

2024 Environmental, Social, and Governance Report

Evergrande Property Services Group Limited

恒大物業集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 6666

貼心服務 真誠相伴

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I. Address from Chairman

On behalf of Evergrande Property Services Group, I am delighted to present the “Environmental, Social and Governance (ESG) Report” for 2024. We would like to review together with you the achievements and efforts made by the Group in sustainable development management and practices. Since its establishment in 1997, we have always adhered to the core values of “conscientious services and heartfelt companionship” and deeply integrated them into our corporate strategy and operation system. By strengthening the quality of basic services and constructing diversified service scenarios, we practice the concept of sustainable development to continuously meet the growing diversified needs of our customers. This development path not only strengthens the corporate social responsibility of the enterprise but also significantly enhances its market competitiveness and adaptability.

Facing the new inflection point of the industry’s transformation from the “scale dividend” to the “value dividend”, the Group has always adhered to its original service intention. It has been strengthening the foundation of property services by improving quality, and taking strategic focus and resource reconstruction as the breakthrough points to accurately target the high-growth service track. Through the establishment of a closed-loop management mechanism of “strategic insight - resource allocation - effectiveness evaluation”, the Group realizes the efficient interaction of internal and external resources, cultivates the driving force for differentiated development in the process of the industry’s structural adjustment, and lays a solid foundation for sustainable growth.

In terms of service upgrading, the Group adheres to the service concept of “towards customers and towards the front line”, and is committed to building a service value chain with the needs of property owners as the core. In response to the different development characteristics of new communities, mature communities and old communities, we have launched standardized service plans such as intelligent transformation, public space renovation and elderly-friendly upgrading, which have significantly improved the satisfaction and living experience of property owners. Especially in the field of intelligent services, relying on the comprehensive deployment of the information-based service platform and the intelligent work order system, we have achieved significant improvements in both service response efficiency and task completion rate, delivering a more convenient and efficient living experience for property owners.

In terms of green development practices, we actively implements the strategic principle of “green operation and environmental protection”, and constructs a dual-wheel drive system of “technological upgrading + management optimization”. By implementing measures such as energy-saving renovation of equipment and intelligent monitoring of energy consumption, we systematically reduce the carbon footprint of our managed public areas. Meanwhile, we strongly advocate a green and low-carbon lifestyle, and continuously organize multi-level environmental protection themed activities. We encourage residents to actively participate, and jointly create a green ecological circle led by the enterprise and co-constructed by the community, so that the concept of sustainable development takes root in people’s hearts and is integrated into the daily lives of property owners.

Talent is the cornerstone of enterprise development. In 2024, the Group continued to uphold the talent concept of “a nation prospers with talent, and a business thrives with talent”, and constructed a 3D talent system of “selection - cultivation - development”. By enhancing the career security for frontline staff, building a high-potential talent pool, and optimizing the management decision-making model, we achieved the symbiotic growth of organizational effectiveness and staff value. In addition, we provided staff with diversified career development channels, deeply integrating talent growth with the enterprise strategy and enabling the enterprise to maintain its leading position in the industry competition.

As a responsible corporate citizen, the Group has always been committed to the corporate mission of “giving back to society and creating value together” while actively fulfilling its social responsibilities. We have continuously promoted the “neighborly love” program, organized a wide variety of convenient volunteer services and themed community activities, and strengthened the bond of trust between the enterprise and the community. By promoting the deep integration of the enterprise and the community, we have not only provided new ideas for service optimization but also opened up innovative paths for exploring market opportunities.

Looking ahead, Evergrande Property Services Group will unswervingly implement the concept of sustainable development in its daily operations and business expansion. We will continuously deepen the connotation of our services, drive the development of innovative businesses with customer needs, and promote the simultaneous growth of the Company’s scale and quality based on market principles. We will also fulfill our corporate social responsibilities. We look forward to working hand in hand with all stakeholders, continuously delivering benchmark practices on the journey of the industry’s sustainable development, and jointly creating long-term value.

II. About the Report

Purpose of reporting

Evergrande Property Services Group Limited, together with its subsidiaries (hereinafter referred to as **“Evergrande Property Services Group”**, **“Property Services Group”**, the **“Group”**, or **“we”**), is pleased to release the “Environmental, Social and Governance Report 2024” (hereinafter referred to as the **“Report”** or the **“ESG Report”**). The purpose of the Report is to publicly and transparently disclose and demonstrate the Group’s progress and performance in the fields of environment, society and governance (hereinafter referred to as **“ESG”**) during 2024, to demonstrate to stakeholders the Group’s philosophy and performance in practicing sustainable development, to continue to improve our ESG performance.

Scope of reporting

The information contained in the Report covers the Group’s principal businesses, including property management services, community living services, asset management services and community operation services. The economic and social KPIs disclosed in the Report cover the headquarters, subsidiaries and regional companies, while the environmental KPIs only cover relevant data from the headquarters, subsidiaries and some regional companies¹. As the Group’s internal information collection system continues to be improved, the Group will gradually expand the breadth and depth of disclosure. The Report covers the period from 1 January 2024 to 31 December 2024 (hereinafter referred to as **“2024”**, the **“Reporting Period”** or the **“Year”**), in line with the Group’s financial year, with some extensions where appropriate.

Reporting standards and reporting principles

The Report has been prepared with reference to the Environmental, Social and Governance Reporting Guide (**“ESG Reporting Guide”**) in Appendix C2 of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the **“Stock Exchange”**), with reference to the core options of the Global Reporting Initiative’s Sustainable Development Reporting Guide (the **“GRI Code”**) and the United Nations Sustainable Development Goals (the **“SDGs”**). In preparing the Report, we have outlined the Group’s performance on ESG during the Year, based on the reporting principles of “materiality”, “quantitative”, “balance” and “consistency”. Please refer to the table below to understand the meaning of and our response to these reporting principles.

¹ The coverage of the Environmental Key Performance Indicators (EKPIs) for regional companies covers projects under management by regional companies that have provided property management services for one year or more in 2024.

Reporting Principles	Implication	Our response
Materiality	Issuers should report on ESG issues when the Board determines that they have a material impact on investors and other stakeholders.	Significant environmental and social issues have been identified in the Report through stakeholder engagement and presented to the Board for consideration of the issues. The Report has covered the ESG issues of concern to the Group's key stakeholders. We have assessed the materiality of each ESG issue through communication with internal and external stakeholders and have prioritized the issues using a materiality matrix. We have also identified the "Comply or Explain" provisions that are not applicable to the Group and therefore do not make relevant disclosures, and have explained how the Group made this decision. Please refer to the "Stakeholder Engagement Mechanism" and "Materiality Assessment" sections of this Report for more information.
Quantitative	Key performance indicators relating to historical data must be measurable. Issuers should set goals (either actual figures or directional, forward-looking statements) for reducing individual impacts. In this way, the benefits of ESG policies and management systems can be assessed and verified. Quantitative data should be accompanied by a description of its purpose and impact and, where appropriate, comparative data.	Key performance indicators have been quantitatively recorded and disclosed in this Report where appropriate. The calculations, assumptions and coefficients used have been clearly stated in the notes to the corresponding performance tables.

Reporting Principles	Implication	Our response
Balance	ESG report should present the issuer's performance in an unbiased manner, avoiding selections, omissions or presentation formats that might improperly influence the decisions or judgements of the reader of the report.	The Report discloses data in an objective manner and has discussed our achievements and challenges in sustainable development to give stakeholders a fair understanding of the Group's overall ESG performance.
Consistency	Issuers should use consistent disclosure statistics to enable meaningful comparisons of ESG data in the future.	To the extent practicable, and unless otherwise stated, the Group uses consistent measures to allow meaningful comparisons of ESG data over time.

Sources of information

The information disclosed in the Report has been obtained from the Group's internal official documents and statistics, third party questionnaires and public information. The Board of the Group has approved the Report to ensure the truthfulness, accuracy and completeness of the contents of the Report. Unless otherwise stated, the data in the Report are in RMB as the settlement currency.

Access to the report

The Report is prepared in both Chinese and English. In case of any discrepancy between the Chinese and English versions, the Chinese version shall prevail. You can visit the official website of the Group at <https://www.evergrandeservice.com> or the website of the Stock Exchange at <http://www.hkex.com.hk> for an electronic copy of the Report.

III. About Evergrande Property Services Group

Business Overview

Evergrande Property Services Group is one of the leading integrated service operators in the property management services industry in China, providing a full range of property management services since 1997 and was successfully listed on the Stock Exchange in 2020 under stock code 6666. HK. As of 31 December 2024, the Group had a total of 3,107 projects under management, covering 22 provinces, 4 autonomous regions, 4 municipalities and Hong Kong, with a total area under management of 579 million square metres and serving over 3.95 million property owners and merchants.

After 28 years of development and precipitation, the Group has over 90,000 staff and a highly qualified, highly educated and young middle management team with a bachelor's degree rate of over 90%, and continues to build a diversified work team, with a male-to-female ratio of 61:39 (2023: 61:39). Evergrande Property Services always adheres to the service concept of “conscientious services and heartfelt companionship”, insists on “standardized operation, professional services, market-oriented development”, and provides customers with high-quality property management services, community living services, asset management services and community operation services, and services covering residential properties, commercial office buildings, industrial parks, public construction and city public services such as government buildings, high-speed railways, and airports. In 2024, the Group won dozens of industry awards and honors, and continued to promote social welfare activities and actively participated in national and regional industry associations to foster the quality development of the industry, thus gaining wide recognition for our contribution to the society.

Our services include:

Property management services

The Group offers a wide range of property management services to residents, property developers and tenants of non-residential properties. Our services include butler services, security services, cleaning and greening services, and repair and maintenance services.

Community living services

The Group has been focusing on the diversified needs of residents and has already made in-depth deployment in the core tracks of community group buying, to-home services, home decoration and home furnishing services.

Asset management services

Leveraging the inherent advantage of on-site property management presence, the Group provides property owners with services such as car parking space leasing, housing rental and sale.

Community operation services

The Group carries out media operation, venue leasing and other community operation services through the rational utilization of community resources.

Contact information

We welcome any comments and suggestions on this Report and other issues relating to the Group's ESG issues and sustainable development by contacting us at:

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Address: 9/F, Guangzhou Evergrande Centre, 78 Huangpu Avenue West, Tianhe District, Guangzhou

Postcode: 510660



Website: <https://www.evergrandeservice.com/>







IV. Commitment to Sustainable Development

The United Nations Sustainable Development Goals

In 2015, the United Nations adopted a resolution and formulated 17 Sustainable Development Goals (SDGs), which call on all countries to develop their economies while promoting the well-being of their people and improving the world's social, economic, and environmental development issues. These goals include eradicating poverty, tackling famine, achieving equality and combating climate change.

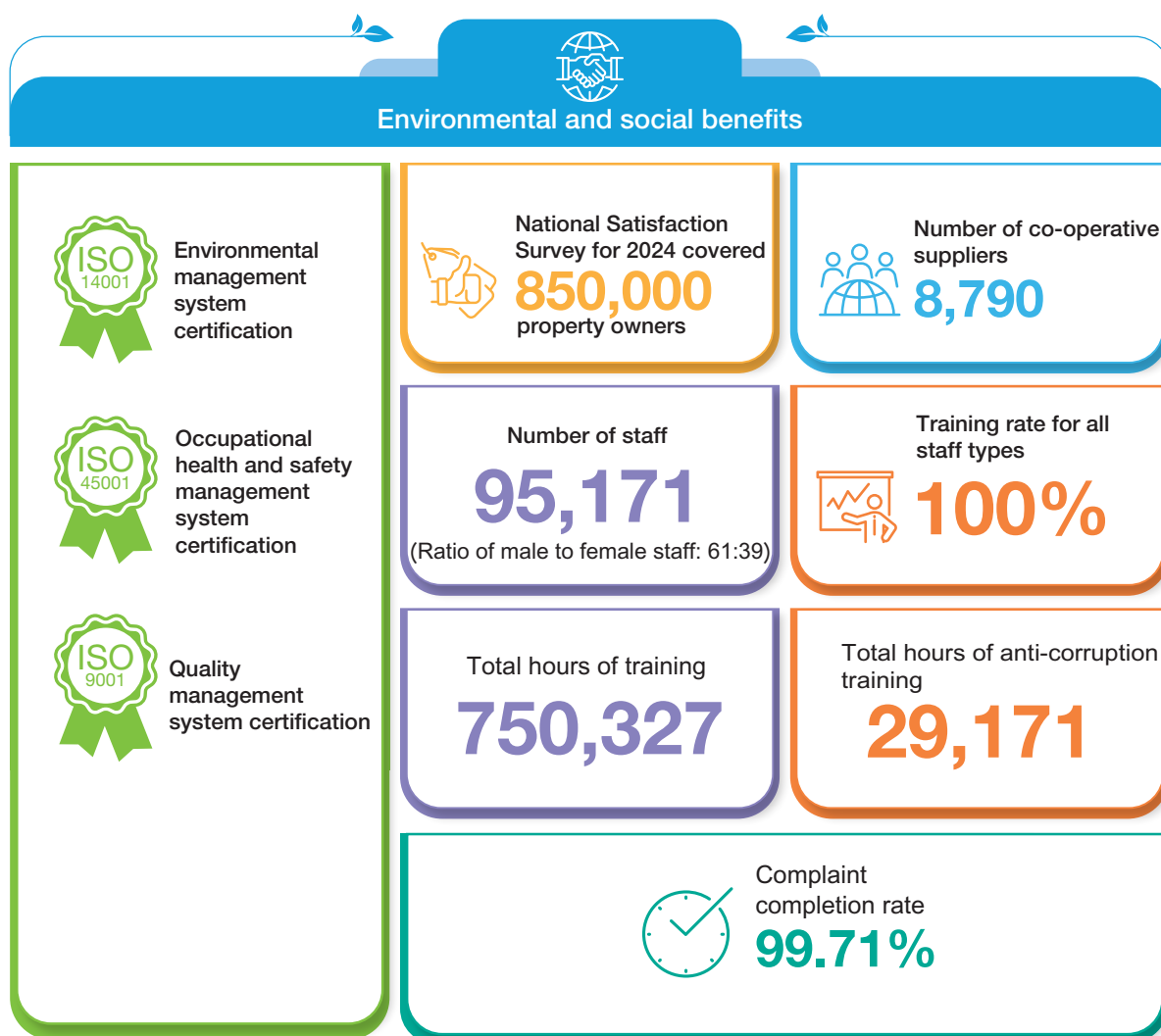
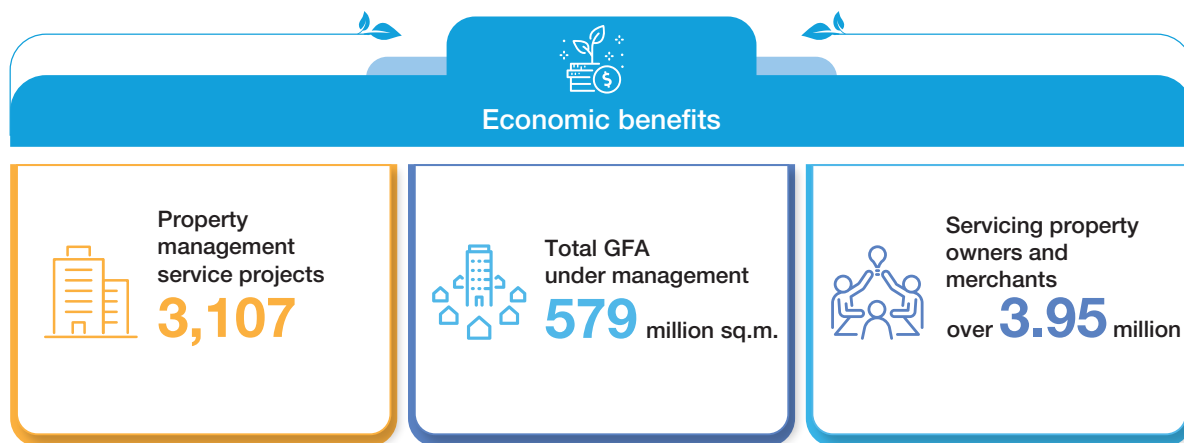
Enterprises play a key role in achieving the UN SDGs and Evergrande Property Services Group is committed to contributing to the SDGs in line with international trends. The Group has selected 9 of the 17 SDGs as the most relevant, taking into account the nature and materiality of our business, and is committed to further optimization of strategies and actions for more detailed disclosure in the future.

