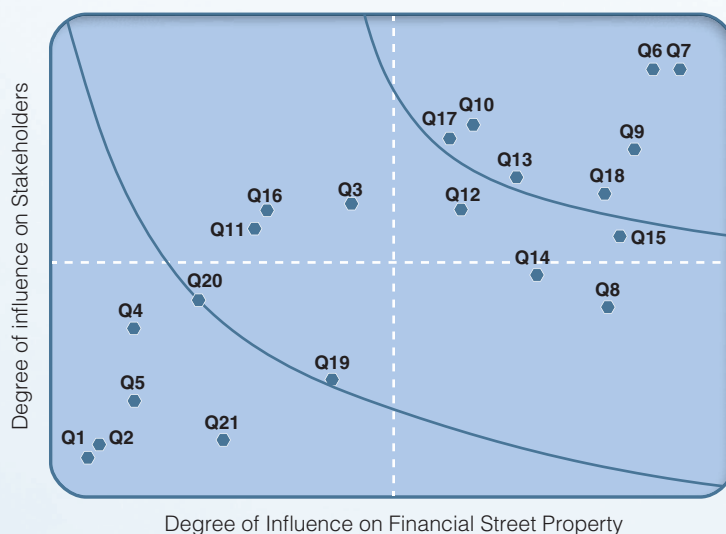


Figure: Analysis Matrix of ESG Materiality Issues of Financial Street Property in 2024

Note:

In above table Q1: Emissions; Q2: Emission targets; Q3: Use of resources; Q4: Environment and natural resources; Q5: Climate-related risks and opportunities; Q6: Employment; Q7: Health and safety of employees; Q8: Employee development and training; Q9: Labour standards; Q10: Supply chain management; Q11: Customer relationship management; Q12: Health and safety of customers/owners; Q13: Product and service quality; Q14: Intellectual property protection; Q15: Information security protection; Q16: Charity and community services; Q17: Business compliance and standardization; Q18: Anti-corruption and anti-money laundering; Q19: ESG supervision; Q20: ESG risk management; Q21: Communication about ESG issues.

Board Statement (Continued)

In the matrix of the influence on Financial Street Property expressed on the horizontal axis and the influence on stakeholders expressed on the longitudinal axis, we classified the material issues into three levels, the area at the upper right corner indicates the importance as “very important”, the areas at the upper left corner and lower right corner indicate the importance as “important”, and the area at the lower left corner indicates the importance as “less important”. The results showed that the health and safety of employees, employment, labour standards, business compliance and standardization, supply chain management, product and service quality and anti-corruption and anti-money laundering were of the highest importance. Based on the results of the above ESG materiality assessment, we disclosed the key issues in detail in the corresponding sections to better respond to the concerns and expectations of various stakeholders.

INCORPORATING ESG CONSIDERATIONS INTO RISK MANAGEMENT

Under the framework of national laws and national or local regulations, rules and norms, the Company complies with the management requirements in relation to controlling shareholders and carries out comprehensive risk management and compliance management in accordance with the administrative rules and policies of the SASAC of the State Council and the SASAC of Xicheng District, Beijing. In 2024, the Company applied the Comprehensive Risk Management Manual, Compliance Management Measures and Interim Measures for Investigating Responsibilities for Illegal Operation and Investment as the basic rules and regulations for risk management, and specifically took into consideration the ESG concerns related to social responsibility, environment and climate. On the one hand, in terms of the risk identification phase, a hierarchical database has been established as required under the regulations and updated on a periodic basis, and energy management, intelligent informatisation, and disasters such as climate and epidemics are listed as risk sources in the database samples, which enable the incorporation of such risk sources as general identifiable factors into the scope of risk management. On the other hand, orienting towards compliant operation, the Company emphasises on aspects such as safety management and intellectual property management, and regulates its organisational deployment, hierarchical responsibilities and resource allocation for compliance management, in order to effectively ensure that the prevention and control of compliance risks are carried out in a justifiable, appropriate and orderly manner. Furthermore, the regulations strictly define the accountability for non-compliance in the performance of operation and management, and actively clarify disciplinary actions, forming the closed-loop management.

The Company integrates ESG factors into the comprehensive risk management system for assessment, collecting and reporting information on a monthly, quarterly and annual basis, and conducting risk assessment and setting up preventive and control measures on an annual basis, highlights the current performance of energy management, safety responsibility, labor disputes and negative public opinion, and proposes recommendations for improvement. The annual risk assessment is the foundation and basis for risk management in the coming years. In both 2023 and 2024, an objective evaluation was conducted on the priorities of the Company’s risk management and control for the following year, in which safety management and market competitiveness (including brand image, energy management, and intelligent and informatised management methods) consistently held core positions in these evaluations, reflecting the objective integration of the Company’s business and ESG elements, and demonstrating the foundation of subjective initiative for enhancing the level of ESG elements.

Taking Quality as the Foundation and Service as the Priority

STRENGTHENING THE STANDARD SYSTEM CONSTRUCTION

The Company has continuously strengthened its standard system construction, and continued to raise the management standard of its projects and enhance its competitiveness in the market based on the certifications of nine standardised management systems, including the quality management system, environmental management system, occupational health and safety management system, energy management system, information security management system, five-star property service certification, corporate integrity management system, corporate social responsibility management system, and five-star after-sales service certification.

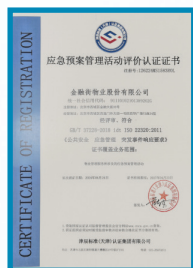
In 2024, the Company organized an internal audit of the Quality, Environmental, Occupational Health and Safety Management Systems. The audit scope covered management processes related to standard elements from functional management centres and project service centres. In accordance with the audit implementation plan, audits were conducted on risk control and measures, environmental management system objectives and control measures, occupational health and safety management system objectives and control measures, document management, tendering and procurement management and supervision, satisfaction surveys/remedial measures and analysis, energy resource management/statistics and analysis, etc., for each functional management centre. For each service centre, audits were conducted on customer service, supplier management, safety and fire control, secondary decoration management, emergency response plan drills, operation and maintenance of facilities and equipment, various inspection reports and measuring instruments, and the effectiveness for testing with handheld power tools.



Picture: Site for the internal audit of the Quality, Environmental, Occupational Health and Safety Management Systems

To meet the needs of the market-oriented project expansion, the Company successfully obtained two qualification certificates of registration for new standards including Domestic Waste Sorting Service Capability and Emergency Response Plan Management Activity Evaluation in April 2024. In November, it successfully obtained three grade-one service qualification certificates including Service Qualification Certificate for Sanitation and Cleaning Enterprises in China (Grade One), Service Qualification Certificate for Waste Clearance, Collection and Transportation Enterprises in China (Grade One), and Service Qualification Certificate for Pest Control, Elimination and Disinfection Enterprises in China (Grade One). Obtaining these qualifications further enhanced the Company's service capabilities in relevant fields.

Taking Quality as the Foundation and Service as the Priority (Continued)



Certificate of Registration for Emergency Response Plan Management Activity Evaluation



Certificate of Registration for Domestic Waste Sorting Service Capability



Service Qualification Certificate for Sanitation and Cleaning Enterprises in China (Grade One)



Service Qualification Certificate for Waste Clearance, Collection and Transportation Enterprises in China (Grade One)



Service Qualification Certificate for Pest Control, Elimination and Disinfection Enterprises in China (Grade One)

Taking Quality as the Foundation and Service as the Priority (Continued)

ENHANCING DIVERSIFIED SERVICE QUALITY

The Company is committed to the continuous improvement of its service quality and efficiency, and has comprehensively upgraded and revamped the WeChat official account “Financial Street Property Life Online” through the precise empowerment of information technology. The new official account integrates a diversified range of functions, including community services, payment of living expenses, property repair requests, consulting services, feedback of suggestions, online registration for events, notices and announcements, warm reminders, and online malls, so as to comprehensively meet the work and life needs of property owners and users, and create a convenient and efficient smart living service platform.



Picture: Official account “Financial Street Property Life Online”

Based on the continuous improvement of the quality of basic property services, the Company actively expands its supporting services for commercial buildings, and continuously improves the service offerings of “IZEE” brand series. The service offerings cover cafe, catering, collection and delivery platforms, intelligent new retail platforms, automobile services and other diversified convenient businesses, successfully creating a complete business and livelihood service ecological chain. Additionally, the Company leverages social media platforms for targeted promotion to further expand its brand influence and provide more convenient and efficient service experiences for property owners and users.

Taking Quality as the Foundation and Service as the Priority (Continued)

In 2024, the Company fully expanded and integrated the “IZEE” brand series, its professional subsidiaries were officially renamed to “IZEE Brokerage” and “IZEE Lifestyle”, becoming new members of the “IZEE” brand family and being committed to providing more professional, efficient and trustworthy services for property owners and customers. “IZEE Brokerage” focuses on providing customers with diversified services such as commercial housing agent sales, existing housing transfer brokerage and property leasing brokerage, covering various types of assets including residential properties, office buildings and commercial properties. Additionally, “IZEE Brokerage” offers one-stop services such as commercial site selection, new housing agency and property rights transfer handling to fully meet the diversified needs of customers. Adhering to Financial Street Property’s corporate mission of “serving the elite with benefits to all (服務精英·福澤大眾)”, “IZEE Brokerage” is rooted in the front line of property services, aiming to become the most trustworthy and reliable asset manager for customers and create more value for them. “IZEECUP”, representing a major feature of the “IZEE” catering brand series, is positioned as a signature offline chain of coffee shops. It offers high-quality business-grade handcrafted freshly brewed coffee, regularly launches seasonal and festive new products, and provides customers with high-quality simple breakfast, afternoon tea and meeting refreshments combined with the exquisite bakery products from IZEE • BAKED MAGIC. To meet the demands of consumers, IZEECUP proactively customizes best-selling products for each season. In the sweltering summer, it launches new iced coffee drinks to cool down the heat in summer; during the Mid-Autumn Festival, it launches carefully selected mooncake gift boxes, carrying the joy and blessings of the holiday. In October 2024, IZEECUP appeared at the Financial Street International Coffee Festival, offering consumers an immersive consumption experience.



Picture: Expanding IZEE Brokerage’s services

Taking Quality as the Foundation and Service as the Priority (Continued)



Picture: Online mall named金愛臻品



Pictures: IZEECUP appeared at the Financial Street International Coffee Festival



Pictures: IZEECUP was interviewed by China Media Group's Business Radio Program

Taking Quality as the Foundation and Service as the Priority (Continued)



Picture: IZEECUP launched seasonal best-selling products



Picture: IZEECUP and IZEE • BAKED MAGIC provided refreshment service for “Financial Street i-Living Room”



Picture: IZEECUP and IZEE • BAKED MAGIC provided refreshment service for corporate seminars

Taking Quality as the Foundation and Service as the Priority (Continued)



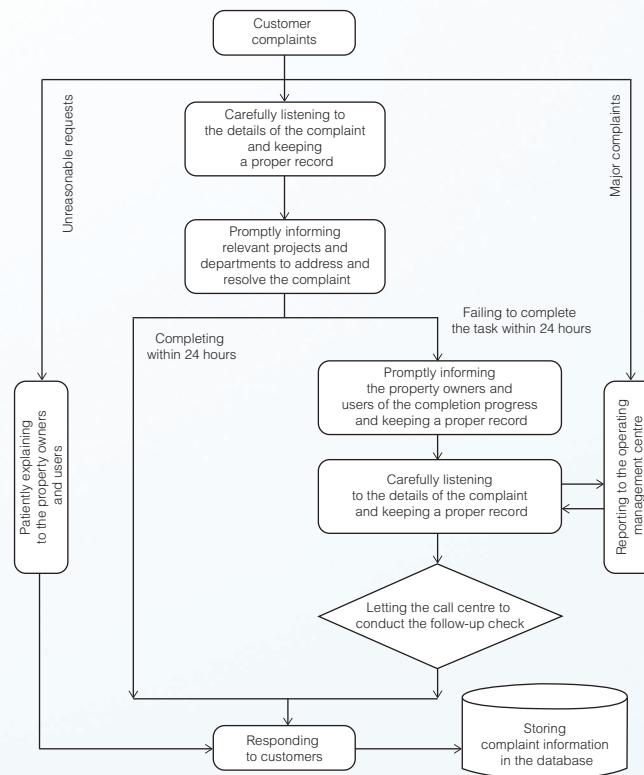
Picture: “IZEE Bistro” was opened at JK FUN Mall

TAKING VARIOUS MEASURES TO OPTIMIZE SERVICE

The Company has always adhered to the service concept of “excellent quality and perfect experience”, placing customers’ feedbacks and evaluations for its service at the core position. By regularly conducting third-party customer satisfaction surveys, the Company deeply understands the needs and requests of customers, ensuring that services are improved in an effective and targeted manner. Based on the results of the surveys, the Company continuously enhances the quality of service, winning the recognition and trust of property owners through down-to-earth property services. To implement its high-quality development strategy, the Company has proposed to further improve customers’ perception and experience of property services by improving innovation capabilities, service capabilities and execution capabilities. According to reports from third-party research institutions, the Company maintained high customer satisfaction in 2024, with office building services steadily leading the industry and residential services exceeding industry average levels, fully demonstrating the Company’s excellent service capabilities and determination to continuously improve.

Financial Street Property regards complaint handling as an important bridge for establishing in-depth communication with customers, and has established a comprehensive customer complaint handling process. The Company accepts customer requests through a nationwide unified service hotline (4000496018) around the clock, and comprehensively pushes the promotion and implementation of the “96018” call centre across all business regions, subsidiaries and projects under its direct management. To ensure the quality of services, the Company have set strict “Three 100%” service standards: a customer request handling rate of 100%, a timely response rate of 100% and a problem resolution rate of 100%, so as to continuously enhance its customer service experience and optimize its customer satisfaction. In 2024, Financial Street Property achieved a customer request handling rate of 100% and a timely response rate of 100% as well as a complaint resolution rate of 98%. The complaint satisfaction rate also improved compared to the same period in 2023.

Taking Quality as the Foundation and Service as the Priority (Continued)



Picture: Customer complaint handling process

Table: KPIs related to customer complaints

Indicators	2024 Data	2023 Data
Number of complaints received	361	278
Complaint rate (%)	< 0.48	< 0.4
Complaint handling rate (%)	100	100
Timely handling rate (%)	100	100
Complaint resolution rate (%)	98	98
Complaint satisfaction rate (%)	98	95

Note: Complaint rate = Number of complaints/Total number of customers

Taking Quality as the Foundation and Service as the Priority (Continued)

In 2024, the call centre of the Company received a total of 657 calls, of which 361 were complaint cases. To address hidden hazards and potential risks in complaints, the call centre has established a rapid response mechanism, effectively preventing and resolving group complaint incidents and ensuring that all complaints are handled promptly and properly. In terms of complaint management system construction, the Company has continuously deepened the institutionalization and standardization construction: firstly, strengthening the enforcement of the “Customer Complaint Management System” and integrating it into the daily management assessment system; secondly, organizing special training and assessment on the “Q&A on Receiving and Handling Complaints” for all employees to effectively enhance their complaint handling capabilities based on past experience in “receiving and handling complaints”; thirdly, improving the complaint handling process control mechanism by formulating and implementing the “Assessment Details for Sprinting toward Receiving and Handling Complaints”, so as to further standardize the complaint handling process and improve service quality.



Pictures: 96018 service hotlines for receiving and handling complaints and the “Q&A on Receiving and Handling Complaints” manual

考试编号:	20240723162211447	考试名称:	2024年“接诉即办”百问百答考核成绩									
“接诉即办”百问百答考核成绩												
工号	用户名	姓名	部门	首次考试分数	补考次数	补考分数	成绩排名	状态	监督证书	监督学号		
shengjiaoping	shengjiaoping	陈金平	北京金融街物业(集团)有限公司,物业公司,投诉公司(金融街第一太平)	83	0	76	通过	---	3			
zsh	zsh	张舒	北京金融街物业(集团)有限公司,物业公司,华北区,津冀	94	0	11	通过	---	3			
zhuo01	zhuo01	栾耀	北京金融街物业(集团)有限公司,物业公司,华北区,金融(810)	86	0	63	通过	---	3			
j151	j151	李智博	北京金融街物业(集团)有限公司,物业公司,直管项目,直管项目	90	0	39	通过	---	3			
j11093	j11093	李军	北京金融街物业(集团)有限公司,物业公司,华北区,通州湾项目	84	0	71	通过	---	3			
liyue2	liyue2	李月	北京金融街物业(集团)有限公司,物业公司,华北区,金融街中街中心	91	0	29	通过	---	3			
gfdh	gfdh	杜鹏飞	北京金融街物业(集团)有限公司,物业公司,华北区,住宅物业,直管项目	90	0	39	通过	---	3			
w112	w112	李强	北京金融街物业(集团)有限公司,物业公司,直管项目,开北金融街中心	88	0	54	通过	---	3			
qg11	qg11	李宇平	北京金融街物业(集团)有限公司,物业公司,投诉公司(金融街第一太平)	97	0	1	通过	---	3			

Picture: Assessment results for “Q&A on Receiving and Handling Complaints”

To further advance the transformation and upgrading of “receiving and handling complaints” into “handling complaints before being received”, the Company has organized specialized training for all regional project managers to improve their capabilities. The training has provided a systematic explanation focusing on the new version of the “Case Library for Receiving and Handling Complaints” by way of combining typical case analysis with scenario simulation drills to deeply interpret hot and difficult issues in complaints. The training has emphasized the need to adhere to the service orientation of “seven haves” and “five characteristics”, enhancing the foresight and proactivity of property services: firstly, establishing a routine customer communication mechanism to actively listen to the requests of property owners; secondly, improving the problem prediction mechanism to identify and resolve potential problems in advance; thirdly, optimizing the service response process to increase the problem handling efficiency; fourthly, strengthening the service team construction to improve professional service capabilities. Through multi-dimensional and systematic service improvement measures, effectively transforming the concept of “handling complaints before being received” into service practice continuously enhances property owners’ satisfaction and sense of fulfillment.

Taking Quality as the Foundation and Service as the Priority (Continued)

To continuously optimize the service quality, the Company has launched the “Quality Month” special campaign, carefully planning a series of community activities around themes such as festive celebrations and seasonal features, including special projects such as Convenience Service Day, Summer Cooling Event, Garden Parties during Mid-Autumn Festival, and Back-to-school Care. All employees have actively responded and deeply participated in various service improvement plans, earning widespread praise from property owners and customers. Thanks to the successful experience of “Quality Month”, the Company will further deepen the quality improvement project, focusing on building a harmonious community atmosphere, enhancing customer belonging and satisfaction, and continuously improving service quality and customer stickiness.



Picture: Conducting various activities to strengthen relationships with property owners and users

Through systematically carrying out diversified activities including customer service, festive celebrations, environmental protection public welfare and convenience value-added activities, the Company has significantly increased customer interaction frequency and the exposure of corporate service brands. These initiatives have not only effectively narrowed down the gap between property service providers and customers, but also allowed customers to personally experience the professionalism and high-quality details of property services, as well as directly realized the daily service content and standards of the property staff, achieving effective communication of service value.



Beijing • Sending flowers on Women's Day



Beijing • Celebrating Lantern Festival together

Taking Quality as the Foundation and Service as the Priority (Continued)



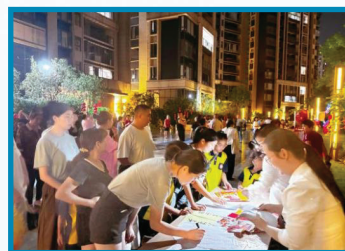
Beijing • Assisting with hospital guide and registration



Harbin • Realizing multi-industry service collaboration



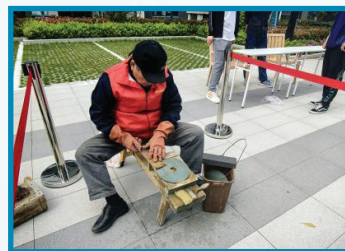
Guangzhou • Upgrading and reconstructing cultural and sports facilities



Guangzhou • Providing service consultations for various operations



Shanghai • Sending blessings during the Chinese New Year



Shanghai • Providing convenience services



Chongqing • Conducting fire drills



Hong Kong • Community Care Activities during Mid-Autumn Festival

Pictures: Community activities and convenience services in different regions

Taking Quality as the Foundation and Service as the Priority (Continued)

The Company has always regarded community cultural construction as a key method for improving its service quality. In 2024, the Company innovatively launched the “Joyful Community” brand activity system, allowing each project under its management to carry out diversified community cultural activities and convenience services based on local conditions, and continuously improving property owners' happiness and sense of belonging by building a community ecosystem of “neighborly integration and cultural sharing”. Meanwhile, fully leveraging the resource advantages of the Group, the Company deeply collaborated with strategic partners such as Greatwall Life (長城人壽) and Ruibao Medical (睿寶醫療) to jointly launch a special action of “Service into the Community”, covering themes such as festive celebrations, popular science education, and free health check-ups, and providing customers with high-quality services throughout their life cycles. Conducting these activities not only won highly praise from property owners but also significantly increased customer stickiness and brand reputation by precisely meeting the diversified needs of customers.



Picture: “Service into the Community” special action

On 20 May 2024, on the occasion of the 30th anniversary of the establishment of Financial Street Property, the Company meticulously planned and launched a series of themed celebrating activities under “Handling Concrete Affairs for Property Owners and Users”. These activities included a green and low-carbon thousand-person signing commitment, an open day for key equipment rooms, customer fellowship and birthday celebrations, service quality survey and other projects, demonstrating the corporate mission of “Wholeheartedly Serving the Property Owners and Users” through practical actions, and sincerely giving back to its customers for their support and attention over the past three decades. The Organ Service Centre of the National Financial Regulatory Administration particularly sent a Letter of Congratulation to Celebrate the 30th Anniversary of the Establishment of Financial Street Property Co., Limited, commending the Company’s achievements in the field of property service and expressing great hopes and expectations for its future development. This anniversary celebration activity not only showcased the Company’s continuous innovation service concepts but also demonstrated its firm determination to advance hand-in-hand with customers and create a better future together.

Taking Quality as the Foundation and Service as the Priority (Continued)



Pictures: Letter of Congratulation from the Organ Service Centre of the National Financial Regulatory Administration

➤ Meritorious and exemplary projects

With the strong support of property owners, a number of projects of the Company has won honors for exemplary projects of property management reviewed by regional, provincial, municipal, and industrial organisations, playing a positive and demonstration role for the Company to promote its standardized service quality construction. Notably, the Beijing Weilai Rongshang Project was awarded the “Demonstration Project” for residential property management in Beijing, the Zhong Zai Centre Project was recognized as a model commercial building for domestic waste sorting in Beijing, while the Financial Street Rongfu Property Service Center in Beijing was honored as the Advanced Units of Property Services, and Beijing Financial Street Residential Property Management Co., Ltd. was recognized as an excellent public rental housing property service provider in 2024.



Pictures: Certificates and medals of some of the meritorious and exemplary projects

Taking Quality as the Foundation and Service as the Priority (Continued)

➤ Strengthening work safety responsibilities

In strict compliance with the requirements of laws and regulations such as the Work Safety Law of the People's Republic of China, the Provisions of Beijing Municipality on the Main Responsibility of Production and Business Entities, and the Provisions of Beijing Municipality on the Main Responsibility of Fire Safety of Entities, the Company has established a scientific and systematic work safety management system. The Company has set up a work safety committee with its legal representative acting as the director. In 2024, the Company continued to refine its safety management systems and mechanisms by establishing a safety management office under the original work safety committee, which was chaired by the deputy director of the safety committee, staffed with an office deputy director and an assistant director, and appointed nine project-based engineering and security professional managers as executive members, further enhancing the professional support. Each business region, branch and subsidiary established safety teams with the leader in charge of safety acting as the responsible person, forming a safety management network with clear hierarchies and well-defined responsibilities to comprehensively strengthen organizational guarantees for work safety.

➤ Strengthening the publicity, inspection and assessment of safety

In 2024, the Company carried out a nationwide safety inspection, covering over 80 projects across all subsidiaries in three major business regions. The inspection focused on enhancing practical capabilities, emphasizing hands-on activities such as emergency drills for micro fire stations, water pressure tests at disadvantaged points, and remote activation tests for fire control rooms. Additionally, thorough checks were carried out on the management of key equipment rooms, daily security and fire safety management, flood season emergency plans and material reserves, gas facilities in catering units, and approval processes for confined spaces and hot work operations. Through intensified practical drills, the Company significantly improved emergency response capabilities, embodying the principle of “more training in peacetime, less damage in emergencies.” The inspection identified over 520 safety hazards. The Company's Safety Management Office established a hazard rectification ledger, promptly communicated issues to project leaders and responsible managers, and implemented a “list-based” management approach. Measures such as rectification within a time limit and follow-up reviews ensured the complete elimination of hazards. By the end of 2024, all identified hazards had been rectified, achieving a 100% rectification rate, effectively preventing safety incidents and providing a solid foundation for the Company's safe operations. The Company has successfully achieved its goal of zero safety accident this year.