ESG Core Areas of Concern	The Group's Contributions and Measures	The United Nations Sustainable Development Goals
Compliance Governance, Integrity and Honesty 	<p>Promote a sunny and clean culture of practice and establish a transparent and unobstructed complaint mechanism to promote stable and sustainable development.</p> <ul style="list-style-type: none">• Anti-corruption mechanism and supervision• Anti-corruption management measures• Anti-corruption training• Business ethics and integrity• Protection of intellectual property rights	

ESG Core Areas of Concern	The Group's Contributions and Measures	The United Nations Sustainable Development Goals
<p>Focus on Service, Green Supply</p> 	<p>Create inclusive, safe and happy homes for property owners, advocate healthy lifestyles and enhance the wellbeing of people of all ages.</p> <ul style="list-style-type: none"> • Adhere to service quality • Create diversified community services • Increase customer satisfaction • Effectively protect customers' rights and interests <p>We pursue mutual benefit and growth with our partners, improve the management mechanism of our partners and create a sustainable supply chain.</p> <ul style="list-style-type: none"> • Supply chain management • Sustainable supply chain management 	   
<p>Low Carbon Environmental Protection, Care for the Environment</p> 	<p>Vigorously develop green properties, actively explore energy saving and waste reduction measures, enhance climate change risk management capabilities, and contribute to the green development of society.</p> <ul style="list-style-type: none"> • Set environmental management goals • Practice the concept of emission reduction • Manage solid waste • Promote energy and resource conservation • Green office • Response to climate change 	  

ESG Report Chapter	The Group's Contributions and Measures	The United Nations Sustainable Development Goals
<p>People-Oriented, Move Forward Together</p> 	<p>Advocate a diversified and equal corporate culture, attach great importance to occupational health and safety and create a people-oriented working environment.</p> <ul style="list-style-type: none"> • Diversified talent absorption and retention • Ensuring occupational health and safety • Robust staff training and development • Staff communication and care 	  
<p>Commitment to Public Welfare, Give Back to Society</p> 	<p>Be enthusiastic about public welfare undertakings, create employment opportunities, strive to improve social welfare and promote social and economic growth.</p> <ul style="list-style-type: none"> • Participate in social welfare activities • Support rural revitalization • Expand employment opportunities • Promote community harmony 	  

Key Performance for Sustainable Development during the Year



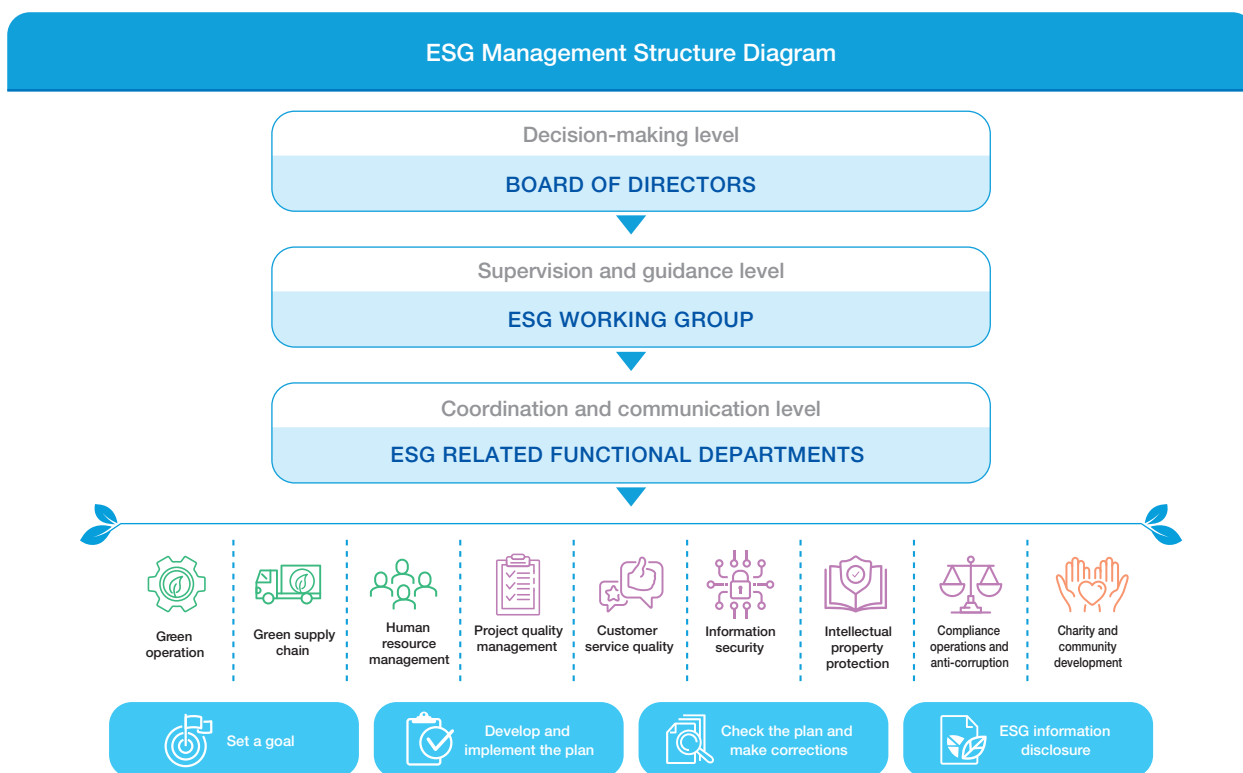
V. Governance for Sustainable Development

The Group understands the importance of fulfilling its corporate citizenship responsibilities to the sustainable development of the Group. The Group actively integrates the concept of sustainable development into its daily business and decision-making, maintains close ties with various stakeholders, continuously improves its corporate culture and jointly promotes the sustainable development of the enterprise.

Sustainable development governance structure

In 2020, the Group formally established an ESG framework to promote and implement its corporate sustainable development strategy. The Group's Board of Directors is fully responsible for leading the Group's ESG strategy and reporting, reviewing and formally approving the annual ESG report, and integrating the Group's business vision with sustainable development to fulfil its commitment to the environment and society; the Group's management plays a supervisory role in operation and implementation by setting up an ESG Working Group to be responsible for ESG risk management and internal control, co-ordinating the work and making recommendations for implementation in accordance with the ESG strategy, reporting ESG related risks to the Board of Directors, and co-ordinating with different departments to promote effective cooperation amongst them; the Group's functional departments are responsible for the specific implementation of the ESG strategy, and for the implementation of relevant policies and compliance with laws and regulations in the daily operation of their work.

The Group's ESG management structure is set out below:





ESG Working Group






In order to improve the Group's ESG data collection and analysis mechanism, and raise the awareness of ESG data management among the staff of the Group and regional companies, the Group specifically invited a third-party professional institution to provide ESG-specific training to the ESG Working Group, as well as ESG data leaders from relevant functional departments across the Group, regional offices, and project companies. The training has covered ESG compliance requirements, data collection and management and environmental target setting, etc. In addition, various functional departments of the Group and regional companies also focused on ESG issues in respect of service quality, employment management, anti-corruption and community benefit in daily business training, raising the cognition of ESG issues among personnel in various functional departments so that to strengthen the daily management and performance in ESG at all levels of the Group.

VI. Stakeholder Engagement Mechanism

The opinions and expectations of stakeholders are one of the important considerations when the Group formulates its development strategies, which can help identify potential risks and opportunities in business operations. In order to establish closer connections with stakeholders such as investors, shareholders, staff, customers, property owners, suppliers, partners, the government, communities, and public welfare organizations, the Group continuously improves its communication mechanism. During the Year, the Group carried out interviews with various stakeholders through online questionnaires and other means, aiming to gain an in-depth understanding of their expectations and requirements, and is committed to achieving the development goal of mutual benefit for all parties.

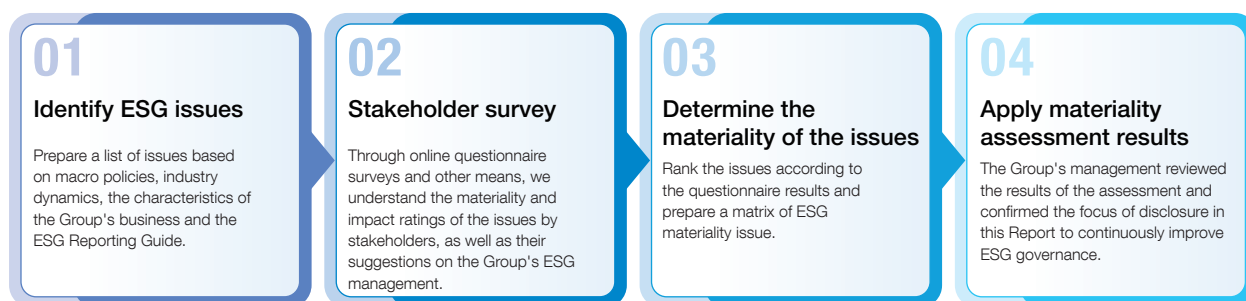
The following table summarises how the Group communicated with our stakeholders in 2024, their expectations and requirements, and the Group's collation of and responses to the relevant issues:

Stakeholder	Communication Methods/Channels	Key Requirements/Concerns	The Group's Action Plan
Investors/Shareholders 	Annual General Meeting The Group's official website and public information Presentations/roadshows Contact phone/email of investors	Financial performance Operational transparency Risk management Investors' interests	Improve profitability Convene general meetings Daily information disclosure Risk control management
Staff 	Employee research activities OA system of the Group Performance appraisal/interview Internal whistleblowing channels Employee-caring activities	Career development platform Remuneration and benefits Healthy and safe working environment Accept internal complaints/whistleblowing Listen to employees' feedback	Build talent training pipeline Protect competitive salary and benefits Improve health and safety management system Create a clean working atmosphere Staff communication and establish a grievance mechanism

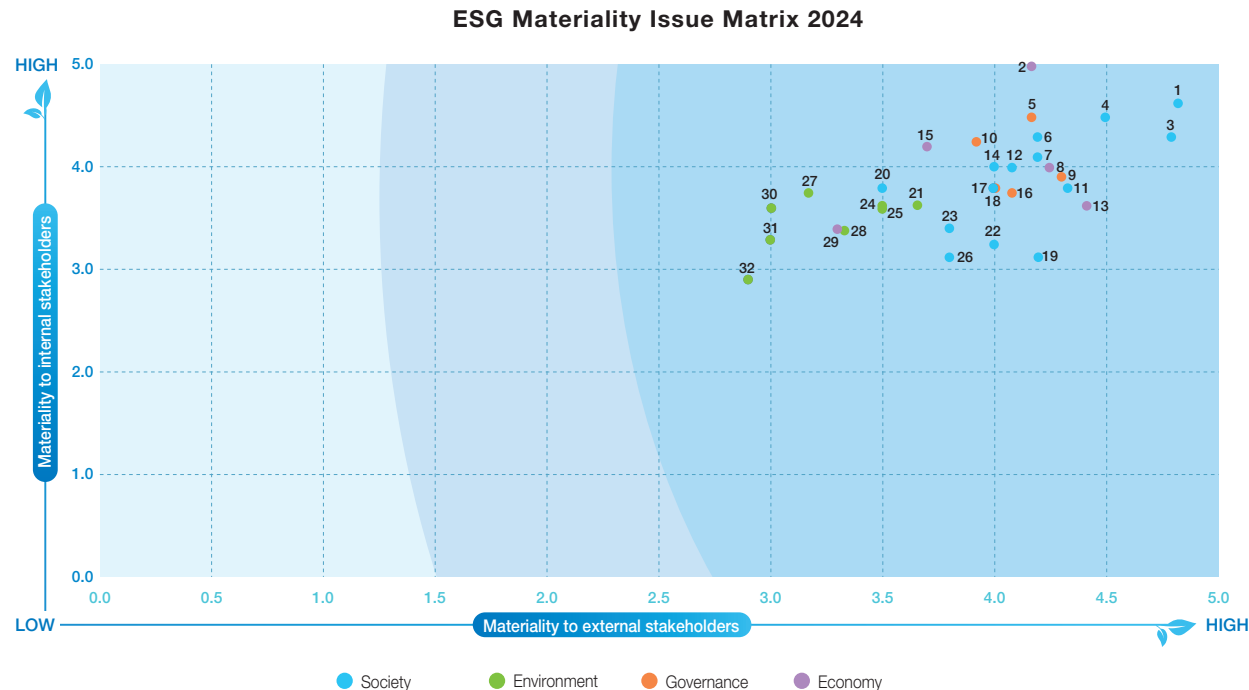
Stakeholder	Communication Methods/Channels	Key Requirements/ Concerns	The Group's Action Plan
Customers/Property owners 	Official website of the Group and public information disclosure Customer visit/satisfaction survey 400 hotline Evergrande Smart Community APP	The quality of products purchased by customers The quality of customer service Customer privacy and security Protection of the rights and interests of customers	Protect service quality Comprehensive and caring services Protect customer privacy Compliant marketing
Suppliers/Partners 	Supplier skills exchange/training sessions Supplier recruitment inspection Regular inspection and evaluation of suppliers	Communication Integrity cooperation Business ethics and credit standing	Improve supplier cooperation mechanism Facilitate daily communication Build a responsible supply chain
Governments/Regulatory departments 	Reporting tax information Reporting information under regulatory requirements Investigation and visit	Operate in compliance with the law Tax payment in accordance with the laws Support local development	Operate in compliance with laws and regulations Pay taxes in full and on time Co-operate with the implementation of relevant policies
Local community/subdistrict offices 	Community activities Public information disclosure	Protect the community environment Promote community development	Practice green operation Promote community culture
Public welfare institutions/organizations 	Community activities News report	Support social welfare Promote social progress	Carry out public welfare projects Dedicate to charity

VII. Materiality Assessment

In 2024, Evergrande Property Services Group identified a total of 32 ESG and economic issues and invited stakeholders such as investors, shareholders, customers, property owners, suppliers, government and public welfare organizations to participate in an online questionnaire survey, in order to understand the concerns of each stakeholder on each ESG issue. We consolidated and analyzed the results of the questionnaire survey to rank the materiality and impact of each ESG issue to the Group and stakeholders, and formed a matrix of important ESG issues.



In 2024, the Group's ESG materiality matrix and issues are listed in the following order:



Materiality	Ranking for 2024	Issues	Scope of Issues
Very Material	1	Society	Service quality assurance
Very Material	2	Economy	Direct economic benefits
Very Material	3	Society	Information security and privacy protection
Very Material	4	Society	Customer health and safety
Relatively Material	5	Governance	Sustainability goals
Relatively Material	6	Society	Compliance with socio-economic related laws and regulations
Relatively Material	7	Society	Occupational health and safety
Relatively Material	8	Economy	Procurement model
Relatively Material	9	Governance	Ongoing communication channels with all stakeholders
Relatively Material	10	Governance	Sustainable development framework
Relatively Material	11	Society	Labour remuneration and benefits
Relatively Material	12	Society	Development and training
Relatively Material	13	Economy	Anti-corruption initiatives
Relatively Material	14	Society	Brand promotion
Relatively Material	15	Economy	Indirect economic benefits
Relatively Material	16	Governance	Disclosure of stakeholders' views and the Company's response
Relatively Material	17	Society	Labour standards
Relatively Material	18	Governance	Strengthen the focus on sustainable development and related work
Material	19	Society	Staff diversity and equal opportunities
Material	20	Society	Intellectual property protection
Material	21	Environment	Energy use and conservation
Material	22	Society	Anti-discrimination in the workplace
Material	23	Society	Charity and social services
Material	24	Environment	Compliance with environment-related laws and regulations
Material	25	Environment	Supplier environmental assessment
Material	26	Society	Social assessment of suppliers
Material	27	Environment	Water resource use and conservation
Material	28	Environment	General waste recycling and management
Material	29	Economy	Anti-competitive behaviour
Material	30	Environment	Wastewater management
Material	31	Environment	Air quality management and control
Material	32	Environment	Climate change and greenhouse gas emissions

VIII. Compliance Governance, Integrity and Honesty

Evergrande Property Services Group upholds a concept of integrity and compliance with high ethical standards, strictly complies with laws and regulations on the prevention of corruption, bribery, extortion, fraud and money laundering, and has a zero-tolerance policy towards such corruptions. The Group promotes a culture of integrity and honesty through various internal measures to foster an atmosphere of honesty and integrity.

Chapter Highlight:

- Anti-corruption Mechanism and Supervision
- Anti-corruption Management Measures
- Anti-corruption Training
- Business Ethics and Honesty
- Protection of Intellectual Property Rights



Key Performance:

Trainings for anti-corruption of the Group:

660

Total hours of centralized trainings for anti-corruption:

29,171

Sustainable development goals of this chapter focus on:



Anti-corruption mechanism and supervision

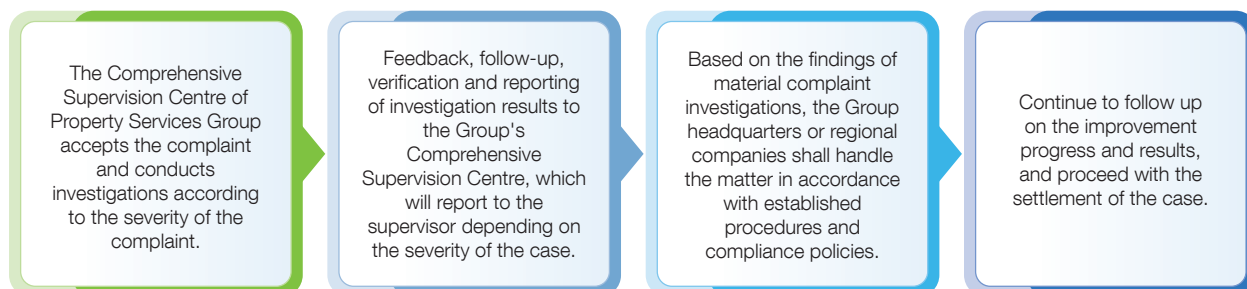
Evergrande Property Services Group has strictly complied with the “Constitution of the People’s Republic of China”, the “Criminal Law of the People’s Republic of China”, the “Companies Law of the People’s Republic of China”, the “Anti-Improper Competition Law of the People’s Republic of China”, the “Anti-Money Laundering Law of the People’s Republic of China”, the “Law of the People’s Bank of China of the People’s Republic of China”, and the “Provisional Provisions on the Prohibition of Commercial Bribery”. The Group has also complied with the relevant laws and regulations in relation to corruption, bribery, extortion, fraud, unfair competition and money laundering. The Group has also formulated a series of anti-corruption systems in accordance with the relevant laws and regulations, such as the “Staff Code of Conduct”, the “Cadres Codes 36”, the “Property Services Group Staff Reward and Punishment System” and the “Red and Yellow Lines for Property Services Group Staff Work Style Requirements” and other internal management systems, in order to explicitly regulate and constrain the ethical behaviours of its staff members and to establish the corresponding standards of penalties, so as to create a harmonious and clean working atmosphere, and to endeavour to promote the high quality development and compliant operation of the enterprise.

The Group’s Comprehensive Supervision Center shoulders the responsibilities and mission of supervising all acts of corruption within the Group. It is committed to promoting the improvement of the Group’s management and ensuring the healthy development of the Group. Annually, the Center carries out comprehensive and in-depth “medical check-up style” business inspections and follow-up supervision reviews across all regions of the country. To ensure the effectiveness of the supervision work, the Group has divided the country into three major regions according to the layout of its projects nationwide, and established corresponding inspection teams. There are five supervision branches under these teams, which are responsible for the supervision work in their respective regions. By strengthening special anti-corruption work, promptly carrying out investigations, collecting evidence, and handling cases, the Group maintains a high-pressure stance against all forms of corruption and safeguards a sound management ecology in all regions. Meanwhile, the Comprehensive Supervision Center also regularly organizes departmental regular meetings, requiring each inspection team to report on their monthly or quarterly work situations to ensure that the supervision work is practical and efficient. In 2024, the Group has carried out corruption risk assessments on 25 operation sites, and through these risk assessments, it has been identified that there are no significant corruption risks at these operation sites.

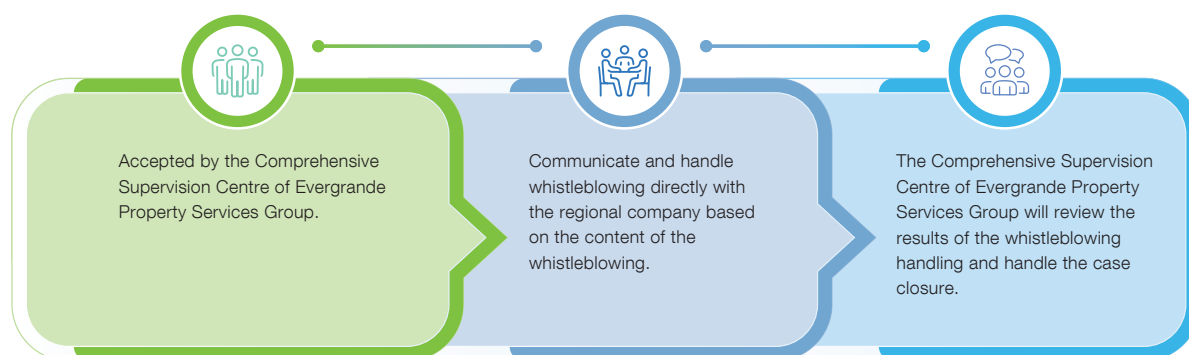
Anti-corruption management measures

To ensure the transparency of corporate governance and safeguard the interests of stakeholders, Evergrande Property Services Group has set up an internal whistleblowing channel. Complaints can be reported through various channels such as WeChat official account of Jinbi Property, Evergrande Smart Community APP, dedicated email boxes, internal whistleblowing and complaint channels of the property system and the 400 customer service hotline. The Group encourages its partners, including employees, customers and suppliers, to make anonymous or real-name whistleblowings on any violation of the Group's policies and any unethical and unfair treatment encountered. Upon receipt of a whistleblowing, the Group will accept the case in the first instance to ensure that all complaints are dealt with swiftly and fairly. If the case is substantiated, the Group will adopt a "zero-tolerance" attitude and deal with the whistleblowing case in a serious manner. The Group will also take disciplinary action or dismiss the staff involved and refer those suspected of committing a crime to the judicial authorities for action.

For major complaints on violations of the "Red and Yellow Lines for Property Services Group Staff Work Style Requirements" and relevant work discipline requirements, the handling process is as follows:



For whistleblowing on consultations or general violations of regulations and rules, the handling process is as follows:



During the whistleblowing processing, Evergrande Property Services Group strictly implements the principle of whistleblower protection, strictly prohibits the leakage of information about the whistleblower, the content of the whistleblowing and the progress of the investigation and other related information in the investigation process, and protects the legitimate rights and interests of the whistleblower from infringement. At the same time, the Group requires all regional companies and individuals not to retaliate against whistleblowers for any reason, and to respond to potential retaliation in advance.

Anti-corruption training

Evergrande Property Services Group actively builds an anti-corruption culture and attaches importance to the promotion of anti-corruption among its staff. The Group has regularly launched integrity education and training for directors and staff at all levels, including organizing thematic meetings, watching integrity warning films and other forms of training activities, in order to raise the awareness of directors and staff at all levels of anti-corruption behaviour and strengthen their judgemental ability in respect of corrupt practices. Through various types of anti-corruption training and education, the Group guides its staff at all levels to “establish integrity, uphold principles, abide by discipline and resist corruption”, so as to forge a highly disciplined workforce with an impeccable work ethic. In 2024, the Group organized 660 anti-corruption trainings, with a cumulative total of 29,171 hours.



Commencement of Anti-corruption Training for New Recruits

In order to help newly recruited management trainees establish correct professional ethics concepts, be aware of the Company's requirements for integrity management, and enhance their awareness of resisting corruption and unethical behaviors, the Group's Human Resources and Administration Center invited all fresh management



trainees to participate in the online training and examination of the "Red and Yellow Lines of Work Style Requirements for Staff of the Property Services Group" in June 2024. Moreover, it clearly informed the trainees of the Company's internal whistleblowing channels for behaviors such as crossing the legal bottom line, violating company regulations, abusing power, and engaging in fraud.

During the training process, the instructors from the Group's Comprehensive Supervision Centre helped the management trainees to deeply understand the Company's culture of integrity and establish correct values and work style by interpreting the system requirements, explaining the cases, randomly checking the learning results of the trainees after the training, etc.



Business ethics and honesty

Evergrande Property Services Group attaches great importance to honesty and compliance and believes that upholding the highest standards of honesty is the foundation of good governance. The Group signs the "Proposal for Integrity Practices" and the "Commitment to Integrity and Honesty Practices" with all staff to ensure their awareness of and rigorous adherence to the Group's ethical honesty and anti-corruption policies, with a view to promoting a culture of integrity and honesty, preventing all types of conflicts of interest and misconduct such as corruption, bribery, extortion, fraud and money laundering. The Group also conducts business ethics awareness and training through various channels, including but not limited to the Group meetings, induction training and promotion reviews, to help staff enhance their ethical awareness and adhere to ethical principles.

Protection of intellectual property rights

Evergrande Property Services Group attaches great importance to the protection of intellectual property rights and regulates its staff not to make unauthorized use or disclosure of the patents and trademarks of the Group and its customers. At the same time, the Group fully respects the intellectual property rights of its partners, strictly complies with the scope of licensing and assists its partners in resisting infringement of intellectual property rights. Evergrande Property Services Group strictly complies with the “Law of the People’s Republic of China on Liability for Copyright Infringement”, the “Copyright Law of the People’s Republic of China”, the “Patent Law of the People’s Republic of China”, the “Trademark Law of the People’s Republic of China” and other regulations and standard documents, and has formulated and implemented the “Property Services Group’s Intellectual Property Rights Assessment Management Measures” and other systems internally, so as to provide protection for the Group’s own research and development technology and business and protect its own legitimate rights and interests. In addition, the Group conducts regular training on intellectual property rights for the relevant staff of each department to enhance their awareness of intellectual property rights protection.

The Group’s Legal Contract Centre is mainly responsible for the acquisition, change, renewal, licensing, pledge, transfer, cancellation and monitoring of the Group’s intellectual property rights. It is also responsible for the guidance, supervision and management of the intellectual property rights maintenance and protection work of each department, and conducts random checks on the intellectual property rights management work of each department from time to time, deals with each department which fails to manage their intellectual property rights properly, and handles their intellectual property rights affairs in accordance with the Group’s system.

As of 31 December 2024, Evergrande Property Services Group had obtained 124 patents, 64 trademark licenses and 42 copyrights in the PRC, including the copyrights of two Evergrande Smart Community APPs and three ERP systems.

IX. Focus on Service, Green Supply

Evergrande Property Services Group has always adhered to the service concept of “conscientious services and heartfelt companionship”, taking property owners’ needs as the guide and property owners’ satisfaction as the goal, focusing on the needs of owners’ community life, continuously exploring diversified community activities and value-added services, and committing itself to constructing a people-oriented and livable community. Meanwhile, we adhere to the highest level of service and operational ethics, protect the rights and benefits of customers and strengthen supply chain management, and establish mutually beneficial long-term relationships and common values for our customers and business partners.

Chapter Highlight

- Adhere to Service Quality
- Create Diversified Community Services
- Increase Customer Satisfaction
- Effectively Protect Customers’ Rights and Interests
- Supply Chain Management
- Sustainable Supply Chain Management



Key Performance:

More than

4,000 renewal projects

have been completed nationwide

Collect over

28,765 pieces of

property owners feedback in 2024

More than

8,790 partner suppliers nationwide

Sustainable development goals of this chapter focus on:



Adhere to service quality

Evergrande Property Services Group has always been committed to creating an ideal living environment for its customers. It attaches great importance to the quality of project services, and pays special attention to the community environment, public facilities, as well as the health and safety of its customers.

Improve maintenance of equipment and facilities in public areas

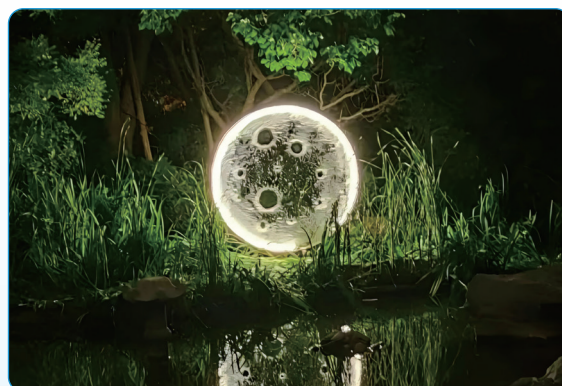
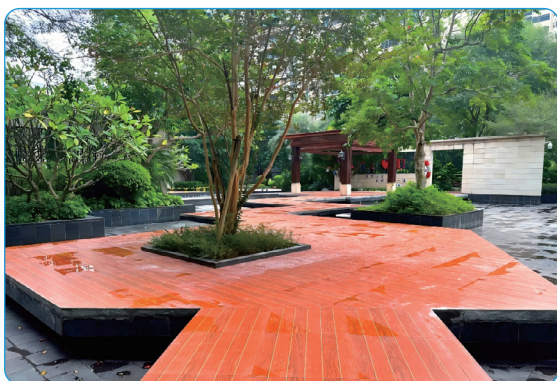
Evergrande Property Services Group continued to improve the maintenance of equipment and facilities in public areas, checked the quality of equipment and facilities maintenance from time to time, and guided the regional companies to improve the daily inspection mechanism. In addition, the Group refined various professional inspection standards, carried out systematic and targeted enhancements in response to centralised issues, and improved various templates of equipment contracts and performance evaluation systems to control the quality of equipment and facilities maintenance at the source.

CASE



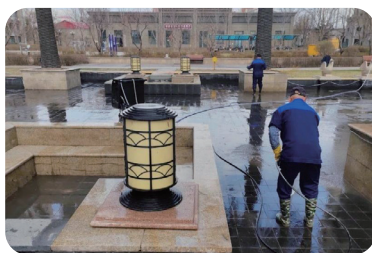
“Home Renewal” Campaign

In 2024, the “Home Renewal” campaign was carried out throughout the year in key areas such as the living environment, security and fire protection equipment. A total of more than RMB300 million was invested, and over 4,000 renewal projects were completed. Through systematic maintenance and upgrading, the intact rate of equipment and facilities in public areas increased from 98.15% to 99.60%, significantly improving the living experience of property owners. The main investment directions included: renewing the walkways in the residential area, improving the playgrounds, upgrading the barrier gate systems, and upgrading the lighting in the residential area, etc.

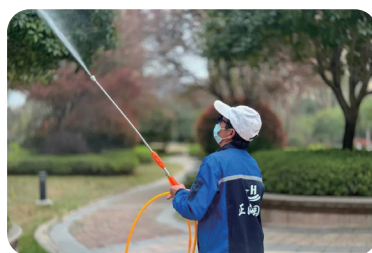


Community environmental management

Evergrande Property Services Group has formulated the “Enviro-Line Operation Guide” and “Know-How Manual”, to clarify the daily cleaning operation norms and do a good job in sanitation in public areas such as inside and outside area of buildings, parks, underground garages, four-hazard disinfection and water quality treatment in artificial lakes to ensure the cleanliness of the community environment and the beautiful green appearance. The Group continued to explore and optimize the outsourcing mode of cleaning, increased the process of intelligent work, and increased the investment in machinery and equipment for the public areas of large projects to enhance the efficiency of cleaning. The Group continued to carry out community environmental quality inspections and held special environmental hygiene enhancement meetings in conjunction with the results of the quality inspections, and formulated targeted improvement measures to address the prominent issues identified, thereby continuously optimizing its service quality.



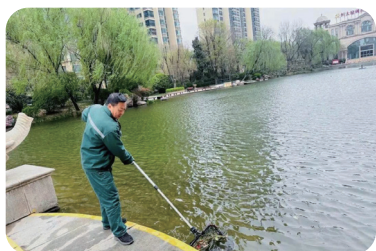
Sanitation



Four-hazard disinfection



Garden restoration and maintenance



Water quality treatment in artificial lakes

Service quality training

In order to ensure the safety and quality of services, the Group provides different types of trainings on a regular basis, including training on topics such as job standards, service etiquette and operational standards, to comprehensively enhance the professionalism and business level of service personnel. Through a series of thematic trainings on service quality, the Group continuously improves the understanding of frontline service staff of the Group's standardized service system, relevant laws and regulations, and enhances their professionalism and service skills, so as to optimize the service experience of property owners and customers. In addition, the Group requires its property service staff to undergo business proficiency examinations, so as to continuously improve the recognition and trust of our property owners with a high level of service quality and responsiveness.

Health, safety and order management

Ensuring the health and safety of the property owners and maintaining the order of the community is the basis for high-quality property services. Evergrande Property Services Group formulated and issued the “Key Points for Major Incident Reporting”, “Guidelines for Major Incident Reporting”, “Community Management and Control Requirements” and other system documents to clarify the operation specifications of property personnel to actively report and handle fire prevention, theft prevention, and explosion prevention and other emergencies, while safety education and safety inspections were carried out regularly. The Group urged the formulation of special improvement plans to eliminate various safety hazards to provide property owners with a safe and comfortable living experience.

CASE



Fire Safety Education Initiatives

Fire safety is crucial to the lives and property of our residents, and the Group has always attached great importance to it. In order to comprehensively enhance the fire safety awareness of all staff, carry out in-depth inspections for potential safety hazards, and effectively prevent and reduce fire accidents, the Group, in combination with themes such as the “National Safety Production Month” and the “National Fire Safety Publicity Month”, has jointly organized a series of fire safety activities with community sub-district offices, local police stations, fire rescue teams and other entities nationwide. These activities include fire safety lectures, equipment testing, hazard inspections, and practical drills, etc. The aim is to strengthen the fire safety awareness and emergency response capabilities of staff and property owners, providing a solid guarantee for the construction of a safe and harmonious living environment.



CASE



Comprehensive Safety Inspection

In winter, due to the arid climate, the electrified facilities and equipment in the community are highly vulnerable to environmental impacts, which may lead to potential safety hazards. As a result, this period becomes a higher incidence of electrical leakage accidents. To ensure the safety of electricity use in the community, around November 2024, each project of the Shanxi Company organized the staff of the maintenance department to carry out a comprehensive electrical safety inspection. This inspection covered all the electrified facilities and equipment in the community, with a focus on checking for problems like aged wires, damaged insulation, and poor grounding. After meticulous inspection and rectification, all the discovered potential safety hazards have been completely resolved, thus ensuring the safety of electricity use in the community.



CASE



Special Training for Improving Emergency First Aid Capabilities

In June and July 2024, the Shaanxi Company and East China Company invited professional staff from the Red Cross to carry out first-aid knowledge and skills training for the order teams of their projects. The training covered practical skills such as cardiopulmonary resuscitation, artificial respiration, the use of AEDs, and the Heimlich maneuver, aiming to gain precious time for possible emergency rescue events in the community or society. After systematic training, all 71 trainees passed the assessment and successfully obtained the "Red Cross First Aid Certificate".



Smart community living

Evergrande Property Services Group relies on advanced technologies such as the Internet of Things, cloud computing, artificial intelligence, and 5G, and builds an integrated smart community management platform by integrating visual intercom system, pedestrian system, vehicle transportation system, monitoring system, information release system, and elevator control system to create a safe, comfortable and convenient smart community for residents.

The “Evergrande Smart Community APP” and “Evergrande Butler APP” effectively connect the smart management system and the smart community management platform to achieve full coverage of business processes and functional modules, strengthening the Company’s standardised operating system through technological means, and creating a smart community.

Smart butler



The Group’s information technology team is continuously strengthening the construction of AI functions to further enhance the overall customer service capability. “Evergrande Smart Community APP” now provides 7*24-hour service response and supports text, voice, telephone communication and service evaluation, and can realize functions such as quick pull-up of service functions, automatic response to frequently asked questions and AI customer service quality inspection.

Smart life



The Group promotes “Evergrande Smart Community APP”, which has realized functions such as visitor invitation, remote door opening, online reporting of incidents and repairs, online complaints, etc., and provides online one-click payment services of parking fee and property management services fee, etc., effectively enhancing the living convenience for property owners and meeting their diversified living needs.

Smart community



The Group has perfected the construction of Internet of Things system platforms including access barriers, park monitoring, information release, smart ladder control, large-screen display device for command and dispatch, basically covering various property service scenarios, and forming a complete set of smart park overall plan.

Smart management



The Group promotes the construction of ERP system of Evergrande Property Services, including business modules such as charge management, online customer service, dispatch management, service supervision, equipment maintenance, asset management, to improve the Company’s standardised operating system through scientific and technological means.

Create diversified community services

Diversified and innovative services

In addition to providing high-quality basic property services to property owners, Evergrande Property Services Group is also actively creating a colorful community for a large number of property owners, offering diversified and innovative services, and holding a wide variety of cultural activities to meet the needs of property owners and enhance their sense of belonging. The Group also regularly organizes regional companies to hold operation analysis meetings to discuss the key and difficult issues in community operation as well as the excellent community operation measures. It compiles typical operation cases, summarizes and analyzes the development of community operations across the country, and connects high-quality social resources according to the actual needs of property owners to provide property owners with one-stop, full-ecosystem convenient community life. In the Year, the Company has increased its investment in local life-related services, including establishing professional teams for community group buying, housekeeping services, and convenient maintenance services, etc., to improve the satisfaction of community residents and customer loyalty, and steadily build a 15-minute convenient community living circle.