Pictures: Carrying out Safety Inspections

Taking Quality as the Foundation and Service as the Priority (Continued)

In 2024, the Company established a systematic quarterly safety evaluation mechanism, conducting four comprehensive evaluations throughout the year. The evaluation mechanism introduced a three-tiered drill requirement: each project was required to conduct a partial evacuation drill every quarter, a specialized emergency plan drill every half a year, and at least two emergency response drills for power distribution room accidents every year. The evaluation adopted a regional management model, with business regions as the evaluation units, requiring the regular submission of complete verification materials, including drill plans, process records, and assessment reports. This evaluation mechanism not only significantly enhanced the safety awareness and emergency response capabilities of all staff, but also clarified the primary responsibility of managers for work safety and detailed the safety duties of personnel at all levels. Benefiting from the strict evaluation system, all business regions and directly managed projects achieved excellent results, meeting the 100% qualification target, thereby providing strong support for the continuous improvement of the Company's safety management standards.

➤ Organising work safety training

In November 2024, to implement the requirements of the “119” Fire Safety Awareness Month, the Company organized a series of fire safety-themed activities, including emergency drills and skills competitions. These drills effectively strengthened employees' safety awareness and their ability to apply fire safety knowledge. During the month, various projects, together community management units and property owners, also carried out diverse fire safety publicity activities.



Picture: fire emergency evacuation drill

Taking Quality as the Foundation and Service as the Priority (Continued)

The “2024 Labor Skills Competition within Financial Street Property- Finals (Security)” brought together 53 outstanding participants from frontline projects across the country to compete on the same stage, showcasing their professional skills and spirit.



Picture: Labor skills competition (security)

Ensuring Compliance Governance

The Company strictly abides by the “Company Law of the People’s Republic of China”, the “Anti-Unfair Competition Law of the People’s Republic of China”, the “Anti-Money Laundering Law of the People’s Republic of China”, the “Interim Provisions on Banning Commercial Bribery”, the “Provisions on the Probity Practice of Leaders of State-owned Enterprises”, the “Administrative Punishment Law of the People’s Republic of China on Public Officials” and other laws and regulations relating to bribery, extortion and anti-money laundering, as well as the “Regulations on the Disciplinary Actions for State-Owned Enterprise Management Personnel”.

In terms of internal system of the Company, in order to thoroughly implement the Eight-point Regulations of the Central Government and strengthen the construction of a clean and honest Party, the Company formulated the “Rules on Implementation of the Eight Requirements of the Central Committee of the CPC by the Party Committee and Discipline Inspection Committee of Financial Street Property Co., Ltd.”, which further clarified the red line and bottom line of integrity of management cadres at all levels. In addition, the Company has formulated the Internal Audit Management Measures, Economic Responsibility Audit Management Measures and Compliance Management Measures, which further clarified the requirements for compliant development.

➤ Strengthening and implementing Integrity and Supervision

The Company has zero tolerance for corruption, being determined to combat all forms of corruption and bribery, integrates integrity education into the whole process of corporate operation and management, strictly complies with relevant laws and regulations, formulates and implements relevant regulations of the Company, and defines the bottom line of integrity for employees. The business ethics and anti-corruption work of the Company is mainly handled by the discipline inspection office and compliance audit center, which carries out comprehensive risk identification for corruption and bribery during business operations, and conducts regular audits and special inspections of the relevant situations to prevent integrity risks. The Company has zero tolerance for corruption, being determined to combat all forms of corruption and bribery, integrates integrity education into the whole process of corporate operation and management, strictly complies with relevant laws and regulations, formulates and implements relevant regulations of the Company, and defines the bottom line of integrity for employees.

Ensuring Compliance Governance (Continued)

The Company requires all employees to sign the “Probity Practice Undertaking Letter” upon induction, purchasing staff to sign the “Probity Undertaking Letter for Purchasing Staff”, and suppliers to sign the “Statement on Product and Service Procurement Compliance” to further define the bottom line of integrity. On special occasions such as festivals and holidays, in order to create a clean and positive festive atmosphere and prevent Party members and cadres from violating the eight spirits of the Central Government and the acts of “four forms of decadence”, the Company has established an integrity reminder mechanism to provide early warning and early education. Awareness education and integrity risk warnings are delivered to employees before festivals through online and offline methods, such as Party committee, manager office meeting, Party branch meeting, regular project meeting, WeChat working group, etc., to ensure the spending of holiday in a safe, civilized and incorruptible way. In 2024, before major holidays, the Company vigorously promoted integrity education, sending over 2,600 integrity text messages via SMS service to all supervisory targets to reiterate holiday discipline.

The Company sets up various reporting channels, such as reporting hotline, reporting mailbox, suggestion box, etc. The discipline inspection office is responsible for investigating reported cases, adhering to the principle of investigating all the reported information. Any internal or external reports of corruption and bribery, or embezzlement of public resources to seek personal gains and other corrupt behaviours are dealt with severely upon discovery. The confidentiality of whistleblowers is strictly maintained, and any act of retaliation or frame-up against whistleblowers is severely cracked down.

The Company attaches great importance to integrity education, especially the supervision and education of personnel in key segments and positions prone to corruption. The Company actively guides its management and relevant interest groups to act in accordance with the law in an honest and trustworthy manner by comprehensively and consciously resisting corrupt actions such as seeking profits instead of being righteous, undermining public interests for personal gain, cheating and fraud. In order to further enhance the awareness of integrity, self-discipline and due diligence of management cadres, the Company organised pre-appointment training on integrity for newly-appointed management cadres in batches.



Ensuring Compliance Governance (Continued)

In February and July 2024, the Company held two integrity education conferences. We organized the participants to watch awareness education films, conveyed the spirit of the warning education conferences from the higher level and pre-holiday integrity reminders, warning all Party members and cadres to learn from negative examples, make frequent self-reflection, and reinforce behavioral boundaries. They were urged to consistently exercise self-discipline, and strive to be pioneers and role models in Party discipline education, providing a strong disciplinary guarantee for advancing the Company's high-quality development and fostering a clean and upright political environment.



Pictures: Holding awareness education conferences

Ensuring Compliance Governance (Continued)

In May 2024, the Company held a collective integrity talk for newly appointed personnel. Participants collectively watched a Party conduct and integrity education film — “Building a Strong Ideological Defense, Strictly Adhering to Disciplinary Bottom Lines”. They studied the “Regulations on Disciplinary Actions of the Communist Party of China” and the “Law of the People’s Republic of China on Administrative Punishment of Public Officials”, took part in a test on integrity knowledge, and were urged to prioritize “adhering to political integrity” by honing their political character with absolute loyalty and solidifying their ideological foundation, focus on “doing good deeds” by demonstrating a strong work ethic and taking responsibility for their duties, and emphasize “abiding by rules” by maintaining the bottom line of resisting corruption and degeneration with a spirit of self-reform. This further deepened their understanding of the negative list in the disciplinary regulations and made them gain better understanding of the standards of integrity and self-discipline and the norms of professional conduct of state-owned enterprise management personnel.



Picture: The Party Committee organized to watch a Party conduct and integrity education film

In 2024, the Company’s Party Committee disseminated over 40 awareness education case studies and organized Party members and cadres to watch awareness educational films such as “Consequences of Negligence”, “Breaking the Last Line of Defence”, and “Rules that must be followed”, aiming to remain steadfast in their responsibilities.



Picture: The Party Committee organized a series of awareness education activities titled “Dust Off Ideological Impurities to Build an Impenetrable Defense”

Ensuring Compliance Governance (Continued)

In September 2024, leveraging the “Capacity Enhancement Year” initiative of discipline inspection committee of the Xicheng District, the Company’s Discipline Inspection Commission deepened its Party discipline education and advanced the implementation of the “Dual Enhancement” project. It organized a meeting for full-time and part-time disciplinary inspection cadres under the theme “Learning and Knowing Discipline to Strengthen Competence, Understanding and Upholding Discipline to Enhance Efficiency.” A test on disciplinary and legal knowledge was conducted to further enhance understanding of Party discipline and regulations, strengthen the awareness of learning and upholding discipline, and achieve the goals of promoting learning through testing, clarifying discipline through learning, and fostering integrity with discipline.



Picture: The Discipline Inspection Commission held a meeting titled “Learning and Knowing Discipline to Strengthen Competence, Understanding and Upholding Discipline to Enhance Efficiency”

Ensuring Compliance Governance (Continued)

➤ Maintaining A Clear Focus of Internal Audit and Control

In 2024, the internal audit involved seven subsidiaries, covering special audits, expense audits, and resignation audits. A total of 10 audit reports were issued, including 6 special audit reports, 3 routine audit reports, and 1 economic responsibility audit report. The audit scope and focus included the safety management, contract management, procurement management, and budget management (covering energy, labor costs, etc.) of business units. Relevant audit issues were identified, and rectification recommendations were proposed. A follow-up evaluation of rectification was completed within the year, achieving a 100% rectification completion rate. The evaluation of internal control, with its clear focus and timely rectification, helped to identify the deficiencies and loopholes of the internal control system in a timely manner and to propose improvement measures to continuously optimise and improve the internal control system.

➤ Improving Supply System

The Company has formulated the “Management Measures for Tendering and Procurement”, the “Supplier Management System”, the “Material and Maintenance Procurement Management Regulations” and the “Emergency Procurement Management Regulations”, etc. In 2024, the Company further raised its criteria for selection of suppliers. Suppliers with a better reputation in the industry and providing more service offerings are preferred. The admission of any supplier must undergo market selection, professional evaluation, comprehensive assessment, and the submission of preliminary supplier evaluation records for the Company's approval before being engaged. Additionally, dynamic management and control are implemented to retain the best ones and eliminate the underperforming ones.

In terms of supplier selection, the Company prioritizes high-quality suppliers with strong brand recognition and significant market share. Suppliers are strictly required to provide product qualification test reports, environmental quality system certifications, and other relevant documents to ensure compliance with green and sustainable standards, supporting the Company's sustainable development goals.

In terms of daily management of suppliers, the projects served by suppliers supervise the whole process of services provided by suppliers, and the daily records are kept in the respective projects. Especially when making payments, it is necessary to state whether the quality of services provided by the supplier meets the project requirements, whether it can be implemented in accordance with the contractual terms, etc., and take this as an important basis for payment.

Ensuring Compliance Governance (Continued)

At the end of 2024, the Company's Administrative and HR Center organized relevant professional departments and user departments to conduct an annual review of suppliers in the qualified supplier database. Suppliers were classified based on their comprehensive scores: those scoring above 85 were categorized as Class A suppliers, 70–85 as Class B, 60–70 as Class C, and below 60 as Class D. High-scoring Class A and B suppliers were listed as preferred procurement suppliers, and the respective procurement management departments compiled them into the “List of Qualified Suppliers”, which was subsequently approved in accordance with the “Authorization and Credit System and Reporting Process Guidelines” of the Company. Class C suppliers were issued “Notice of Rectification in a Time Limit” by the respective procurement management departments, requiring rectification within one month. Suppliers failing to meet rectification requirements within the deadline were removed from the “List of Qualified Suppliers” upon approval by the Company, and were issued notices of termination of cooperation by the respective procurement management departments. For the lowest-scoring Class D suppliers, the Company, after reviewing through the authorization and credit system, removed them from the “List of Qualified Suppliers” and issued notices of termination of cooperation by the respective procurement management departments.

物业公司2024年度合格供方年终复评工作的通知

发布时间: 2024-10-28 阅读: 908

依据公司体系文件要求,综合管理中心和组织部各直管项目/华北区住宅项目,对2024年合格供方提供的服务进行年度总复评工作。

请各项目及时下载相关复评表格,本着实事求是的态度,对2024年度供方提供的服务品质、服务态度、服务及时度,以及合同期内履行条款情况进行公正评价。

请各项目先对照年度内与供方签署的合同,认真填写《2024年度各项目合作供方统计表》,后,根据此表完成供方年终复评工作。

一、评价范围:

2024年各项目所签署的合同,2024年合格供方名录《金融街物业股份有限公司》《金融街住宅物业公司》中所涉及及新增供方名录中的供方。

后附:《工程类供方名录》、《劳务类供方名录》、《商务类供方名录》、《住宅板块类供方名录》、《物料类供方名录》、《新增供方名录》。

二、时间安排:

- 1] 复评表格下发时间: 2024年10月29日
- 2] 各项目复评时间: 2024年10月29日至2024年11月28日。
- 3] 专业主管部门复评时间: 2024年11月28日至2024年12月10日。
- 4] 行政人力中心复评时间: 2024年12月10日-2024年12月28日。

Picture: Year-end supplier evaluation notice

供应商考核评价表 (商务及其他类)

供应商名称: _____ 部门名称: _____ 评价日期: _____ J/RJ-QE0CK21-05-03

行政人力中心 (80分)		职能部门 (70分)		总分及评价意见	
评价内容	满分	评价内容	满分	总分	评价意见
企业资质有效性	5	对服务需求理解程度	5		
过往业绩表现情况	5	专业服务能力	10		
沟通响应及时性	5	服务态度	5		
合同执行情况	10	服务过程规范性	10		
价格合理性	5	工作配合支持度	10		
		合同履行情况	10		
		过程响应及解决能力	5		
		附加及增值服务	5		
		价格合理性	10		
分值	80	分值	70		
分值低于 28 分请说明原因		分值低于 40 分请说明原因		评价意见	
行政人力中心意见		职能部门意见			
□同意转入 □不同意转入		□同意转入 □不同意转入			
评价人: _____ 部门: _____	评价人: _____ 部门: _____		行政人力中心意见		

Picture: Supplier evaluation sheet

Ensuring Compliance Governance (Continued)

➤ Incorruptible and green procurement

In terms of Incorruptible procurement management, the Company enforces a strict code of conduct for purchasing staff, requiring all staff involved in procurement to adhere to professional ethics and maintain integrity. During the preparation of bidding documents, the Administrative and HR Center takes the Compliance Declaration for Product and Service Procurement as a compulsory document, and requires suppliers to truthfully sign it and affix official seals. The Company also clearly informs the suppliers of its integrity requirements for purchasing staff in the form of attachments, and proactively invite supplier to oversight our purchasing staff. Furthermore, the Company regularly organizes training and communication activities for suppliers, with all relevant notices disseminated through online channels, such as WeChat and email, to ensure information transparency and openness.