Carry out community group buying service online and offline, expand a number of well-known manufacturers as a long-term strategic partners.

Provide the property owners with paid maintenance services to solve their in-house maintenance problems.

Carry out housing rental agency services, grasp first-hand housing resources, and facilitate the proper owners.

Expand the community tourism business to provide property owners with a composite tourism experience that integrates neighborhood social interaction, worry-free accompaniment, and safety protection.

Carry out second-hand property trading services to build an efficient and reliable bridge for property owners in real estate transactions.

Expand the provision of convenient to-home services such as housekeeping, home appliance cleaning, and laundry care.

Carry out businesses such as direct drinking water and charging piles for the convenience of property owners.

Carry out whole-house complementary and home decoration upgrade services to provide the property owners with high-quality whole-house furnishing solutions.

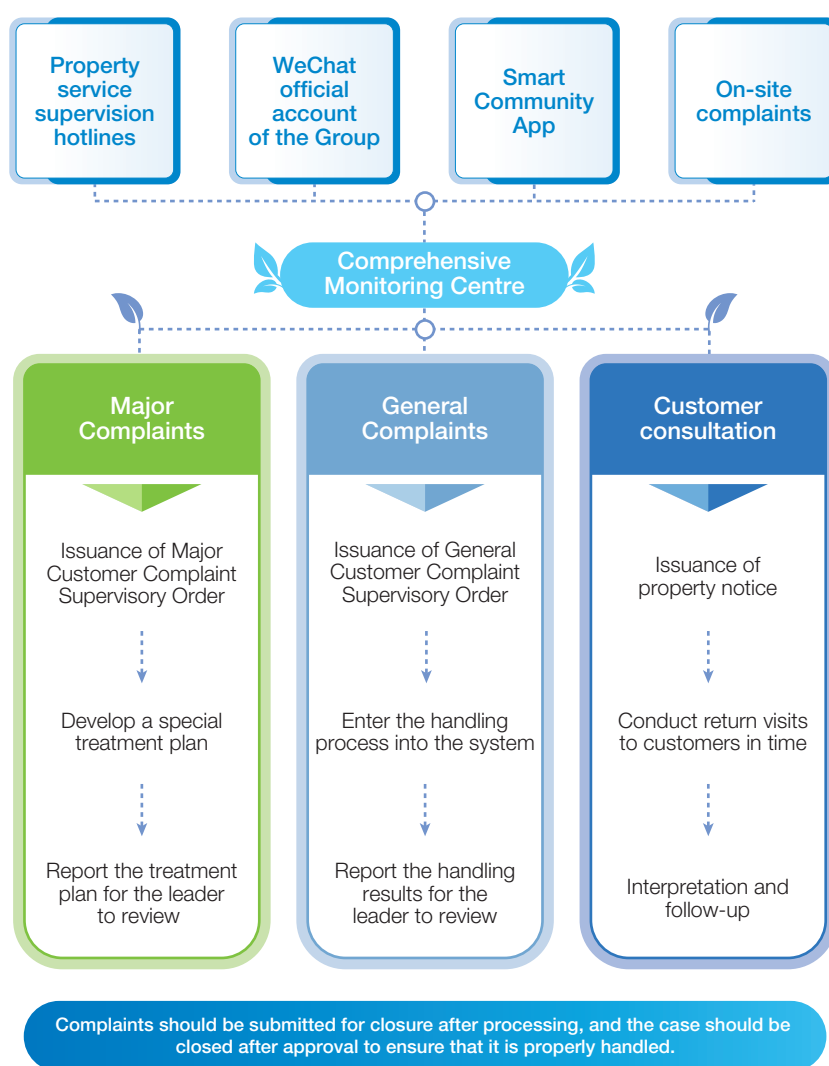


Increase customer satisfaction

1. Customer service management

Evergrande Property Services Group always regards customers as important stakeholders for the sustainable development of the Group, strictly abides by the “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests” and other laws and regulations, and has formulated a number of internal systems such as the “Management Measures for Comprehensive Supervision of Property Services Group”, so as to improve the customer complaint management mechanism.

Property owners can make complaints through channels such as the 24-hour property service supervision hotline, the WeChat official account of Jinbi Property and the “Evergrande Smart Community APP”. The Group also posts complaint posters in the lobby of each building, requiring departments to handle complaints promptly according to procedures, and conducting return visits to property owners after complaints are handled, to survey satisfaction, address their concerns, and effectively protect their interests. The Group’s handling process for property owners’ complaints is as follows:



The Group carries out regular appraisals of the results of customer complaints handling, and ranks the general complaint handling orders on the basis of two indicators, namely the closure rate and the timeliness rate, and links the results of the appraisals to the performance of the corresponding responsible persons. Evergrande Property Services Group actively conducts regular evaluations on the results of handling customer complaints, and comprehensively scores and ranks the two indicators, i.e., the settlement rate and timeliness rate of general complaint supervisory order, and links the evaluation results to the performance of the corresponding person in charge. We timely trace the source of dereliction of duty and malpractice that caused complaints to prevent slowness and delays, falsification, evasion of responsibilities, and improper response in the complaint handling process. The Comprehensive Supervision Centre of Evergrande Property Services Group regularly summarises and analyses the systemic problems with relatively concentrated customer complaints, and feeds back the systemic problems and optimization suggestions to the relevant departments. The relevant departments formulate and issue optimization plans, guidelines, standards, etc., to systematically increase customer satisfaction.

The following is the data of complaints received by the Group from the property owners as of 31 December 2024:

Customer service data	2024	2023
Number of complaints and enquiries received from various sources (times)	28,765	59,413
Complaint completion rate	99.71%	99.98%
Number of return visits after complaint handling (times)	7,962	19,402

2. Customer satisfaction survey

Evergrande Property Services Group conducts customer demand surveys and customer service satisfaction surveys to keep abreast of the status quo of customer satisfaction, collect customer feedback, and improve service quality. The content of the survey includes the overall satisfaction of customers with property services, the degree of recognition of the property service staff, and the perceived degree of service priorities at each stage. The Group strictly requires all projects to maintain customer information in a timely and accurate manner, to ensure the security of customer information, and to maximize the fairness and impartiality of the survey.

At the same time, the Group has also embedded in the property owners satisfaction survey such dimensions as butler service, security service, environmental hygiene, facilities and equipment, property owners' demands and other dimensions, collecting property owners' comments and suggestions on property service quality, forming a multi-level quality rating for regional companies and projects, and tracking the service quality of frontline staff in three dimensions. The Group continues to urge regional companies to provide targeted guidance and assistance to lagging projects, taking property owners' demands as an entry point to enhance property owners' satisfaction and build quality communities. In 2024, the Group launched a cumulative satisfaction survey of 25 regional companies and 850,000 property owners nationwide.

3. Listen carefully to the views from property owners

In order to strengthen the management foundation and improve customer relationship, we listened carefully to the views from property owners, took property owners' demands as the base point, and devoted itself to improving property owners' living experience and community management level, solving small difficulties and pain points encountered in the course of daily management and service, creating small surprises for property owners, and continuously increasing the sense of obtainment and happiness of property owners. In 2024, the Group made a total of 4,919 visits to the projects throughout the year, and 120,231 feedback suggestions were collected from property owners, and improvements have been made to the Group's services based on the property owners' comments.

CASE



Heart-to-Heart Talk Meeting with Property Owners

In order to strengthen communication and connection with property owners, precisely improve service quality, enhance property owners' support and trust in property management work, and build a harmonious and pleasant community, the Property Service Center of Guiyang Evergrande Cultural Tourism City organized and held a heart-to-heart talk meeting with property owners on 28 April 2024. At the heart-to-heart talk meeting, the property manager reported the current work situation and future work plans to the property owners. Meanwhile, the property management listened to the opinions of the property owners, answered their questions, deepened the mutual understanding between the two parties during the conversation, and further enhanced the relationship between the property management and the property owners.



CASE



Coordinate and Handle the Problem of Replacing “Aging” Elevators

In response to the difficulties such as the problem of “aging” elevators and the lack of regulatory documents for the renewal of elevators in commercial housing in Jindu Huating Community, Zhejiang Province, the “tripartite coordination” mechanism was innovatively applied. Through organizing and holding 21 elevator replacement coordination meetings, the opinions of all parties were fully communicated. By making use of the property maintenance fund, community public revenues and the funds raised by residents themselves, the overall replacement of the first batch of 6 elevators was successfully completed.



Effectively protect customers' rights and interests

Customer information and privacy protection

Evergrande Property Services Group attaches great importance to the protection of customer privacy and information security, strictly abides by the “Cybersecurity Law of the People’s Republic of China”, the “Regulations for the Protection of Personal Information of Telecommunication and Internet Users” and other laws and regulations, and has implemented the “Information Management Measures of Property Services Group”, the “Management Measures for Information System Development of Property Services Group” and other relevant provisions on information confidentiality and safety management.

At a time of rapid development of network technology, information security is at a critical juncture of change and upgrade. The Ministry of Industry and Information Technology has timely launched the “Administrative Regulations on the Protection of Personal Information of Mobile Internet Applications”, which formulate relevant policies on the basis of two fundamental principles of personal information protection, namely informed consent and minimum necessary, and operating enterprises must guard three red lines for data security: red line for data collection, red line for data storage and red line for data flow.

Evergrande Property Services Group has endeavoured to serve millions of property owners and merchants nationwide, and the importance of safeguarding the security of customer information is self-evident. During this Year, the Group actively carried out systematic self-correction and self-examination, further revised and improved the “Group’s Information Security Management Measures”, and made the corresponding optimization in the basic dimensions of the privacy policy, system interaction, data collection and data application, as well as carried out comprehensive system security assessment, in-depth penetration testing and security issue repair in collaboration with leading professional network security institutions in the industry based on OWASP TOP10 and relevant national information security standards, enabling the platform system to be maintained in a stable and reliable operation at all times to protect the information security of our customers.

Evergrande Property Services Group has also established special management regimes and procedures to ensure information security, including establishing the Personal Information Security Impact Assessment System, and regularly checking the effectiveness of privacy policies, related regulations and security measures. In addition, the Group formulates emergency plans for personal information security incidents, invites external professional organizations to conduct vulnerability analysis on the systems annually, and regularly organises relevant internal personnel to conduct emergency response training and emergency drills.

The Group strictly limits the scope of access to information, adopts the principle of “minimal authorization” for staff who may have access to customer information, and provides training to staff on relevant laws and regulations and privacy and security guidelines to continuously strengthen awareness of the security of customer information. The Group’s Information Centre conducts checks on the status of information security and will impose appropriate sanctions for breaches of information security depending on the severity of the circumstances. If such breaches involve major safety hazards or constitute crimes, they will be transferred to the judicial authorities for investigation of relevant responsibilities in accordance with the law. In 2024, the Group did not receive any complaint regarding infringement of customer privacy or loss of customer information.

Compliance marketing

Evergrande Property Services Group strictly abides by the “Advertising Law of the People’s Republic of China” and other laws, regulations and industry standards, and strictly abides by the principles of comprehensiveness, compliance, and effectiveness for business promotion, and ensures that the public information is legal, compliant, true and accurate, to protect the legitimate rights and interests of property owners. Evergrande Property Services Group also dispel rumors or make announcements against false information or information that may mislead property owners, adopt legal measures to resolve violations of property owners and the Group, to effectively protect the legitimate rights and interests of the property owners and the Group. In 2024, the Group was not aware of any non-compliance or complaint matters relating to product liability.

Supply chain management

Evergrande Property Services Group attaches great importance to upstream and downstream supply chain management, and endeavours to incorporate the management of sunshine procurement, green procurement, anti-corruption and information technology into the supply chain management of the Group, and endeavours to implement sustainable development. Evergrande Property Services Group has formulated the “Property Services Group Management Measures” and the “Property Services Group Bidding and Procurement Management Measures” to regulate the Group’s procurement and bidding work and strengthen supply chain management.

1 Supplier Access



The bidding and procurement departments of the regional branch organize the recruitment work according to the number of suppliers in the supplier inventory as needed and have established special recruitment teams from the bidding and procurement department, the business department under its purview and the property service centre. The recruitment team selects no less than 3 shortlisted entities of interest through back-to-back network collection, submits the screening results to the person in charge of the regional company, and the bidding and procurement specialists will contact them to confirm their cooperation intentions.

The recruitment team conducts on-site inspections of the shortlisted suppliers, verifies their relevant qualifications, turnover, typical performance, comprehensive strength, etc., to comprehensively evaluate whether they meet the requirements of the Group, and form a corresponding inspection report. Only qualified suppliers can be selected into the supplier inventory of the Group. If a supplier in the inventory intends to add other professional cooperation projects beyond its original cooperation specialties, it is necessary to organize a re-inspection of its additional item qualifications.

In order to ensure the objectivity of supplier access, Evergrande Property Services Group requires that inspectors are not allowed to openly discuss the situation of the entities among themselves, are not allowed to make leading evaluations, and must ensure that written opinions are issued back-to-back.

2 Supplier Evaluation and Management



The regional company establishes a local supplier inventory through the process of determining qualified entities, and the headquarters of the Property Services Group selects from the inventories of the regional property management companies based on cooperation intentions, financial strength, and contract performance capabilities or establishes a regional supplier inventory and a national supplier inventory through the process of determining qualified supplier. The Tender and Procurement Center of the Property Services Group uniformly carries out hierarchical and classified management of the supplier inventory.

The Tender and Procurement Centre of the Group takes the lead in comprehensively evaluating the entities in the national supplier inventory based on the performance of the cooperative projects quarterly. Unqualified entities will be interviewed and required to rectify within a time limit. For those entities without performance improvements, we will delist them.

3 Feedback on Supplier Performance



Evergrande Property Services Group communicates and exchanges with suppliers through various channels and listens to their opinions to strengthen the cooperative relationship. During the key stages of bidding and contract signing, the Group will negotiate with cooperative suppliers on core issues such as the cooperation model and performance requirements. After the contract is performed, the Group will also organize the corresponding using departments to carry out performance evaluations of suppliers every quarter, and provide feedback to the suppliers on the evaluation results, opinions and suggestions, so as to jointly promote a sound cooperative relationship between the two parties.



Product Traceability

The Group has always adhered to a highly responsible attitude towards consumers' health, strict quality control is implemented over the upstream supply chain of Evergrande optimization online store. In 2024, the headquarters, together with the regional product selection teams, once again visited the source manufacturer of the best-selling products, the Shengmu farm, for on-site inspections. The team comprehensively visited the organic planting pastures, organic breeding farms, as well as the organic production and processing factories of the Shengmu farm, and gained a detailed understanding of all aspects of its closed organic industrial chain to ensure the reliability of product quality and enable consumers to make purchases with confidence.



Sustainable Supply Chain Management

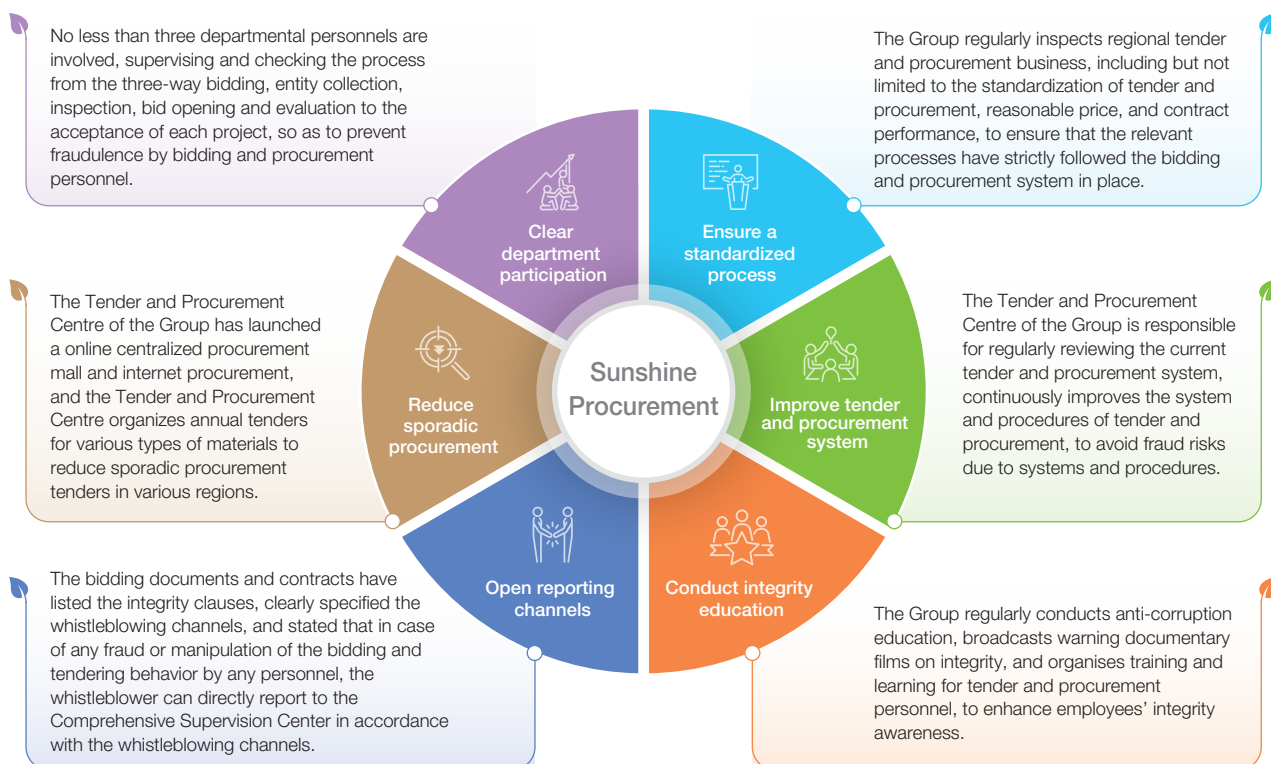
Green Procurement

The Group deeply believes that incorporating sustainability factors into its supply chain management is a crucial step in promoting the long-term development of the enterprise. Meanwhile, it comprehensively examines the impact of its own business model on the environment and formulates improvement measures in response to such impacts, so as to ensure that the Group's supply chain is sustainable at the environmental, social and economic levels.