By the end of 2024, the Company has fully realized online operation of procurement for all projects of regional branches and subsidiaries. The procurement management system covers 185 users, covering 12 major categories of procurement materials with nearly 11,000 types, and the total number of cumulative orders processed exceeds 650,000. Meanwhile, the financial payable module of the procurement system has been successfully launched, realizing the integrated management of business and finance across the entire workflow from procurement application, online quotation from suppliers, online price comparison, procurement execution, delivery notification, warehousing management, collocation and distribution to reconciliation by suppliers, which significantly improves the procurement efficiency and financial control capability.

➤ Certification and KPIs of suppliers

Table: Proportion of suppliers obtaining relevant social and environmental certifications

Type of social and environmental certification obtained by suppliers	Number of suppliers that obtained relevant certification	Proportion of certified suppliers
ISO90001 Certification	359	21.36%
OHSAS Certification	303	18.02%
ISO14001 Certification	346	20.58%

Note: Percentage of suppliers obtaining relevant social and environmental certifications = Number of suppliers obtaining relevant certifications/Total number of suppliers 100%

Ensuring Compliance Governance (Continued)

Table: Supplier-related KPIs

Number of suppliers by geographical region	2024 Data
Eastern China	540
Central China	4
Northern China	534
Southern China	295
Northeastern China	165
Southwestern China	143

Note: Northern China includes Beijing, Tianjin, Shanxi, Hebei, and Inner Mongolia;

Southwestern China includes Chongqing, Sichuan, Guizhou, Yunnan, and Tibet;

Eastern China includes Shanghai, Jiangsu, Zhejiang, Shandong, and Anhui;

Southern China includes Fujian, Guangdong, Hainan, and Hong Kong;

Northeastern China includes Heilongjiang, Jilin, and Liaoning;

Central China includes Henan, Hubei, and Hunan;

Northwestern China includes: Shaanxi, Gansu, Ningxia, Qinghai, and Xinjiang.

➤ Multiple protection of information security

The Company attaches great importance to information safety management, and strictly complies with relevant PRC laws, regulations and industry norms, including but not limited to the “Data Security Law of the People’s Republic of China”, the “Personal Information Protection Law of the People’s Republic of China”, the “Administrative Measures for Internet Information Services”, the “Information Security-related Laws and Regulations and Industry Regulations”, the “Management Provisions on Electronic Bulletin Services in Internet”, the “Interim Provisions on the Administration of Engagement by Internet Sites in News Publication”, the “Administrative Measures on Safety Protection of International Connection of Computer Information Networks”, the “Classification Criteria for Security Protection of Computer Information System”, the “Classification Principles for Products Dedicated to the Security of Computing Information Systems” and other laws and regulations related to the Company’s operations and information security protection. Through the establishment of a sound information security protection mechanism, the Company is committed to building a solid and reliable information security barrier for its customers and ensuring that customer data and privacy are fully protected.

Ensuring Compliance Governance (Continued)

In 2024, the Company continued to strengthen its information security management and adopted a series of practical and effective measures, including: explicitly requiring suppliers to possess professional certification qualifications related to information security and user privacy protection when selecting suppliers; signing strict customer privacy protection agreements with suppliers involving customer information to specify the responsibilities and obligations of both parties; and providing comprehensive information security training to all relevant personnel before the information system goes online to enhance the information security awareness of all staff. These measures have further safeguarded the Company's information security and provided more reliable protection for customer information.

➤ Strictly controlling the use of data to protect customer information security

The Company has been strictly enforcing the confidentiality system for customer information. With the launch of the new version of WeChat official account in 2024, the Company has realized the data connection with the back-end ERP system and signed strict confidentiality agreements with platform suppliers and information technology suppliers, to ensure that all information retrieval is done automatically by the system, eliminating human intervention. Also, all the information pushed by the public number should be released after obtaining customers' explicit authorization, which is in strict compliance with the platform agreement to effectively protect the privacy of customers.

In terms of information security management, the Company has established a dedicated information security department with specialized positions, and selected personnel with high responsibility, excellent professional skills and relevant professional certifications to oversee information security operations. The Company advocates the philosophy of "information security through full participation." By implementing a collaborative information security mechanism and conducting regular awareness campaigns and training sessions, the Company continuously enhance employees' awareness and knowledge of information security.

➤ Standardization and institutional system development

In alignment with its informatization development needs, the Company has accelerated the establishment and refinement of operational standards and institutional systems for information systems by drawing on advanced industry practices both domestically and internationally. Leveraging the technical expertise of its shareholder's information center, the Company has developed a comprehensive enterprise information security and management system. This system encompasses traditional protective mechanisms such as user identity authentication, firewalls, access control systems, secure routers, security management centers, and intrusion detection, as well as secure databases and data disaster recovery equipment (e.g., data restoration and replication devices). Meanwhile, the Company has established a robust emergency response mechanism for information security incidents and enhanced its emergency management protocols. These measures have significantly improved the Company's ability to handle information security incidents, effectively preventing and mitigating the losses and damages caused by information security incidents.

Ensuring Compliance Governance (Continued)

The ERP software servers utilized by the Company are hosted on the Tencent Cloud platform, with system maintenance and data security management responsibilities entrusted to the service provider. Specific measures include daily data backups, with backup data retained for 30 days to ensure full traceability of information within this period. The database employs “one master database with multiple slave databases + remote backup (一主多從+異地備份)” architecture, with database servers deployed in both Beijing and Guangzhou to ensure high data availability and robust disaster recovery capabilities. Tencent Cloud has passed the national third-level information security rating assessment, the Company engages third-party professional institutions annually to conduct vulnerability scans and assessments, bolstering system security. Moreover, database audit logs are retained for 30 days, providing support for the analysis and traceability of information security incidents. These measures collectively ensure the security and reliability of the Company’s information systems.

➤ Protecting intellectual property rights and preventing infringement

The Company strictly adheres to relevant laws and regulations, including the Copyright Law of the People’s Republic of China, the Trademark Law of the People’s Republic of China, the Patent Law of the People’s Republic of China, the Anti-Unfair Competition Law of the People’s Republic of China, the Data Security Law of the People’s Republic of China, and the Civil Code of the People’s Republic of China. These laws cover areas such as citizens’ personal information, privacy rights, property service contracts, and liability for infringement. Upholding the principles of compliance and innovation, the Company consistently adheres to compliant operations, actively safeguards its intellectual property achievements while respecting the intellectual property rights of others. The Company applies the same standard of protection to the data and personal information of clients, employees, affiliates and suppliers, and firmly opposes any form of unfair competition. Specific measures include: establishing a dedicated department to handle external intellectual property complaints (e.g., infringement issues related to software, fonts, images, and online content); strictly regulating the sources of information on official websites and official accounts platform; clearly defining intellectual property ownership and infringement liabilities in contracts; independently designing the company’s IP image; actively applying for trademark registration and conducting regular maintenance.

Ensuring Compliance Governance (Continued)

➤ Strengthening legal awareness campaigns

In 2024, in terms of its legal awareness and training initiatives, the Company conducted a legal workshop focused on key aspects of corporate governance under the new Company Laws, which was attended by over a hundred mid-to-senior level managers. Throughout the year, the Company developed and launched practical legal training courses on its internal learning platform, such as Procedures for Utilizing Residential Maintenance Funds (《住宅專項維修資金使用流程》) and Practical Aspects of Litigation Cases (《訴訟案件實務》). Additionally, during the period of 12.4 Constitution Publicity Day, the Company required all departments and projects to organize employees to watch a constitutional awareness video produced by Legislative Affairs Office of the People's Government of Beijing Municipality and the Group. Projects equipped with elevator media and multimedia screens were instructed to loop the video for public viewing. Meanwhile, the headquarters of the Company printed posters and posted them on the publicity column at the entrance of the headquarters, further fostering a strong legal culture and enhancing the legal awareness of all employees.



Picture: Legal publicity

Employee Oriented, Growing Together

In terms of employees' rights and interests protection, the Company strictly complies with the "Labour Law of the People's Republic of China", the "Labour Contract Law of the People's Republic of China", the "Social Insurance Law of the People's Republic of China", the "Regulations on the Implementation Measures of Paid Annual Leave for Enterprise Employees", the "Law of the People's Republic of China on the Protection of Women's Rights and Interests", the "Special Rules on Labour Protection for Female Employees", the "Administrative Measures for Occupational Health Surveillance" and other national laws and regulations, to comprehensively safeguard the lawful rights and interests of employees. The Company protects employees' rights and interests in accordance with the law, including but not limited to eliminating child labor, ensuring that employees' wages are paid in full on a monthly basis, and prohibiting violent means to force employees to work or work overtime.

In addition, the Company has also formulated a series of internal management systems such as the Handbook on Remuneration and Welfare (《薪酬福利手冊》), the Administrative Measures on Personnel Recruitment and Internal Deployment (《人員招聘與內部調配管理辦法》), the Administrative Measures on Employment (《用工管理辦法》), the Administrative System on Performance Appraisal (《績效考核管理制度》), the Administrative Measures on the Labour Protection of Female Employees (《女職工勞動保護管理辦法》) and the Administrative Measures on Employee Medical Examination (《員工體檢管理辦法》), covering recruitment, training, labour relations, compensation and benefits, performance evaluation, employment and resignation management, labour protection of female employees and others. The following are the specific details of relevant internal system documents.

Table: Financial Street Property Personnel System

No.	Name of personnel system	No.	Name of personnel system
1	Handbook on Remuneration and Welfare	8	Labour Attendance Management Measures
2	Performance Appraisal Management System	9	Administrative Measures for Employee Physical Examination
3	Training Management System	10	Administrative Measures for Labour Protection of Female Employees
4	Administrative Measures for on Employment	11	Social Insurance Management Measures
5	Administrative Measures on Assessment of Employees during Probation Period	12	Administrative Measures for Personnel Files
6	Management Measures on Recruitment and Internal Deployment	13	Recruitment and Training System for Interns and Fresh Graduates
7	Employee Resignation Management Measures	14	Interim Measures for Incentive Mechanism

Employee Oriented, Growing Together (Continued)

EMPHASISING TALENT DEVELOPMENT

The Company places a strong emphasis on talent development and constantly enlarges its reserve talent pool. By identifying, nurturing, and selecting talent, the Company ensures that its talent pipeline becomes younger and more professional, thereby providing reliable talent support for its growth.

➤ Anchoring the talent strategy positioning

The Company consistently monitors changes in both internal and external environments, including industry development trends, market competition dynamics, updates in policies and regulations, and advancements in technology. Based on these factors, the Company dynamically adjusts and optimizes its human resources planning to ensure rapid adaptation to environmental changes and the maintenance of competitive advantages. Furthermore, through digital transformation and the application of intelligent tools, the Company also enhances the efficiency and precision of human resources management, ensuring that its human resources strategy is highly aligned with the overall business objectives of the Company. This provides a solid foundation of talent and intellectual support for the Company's sustainable development.

➤ Focusing on talent development goals

The Company closely aligns with its development strategy to precisely cultivate and attract outstanding talent, meeting role requirements and driving the achievement of objectives. The formulation of the talent strategy is centered on the Company's vision and development goals. The human resources department will establish an integrated talent platform system and implement the dual-engine strategy of "organization + talent": through model innovation, efficiency enhancement and effective incentives, the Company aims to fully activate organizational vitality. Simultaneously, the Company is committed to expanding the talent "supply pool", building a multi-tiered and diverse talent pipeline. By proactively managing talent deployment, the Company ensures comprehensive development and training of talent, guaranteeing that the talent reserve is highly aligned with the Company's growth needs.