As such, the Group has always endeavoured to study its own business model and will set stringent improvement targets each year to build a more sustainable supply chain. When considering the evaluation and access of suppliers, Evergrande Property Services Group will also incorporate ESG elements into the supplier assessment and selection process, encourage regional companies to invite local suppliers to participate in the selection process, and include small enterprises, social enterprises and ethnic minority organizations as potential suppliers where conditions permit. Evergrande Property Services Group also support sustainable development by prioritizing the purchase of environmentally friendly products and services wherever practicable. In addition, the Group places equal emphasis on compliance and ensures that its selected suppliers comply with relevant environmental and social laws and regulations.

Sunshine Procurement

In order to ensure that the process of bidding and procurement has followed the principles of openness, fairness and impartiality, Evergrande Property Services Group is committed to practicing the “Sunshine Procurement Policy” to ensure that the bidding and procurement process is in line with business practices, and will not tolerate any form of corruption in business operations or the supply chain. Evergrande Property Services Group is committed to maintaining a fair and transparent bidding and procurement process and has adopted and improved the following systems, regulations and measures to eliminate and prevent commercial corruption and unfair competition that may arise in the procurement process:



Supply chain overview

As of 31 December 2024, the number of suppliers Evergrande Property Services Group has partnered with has reached 8,790. The suppliers are currently located in 25 provinces, autonomous regions and municipalities in Mainland China. The regional distribution of the Group's suppliers is set out below:



X. Low Carbon Environmental Protection, Care for the Environment

Evergrande Property Services Group strictly complies with the “Law of the People’s Republic of China on Environmental Protection” and other laws and regulations, and implements relevant internal systems in order to reduce energy and resource consumption and waste emissions during the Group’s operations and contribute to the green development of society. In 2024, the Group did not have any cases of violation of laws and regulations relating to environmental protection.

Chapter Highlight

- Set Environmental Management Goals
- Practice the Concept of Emission Reduction
- Manage Solid Waste
- Promote Energy and Resource Conservation
- Green Office
- Response to Climate Change



Key Performance

ISO 14001:2015

Environmental Management System Certification

The Evergrande City in Beijing has won the

“Beijing Model Community for Domestic Rubbish Classification” award

Sustainable development goals of this chapter focus on:



Set environmental management goals

Evergrande Property Services Group strictly complies with the “Environmental Protection Law of the People’s Republic of China”, the “Pollution Prevention and Control Law of the People’s Republic of China”, and the “14th Five-Year Plan for the Control of Greenhouse Gas Emissions”, etc., and implements the relevant internal systems, such as the “Energy Consumption Management Measures of Property Services Group” and the “Property Services Group Vehicle Management System”, so as to reduce the consumption of energy and resources and the emission of waste in the course of the Group’s operation, and to contribute to the green development of the society.

During the Year, the Group formulated a series of environmental targets:

Exhaust gas emission goal



The Group actively communicates and cooperates with property owners and government parties, and continuously introduces new energy facilities such as solar photovoltaic panels and smart charging piles in suitable projects, with a view to reducing the reliance of the projects on traditional energy sources, lowering the overall energy consumption and emissions, and achieving more environmentally friendly operations. Meanwhile, such measures are taken to promote the use of electric vehicles to further reduce air pollution within the projects in line with the exhaust emission goals.

Greenhouse gas goal



In order to reduce and manage energy use and the greenhouse gas emissions it generates, the Group will continue to implement energy-saving renovations such as unloaded water supply, replacement of high-efficiency pumps and installation of an intelligent control system for central air-conditioner in older projects, as well as utilize technological means for smart management of energy-intensive facilities and equipment within the projects. In addition, the Group plans to implement energy-saving lighting renovations in the common areas and basements of more projects, adopting measures such as the installation of radar sensors and time-controlled switches, with a view to further reducing energy consumption and promoting energy-saving.

Non-hazardous waste goal



In respect of waste reduction, the Group adheres to the implementation of the strategy of waste reduction at source, supplemented by a number of measures to promote paperless office and green office, and gradually realizing the online use of notices, requisitions, reports and other documents, thereby reducing the use of office paper and other items.

Hazardous waste goal



The Group will actively co-operate with property owners and community residents to promote waste classification and recycling items and facilitate the proper disposal of hazardous waste, with a view to building a clean and environmentally friendly community environment. To achieve this goal, the Group will select more environmentally friendly cleaning supplies and products in the provision of services and procurement to reduce the generation of hazardous chemicals and minimize the adverse impact on the environment.

Energy usage efficiency goal



To enhance energy usage efficiency, the Group also carries out monthly statistical analyses of energy consumption at the “Group-region-project” level, with particular attention to water and electricity energy usage in public areas. Through monitoring and concluding the causes of problems, the Group will implement refined management to save energy. Meanwhile, the Group also actively monitors the implementation of energy consumption management measures in the regions and promotes the effective implementation of the relevant management measures, so as to ensure that the regions achieve sustainable energy usage goal. The electricity consumption goal for self-use and apportioned use in the properties is not more than 0.2522 kWh/sq.m. • month.

Water usage efficiency goal



In respect of water usage efficiency, the Group will continue to carry out regular inspections and maintenance of the pipeline system. In addition to monthly meter readings, the Group will further introduce an ultrasonic monitoring system where practicable to ensure that abnormalities in pipelines can be detected in a timely manner and that emergency maintenance measures can be taken to prevent unnecessary loss of water resources. The water consumption goal for self-use and apportioned use of properties is not more than 0.0064 tonne/sq.m. • month.

The Group deeply understands that the Company has an important responsibility for sustainable development. Looking back to 2024, although the Group's business operations did not have any significant impact on the environment, the Group is nonetheless committed to setting specific environmental goals to meet the growing demands and expectations of various regulators and stakeholders. We have made substantial progress against our environmental goals and the key achievements are summarized below:

Scopes		2024	2023	Change
Exhaust gas and greenhouse gas emissions	SOx emissions	1.43 kg	1.86 kg ⁴	down
	NOx emissions	1,232.71 kg	1,430.80 kg ⁴	down
	Particulate matter	916.51 kg	989.42 kg ⁴	down
	Total greenhouse gas emissions ¹	552,377.22 ton	524,989.70 ton ⁴	up
	Greenhouse gas emission intensity ²	11.79 ton CO ₂ -equivalent/ 10,000 sq.m.	12.06 ton ⁴ CO ₂ -equivalent/ 10,000 sq.m.	down
Solid waste	Total generation of non-hazardous waste	183,757.52 ton	192,168.06 ton	down
	Non-hazardous waste emission intensity	3.92 ton/ 10,000 sq.m.	4.41 ton/ 10,000 sq.m.	down
	Total generation of hazardous waste	86.92 ton	69.57 ton	up
	Hazardous waste emission intensity	0.0019 ton/ 10,000 sq.m.	0.0016 ton/ 10,000 sq.m.	equal
Electricity	Total electricity consumption	1,086,289.41 MWh	894,007.72 MWh	up
	Total energy consumption intensity	23.20 MWh/ 10,000 sq.m.	20.56 MWh/ 10,000 sq.m.	up
Water resource	Total water consumption	27,167,594.15 m ³	25,027,141.42m ³	up
	Water consumption intensity	579.87 m ³ / 10,000 sq.m.	574.87 m ³ / 10,000 sq.m.	equal
Other resource³	Gasoline consumption	70,008.75 L	88,357.26 L ⁴	down
	Consumption of liquefied petroleum gas	142,516.77 kg	167,919.96 kg ⁴	down
	Consumption of pipeline gas	226,728.12 m ³	353,749.87m ³ ⁴	down

¹ The emission factors have been calculated using the "Notice on Doing a Good Job in the Management of Greenhouse Gas Emission Reporting for Enterprises in the Electricity Generation Sector for the Years 2023-2025" issued by the Office of the Ministry of Ecology and Environment to ensure consistency.

² The floor area included in the calculation for the Year was 468.51 million sq.m., comprising office and property management common areas of the headquarters, subsidiaries and 16 regional companies, as well as non-outsourced staff canteens.

³ Energy consumption has been calculated in accordance with the conversion factors of the National Standard of the People's Republic of China "Comprehensive Energy Consumption Calculation General Principles" (GB/T 2589-2020) and conversion factors provided by scientific research institutions.

⁴ The data has been restated for unified comparison.

Practice the concept of emission reduction

We are deeply aware that if exhaust gases and greenhouse gases are not effectively controlled and reduced, they will cause serious harm to public health and the ecological environment. To this end, we continuously encourage various projects to actively carry out emission reduction and environmental protection work, formulate feasible and reasonable renovation plans, and in 2024, we have taken the following measures, including but not limited to:

CASE



Renovation of Heating Equipment

In the non-heating season of 2024, Jilin Company carried out a comprehensive upgrade and renovation of the heating systems in the underground garages of some communities within its jurisdiction. This renovation upgraded the original coal-fired heating system used by the municipal heating company to a more environmentally-friendly and efficient electric boiler and air-source heat pump heating system. After the renovation, it is expected that RMB1.5 million of heating costs can be saved annually, which is equivalent to a direct reduction of 1,829 tons of coal consumption.





Electricity Supply by Solar Energy Equipment

To make full use of the abundant sunlight in Lanzhou, the engineers of the Evergrande Yujing Tianxia (恒大禦景天下) project in Lanzhou designed and implemented a solar electricity generation plan. Solar energy equipment with corresponding electricity was configured in the electricity system of the public areas of the buildings, achieving a comprehensive optimization of the electricity supply. After the transformation, it is expected that about 4,500 kWh of purchased electricity can be saved annually, greatly improving the electricity supply stability and energy utilization efficiency.



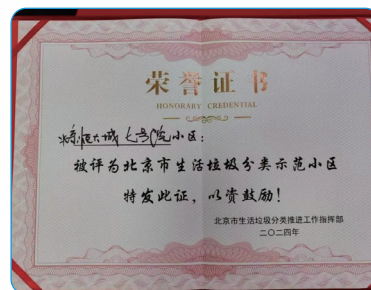
Manage solid waste

We are deeply aware that if solid waste is not properly collected and disposed of, it will pose serious hazards to public health and the environment. Improper waste disposal methods, such as open dumping and incineration, will not only exacerbate the spread of infectious diseases and increase the risks of gastrointestinal and respiratory tract infections, but also cause irreversible pollution to land, freshwater and groundwater resources, and lead to issues such as a decline in air quality and climate change. Therefore, the Group attaches great importance to solid waste management and organizes various projects to actively carry out waste recycling and garbage classification work.



Construction of Demonstration Community for Classification of Domestic Rubbish

The Evergrande City in Beijing actively responded to the government's call and took multiple measures to promote rubbish classification work. Through close cooperation with the local sanitation department, it carried out publicity on classification to guide property owners to enhance their awareness of rubbish classification. As a result, the accuracy rate of classification in the community has significantly increased to 80%. Meanwhile, with the support of the neighborhood committee, the property management completed the beautification and upgrading of 26 rubbish stations in the community. In addition, to further improve the property owners' usage experience and hygiene awareness, the staff installed handwashing devices at the rubbish disposal points and arranged for dedicated personnel to replenish them in a timely manner to ensure convenient use. These measures have not only won the widespread recognition of the property owners but also received high praise from the government departments. As a result, the community has been awarded the title of "Beijing Demonstration Community for Domestic Rubbish Classification".



Promote energy and resource conservation

Evergrande Property Services Group puts forward the call of “reducing energy consumption, improving quality”, formulates and implements the “Property Services Group Energy Consumption Management Measures” within the Group, and endeavours to effectively reduce energy consumption of water, electricity and gas while seeking to improve the quality of services. The Group’s Engineering Management Centre is responsible for formulating energy consumption management norms and standards, and through the implementation of the “Red and Green Energy Consumption Management” measures, it provides guidance, supervision, inspection and assessment of the energy consumption management of the regional companies, and it also takes charge of the statistics and analysis of the energy consumption of projects and the implementation of various energy-saving measures.

The following are some of the major achievements in energy conservation and consumption reduction, as well as water resource management measures, that the Group has accomplished in the Year:

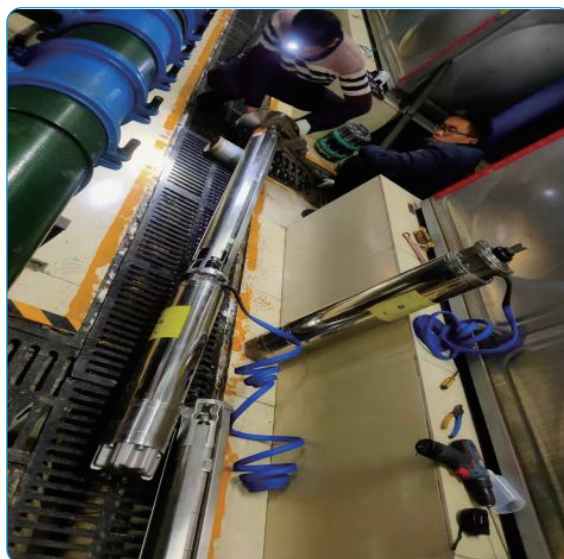
In terms of energy conservation

CASE



Achievement 1: The Energy-Saving Renovation Projects Have Been Popularized to More Communities

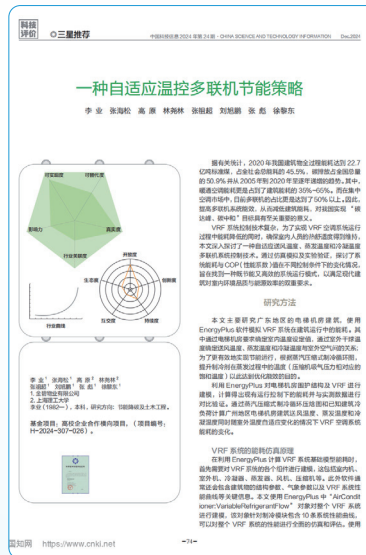
In 2024, the national energy consumption team composed of the Group’s Engineering Management Center and the regional engineering management departments carried out non-negative pressure energy-saving renovations or high-efficiency water pipe upgrades on the pump rooms of 77 projects nationwide. The average energy-saving rate is over 50%, and 7.44 GWh of electricity can be saved throughout the year.





Achievement 2: Successfully Developed an Energy-saving Control Device

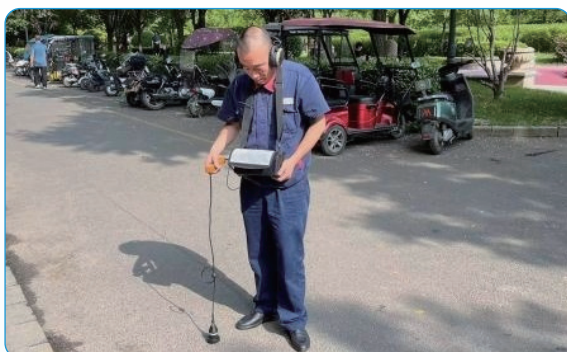
The engineering team of the Property Services Group has collaborated with the University of Shanghai for Science and Technology to successfully develop an intelligent integrated control device suitable for multi-connected air-conditioner equipment, and has filed a utility model patent application. The relevant achievements have been published in "China Science and Technology Information", and the research report has been submitted to the "3rd International Conference on Green Building, Civil Engineering and Smart City (GBCESC 2024)" for review, further demonstrating the in-depth research and innovative strength of the property engineering team in the field of energy conservation.





Measure 1: Detection and Repair of Pipeline Leaks

With the gradual aging of pipeline facilities, as well as the influence of factors such as geological subsidence and environmental corrosion, pipeline network leakage has become one of the important causes of water resource waste. In response to this phenomenon, the Property Services Group has continuously strengthened the inspection and repair work on the leakage of fire protection, water supply and drainage, and landscaping pipeline networks. During the Year, a total of 629 leakage points have been successfully repaired nationwide, involving 204 projects. And a total of approximately 3.56 million cubic meters of water leakage had been prevented throughout 2024.



Measure 2: Diversion of Natural Water Sources

In order to solve problems such as basement water backflow and slippery road surfaces caused by natural water sources in multiple communities, property engineers, after on-site surveys, designed and implemented multiple sets of diversion systems according to the situations of each project. These systems effectively collect the water resources that might otherwise have a negative impact, and the collected water is used for purposes such as landscape irrigation, replenishing artificial lakes, and cleaning and flushing road surfaces.