Employee Oriented, Growing Together (Continued)

➤ Deepening the talent recruitment system

The Company has strategically focuses on both external talent acquisition (external talent attraction system) and internal talent development (internal talent chain), utilizing a talent management system for data-driven talent management. This approach aims to activate the organization and energize its talent pool. The Company places significant emphasis on the recruitment, management, development and incentivization of core talent, particularly in enhancing capabilities for business expansion, diversified operations, overall transformation, and innovation. Leveraging a development strategy that extends from human-centric services to technology-driven services, through the establishment of talent management system, the Company leverages its talent management platform to not only showcase its professional strengths in external recruitment and swiftly attract external talent but also conduct regular internal talent assessments and build talent pipeline, ensuring the creation of a robust internal and external talent supply chain, effectively supporting the implementation of the talent strategy and the achievement of business strategy.



**Picture: Xicheng District of Beijing —
Capital University Development Alliance Comprehensive Career Fair**

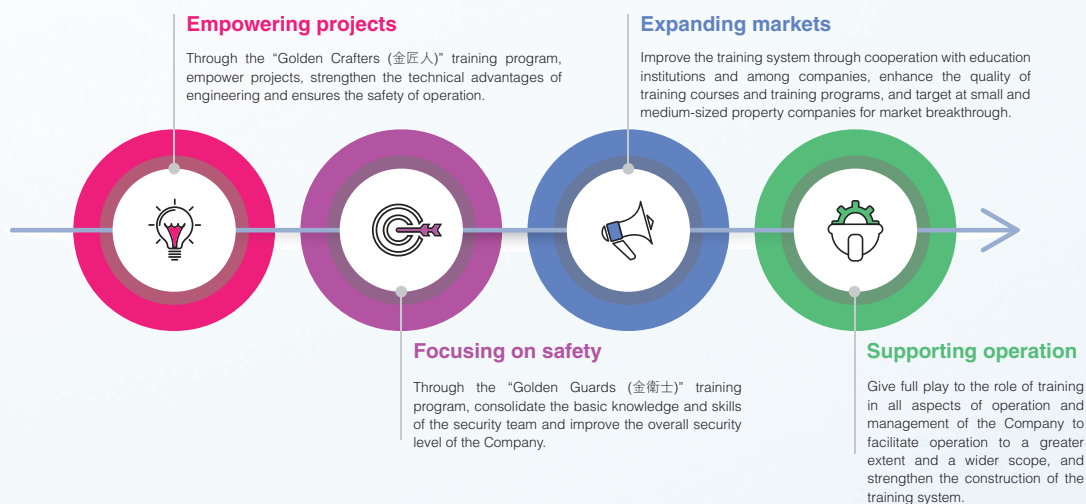
➤ Optimizing talent incentive mechanisms

In order to stimulate employees' enthusiasm more effectively, the Company has refined and adjusted the Interim Measures for Incentive Mechanism (《激勵機制暫行辦法》) in alignment with its business characteristics. Key initiatives include the introduction of incentive mechanisms for market expansion, core business operations, and value-added services. With the deepening of the regional reform initiative, the Company has consistently increased its rewards for value-added services in recent years. Guided by the outcomes of corporate development, the Company actively fosters employee initiative and creativity, closely aligning employee interests with those of the enterprise. This has created a collaborative atmosphere that encourages employees to engage more deeply in business operations and share the dividends of enterprise development. Building on employees' base compensation, the value-added service profit-sharing mechanism has further enhanced their sense of fulfillment, significantly boosting their enthusiasm and achieving mutual growth and win-win development for both employees and the company.

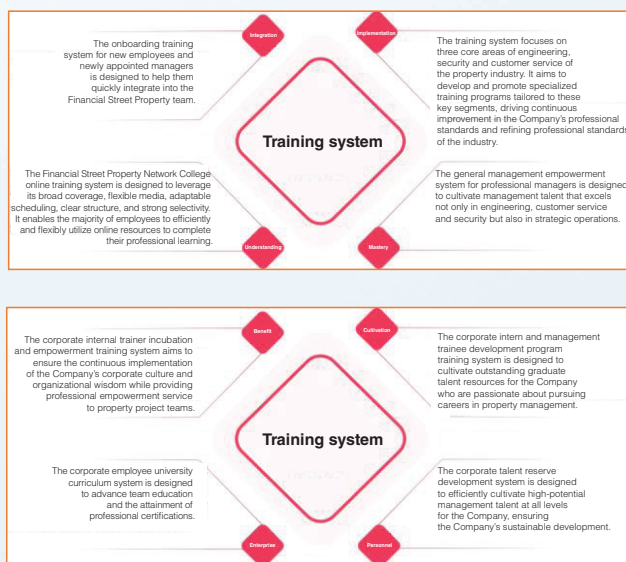
Employee Oriented, Growing Together (Continued)

PROVIDING COMPREHENSIVE TRAINING SYSTEM

In 2024, the Company closely aligned with its overall strategic plan to continuously and efficiently advance its education and training initiatives. Guided by the phased principle of “two-way training and regional training”, and in conjunction with the annual training plan, the Company systematically and standardly conducted training activities centered around the training framework of “integration, understanding, implementation, mastery, benefit, enterprise, cultivation and personnel”. Through scientific design and meticulous organization, the Company successfully completed its annual training objectives with high quality, ensuring the effectiveness and relevance of the training programs. This has provided strong support for employee capability enhancement and corporate development.



Picture: Background and purpose of the training system



Picture: Training system — integration, understanding, implementation, mastery, benefit, enterprise, cultivation and personnel

Employee Oriented, Growing Together (Continued)

In 2024, the “Golden Butlers (金管家)” customer service professional training program recruited 47 participants, offering 15 courses throughout the year with an average training duration of 42 hours per person. A total of 705 training sessions were attended, and all participants passed the assessments upon study completion, earning the “Golden Butlers and Harmony Butlers (金管家、融管家)” badges to begin their service roles. The “Golden Guards (金衛士)” security professional training program recruited 27 security trainees in total, providing 19 courses over the year with an average training duration of 24 hours per person. A total of 513 training sessions were attended, and all participants passed the assessments upon study completion, receiving the “Golden Guards (金衛士)” certification. The “Golden Crafters (金匠人)” engineering professional training program recruited 18 participants, offering 9 courses throughout the year with an average training duration of 24 hours per person. A total of 162 training sessions were attended, and all participants passed the assessments upon study completion, earning the “Golden Crafters (金匠人)” certification.

In 2024, the Company continued to implement the “all learning program (全員學習計劃)”, requiring all employees to participate in online learning for both mandatory courses (including company-level and professional mandatory courses) and elective courses. Participants were required to pass exams and accumulate a minimum of 25 credits to complete the program. This learning initiative covered employees from the Company’s headquarters functional centers, regional functional departments, directly managed projects, and customer service departments of regional subsidiaries, with a total of 1,685 participants. All participants successfully met the credit requirements and passed the exams, achieving the goal of all learning.

To enhance the management and practical capabilities of the Company’s mid-to-senior management team in the fiercer competition in the existing market, the Company organized a series of training for mid-to-senior management, represented by “challenges and opportunities in business operations and management” training, “efficiency management — breakthroughs and transformation in strategic human resource management for the new era”, “full-team marketing skills and customer relationship maintenance in property services”, and “human management across the entire lifecycle of property projects”. These training sessions were conducted through a combination of online and offline formats, totaling 14 sessions with 1,363 participants. All participants successfully passed the assessments upon completion of the training.

To enhance the management and practical capabilities of the Company’s talent reserve team, the Company organized a series of training sessions for talent reserve, represented by the talent backup sand table course such as “China modernization” expansion training”, “market expansion and bidding strategies for property services”, and “systematic methods for improving project operations and management for property managers”. These training sessions were conducted through a combination of online and offline formats, totaling 6 sessions with 1,842 participants. All participants successfully passed the assessments upon completion of the training.

Through continuous training and learning of various types and forms with practical significance and innovative ideas, the Company empowers all employees to continuously strengthen and enhance their capabilities, fostering a culture of lifelong learning, so as to better perform their duties and provide a solid foundation for delivering more professional and high-quality services to clients.

Employee Oriented, Growing Together (Continued)

Table: 2024 Training Data Summary of Rongze Training Centre

Training programmes	Training batch	Person-time of training	Passing rate
New employee training	65	177	100%
Training for reserve talents	6	1,842	100%
2024 Middle and senior level training	14	1,363	100%
2024 “Golden Butlers, Harmony Butlers” training	15	705	100%
2024 “Golden Guards” training	19	513	100%
2024 “Golden Crafters” training	9	162	100%
Property knowledge contest	14	12,474	100%
Training for all employees	3	1,685	100%

Table: 2024 Training Data Summary of Rongze Training Centre

Training hours of employees at all levels of the Company	Unit	2024 Data	2023 Data
Average training hours of senior management	hours/person	72	78
Average training hours of middle management	hours/person	70	64
Average training hours of general employees	hours/person	72	72
Average training hours of employees	hours/person	71	71
Average training hours of male employees	hours/person	71	71
Average training hours of female employees	hours/person	71	71
Percentage of senior management trained	%	100	100
Percentage of middle management trained	%	100	100
Percentage of general employees trained	%	100	100
Percentage of male employees trained	%	100	100
Percentage of female employees trained	%	100	100

Employee Oriented, Growing Together (Continued)

In 2024, the Company's Rongze Training Centre invited numerous external experts and internal senior instructors to conduct a series of training activities, achieving remarkable results. Through these trainings, an efficient platform that aligns corporate development with talent reserves and matches business needs with human resources has been built, and a talent training system conforming to market standards has been established. The Company is advancing its talent reserve and cultivation efforts in a planned and goal-oriented manner, committed to building a high-quality cadre of leaders who are "loyal to the enterprise, comprehensive in quality, and bold to take up commitment", providing a solid foundation of talent and intellectual support for the Company's sustainable development.

As of the end of 2024, the Company had 74 internal trainers, of which 15 were added in 2024. These new internal trainers come from engineering, security, customer service and other professional fields and relevant functional departments, with rich professional knowledge and practical experience. The Company arranges internal trainers to give lectures in the Company's internal and external markets every year, and actively participates in the development and editing of the Company's annual courses to further enhance the professionalism and practicality of training contents and inject continuous impetus into the Company's talent cultivation.



Picture: External expert lectures



Picture: Reserve talents training

Employee Oriented, Growing Together (Continued)



Picture: Middle and senior management training



Picture: Internal trainers training



Picture: “Golden Guards” training



Picture: “Golden Crafters (金匠人)” training

Employee Oriented, Growing Together (Continued)

EFFECTIVELY PROTECTING EMPLOYEES' RIGHTS AND INTERESTS

➤ Offering a diverse range of employee benefits

In terms of welfare system, the Company provides employees with diversified welfare benefits, covering statutory benefits, guidance benefits and supplementary benefits, comprehensively protecting the rights and well-being of employees. On the eve of the Spring Festival in 2024, the Company launched the Spring Festival sympathy activity of "Caring for Employees, Sharing Warmth in Winter", and the labour union organization visited and consoled the sick employees and expatriate employees, deeply understood the physical condition and living needs of employees, and sent the Company's care and holiday wishes. In addition, before the Spring Festival, the trade union also distributed holiday condolences and New Year greetings to all employees, creating a warm and harmonious festival atmosphere.

➤ Enriching the spare time of employees

The Company places great emphasis on the development of its labor union, striving to create a warm and harmonious "homes to employees" that provides a space for relaxation and leisure outside of work. By regularly organizing a variety of cultural and sports activities, such as reading books and newspapers, crafting handmade items, playing shuttlecock, and jumping rope, the Company further enriches employees' extracurricular lives. The labor union of the Company also periodically organizes themed events. Before National Day, the Company hosted diverse activities centered around the theme "celebrating National Day and building a lasting legacy", including creating ecological micro-landscapes, crafting mosaic lamps, and making Longzhu white tea. These initiatives foster a positive and uplifting corporate culture atmosphere.

To continuously improve the effectiveness of the labor union, the Company's labor union regularly organizes employee forums to gather extensive feedback and suggestions from staff. This ensures that the "homes to employees" serves as a key platform for employees to participate in democratic management. This initiative not only enhances the vitality of the labor union but also effectively boosts employees' motivation and sense of belonging, providing a continuous source of momentum for the Company's sustainable development.



Picture: Celebrating National Day and building a lasting legacy — ecological micro-landscapes production theme activity

Employee Oriented, Growing Together (Continued)



Picture: Celebrating the National Day, building dreams for families — mosaic lamp production theme activity



Picture: Celebrate the happy reunion of National Day — Longzhu white tea production theme activity

In the summer of 2024, in accordance with the Management Measures for Heatstroke Prevention and Cooling (《防暑降温措施管理办法》), the Company sent coolness to frontline employees, equipped each project with heatstroke prevention medical kits and medicines, and distributed heatstroke prevention supplies to all employees, to help them stay cool in the summer.