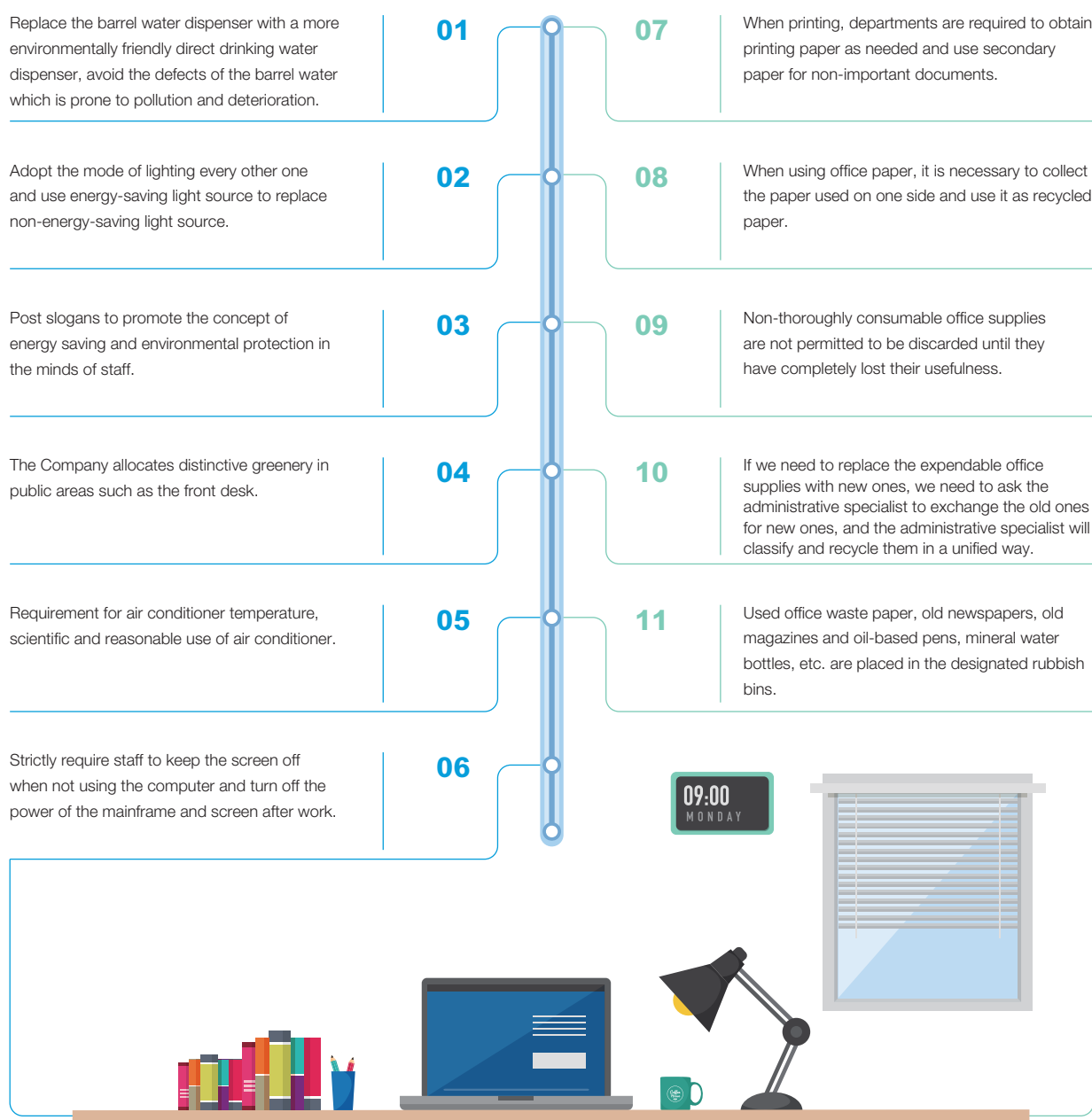
Measure 3: Reclaimed Water Recycling and Treatment System

In 2024, several projects using the reclaimed water recycling and treatment system could treat approximately 6,000 tons of reclaimed water per day. After undergoing in-depth treatment and meeting the standards, the reclaimed water can fully meet the daily usage scenarios such as landscape irrigation and artificial lake replenishment, achieving the efficient recycling of water resources. It is worth noting that in 2024, none of these projects had sewage discharged into the municipal pipeline network. In addition, some projects have been connected to the municipal reclaimed water pipeline network, which can save hundreds of thousands of tons of fresh water resources annually.



Green office

Green, low-carbon and environmental protection has always been one of the guiding principles of Evergrande Property Services Group's corporate operations. In order to make better use of resources and reduce pollution while giving staff a peaceful and comfortable office environment, the Company has made a number of improvements to its offices as follows:



Response to climate change

In recent years, it has become a global consensus to actively respond to climate change. The daily management of the Group's projects under management has taken into account the impact of climate disasters and incorporated climate disaster control into the Group's annual work plan. In view of the extreme weather that may be encountered in property management, such as typhoons, heavy rain, snowstorms, cold waves and high temperatures, corresponding contingency plans have been formulated in terms of pre-preparation, process disposal and post-disaster recovery by the Group, while projects are required to do early warning and preventive work in response to abnormal weather in order to avoid losses to the maximum extent.

The Group's projects under management are mainly affected by extreme weather events such as typhoons, rainstorms, snowstorms, cold waves and high temperatures, which are considered to be acute physical risks. In view of the transitional risks arising from the increasingly stringent requirements of policies and laws relating to climate change, the Group not only proactively adopts contingency measures before and after the occurrence of inclement weather events to safeguard the safety of property owners, but also establishes a comprehensive mechanism to conserve energy and water consumption at its projects to ensure that the safety of property owners and staff is safeguarded while avoiding the reputational impact and unnecessary litigation costs arising from the violation of relevant laws and regulations or industry standards in each of its regions. The following are the precautionary measures to be taken by the Group in response to extreme weather events and the countermeasures to be taken by the Group in response to unexpected weather events in 2024:



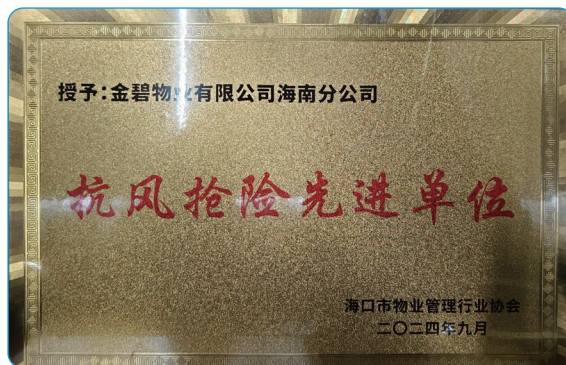
In 2024, the Group did not experience any incident of injury or death of property owners and staff due to extreme weather conditions. The following are the countermeasures taken by the Group in 2024 in response to the actual situation:

CASE



Unafraid of Wind and Rain, Making All-Out Efforts for “Recovery”

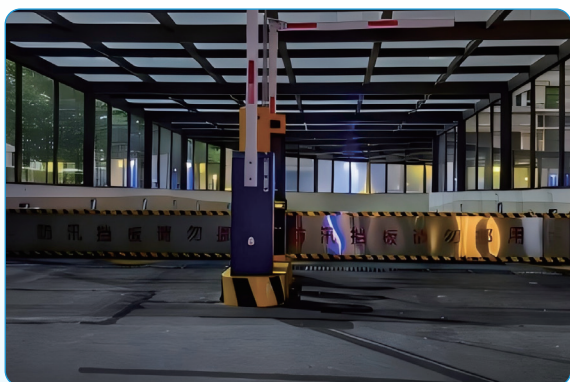
In September 2024, in the face of the super typhoon “Yagi”, the Property Services Group quickly established a temporary typhoon prevention working group and implemented various defense measures. After the typhoon passed, the Group activated the cross-regional support emergency plan, assembled expert teams from various places and rushed to Hainan to engage in the post-disaster recovery work. In this operation, more than 3,500 cadres and staff were mobilized in total, and more than 980 pieces of heavy machinery were coordinated, helping most property owners to return to their normal lives within 72 hours. With its outstanding performance in disaster resistance, the Property Services Group was awarded the title of “Advanced Entity in Wind Resistance and Emergency Rescue” by the Haikou Property Management Industry Association.





Prevention Comes First, Defense Serves as Support

In order to do a good job in the prevention and emergency response to heavy rainfall and reduce casualties and property losses caused by disastrous weather, the Shaanxi Company has formulated the “Guidelines for Safety Prevention of Flood Control and Adverse Weather”. In addition, flood control baffles have been added to key areas such as the entrances and exits of garages and low-lying areas in multiple communities under its jurisdiction, further enhancing the flood control capability.





Action Is the Best Snow Melter

In February 2024, in response to the extreme blizzard weather in many places, the property management teams took prompt action to fully ensure the travel safety of property owners. The staff took measures such as clearing the snow on the roads, laying anti-skid straw mats, removing the snow from the vehicle bodies, and assisting vehicles in getting out of trouble. These measures minimized the travel inconvenience caused by the blizzard to the property owners, ensured the smooth traffic on the community roads, and made the property owners still feel warm and at ease in the cold weather.



XI. People-Oriented, Move Forward Together

With a responsible attitude towards its staff, the Group has been able to stimulate their enthusiasm for work while safeguarding their physical and mental health through sound job safety management, a comprehensive job training and grade promotion system, competitive remuneration packages and a wide range of cultural and sports activities.

Chapter Highlight

- Diversified Talent Absorption and Retention
- Ensuring Occupational Health and Safety
- Robust Staff Training and Development
- Staff Communication and Care



Key Performance

ISO 45001: 2018

Occupational Health and Safety Management System Certification

Average number of training hours per staff:

8

Sustainable development goals of this chapter focus on:

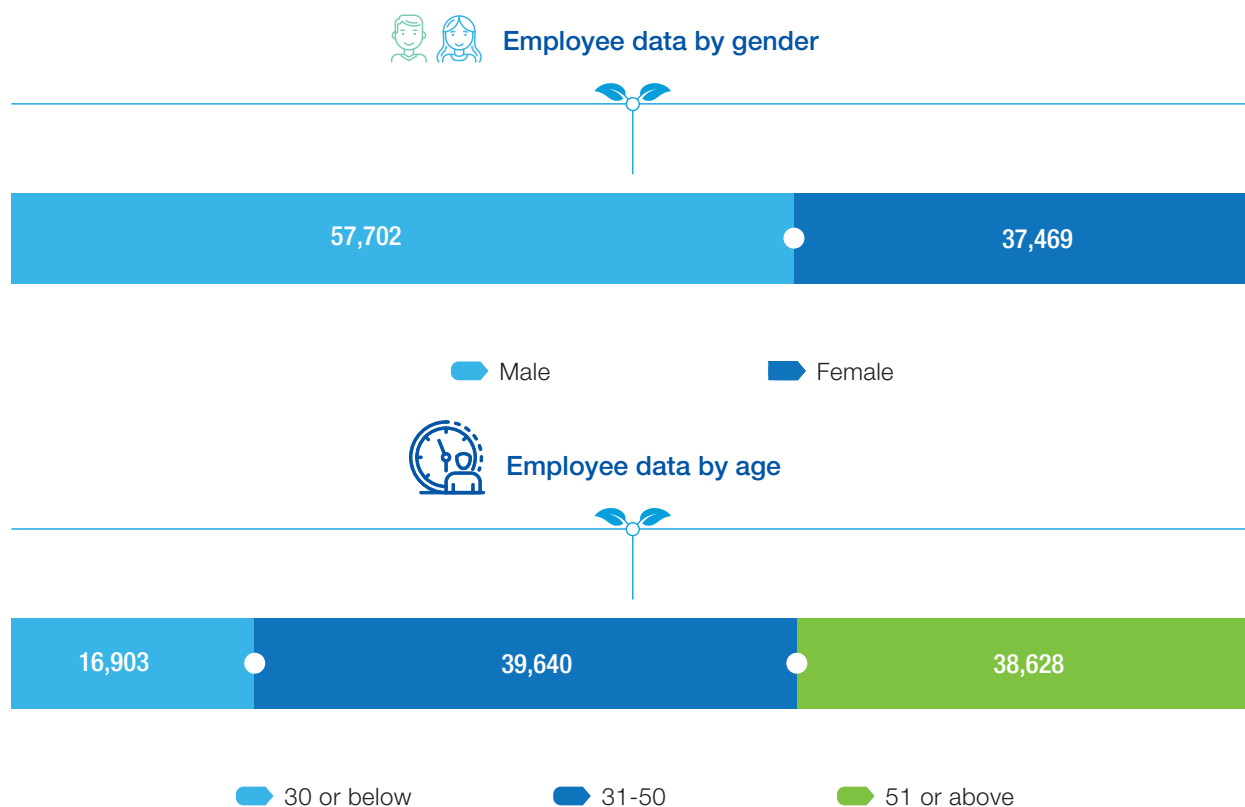


Diversified talent absorption and retention

Talent recruitment and introduction

The Group cooperates with a number of national and regional recruitment platforms through online, supplemented by offline talent market, specialized job fairs and internal staff recommendation, etc. for talent recruitment according to the staff compilation and management plan and actual business needs. Meanwhile, the Group strictly manages the internal recommendation channels and avoids recruitment malpractices in accordance with the principles of fairness and impartiality and avoidance of postings.

As of 31 December 2024, the Group had a total of 95,171 employees and the breakdown of employees by gender, and age is set out below:



Protect the rights and interests of staff

“People oriented” has always been upholding the core value of Evergrande Property Services Group. The Group strictly abides by the “Labour Law of the People’s Republic of China”, the “Labour Contract Law of the People’s Republic of China” and other laws and regulations on human rights protection, pays staff salaries in full and on time, pays social insurance and housing fund, and provides staff with paid annual leave, staff flats, working meal and other benefits. The Group has also established a labour union to organize staff activities regularly, to promote exchanges between staff and the Group, and among staff.

Evergrande Property Services Group actively promotes fair employment, respects the rights of women and ethnic minorities, and prohibits any form of discrimination due to race, gender, region, religion, physical health, political parties, etc. We do not tolerate any discrimination against human rights. In 2024, the Group continued to build a diversified and inclusive working environment with equal employment opportunities, with a male to female ratio of 61:39 (2023:61:39). The Group takes into account international labour standards and norms, prohibits forced labour and child labour, combats discrimination, ensures equal pay for equal work, and protects the rights of staff in collective bargaining. Evergrande Property Services Group abides by the Provisions on the “Prohibition of Using Child Labour of the PRC” and conduct strict onboarding reviews. The Group regulates the working hours, vacation systems, and employment practices across various positions to ensure that all departments comply with laws and regulations in their employment practices, strictly prohibiting forced labour. In 2024, the Group did not encounter any incident or phenomenon involving discrimination, child labour or forced labour.

Ensuring occupational health and safety

In order to ensure that all staff can work in a safe and healthy environment and respond to sudden safety incidents, the Group has established a Work Safety Committee and formulated relevant policies, procedures, training, as well as risk assessment and prevention measures. Through regular training and drills, the safety awareness and response capabilities of staff are enhanced. Moreover, in accordance with the management requirements set by the ISO45001:2018 Occupational Health and Safety Management System Certification, the emergency response mechanism is earnestly implemented. Prompt investigations are carried out and appropriate solutions are formulated. Adhering to the people-oriented management spirit, the Group earnestly provides comfort and guarantees for staff, so as to ensure the safety and health of staff at work and jointly build a harmonious and safe workplace environment.

Staff safety management

“Safety first, prevention-focused” has been the fundamental principle of safety management that Evergrande Property Services Group has adhered to for many years. As a result, the Group is equipped with complete safety operation equipment, and has formulated detailed operation manuals for different positions, clearly indicating the safety risks existing in the operations and the corresponding protection procedures. Meanwhile, it is ensured that operators of fire protection facilities and special equipment must obtain nationally recognized work qualification certificates to guarantee that they possess professional skills and a work safety awareness. To prevent potential risks, the Group implements a safety management strategy that combines daily inspections with regular checks, and attaches great importance to the emergency response and drills for various emergencies and dangerous operations. While formulating relevant operation systems and emergency response plans, the Group also actively carries out occupational safety education and practical on-the-job training. For instance, it provides elevator rescue training for trapped people, fire prevention and theft prevention training, and first aid knowledge training for security guards; and offers high-altitude operation training and live equipment maintenance training for engineering maintenance personnel. When introducing new processes, technologies, materials and equipment, the Group will organize special trainings to ensure that staff are familiar with the operation procedures and safety norms. In addition, we carry out in-depth analysis and summarize potential safety hazards, and urge the implementation of corresponding rectification and improvement plans to continuously perfect the Group’s occupational health management guidelines. The Company provides various channels for staff to report potential safety hazards and dangerous situations, and requires such information to be publicly announced at the office locations. In the case of staff reporting improper situations of projects or situations that endanger their legitimate interests, the Comprehensive Supervision Center of the Group’s headquarters will directly accept the reports and keep the information strictly confidential. If retaliation against whistleblowers is found, the Company will impose severe disciplinary actions.

Staff health management

The Group attaches great importance to the physical and mental health of its staff. In its daily operations, it actively provides staff with occupational health services and facilities, thereby improving work efficiency and enhancing staff sense of belonging. The services and facilities currently provided by the Group include:

01

Provide a canteen and dormitory for the project's frontline staff, and conduct regular hygiene and safety checks.

02

Require staff in the staff canteen to have health certificates and regular medical checks.

03

Provide relevant labour protection equipment or pandemic prevention materials, etc. for employees in positions with safety risks.

04

Pay medical insurance, maternity insurance and work injury insurance for each staff in accordance with national requirements, and major illness insurance in some areas in accordance with local requirements, etc.

05

Organize group activities during spare time to enrich the daily life of staff.

06

A comprehensive training mechanism for new recruits, including induction training, on-job training as well as final examinations, to help new recruits integrate into the work quickly and smoothly.

07

Organize regular health checks for staff to help them manage their own health and alert them to potential health problems.

Robust staff training and development

Strengthen career development

The Group firmly believes that talents are the most fundamental driving force for the Group’s development. Therefore, we attach great importance to the all-round career development of its staff and the building of a talent pipeline. The Group has built a good career platform for its staff, who can develop and equip themselves through both management and technical channels. The Group provides its staff with a wealth of training and learning opportunities through various channels in accordance with their job responsibilities and the different needs of their career paths, with a view to upgrading their professional competence and overall quality. In 2024, all staff of the Group have been provided with training at different levels. Below is the overall training situation of the Group in 2024 and the relevant training that has been commenced:



CASE



Trainings for New Recruits

In order to help new staff adapt to their positions more quickly and get familiar with the team, the Shanxi Company organized offline training in the second quarter of 2024. This training adopted a model combining “training and learning + expansion activities”, integrating core contents such as corporate culture and management requirements into diversified training programs. It comprehensively improved the professional qualities and team cooperation abilities of new staff, and helped them smoothly integrate into the corporate environment.



CASE



Training Course for Housing Rental and Sales Agents

Evergrande Property Services Group has always been concerned about the growth of its staff and provides systematic training support from entry-level to proficiency for newly launched or expanding businesses. During the Year, the Community Business Operation Center of the Group newly launched a training course for housing rental and sales agents, covering core modules such as market trend analysis, community resource development, viewing service procedures, and efficient negotiation strategies. This helps new staff quickly master professional skills and achieve breakthroughs in their capabilities and growth in their performance.



CASE



Training Camp for “Reserve Persons in Charge of the Maintenance Department”

In August 2024, the Hubei Company successfully held the first training camp for “Reserve Persons in Charge of the Maintenance Department” in the engineering line. The aim of this training camp was to further enhance the professional technical level, customer service ability, and innovative thinking of the key personnel in the project maintenance departments. A total of more than 30 reserve cadres from the maintenance departments of various projects and “Skilled Talent” interns participated in this training camp. Through systematic training, it helped the trainees comprehensively improve their comprehensive qualities and cultivated more high-quality and professional maintenance management talents for the Company.





Firefighting Vocational Skill Training

In order to further strengthen staff awareness of fire safety and their emergency response capabilities, the Sichuan Company regularly organizes staff to participate in firefighting vocational skill training outside the company every year. In 2024, the company dispatched 52 project staff to the Jianke Firefighting Vocational Skill Training School for a several-day theoretical training and practical operation training. Meanwhile, the company actively encourages staff to apply for the Intermediate Fire Facility Operator Certificate and provides expense reimbursement support for them, helping staff to test their learning achievements and obtain corresponding professional certifications.



Performance appraisal and promotion

In order to optimize the allocation of human resources and align with the Group's strategic transformation goals, Evergrande Property Services Group regularly conducts talent inventories and organizational restructuring exercises. In this Year, the Group completed a talent inventory and personnel appointments and dismissals of middle-level and above cadres at the headquarters and regional company headquarters, and through job sorting and optimization, we improved the posting standards of project cadres, expanded the scale of project management, and enhanced project manpower efficiency.

The Group has a well-established performance appraisal and remuneration incentive mechanism, and sets reasonable remuneration standards with reference to the industry's market remuneration levels and internal remuneration positioning, and in principle, carry out remuneration reviews and adjustments on an annual basis. Meanwhile, the Group formulates the "Regulations on Payroll Computing Management of Property Services Group" in strict accordance with the laws and regulations of each region to ensure that the salaries offered are gender-neutral and competitive in the market so as to effectively motivate the staff. In addition, the Group also strictly complies with the "Cadre Selection and Appointment System of Property Services Group" in selecting and promoting cadres to ensure that the entire process is open, fair, selective and orderly. In 2024, the Group set performance and assessment standards in various areas such as satisfaction with the quality of property management services, collection of property management fees, income from a variety of operations and external expansion, etc. We also track the completion of the indicators for each department on a monthly and quarterly basis, and allocate performance bonuses, such as monthly bonuses and special bonuses, according to the assessment system and assessment results. Meanwhile, the achievement of performance indicators is also an important consideration for promotion assessment, thus encouraging staff to continuously improve themselves and pursue excellence, and to jointly promote the Group's forward development.

Staff communication and care

Staff communication mechanism

Staff' views often enable the Group's management to understand the actual situation of the Company's daily operations and help identify potential problems within the Group for timely resolution. In view of this, the Group has set up a comprehensive two-way communication channel for staff to obtain their views and suggestions. This not only enhances humanistic care and psychological guidance for our staff, but also enhances their sense of cohesion and belonging. In order to effectively protect the rights and interests of staff's complaints and to establish a fairer, faster, more efficient and transparent working environment, the Group has established diversified internal complaint channels such as telephone, email and social media. Staff can lodge various complaints or grievances with the Group's Comprehensive Supervision Centre through the above channels, which will be followed up and dealt with in a timely manner.

The Group also holds regular seminars for management trainees in order to keep abreast of the work and study conditions of the management trainees, to further enhance interaction and communication with the management trainees, and to collect the views of the management trainees in order to continuously optimize the training plan.

Staff caring activities

In order to increase the mutual understanding between the Company and staff, enhance staff cohesion and sense of belonging, and demonstrate the Company's care for staff, the Company planned nearly 20 staff caring activities throughout 2024, covering more than 1,300 projects and benefiting over 50,000 staff. The following are some of the staff caring activities organized by the Group in 2024:

CASE



Offline Team-building Activity

During August 2024, the Guizhou Company carried out a team-building activity with the theme of “Uniting Hearts and Gathering Strength, Enjoying the Journey Together”. More than 210 staff from the customer service line participated in the activity. During the event, regardless of age and gender, the staff released their work pressure through a series of lighthearted and joyful games. They deepened their emotional bonds amidst mutual encouragement and laughter, and the atmosphere at the scene was warm and lively.



CASE



Staff Birthday Party

In the warm winter sun of December, the Evergrande Oasis (恒大绿洲) project in Nanjing, Jiangsu Province, held a collective birthday party with the theme of “Celebrating Together at the End of the Year, Sharing Smiles on Birthdays”. Colleagues from various departments gathered together to send sincere blessings to the nine birthday celebrants of the month. The birthday celebrants jointly cut the carefully customized birthday cake, spent a warm time amidst laughter and chatting about their friendship.



CASE



Staff Health Day

In order to care for the physical and mental health of staff and advocate the concept of a healthy lifestyle, the Inner Mongolia Company successfully held a series of “Staff Health Day” activities in April 2024. With fitness exercises as the core, the activities encouraged all staff to participate. Through sports, staff enhanced their friendship, enjoyed themselves, and gained health, which further improved the team cohesion and the vitality of the enterprise.



CASE



Warm-hearted Energy Refill Station

In December 2024, the Heilongjiang Company implemented the “Staff Energy Refill Station” plan in multiple projects and allocated special funds to ensure its smooth operation. The refill stations provided supplies such as instant food products, candies, snacks, and beverages. The Human Resources and Administration Department was responsible for regularly replenishing the stock to ensure an adequate supply. Meanwhile, the Company’s management would also visit various projects irregularly to offer condolences to frontline staff. They would also inject thoughtful surprises and care into the specially established “Cinderella’s Cabinet” in the refill stations.



XII. Commitment to Public Welfare, Give Back to Society

Evergrande Property Services Group has been upholding the corporate concept of “giving back to the society, creating value together”, undertaking corporate social responsibility and continuously focusing on social welfare issues to promote the sound development of the community and create social value. The Group also encourages its staff to participate in volunteer services and community activities to achieve harmonious development of the enterprise and the community.

Chapter Highlight:

- Participate in Social Welfare Activities
- Support Rural Revitalization
- Expand Employment Opportunities
- Promote Community Harmony



Key Performance

Assist in agricultural development and help rural cooperatives generate revenues of over

RMB **40** million

Carry out more than **50,000**

various community activities

Sustainable development goals of this chapter focus on:



Evergrande Property Services Group has always adhered to the corporate concept of “giving back to society, creating value together”, actively fulfilled its social responsibilities, paid attention to social welfare, and was committed to promoting the sustainable development of communities and creating social value. In 2024, the Group made substantial investments of human resources, financial resources, and materials in multiple fields such as social welfare, promoting community harmony, supporting rural revitalization, and expanding employment opportunities. Meanwhile, the Group actively advocated that staff participate in volunteer services and community activities to promote positive interaction and common development between the enterprise and the community. In order to further promote the creation of social value, the Group participated in and organized several projects and activities to assist community development during the Year. The following are some of the highlights:

Participate in social welfare activities

The Group actively responds to its social responsibilities, engages in various public welfare activities, and is committed to fields such as environmental protection and community safety, contributing to society.

CASE



Beach Cleaning Public Welfare Action

On 28 April 2024, the Property Service Center of Evergrande Seaview Mansion (恒大海上帝景) in Beihai, in collaboration with multiple entities including the Yintan Law Enforcement Brigade of the Comprehensive Administrative Law Enforcement Bureau of Beihai City and the Maritime Search and Rescue Volunteers Association of Beihai City, carried out a public welfare beach cleaning activity themed “Building an Ecological Barrier, Protecting the Blue Sea and Clear Sky, and Jointly Building a Beautiful Beihai” in the Western Area of Yintan Beach in the southern part of the city. Facing a large amount of beach rubbish brought by the southwest monsoon and the astronomical high tide, the volunteers, braving the scorching sun, cleaned up a beach area approximately 1.5 kilometers long, actively contributing to environmental protection.



CASE



“Lei Feng Volunteer Police” Escort Students to School

The Property Service Center of Evergrande Jiangwan (恒大江湾) in Changsha actively responded to the call of the mapoling sub-district police station of the Furong District in Changsha City regarding the promotion of the “Lei Feng Volunteer Police” work. It organized all its staff to join the “Volunteer Police” team and contributed to community harmony. During the peak hours of students going to and leaving school, the property “Volunteer Police” stood their ground at the school gate of Yuying Xilong Primary School on Tongxi Road. They guided students to safely enter and exit the school, regulated the traffic flow, and ensured that the order around the campus was in good order. They safeguarded the safe journey of children to school with their practical actions.



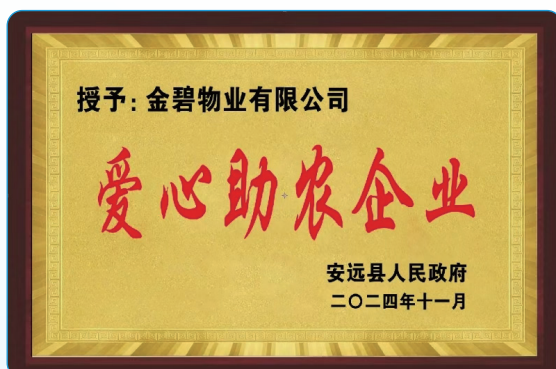
Support rural revitalization

CASE



Assist Farmers with Love

In 2024, the Company’s group buying business department continued to go deep into the production areas at the front line, discovering high-quality characteristic rural agricultural products and directly supplying them to city communities. It successfully helped more than 30,000 rural households sell over 10 million jin of characteristic fruits such as “Gannan navel oranges”, “Guanxi honey pomelos”, “Korla fragrant pears”, and “Huili pomegranates”, generating revenues of over RMB40 million. Thanks to its outstanding achievements in assisting farmers, the Company was awarded a number of honors, including “Anyuan County Loving Enterprise Assisting Farmers”, “Promotion Ambassador of Guanxi Honey Pomelos in Pinghe County, Fujian Province”, and “Promotion Ambassador of Mangoes in Baise City”.



Expand employment opportunities

The Property Services Group actively fulfills its social responsibilities and is committed to promoting employment. Throughout the Year, it has provided more than 95,000 employment positions for society in total. Among them, over 800 demobilized soldiers were properly resettled throughout the Year, and nearly 600 disabled people were recruited and supported. In addition, the Property Services Group has also created tens of thousands of direct employment positions for upstream and downstream cooperative suppliers, contributing to society.

Promote community harmony

Evergrande Property Services Group has always regarded it as its responsibility to build a harmonious and neighborly community ecosystem, and is committed to creating an all-age wonderful life community with both residential value and humanistic value. During major holidays, the Group gives full play to its resource advantages, actively cooperates with subdistrict offices, community committees, and other social organizations to host various community cultural activities with rich contents. In 2024, the Property Services Group carried out more than 50,000 various community activities in total, attracting more than 5 million participants to participate. It comprehensively meets the spiritual and cultural needs of residents of all age groups, continuously increases the warmth of the community, and effectively enhances the sense of belonging and happiness of property owners.

CASE



New Year Care and Blessings: Extending Warmth and Love

During the Spring Festival in 2024, the Liaoning Company, together with community workers, carried with them sincere blessings and care. They visited the families of special groups and advanced individuals, extending New Year's greetings and presenting condolence gifts, bringing them warmth and care during the festive season.

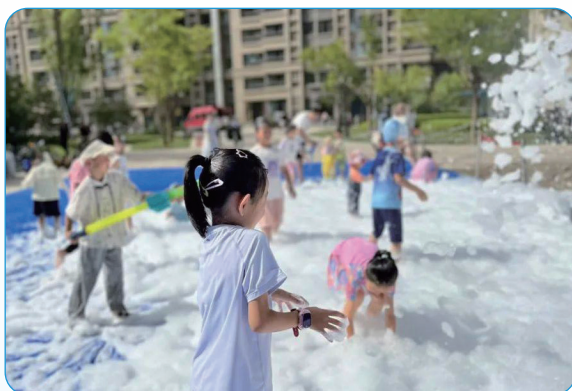


CASE



Caring Protection in the Summer Heat

In the midsummer of 2024, in order to enable property owners and children to feel the coolness and care amidst the sweltering heat, the Inner Mongolia Company meticulously planned a series of activities to relieve the summer heat. Through measures such as distributing refreshing beverages and upgrading the community's heat-relief facilities, the residential community was turned into a comfortable and pleasant summer retreat for residents, fully demonstrating the considerate service of property services.



CASE



Celebrating Mid-Autumn Festival Together Under the Full Moon

On the occasion of the Mid-Autumn Festival in 2024, property staff of various projects across the country continuously innovated in the planning and implementation of cultural activities in order to create a strong festive atmosphere in residential communities. They launched a rich variety of Mid-Autumn Festival themed activities to meet the growing spiritual and cultural needs of property owners.





Fortune Comes with Winter, Happiness Fills the Home

Property staff in places such as Heilongjiang, Henan, Gansu, Beijing and other regions, in line with the needs of property owners, actively responded to the call of showing love and assisting farmers, and carefully prepared a series of activities themed “Freshness Delivered, Fortune Arrives”. By tracing the origin of the vegetable production areas and personally participating in the picking process, they delivered fresh agricultural products carrying wishes of good fortune to every household in the community.



XIII. Looking to the Future

The Group has always adhered to the concept of “conscientious services and heartfelt companionship”, focusing on “standardized operation, professional services, and market-oriented development”, incorporating the principles of sustainable development into daily operations and services of the Group, shaping a healthier environment and community, and striving to create shared value for all stakeholders.

Looking to the future, Evergrande Property Services Group will continuously focus on promoting green operations and digital transformation, relying on technological innovation to strengthen the Group’s ESG performance, while making efficient use of quantitative ESG data management tools to improve data collection, analysis and disclosure, and continuously exploring opportunities for high-value business insights and opportunities to enhance the Group’s ESG performance in order to contribute to social expectations.

The Group believes that building mutual trust is fundamental to doing business. Therefore, the Group will place greater emphasis on fulfilling its corporate social responsibility, caring for its staff, giving back to the society and moving forward with all stakeholders to build a prosperous and sustainable future together.

Schedule I. Social Honours (partial extract)

No.	Award Name	Awarding Entity
1	No.5 Ranking in 2024 Top 20 Listed Companies of China Property Management Service	China Property Management Think Tank
2	2024 Top 5 Listed Companies in Stable Operation of China Property Management Service	
3	2024 Top 5 Listed Companies in Firm Scale of China Property Management Service	
4	No.4 Ranking in 2024 Top 100 Property Management Companies in terms of Comprehensive Strengths in China	
5	2024 Top 100 High-quality Service Property Management Companies in China	
6	2024 Independent Operative Leading Companies in Property Service in China	
7	2024 Top 10 Companies in Residential Property Service in China	
8	2024 Top 10 Companies in City Service in China	
9	2024 Top 10 Companies in industrial Park Property Service in China	
10	2024 Top 10 Companies in Administrative Office Property Service in China	
11	2024 Top 10 Companies in Hospital Property Service in China	
12	2024 Top 10 Companies in Traffic Hub Property Service in China	
13	2024 Top 100 Brand Influential Property Management Companies in China	
14	2024 Property Service Characteristic Property Model Benchmark Company in China - Community Value-Added Services	EH Consulting
15	Excellent Exhibitor of “2024 the 5th Guangzhou International Intelligent Property Expo”	Guangdong Property Management Industry Institute

Schedule II. Overview of ESG Key Performance Indicators for 2024

Environmental Performance ¹

Key Performance Indicators	Indicators	Unit	2024	2023
A1.1 Emissions	SOx emission	kg	1.43	1.86 ⁵
	NOx emission	kg	1,232.71	1,430.80 ⁵
	Particulate matters	kg	916.51	989.42 ⁵
A1.2 Greenhouse gas emissions ²	Direct greenhouse gas emissions(Scope 1)	tCO ₂ e	1,198.91	1,650.25 ⁵
	Indirect greenhouse gas emissions(Scope 2)	tCO ₂ e	538,023.33	509,852.60
	Indirect greenhouse gas emissions(Scope 3)	tCO ₂ e	13,154.98	13,486.85
	Total greenhouse gas emissions	tCO ₂ e	552,377.22	524,989.70
	Greenhouse gas emission intensity	tCO ₂ e/10,000 sq.m. ³	11.79	12.06 ⁵
A1.3 Hazardous waste	Discarded bulbs/tubes	ton	74.64	58.34
	Weight of waste electronic products	ton	7.57	7.65
	Weight of waste ink cartridge/toner	ton	4.71	3.58
	Total generation of hazardous waste	ton	86.92	69.57
	Emission intensity of hazardous waste	ton/10,000 sq.m.	0.0019	0.0016
A1.4 Non-hazardous waste	General household waste	ton	144,741.05	152,642.01
	Garden waste	ton	39,016.47	39,526.05
	Total generation of non-hazardous waste	ton	183,757.52	192,168.06
	Emission intensity of non-hazardous waste	ton/10,000 sq.m.	3.92	4.41

Key				
Performance Indicators	Indicators	Unit	2024	2023
A2.1 Resource use ⁴	Direct energy consumption	MWh	722.23	918.19 ⁵
	Indirect energy consumption	MWh	1,086,289.41	894,007.72
	Total energy consumption	MWh	1,087,011.64	894,925.91
	Total electricity consumption	MWh	1,086,289.41	894,007.72
	Total energy consumption intensity	MWh/10,000 sq.m.	23.20	20.56 ⁵
	Gasoline consumption	L	70,008.75	88,357.26 ⁵
	Consumption of liquefied petroleum gas	kg	142,516.77	167,919.96 ⁵
	Consumption of pipeline gas	m ³	226,728.12	353,749.87 ⁵
A2.2 Water consumption	Total water consumption	m ³	27,167,594.15	25,027,141.42
	Water consumption intensity	m ³ /10,000 sq.m.	579.87	574.87

¹ The emission factors used to calculate the environmental KPIs in the Report refer to the "How to Prepare an Environmental, Social and Governance Report - Appendix II: Environmental KPI Reporting Guide" issued by the Hong Kong Stock Exchange, unless otherwise stated.