In addition, the Company further improved the protection for employees by conducting a detailed analysis of the characteristics of employees and renewed the Mutual Aid Insurance Plan for Major Diseases of Employees (《在职职工重大疾病互助保障计划》) and the Mutual Aid Insurance Plan for Special Diseases of Female Employees (《在职女职工特殊疾病互助保障计划》) for key populations to enhance their ability to resist risks and provide them with more comprehensive protection.

➤ Protecting the rights and interests of female employees

In accordance with the "Special Provisions on the Labour Protection of Female Employees", the Company strictly fulfills its obligations to protect female employees during the three special physiological periods, namely pregnancy, maternity leave, and lactation. This includes implementing maternity leave policies, wage payments, and the fulfillment of labor contracts during these periods, thereby making earnest efforts to provide labor protection to female employees.

Employee Oriented, Growing Together (Continued)

➤ Prioritising employees' safety and health

The Company consistently upholds the “people-oriented” business philosophy and, in accordance with the requirements of the occupational health and safety system, regularly organizes employee health examinations. Employees with mild or non-critical illness will be reminded to pay more attention to prevention and treatment. In case of serious illness that may affect work and personal health and safety, it will be properly dealt in strict accordance with relevant national regulations and the actual situation of the Company and the position.

The Company organises physical examinations for eligible employees every year, and customises physical examination packages according to the age group and gender of employees. For employees aged over 40, the Company has added inspection items such as carotid artery, Doppler and thyroid function.

According to the analysis report provided by the medical examination centre, the employees of the Company were generally in good health and had no severe illnesses during the Year. Regarding the sub-health conditions of employees, the medical examination centre conducts regular health promotion and education for employees, and establishes a detailed health file for each employee who undergoes a health check, so as to keep track of their health conditions. Employees may compare their own health conditions over the years and make enquiries through the APP at any time. In addition, during peak seasons of influenza and other epidemics, the labour union purchases common medicines and distributes them to employees.

Simultaneously, the Company has entered into health insurance management agreements, offering employees more comprehensive health protection services. This initiative further safeguards employees' interests, enhances their sense of belonging and satisfaction. These measures not only reflect the Company's care and commitment to its employees but also consistently strengthen the organization's ability to attract and motivate talent, laying a solid foundation for the Company's sustainable long-term development.

Table: Statistics of work-related injuries and work-related fatalities

Indicators	2024 Data	2023 Data	2022 Data
Lost days due to work-related injuries (day)	2,144	1,192	445
Number of work-related fatalities occurred in each year	0	0	0
Proportion of work-related fatalities occurred in each year	0	0	0

Employee Oriented, Growing Together (Continued)

Table: Employment-related KPIs

Indicators	Number of employees in 2024	Number of employees in 2023	Employee turnover rate in 2024	Employee turnover rate in 2023
Employees	5,074	5,536	20.09%	17.58%
By gender				
Male	3,208	3,459	18.38%	16.22%
Female	1,866	2,077	22.87%	19.89%
By age group				
Aged 30 or below	574	648	26.59%	31.25%
Aged 31–50	2,794	3,009	15.16%	14.90%
Aged 50 or above	1,706	1,879	24.9%	14.55%
Total workforce by employment type				
Full-time	5,009	5,374	19.37%	17.51%
Part-time	65	162	58.47%	24.07%
By geographical regions				
Eastern China	707	724	15.27%	18.28%
Central China	93	54	38.06%	31.65%
Northern China	2,632	2,658	13.32%	12.94%
Southern China	967	1,416	35.48%	31.41%
Northwest China	0	0	0	0
Northeastern China	29	24	61.54%	17.24%
Southwestern China	646	660	15.85%	22.98%

Note: Northern China includes Beijing, Tianjin, Shanxi, Hebei, and Inner Mongolia;

Southwestern China includes Chongqing, Sichuan, Guizhou, Yunnan, and Tibet;

Eastern China includes Shanghai, Jiangsu, Zhejiang, Shandong, and Anhui;

Southern China includes Fujian, Guangdong, Hainan, and Hong Kong;

Northeastern China includes Heilongjiang, Jilin, and Liaoning;

Central China includes Henan, Hubei, and Hunan;

Northwestern China includes Shaanxi, Gansu, Ningxia, Qinghai, and Xinjiang.

Employee Oriented, Growing Together (Continued)

➤ Setting up an employee hotline

Since the official launch of the hotline of the labour union, its services have been extensive and in-depth, covering multiple areas: First, it promptly identifies situations such as sudden serious illnesses or emergencies in employees' families, offering immediate condolences and necessary assistance. Second, it helps employees secure outpatient appointments at renowned medical institutions such as Peking University Hospital, People's Hospital, and Huguosi Traditional Chinese Medicine Hospital, effectively addressing the difficulty of booking medical appointments. Third, it provides consultation on the secondary reimbursement policy for medical expenses, ensuring that employees fully benefit from their welfare entitlements. Fourth, it offers advisory services on employee mutual insurance, helping staff better plan their protection schemes. Fifth, it actively collects employees' opinions and suggestions, establishing an efficient and smooth communication bridge between employees and the Company. These initiatives not only reflect the Company's comprehensive care for its employees but also further enhance their sense of belonging and satisfaction.

➤ Implementing the workers' congress system

The Company has fully implemented the workers' congress system, incorporating numerous important matters into the workers' congress for democratic review. In January 2024, through the workers' congress procedures, the Company democratically nominated candidates for the National May Day Labor Award and the Capital Labor Medal. In April 2024, the Company extensively solicited the views of the employee representatives on the "Collective Bargaining Wage Agreement" and the "Collective Contracts for Protection of the Rights and Interests of Female Employees", and organized staff representatives to sign the comments and reach resolutions, successfully renewing the "Collective Bargaining Wage Agreement". These initiatives fully demonstrate the Company's strong commitment to democratic management and the protection of employees' rights and interests.



With Green as the Brush, a New Chapter is Written

The Company pays attention to the harmonious development of humanity and nature and is committed to providing high-quality services, conducts in-depth study of the “double carbon” policy and strictly implements the national green development concept. The Company abides by the Environmental Protection Law of the People’s Republic of China, the Energy Conservation Law of the People’s Republic of China, the Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, the Measures for Environmental Administrative Penalties, the Implementation Plan for the Domestic Waste Classification System, the Regulations on the Administration of Domestic Waste in Beijing, the Regulation of Beijing Municipality on City Appearance and Environmental Sanitation, the Regulations of Beijing Municipality on Smoking Control and other laws and regulations. At the same time, the Company has formulated the Energy Management Manual to take measures that are technically feasible, economically reasonable and in line with environmental protection requirements, which effectively promotes the Company’s energy management, improves energy efficiency, reduces the Company’s operating costs, and promotes energy saving and emission reduction.

IDENTIFYING CLIMATE RISKS AND OPPORTUNITIES

In terms of climate change, the Company attaches great importance to the risks brought by climate change and has adopted a series of measures. At present, climate change factors that pose risks to operations mainly include snowstorms, heavy rains, floods, droughts, lightning, typhoons, etc.

In response to extreme weather disasters, the Company has established a complete emergency management system based on years of management experience, the historical occurrence frequency, disaster impact, and response measures of such extreme weather events in its managed projects, developed the “Safety Production Management Manual” and formulated the “Extreme Weather Risk Identification and Assessment Table” on such basis. At the implementation level, property projects in various regions may, according to their own disaster risks (e.g. emergency prevention and control of heavy rains and typhoons for the southern region, as well as emergency response and preventive measures on droughts, snowstorms and cold flows, which has been improved according to the Company’s policy in view of the extreme weather in recent years), cooperated with customers to carry out local emergency plan drills on a regular basis according to local conditions to improve response to emergency disaster weather and comprehensively protect the personal and property safety of customers.

In 2024, the identification of occupational health and safety hazards focused on six major risk areas within the property management industry. A total of 264 hazards were identified across 70 areas, with 51 classified as medium- and high-risk hazards based on hazard risk assessment criteria. These were included in the “Priority Treatment (Medium and High) Risk List (Corporate Level)”, and specific occupational health and safety control plans were developed for each item. In 2024, the Company conducted an environmental factor identification and evaluation, identifying 190 environmental factors across 26 regions, categorized into six types (energy consumption, resource consumption, air pollution, water pollution, land pollution, and noise pollution). Among these, 66 were identified as significant environmental factors, for which corresponding target and indicator plans were formulated. As the Company continues to grow, numerous factors may influence environmental impacts. Therefore, dynamic management and control measures are implemented in daily project operations, tailored to actual conditions.

With Green as the Brush, a New Chapter is Written (Continued)

Table: Extreme Weather Risk Identification and Assessment Table

Source of risks	Level of risks	Impact of risks	Countermeasures
Thunderstorm and heavy rain			
Facade hanger/tall trees	Middle	Falling objects from height and personal injury	Strengthen daily patrol and inspection, and increase the frequency of patrol in extreme weather to pay attention to personal safety
Movable items on windowsill	Low	Damage caused by falling object	Communicate with and remind the property owner in time
Drainage facilities	Low	Waterlogging and personal injury	Inspect emergency equipment and facilities before, during and after the flood season, and formulate emergency plans and conduct drills
Lightning protection facilities	Low	Lightning strike and fire	Engage a third party to conduct lightning protection inspection on a regular basis every year, and inspect equipment on a daily basis
Power supply system	Middle	Electric shock, power failure	Complete the switching operation once a year, and complete the maintenance according to the maintenance plan

With Green as the Brush, a New Chapter is Written (Continued)

Source of risks	Level of risks	Impact of risks	Countermeasures
Underground parking lot	Low	Waterlogging and property loss	Before, during and after the flood season, inspect emergency equipment and facilities and materials, empty rainwater gutters in a timely manner and formulate emergency plans and conduct drills
Garbage generated by weather factors	Middle	Scratch, waterlogging, epidemic	Timely cleaning and disinfection
Offenders	Low	Personal injury and property loss	Strengthen control of entrance and exit
Strong wind and dust			
Facade hanger/tall trees	Middle	Falling objects from height and personal injury	Strengthen daily patrol and inspection, and increase the frequency of patrol in extreme weather to pay attention to personal safety
Movable items on windowsill	Low	Damage caused by falling object	Communicate with and remind the property owner in time
Public facilities and equipment	Middle	Equipment damage	Strengthen daily inspections, and reinforce and timely repair outdoor equipment
Heavy fog			
Public lighting equipment	Low	Personal injury	Check weather forecast, reasonably arrange work schedule of outdoor operators, and check emergency supplies reserve in time
Vehicles	Middle	Traffic accident and property loss	Strengthen guidance and remind people to go slow

With Green as the Brush, a New Chapter is Written (Continued)

Source of risks	Level of risks	Impact of risks	Countermeasures
High temperature/dry weather			
Glass facade and ceramic tile	Middle	Burst and fall off and personal injury	Conduct daily inspection, and increase the frequency of patrol in extreme weather to pay attention to personal safety
Power supply system	Middle	Electric shock and fire	Conduct regular inspection
People with poor immunity	Low	Heat stroke	Check weather forecast, reasonably arrange work schedule of outdoor operators, and check emergency supplies reserve in time
Greening plants	Low	Withering	Pay attention to irrigation
Bacteria and mosquitoes	Middle	Disease and epidemic	Strengthen disinfection and pest control and conduct regular inspection
Freezing rain and snow			
Public facilities and equipment	Low	Equipment damage	Closely monitor and timely repair
Traffic line	Low	Traffic accidents, personal injuries	Check weather forecast, activate emergency plan in time, and conduct daily inspections of emergency supplies
Greening plants	Low	Frostbite and withering	Pay attention to ice and snow removal

Note:

Low-level risks refers to risks of minor personal injury to property owners and relatively controllable property damage. Middle-level risks refers to risks of moderate personal injury to property owners or substantial property damage. High-level risk refers to risks of severe personal injury to property owners or severe property damage.

With Green as the Brush, a New Chapter is Written (Continued)

In response to climate change and extreme weather, the Company proactively issues early warnings and notifications for extreme weather events. It deploys resources in advance and takes immediate action by activating emergency plans without delay. On-site staff are promptly mobilized to implement necessary measures, ensuring the safety, well-being, and secure travel of residents.



Picture: Clearing snow and ice to ensure safe travel for property owners

In response to the frequent heavy rain warnings and the exceptionally severe flood control situation nationwide during the flood season, the Company has developed a detailed emergency plan for wind and flood prevention. This plan ensures precise control measures with “one plan for each key point” for critical projects and vulnerable areas. Prior to the flood season, the Company organized multiple rounds of targeted emergency drills, including alarm response, emergency rescue, and the safe evacuation of personnel and materials. These efforts have comprehensively enhanced the Company’s ability to handle emergencies and ensured that flood control work is foolproof.



Picture: Conducting flood prevention supervision and inspection

By establishing a comprehensive climate risk identification and response system, the Company is better positioned to protect the property and personal safety of its clients and employees. This initiative has further earned the trust of the market and created new opportunities for the Company’s future development.

With Green as the Brush, a New Chapter is Written (Continued)

GREEN OFFICE CONCEPT OF FOUR CONSERVATIONS AND ONE REDUCTION

In 2024, the Company actively implemented energy-saving office measures to encourage employees to embrace low-carbon concepts in daily work and the good habit of being green, environmental and frugal. The following “four conservations and one reduction” are the key elements of green office culture:

With respect to water conservation, the Company intensified inspections of water supply equipment and pipelines, promptly repairing or replacing obsolete facilities to eliminate the occurrences of “running, dropping, dripping and leakage”. Water conservation signs were displayed at all locations of water supply to remind employees to conserve water. In meetings, the concept of “bring your own cup” was promoted to reduce the use of disposable paper cups and bottled water.

With respect to energy conservation, the air conditioning temperature in all offices was required to be not lower than 26°C in summer and not higher than 22°C in winter. The standby time of equipment such as computers, copiers, and printers was reduced. Dedicated personnel were assigned to check whether switches were turned off after work to ensure all devices are completely powered off.

With respect to fuel conservation, the Company enhanced the management of official vehicles, strictly controlled the frequency of official vehicles use, optimized travel arrangements, and strived to reduce carbon emissions.

With respect to office supplies conservation, the Company encouraged print on both sides to reduce paper consumption, fully promoted networked and information-based offices, and used OA system, procurement system and other paperless office systems to significantly reduce paper consumption.

With respect to pollution reduction, the Company arranged dedicated personnel to collect office consumables such as toner cartridges and ink cartridges, which were then handed over to third-party professional recycling agencies. Recycling bins for waste classification and collection containers for used batteries were placed on each floor of the office building to promote waste classification and resource recycling.

Through these initiatives, the Company has not only effectively reduced resource consumption but also further enhanced employees’ environmental awareness, contributing to sustainable development.



With Green as the Brush, a New Chapter is Written (Continued)

ACTIVELY ADVANCING ENERGY CONSERVATION AND EMISSION REDUCTION

The purpose of the Company's energy-saving management is to effectively reduce the energy consumption of various properties through scientific management, technological transformation and behaviour guidance, save resources and protect the environment to the maximum extent, and strive to build property management activities for energy-saving and low-carbon living communities under the fundamental premise of ensuring property service quality. The measures taken by the Company have achieved certain results and have been recognized by professional certification bodies and relevant government departments.

➤ Establishing Energy Conservation and Emission Reduction Target and Focusing on Indicators

According to the carbon emission indicators issued by the Beijing Climate Change Research Centre, the Company has set a target of 3% reduction of electricity consumption in the public area each year and, through the internal energy management system, conducts monthly analyses of energy reports, comparing data on a month-on-month and year-on-year basis to exert stringent control over the use of energy. The competent functional department holds an energy analysis meeting every quarter with the participation of all project managers and supervisors to ensure the energy saving and consumption reduction target is achieved on schedule.

The Company's daily energy consumption primarily consists of electricity, gasoline, and heating, categorizing it as an indirect carbon emission entity. According to the "Decision to Carry out the Carbon Emissions Right Trading Pilot Program under the Premise of Strict Control of Total Carbon Emissions in Beijing" issued by the standing committee of the Beijing Municipal People's Congress, the "Notice of Beijing Municipal People's Congress on Issuing the Administrative Measures of Beijing Municipality for Carbon Emissions Trading (Trial) (Jing Zheng Fa [2014] No. 14)" and the "Notice on Adjusting the Scope of Control of Key Emission Units under the Administrative Measures of Beijing Municipality for Carbon Emissions Trading (Trial) (Jing Zheng Fa [2015] No. 65)" issued by the government of Beijing Municipality, the Company promptly submitted its annual carbon emission report for the previous year in 2024 and achieved the target of carbon emission reduction on schedule through the Beijing Carbon Market Management Platform.

With Green as the Brush, a New Chapter is Written (Continued)



In 2024, the Company continued to promote energy saving and emission reduction activities, and strengthened publicity and training for owners, partners and employees on low-carbon, waste reduction, energy conservation, and water conservation. In terms of emission targets, the Company will build a carbon emission management system, improve the environmental management and collection process for property projects under management, and at the same time fully explore opportunities for renewable energy and carbon reduction technologies, striving to reduce carbon emissions year by year. In terms of waste reduction targets, the Company will further strengthen waste management, increase the proportion of waste recycling, and reduce the discharge of hazardous waste. In terms of energy use and water conservation, the Company will also phase out high-energy-consuming obsolete equipment, actively explore water-saving facilities and water circulation and water treatment technologies to further reduce energy consumption and water consumption per unit area under management.

In response to the national call, the Group consumed 5,447,625 kWh of green electricity in 2024, achieving a carbon dioxide emission reduction of 3,290.3655 tonnes, increasing the proportion of green electricity consumption and effectively supporting the implementation of the green emission reduction policy in China. To thoroughly implement the major decisions and deployments of the Central Committee of the Party and the State Council regarding carbon peaking and carbon neutrality, and in accordance with the "Guidelines for Vigorously Implementing the Renewable Energy Substitution Action" (NDRC Energy [2024] No. 1537) and other relevant documents, the Company, as one of the first green electricity application demonstration units in Xicheng District in 2024, formulated a reasonable green electricity usage plan based on its energy needs and carbon emission targets, contributing to the advancement of national green emission reduction policies.

With Green as the Brush, a New Chapter is Written (Continued)



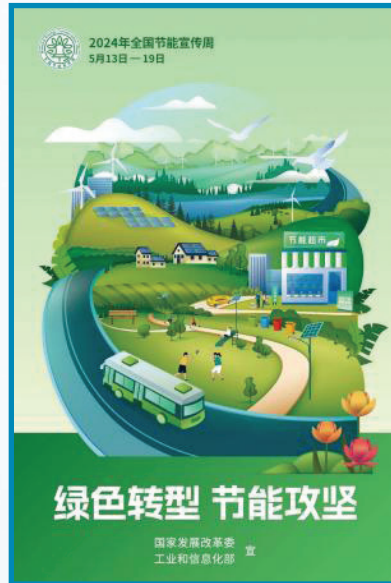
Picture: Green Electricity Consumption Certificate

➤ Energy conservation and carbon reduction to achieve environmental protection goals

Financial Street Property actively participates in various energy conservation and carbon reduction activities to promote the popularization of environmental protection concepts. During the Year, the theme of national low-carbon campaign is “Green and Low-Carbon, Beautiful China”, aiming to advocate low-carbon development principles, disseminate knowledge on climate change, enhance public awareness of low-carbon living, and encourage a simple, moderate, green, and low-carbon lifestyle. The Company actively participated in the campaign of “National Energy Efficiency Promotion Week” launched by Xicheng District Commission of Development and Reform, contributing to carbon peaking and carbon neutrality goals. In its property management operations, the Company fostered a culture of energy conservation and low-carbon practices through the Financial Street Life Online WeChat public account, elevator media advertisements, and the distribution of informational materials, promoting the green transformation of property development.

Financial Street Property starts from itself to comprehensively advance the implementation of energy conservation and carbon reduction initiatives. By proactively enhancing employees’ environmental awareness, conservation consciousness and ecological mindset, the Company strives to create an energy-efficient and low-carbon building community environment. The Company explores the green carbon reduction code through the “one addition, one subtraction” approach, and organizes industry-specific publicity campaigns tailored to practical conditions. In addition, the Company guides the property owners and tenants to consciously practice a green and low-carbon lifestyle, actively mobilizes the property owners to adopt such a lifestyle, and strives to build a green building community. Through these efforts, the Company devote itself to create a green future and contribute to the realization of a “green, low-carbon and beautiful China”.

With Green as the Brush, a New Chapter is Written (Continued)



Picture: Earth Day Campaign on “Green Transformation and Energy Conservation”

22 April 2024 marks the 55th Earth Day, themed “Treasuring the Earth and Achieving Harmonious Coexistence Between Humans and Nature”. The Company places great emphasis on the promotional activities for Earth Day. In alignment with the principles of energy conservation and emission reduction, the Company, along with each business region, participated in the globally synchronized “Earth Hour” initiative. For sixty minutes, non-essential lighting was turned off, allowing us to gaze at the starry sky and listen to the sounds of nature, collectively focusing on ecological preservation and healthy living. By switching off unnecessary lights and power-consuming devices, we aimed to foster a sense of responsibility for protecting the planet and contribute to global efforts against climate warming. Guided by our commitment to sustainable development, the company is dedicated to building a new eco-friendly environment within our buildings and communities. We urge everyone to care for nature by starting with small, everyday actions.



Picture: Earth Day Campaign of “Lights-Off for One Hour”

With Green as the Brush, a New Chapter is Written (Continued)

In accordance with the “Beijing Municipal 14th Five-Year Responsibility Assessment Work Plan of Energy Conservation and Carbon Reduction Target” (Jing Zheng Ban Zi [2016] No. 65) and the “Notice on Organizing and Implementing the ‘Hundreds, Thousands, Tens of Thousands of Corporations’ Action for Key Energy-Consuming Units” (Jing Fa Gai [2017] No. 1880), the Beijing Municipal Development and Reform Commission conducted an assessment of the 2024 energy conservation target completion and energy utilization status of 61 key energy-consuming units in Xicheng District. The Company successfully passed this assessment.

Picture: Energy Status Report Form

In 2024, the Company successfully applied for and passed the annual review of the Beijing Green Construction, jointly organized by the Development and Reform Commission and the Enterprise Quality Association. In recognition of its outstanding performance in the fields of environmental, social, and governance (ESG), the Company was awarded the title of “ESG Advancement Unit” by the Beijing Social Quality Association, Beijing Energy Association, and Beijing Environmental Science Association.



Picture: ESG Advancement Unit

With Green as the Brush, a New Chapter is Written (Continued)



Picture: Certificate of Member of Beijing Social Quality Association

➤ Significant Improvement in Emission Indicators

The Company's achievements in energy conservation and emission reduction are also clearly reflected in various key performance indicators related to emissions. In 2024, the Company's emissions of nitrogen oxides, sulphur oxides, and particulate matter further improved as compared to 2023. In particular, nitrogen oxide emissions decreased by 0.52% as compared to 2023. Sulphur oxide emissions decreased by 15.44% as compared to 2023. Greenhouse gas emissions (scope 1) decreased by 8.42% as compared to 2023. With respect to waste, the total amount of non-hazardous waste also decreased as compared to 2023. Total non-hazardous waste disposal per GFA under management decreased from 0.10 tonnes/10,000 sq.m. to 0.09 tonnes/10,000 sq.m. The Company's emission reduction measures have achieved remarkable results.

With respect to energy consumption, due to the Company's business expansion, the Company's total energy consumption rebounded as compared to 2023. However, the Company's direct energy consumption decreased significantly by 20.84% as compared with 2023 while we have achieved certain results in reducing direct energy consumption such as vehicle use.

With Green as the Brush, a New Chapter is Written (Continued)

Table: KPIs related to emissions

Indicators	2024 Data	2023 Data
Nitrogen oxides emissions (kg)	260.13	261.51
Sulphur oxides emissions (kg)	0.33	0.39
Particulate matter emissions (kg)	24.69	24.79
Total GHG emissions (tonnes)	86,444.77	83,002.09
Greenhouse gas emissions per unit area under management (tonnes/10,000 sq.m.)	18.38	18.99
Scope of direct emissions (Scope 1) (tonnes)	52.98	57.85
Gasoline (tonnes)	52.49	57.36
Diesel (tonnes)	0.49	0.49
Indirect emissions (Scope 2) (tonnes)	86,379.43	82,944.24
Eastern China	9,968.77	7,209.69
Central China	0	0
Northern China	61,021.25	60,229.82
Southern China	10,192.98	5,659.59
Northwestern China	0	0
Northeastern China	934.38	1,355.21
Southwestern China	4,262.05	8,489.94
Total purchased electricity (tonnes)	86,379.43	82,944.24
Other indirect emissions (Scope 3) (tonnes)	12.36	—
Employee business travel (tonnes)	12.36	—
Total amount of hazardous waste disposal (tonnes)	12.55	3.74
Waste ink cartridges (tonnes)	0.26	0.16
Waste toner cartridges (tonnes)	1.23	1.12
Waste fluorescent lamp tubes (tonnes)	7.62	1.93
Waste batteries (tonnes)	3.44	0.53
Total hazardous waste disposal per GFA under management (tonnes/10,000 sq.m.)	0.0026	0.0008
Total amount of non-hazardous waste disposal (tonnes)	443.48	437.20
Domestic waste (tonnes)	419.53	389.91
Office paper (tonnes)	23.95	47.29
Total non-hazardous waste disposal per GFA under management (tonnes/10,000 sq.m.)	0.09	0.10

With Green as the Brush, a New Chapter is Written (Continued)

Note:

1. The scope of disclosure of emission-related key performance indicators in 2024 includes the office areas of the Company's business segments, as well as the property management public areas of projects under management (excluding commission-based projects).
2. Based on the operational characteristics, the emissions of nitrogen oxides, sulphur oxides and particulate matters mainly come from gasoline and diesel consumed by the Company's vehicles. The emissions are calculated in accordance with the "How to Prepare an ESG Report Appendix II: Reporting Guidance on Environmental Key Performance Indicators".
3. Based on its operational characteristics, the Company's greenhouse gas emissions mainly come from purchased electricity and vehicle fuels, including carbon dioxide, methane and nitrous oxide. Greenhouse gas emissions are presented in carbon dioxide equivalent and calculated based on the Announcement on the Release of 2022 Power Sector Carbon Dioxide Emission Factors issued by the Ministry of Ecology and Environment of the People's Republic of China and the 2019 Amendment to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories issued by the Intergovernmental Panel on Climate Change (IPCC). The geographical segments align with the notes provided under the "Supplier-related KPIs" of this report.
4. Other indirect GHG emissions primarily stem from employee business travel. The quantification process and emission factors are based on the carbon emission calculation standards set by the International Air Transport Association (IATA). This is the first year the Company has disclosed such data. In 2023, the Company did not track the corresponding metrics, and due to limitations in data collection, it is not feasible to retrospectively compile this information.
5. The hazardous wastes involved in the operation of the Company mainly include waste ink cartridges, toner cartridges, fluorescent tubes and batteries.
6. The non-hazardous waste involved in the Company's operation mainly includes office domestic waste and waste office paper, of which domestic waste is estimated based on the number of people and the average daily production coefficient of domestic waste.

With Green as the Brush, a New Chapter is Written (Continued)

Table: Energy and Resources Consumption Related KPIs

Indicators	2024 Data	2023 Data
Total energy consumption (MWh)	154,818.28	123,675.94
Direct energy consumption (MWh)	199.11	251.54
Gasoline (MWh)	197.25	249.91
Diesel (MWh)	1.86	1.63
Indirect energy consumption (MWh)	154,619.17	123,424.40
Purchased electricity (MWh)	154,619.17	123,424.40
Energy consumption per GFA under management (MWh/10,000 sq.m.)	32.93	28.30
Water consumption (tonnes)	2,245,141.14	1,511,747.81
Water consumption per GFA under management (tonnes/10,000 sq.m.)	477.49	345.92

Note:

1. The scope of disclosure of key performance indicators related to energy and resources consumption in 2024 includes the office areas of the Company's business segments and the property management public areas of the projects under management (excluding commission-based projects).
2. The energy consumption data is calculated based on the consumption of purchased electricity and vehicle fuel and the relevant conversion factors provided in the General Principles for Calculation of Comprehensive Energy Consumption (GB/T 2589-2020).
3. Water consumption of the Company comes from municipal water supply, and there is no issue in sourcing water that is fit for purpose.
4. Packaging materials data is not applicable to the Company's business.

Bearing Responsibilities in Heart and Taking Actions

PRACTICING THE LOVE FOR THE COUNTRY AND THE PARTY

In 2024, the Company always attached great importance to fulfilling its responsibilities as a state-owned enterprise. In order to promote the education of party members and strengthen the business development of “red properties”, the Company’s party committee and various grassroots party organizations and labour unions organized relevant activities on various occasions. These include the thematic education activity “Keeping Party Discipline in Mind, Upholding Integrity as Our Mission,” visits to the Prince Kung’s Palace Museum, a site for integrity education, by discipline inspection cadres, and the Party spirit education activity “Learning from History and Cases as Mirrors” for discipline inspection cadres.

The Company’s Party Committee will continue to deepen the education on Party discipline, ensuring that disciplinary education becomes a regular and thorough practice. We aim to consolidate the outcomes of these educational efforts, fortify the ideological and moral defenses against corruption, and ensure that Party members and officials remain loyal, incorruptible, and responsible. The stringent disciplinary requirements will be internalized as the driving force and guiding principles for our work.



**Picture: Party Committee organizes thematic education activity
“Keeping Party Discipline in Mind, Upholding Integrity as Our Mission”**



**Picture: Party Committee organizes visit to the Strict Party Governance Alert Education
Base in Haidian District**

Bearing Responsibilities in Heart and Taking Actions (Continued)



**Picture: Discipline Inspection Commission organizes party spirit education activity
“Learning from History and Cases as Mirrors” for discipline inspection cadres**

To celebrate the 103rd anniversary of the founding of the Communist Party of China, reflect on the Party's glorious history, promote the great founding spirit of the Party, and rigorously advance the education on Party discipline, the Company's Party Committee organized a themed film-viewing event titled “Forging the Spirit of Integrity, Upholding Our Original Mission”. During the event, a vivid thematic Party lecture was delivered to the attendees at the cinema. A total of 139 Party members participated in the activity, which aimed to strengthen Party members' ideological and political convictions and remind them of their original aspirations and missions.



**Picture: Party Committee organizes themed film viewing activity
“Forging the Spirit of Integrity, Upholding Our Original Mission”**

Bearing Responsibilities in Heart and Taking Actions (Continued)

In addition, the First Branch of the Company's Directly Managed Projects has actively established regional Party-building service points, setting up four Party-building service stations in the North Financial Street Area, South Financial Street Area, Yuetan Area, and Elderly Care Area. By creating a platform for Party-building promotion and conducting in-depth joint activities with clients within the buildings, the initiative aims to integrate daily operations with Party-building efforts. This approach drives the enhancement of ideological and political work among the managed businesses, fostering a "red engine" for development.



Picture: Inauguration ceremony of the Yuetan area party service station by the first branch of directly managed projects

STAYING ENTHUSIASTIC IN SOCIAL WELFARE

The Party Committee of the Company has always be committed to "doing practical things for the public" and, based on the leadership of the Party, through provision of community service, led the Party members and cadres to devote themselves to the practice of serving the people, such as contributing to rural revitalization efforts through purchasing agricultural products from impoverished regions, providing free repair services and air-conditioning cleaning services for the disadvantaged groups; assisting community streets in managing shared bicycle parking and maintaining traffic order, so as to solve problems and do practical things for the public with real actions.

➤ Rural revitalization procurement

In 2024, the labor union of Financial Street Property Co., Limited purchased 50 boxes of corn and 62 bags of soybean milk powder, totaling RMB4,486, from Heilongjiang Yixian Network Technology Co., Ltd. through the 832 online sales platform for agricultural products from poverty-alleviation regions.

电子发票(普通发票)		发票号码: 242120000007232324
开票日期: 2024年12月30日		共1页 第1页
名称: 金融街物业股份有限公司工会委员会	名称: 黑龙江一线网络科技有限公司	
统一社会信用代码/纳税人识别号: 81110102580810623L	统一社会信用代码/纳税人识别号: 9123128333248354N	
项目名称	规格型号	单位
*方便食品*玉米	2000*10	箱
*豆制品*豆浆粉	200g	袋
数量	单价	金额
50	88.6725603716814	2433.63
62	24.7787610019469	1536.28
税率/征收率		税额
13%		316.37
13%		199.72
合计		¥2969.91
价税合计(大写)	肆仟肆佰捌拾陆圆整	(小写) ¥4486.00
南方开户银行: 中国光大银行; 收款人: 陈志华; 备注: 采购人: 曹莹		

Picture: Traffic order voluntary activity

Bearing Responsibilities in Heart and Taking Actions (Continued)

➤ Caring Company and Social Activities

Top Property Services Company Limited, a Hong Kong subsidiary of the Company, takes actions to participate in social organizations to promote corporate social responsibility. For over six consecutive years, the Company has participated in initiatives organized by the Hong Kong Council of Social Service to promote corporate social responsibility and support the disadvantaged through practical actions. In 2024, it received the Caring Company certificate from the Hong Kong Council of Social Service, which fully reflects its caring actions in the business sector.



Picture: The Caring Company certificate awarded by the Hong Kong Council of Social Service

Bearing Responsibilities in Heart and Taking Actions (Continued)

➤ Appreciation from customers represents the recognition of service quality

In 2024, the Company and its subsidiaries have always focused on their customers, consistently performed corporate responsibilities, and through practical actions such as in-depth community governance and considerate customer care, have received widespread appreciation from the society and customers. The countless honours, banners and letters of gratitude represent the great recognition of the Company's service quality.



Picture: Banners and letters of gratitude from customers

Appendix: Environmental, Social and Governance Reporting Code Content Index

Areas	Aspects	Performance Indicators	Chapter
Environment	A1 Emissions	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the listed company relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	With Green as the Brush, a New Chapter is Written
		A1.1: The types of emissions and respective emissions data.	With Green as the Brush, a New Chapter is Written
		A1.2: Deleted in 1 January 2025	
		A1.3: Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	With Green as the Brush, a New Chapter is Written
		A1.4: Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	With Green as the Brush, a New Chapter is Written
		A1.5: Description of emission target(s) set and steps taken to achieve them.	With Green as the Brush, a New Chapter is Written
		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.	With Green as the Brush, a New Chapter is Written

Appendix: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	With Green as the Brush, a New Chapter is Written
		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).	With Green as the Brush, a New Chapter is Written
		A2.2: Water consumption in total and intensity (e.g. per unit of production volume, per facility).	With Green as the Brush, a New Chapter is Written
		A2.3: Description of energy use efficiency target(s) set and steps taken to achieve them.	With Green as the Brush, a New Chapter is Written
		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.	With Green as the Brush, a New Chapter is Written
		A2.5: Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable to the Company's businesses
	A3 The Environment and Natural Gas	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	With Green as the Brush, a New Chapter is Written
		A3.1: Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	With Green as the Brush, a New Chapter is Written
	A4 Climate Change	General Disclosure: Deleted in 1 January 2025	
		A4.1: Deleted in 1 January 2025	

Appendix: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
Social	B1 Employment	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employee Oriented, Growing Together
		B1.1: Total workforce by gender, employment type (i.e. full- or part-time), age group and geographical region.	Employee Oriented, Growing Together
		B1.2: Employee turnover rate by gender, age group and geographical region.	Employee Oriented, Growing Together
	B2 Health and Safety of Employees	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Employee Oriented, Growing Together
		B2.1: Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Employee Oriented, Growing Together
		B2.2: Lost days due to work injury.	Employee Oriented, Growing Together
		B2.3: Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Employee Oriented, Growing Together

Appendix: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B3 Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Employee Oriented, Growing Together
		B3.1: The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Employee Oriented, Growing Together
		B3.2: The average training hours completed per employee by gender and employee category.	Employee Oriented, Growing Together
	B4 Labour Standards	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Employee Oriented, Growing Together
		B4.1: Description of measures to review employment practices to avoid child and forced labour.	Employee Oriented, Growing Together
		B4.2: Description of steps taken to eliminate such practices when discovered.	Employee Oriented, Growing Together
	B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	Ensuring Compliance Governance
		B5.1: Number of suppliers by geographical region.	Ensuring Compliance Governance
		B5.2: Description of practices relating to engaging suppliers, number of suppliers where practices are being implemented, and how they are implemented and monitored.	Ensuring Compliance Governance

Appendix: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
		B5.3: Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Ensuring Compliance Governance
		B5.4: Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Ensuring Compliance Governance
	B6 Product Responsibility	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Taking Quality as the Foundation and Service as the Priority Ensuring Compliance Governance
		B6.1: Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable to the Company's businesses
		B6.2: Number of products and service related complaints received and how they are dealt with.	Taking Quality as the Foundation and Service as the Priority
		B6.3: Description of practices relating to observing and protecting intellectual property rights.	Ensuring Compliance Governance
		B6.4: Description of quality assurance process and recall procedures.	Not applicable to the Company's businesses
		B6.5: Description of consumer data protection and privacy policies, how they are implemented and monitored.	Ensuring Compliance Governance

Appendix: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B7 Anti-Corruption	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Ensuring Compliance 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.	Ensuring Compliance Governance
		B7.2: Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Ensuring Compliance Governance
		B7.3: Description of anti-corruption training provided to directors and staff.	Ensuring Compliance Governance
	B8 Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the listed company operates and to ensure its activities take into consideration the communities' interests.	Bearing Responsibilities in Heart and Taking Actions
		B8.1: Focus areas of contribution (e.g. education, environmental matters, labour needs, health, culture and sport).	Bearing Responsibilities in Heart and Taking Actions
		B8.2: Resources contributed (e.g. money or time) to the focus areas.	Bearing Responsibilities in Heart and Taking Actions