² The emission factors have been calculated using the "Notice on Improving the Management of Greenhouse Gas Emission Reporting for Enterprises in the Electricity Generation Sector for the Period of 2023-2025" issued by the Office of the Ministry of Ecology and Environment. To ensure consistency.

³ During the Year, the total floor area included in the calculation is 468,510,000 square metres, including the office and property management common areas of the headquarters, subsidiaries and 16 regional companies, as well as non-outsourced staff canteens.

⁴ The energy consumption has been calculated according to the conversion factors of the National Standard of the People's Republic of China "General Rules for Calculating Comprehensive Energy Consumption" (GB/T 2589-2020) and the conversion factors provided by scientific institutions.

⁵ The data has been restated for unified comparison.

Social Performance

Total number of employees by gender, employment type, age group and geographical region		Number of employees for 2024	Percentage of staff turnover (%) for 2024	Number of employees for 2023	Percentage of staff turnover (%) for 2023
By gender	Male	57,702	38%	56,056	36%
	Female	37,469	34%	35,426	33%
By age group	30 below	16,903	47%	17,806	46%
	31-50	39,640	28%	38,815	28%
	51 above	38,628	37%	34,861	36%
By geographical region	China (including Hong Kong, Macau and Taiwan)	95,171	36%	91,482	35%
By employment type	Full-time	63,853	31%	66,671	33%
	Part-time	31,318	45%	24,811	41%
Total number of staff		95,171	36%	91,482	35%

Breakdown of new employees		2024	2023
By gender	Male	40,915	37,648
	Female	23,863	23,282
By age group	30 below	20,059	18,365
	31-50	18,796	17,050
	51 above	25,923	25,515
By geographical region	China (including Hong Kong, Macau and Taiwan)	64,778	60,930

Accidents with work injury loss	2024	2023
Number of working days lost due to work injury (day)	13,004	20,162
Accidents with work injury (excluding fatalities)	467	786
Number of work-related fatalities	2	1
Work-related fatality rate	0.0021%	0.0011%

Percentage of employees trained		2024	2023
Total employees trained		100%	100%
By gender	Male	100%	100%
	Female	100%	100%
By title type	Management	100%	100%
	Senior Staff	100%	100%
	Junior Staff	100%	100%

Average training hours		2024	2023
Average training hours for the employee		7.88	15.03
By gender	Male	7.88	15.04
	Female	7.89	15.02
By title type	Management	10.21	10.89
	Senior Staff	11.02	30.20
	Junior Staff	7.72	14.63

Customer service data		2024	2023
Number of complaints and enquiries received from various sources (times)		28,765	59,413
Complaint completion rate		99.71%	99.98%
Number of return visits after complaint handling (times)		7,962	19,402

Protection of intellectual property rights		2024	2023
Number of cases of alleged infringement of intellectual property rights by products and services during the Reporting Period		0	0
Number of copyrights		42	57
Number of trademarks		64	60

Community investment		2024	2023
Total investment amount (RMB)		60,061,740	33,951,931
Number of volunteers		19,745	N/A
Total hours of volunteering service		207,250	N/A

Total number of hours of anti-corruption trainings		2024	2023
Total number of hours of anti-corruption trainings (hour)		29,170	50,172

Schedule III. Participated Industry Associations

The headquarters of Evergrande Property Services Group and regional branches actively participate in local industry associations, the industry associations participated in include but not limited to the following:

Branch	Associations	Positions held
Jinbi Property Management Company Limited	China Property Management Institute	Director
Jinbi Property Management Company Limited	Guangdong Property Management Association	Vice President
Beijing Branch of Jinbi Property Management Company Limited	Beijing Property Management Industry Association	Chaoyang Property Association Expert
Tianjin Branch of Jinbi Property Management Company Limited	Tianjin Property Management Association	Permanent Member Unit
Shijiazhuang Branch of Jinbi Property Management Company Limited	Hebei Property Management Industry Association	Vice President
Ningxia Branch of Jinbi Property Management Company Limited	Ningxia Property Management Association	Vice President
Guilin Branch of Jinbi Property Management Company Limited	Guilin Property Services Industry Association	Member unit
Guiyang Branch of Jinbi Property Management Company Limited	Guizhou Property Management Association	Vice President
Hainan Branch of Jinbi Property Management Company Limited	Hainan Property Management Association	Vice President
Zhengzhou Branch of Jinbi Property Management Company Limited	Henan Property Management Association	Deputy Secretary
Harbin Branch of Jinbi Property Management Company Limited	Heilongjiang Property Management Association	Director
Wuhan Branch of Jinbi Property Management Company Limited	Wuhan Property Association	Vice President
Changsha Branch of Jinbi Property Management Company Limited	Changsha Property Management Association	Director
Shanghai Branch of Jinbi Property Management Company Limited	Shanghai Property Management Industry Association	Member unit
Zhejiang Jindu Property Management Company Limited	Hangzhou Property Management Association	Vice President
Changchun Branch of Jinbi Property Management Company Limited	Changchun Property Association	Vice President
Deyang Branch of Jinbi Property Management Company Limited	Guanghan Property Management Industry Chamber of Commerce	Member unit
Zigong Branch of Jinbi Property Management Company Limited	Zigong Property Management Association	Managing Director
Taiyuan Branch of Jinbi Property Management Company Limited	Taiyuan City Federation of Trade Unions	Vice Chairman

Branch	Associations	Positions held
Nanchang Branch of Jinbi Property Management Company Limited	Nanchang Property Association	Vice President
Chengdu Branch of Jinbi Property Management Company Limited	Sichuan Real Estate Industry Association	Managing Director
Guangzhou Branch of Jinbi Property Management Company Limited	Guangzhou Property Management Industry Association	Managing Director
Harbin Branch of Jinbi Property Management Company Limited	Harbin Property Management Association	Vice President
Jinan Branch of Jinbi Property Management Company Limited	Jinan Property Association	Member unit
Xi'an Branch of Jinbi Property Management Company Limited	Xi'an Property Management Association	Director
Yingtian Branch of Jinbi Property Management Company Limited	Yingtian Property Association	Director
Ganzhou Branch of Jinbi Property Management Company Limited	Nankang District Property Associatio	Director
Shangrao Branch of Jinbi Property Management Company Limited	Shangrao Property Association	Member unit
Yancheng Branch of Jinbi Property Management Company Limited	Yancheng Property Management Industry Association	Member unit

Schedule IV . List of Major ESG Policies, Laws and Regulations

This table shows the key internal policies referred to in the ESG report and the Group's identification of relevant laws and regulations that have a significant impact on Evergrande Property Services Group:

ESG level	Laws and regulations	Policy
A1.Emissions	<ul style="list-style-type: none"> • Law of the People's Republic of China on Environmental Protection • Law of the People's Republic of China on Prevention and Control of Environmental Noise Pollution • Law of the People's Republic of China on the Prevention and Control of Air Pollution • Water Law of the People's Republic of China • Law of the People's Republic of China on the Prevention and Control of Water Pollution • Law of the People's Republic of China on Marine Environmental Protection • Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste • Law of the People's Republic of China on the Prevention and Control of Soil Pollution 	<ul style="list-style-type: none"> • Management Measures of Property Services Group • Energy Consumption Management Measures of Property Services Group • Property Services Group Vehicle Management System • Property Services Group Administrative Management Measures
A2.Use of resources	<ul style="list-style-type: none"> • Law of the People's Republic of China on Environmental Impact Assessment • Law of the People's Republic of China on the Prevention and Control of Radioactive Pollution • Regulations on Environmental Protection Management of Construction Projects 	
A3.Environment and natural resources	<ul style="list-style-type: none"> • Regulations on the Administration of City Appearance and Environmental Sanitation • Law of the People's Republic of China on Energy Conservation • Urban and Rural Planning Law of the People's Republic of China • Water and Soil Conservation Law of the People's Republic of China • Forest Law of The People's Republic of China • Management Measures for Urban Living Garbage • Regulation on the Management of Urban Construction Garbage 	
A4.Climate change	<ul style="list-style-type: none"> • Work Plan for Greenhouse Gas Emission Control under the 14th Five-Year Plan • Law of the People's Republic of China on Coping with Climate Change 	

ESG level	Laws and regulations	Policy
B1. Employment	<ul style="list-style-type: none"> Labour Law of the People's Republic of China Labour Contract Law of the People's Republic of China Law of the People's Republic of China on the Promotion of Employment 	<ul style="list-style-type: none"> Management Measures of Property Services Group Recruitment and On-boarding of Property Services Group Labour Contract Management System of Property Services Group Human Resources Management Measures of Property Services Group Policy on Labour Discipline of Property Services Group
B2. Health and safety	<ul style="list-style-type: none"> Social Insurance Law of the People's Republic of China Law of the People's Republic of China on Work Safety Fire Protection Law of the People's Republic of China Law of the People's Republic of China on Response to Emergency Regulation of Hazardous Chemicals Safety Management Regulation on the Reporting and Investigation of Production Safety Accidents Interim Provisions on the investigation and control of hidden safety accidents Provisions on the Supervision and Administration of Occupational Health at Work Sites Law of the People's Republic of China on the Protection of Minors Regulation of the People's Republic of China on Work-Related Injury Insurance 	<ul style="list-style-type: none"> Measures for the Management of Work Safety of the Property Services Group
B3. Development and training	<ul style="list-style-type: none"> Minimum Wage Regulations of the Ministry of Labour and Social Security of the People's Republic of China 	<ul style="list-style-type: none"> Cadre Selection and Appointment Management System of Property Services Group
B4. Labour standards	<ul style="list-style-type: none"> Law of the People's Republic of China on Prevention and Control of Occupational Diseases Provisions on the Prohibition of Using Child Labour 	<ul style="list-style-type: none"> Policy on Formal Employment of New Employees of Property Services Group Employee Demission Management System of Property Services Group Policy on Management of Archives of Property Services Group Regulations on Social Insurance and Housing Fund Management of Property Services Group Regulations on Payroll Computing Management of Property Services Group Regulations on Payroll Computing Management of Property Services Group Administrative Office Management System of Property Services Group Notice on Relevant Regulations regarding the Standardizing Business Cooperation and Plugging Loopholes of Property Services Group

ESG level	Laws and regulations	Policy
B5. Supply chain management	<ul style="list-style-type: none"> • Law of the People's Republic of China on Tenders and Bids • Government Procurement Law of the People's Republic of China 	<ul style="list-style-type: none"> • Management Measures of Property Services Group • Management Measures for Bidding and Procurement of Property Services Group
B6. Product responsibility	<ul style="list-style-type: none"> • Product Quality Law of the People's Republic of China • Regulations on Property Management • Tort Law of the People's Republic of China • Copyright Law of the People's Republic of China • Trademark Law of the People's Republic of China • Patent Law of the People's Republic of China • Law of the People's Republic of China on the Protection of Consumer Rights and Interests • General Provisions of the Civil Law of the People's Republic of China • Advertising Law of the People's Republic of China • Cybersecurity Law of the People's Republic of China 	<ul style="list-style-type: none"> • Management Measures of Property Services Group • Management Measures for Customer Requests and Complaints of Property Services Group • Major Events Management Regulations of Property Services Group • Management Measures for Property Service Fee Collection of Property Services Group • Vacant Property Management Measures of Property Services Group • Order Management Measures of Property Services Group • Parking Management Measures of Property Services Group • Project Management Measures of Property Services Group • Management Measures for Equipment and Facilities Undertaking Inspection of Property Services Group • Management Measures for Special Maintenance Fund of Property Services Group • Elevator Maintenance Management Measures of Property Services Group • Paid Maintenance Management Measures of Property Services Group

ESG level	Laws and regulations	Policy
		<ul style="list-style-type: none"> • Engineering Operation Guide of Property Services Group • Implementation Rules for Acceptance Work of Property Services Group • Club Service Management Measures of Property Services Group • Asset Management System of Property Services Group • Management Measures for Intellectual Property Evaluation of Property Services Group • Administrative Measures for Genuine Software of Property Services Group • Seal Management System of Property Services Group • Confidentiality System of Property Services Group • Information Management Measures of Property Services Group • Management Measures for Information System Development of Property Services Group • Management Measures for Information System Testing of Property Services Group • Management Standards for Information System Release and Change of Property Services Group • Management Measures for Scattered Demands in Information System of Property Services Group • Quality Management Measures for Basic Services of Property Services Group
B7. Anti-corruption	<ul style="list-style-type: none"> • Interim Provisions on Banning Commercial Bribery • Anti-Unfair Competition Law of the People's Republic of China • Anti-Money Laundering Law of the People's Republic of China • Law of the People's Republic of China on the People's Bank of China • Company Law of the People's Republic of China • Criminal Law of the People's Republic of China • Code of Integrity Management 	<ul style="list-style-type: none"> • Management Measures for Comprehensive Supervision of Property Services Group • Employee Code of Conduct • Cadres Codes 36 • Red and Yellow Lines for Managing Cadres • Anti-Fraud Management System of Evergrande Property Services Group

Schedule V. Comparison Table of the SEHK ESG Reporting Guide

Key scopes, dimensions, general disclosures and key performance indicators		Disclosure status	Chapter/Explanation
<i>A. Environmental Aspect</i>			
<i>Aspect A1: Emissions</i>			
General Disclosure		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Information on:			
• the policies; and			
• compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous waste.			
Key Performance Indicator A1.1	The types of emissions and respective emissions data.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator A1.2	Direct (Scope 1) and energy indirect (Scope 2) GHG emissions (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator A1.3	Total quantity of hazardous waste generated (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator A1.4	Total quantity of non-hazardous waste generated (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator A1.5	Description of emission target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A1.6	Description of how hazardous and nonhazardous wastes are handled and a description of reduction target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
<i>Aspect A2: Use of Resources</i>			
General Disclosure		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Policies on the efficient use of resources, including energy, water and other raw materials.			
Key Performance Indicator A2.1	Direct and/or indirect energy consumption (e.g. electricity, gas or oil) by type in total (in thousands of kWh) and intensity (e.g. calculated per unit of production, per facility).	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator A2.2	Water consumption in total and density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator 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.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.

Key scopes, dimensions, general disclosures and key performance indicators		Disclosure status	Chapter/Explanation
Aspect A3: Environment and Natural Resources			
General Disclosure		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Policies on minimizing the issuer's significant impacts on the environment and natural resources.			
Key Performance Indicator A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Aspect A4: Climate Change			
General Disclosure		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Policies on identification and mitigation of significant climate related issues which have impacted, and those which may impact, the issuer.			
Key Performance Indicator A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
B. Social			
Employment and labour practices			
Aspect B1: Employment			
General Disclosure		disclosed	XI. People-Oriented, Move Forward Together
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.			
Key Performance Indicator B1.1	Total workforce by gender, employment type (e.g. full-time or part-time), age group and geographical region.	disclosed	XI. People-Oriented, Move Forward Together Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator B1.2	Employee turnover rate by gender, age group and geographical region.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Aspect B2: Health and Safety			
General Disclosure		disclosed	XI. People-Oriented, Move Forward Together
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.			
Key Performance Indicator B2.1	The number and rate of work-related fatalities in each of the past three years (including the Reporting Period).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator B2.2	Lost days due to work injury.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator B2.3	Description of occupational health and safety measures adopted and how they are implemented and monitored.	disclosed	XI. People-Oriented, Move Forward Together

Key scopes, dimensions, general disclosures and key performance indicators		Disclosure status	Chapter/Explanation
<i>Aspect B3: Development and Training</i>			
General Disclosure		disclosed	XI. People-Oriented, Move Forward Together
Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.			
Key Performance Indicator B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator B3.2	The average training hours completed per employee by gender and employee category.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
<i>Aspect B4: Labour Standards</i>			
General Disclosure		disclosed	XI. People-Oriented, Move Forward Together
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.			
Key Performance Indicator B4.1	Description of measures to review employment practices to avoid child and forced labour.	disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B4.2	Description of steps taken to eliminate such practices when discovered.	disclosed	XI. People-Oriented, Move Forward Together
<i>Operating practices</i>			
<i>Aspect B5: Supply Chain Management</i>			
General Disclosure		disclosed	IX. Focus on Service, Green Supply
Policies on managing environmental and social risks of the supply chain.			
Key Performance Indicator B5.1	Number of suppliers by geographical region.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply

Key scopes, dimensions, general disclosures and key performance indicators		Disclosure status	Chapter/Explanation
<i>Aspect B6: Product Responsibility</i>			
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.		disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator B6.2	Number of products and service related complaints received and how they are dealt with.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
Key Performance Indicator B6.3	Description of practices relating to observing and protecting intellectual property rights.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.4	Description of quality assurance process and recall procedures.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
<i>Aspect B7: Anti-corruption</i>			
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.		disclosed	VIII. Compliance Governance, Integrity and Honesty
Key Performance Indicator B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and outcomes of the cases.	disclosed	During the Reporting Period, the Group recorded a total of 4 legal cases related to staff corruption behaviors. All 4 cases are still under litigation and have not been adjudicated yet.
Key Performance Indicator B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	disclosed	VIII. Compliance Governance, Integrity and Honesty
Key Performance Indicator B7.3	Description of anti-corruption trainings provided to directors and staff.	disclosed	VIII. Compliance Governance, Integrity and Honesty
<i>Community</i>			
<i>Aspect B8: Community Investment</i>			
General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration communities' interests.		disclosed	XII. Commitment to Public Welfare, Give Back to Society
Key Performance Indicator B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	disclosed	XII. Commitment to Public Welfare, Give Back to Society
Key Performance Indicator B8.2	The resources contributed (e.g. money or time) to the focus area.	disclosed	XII. Commitment to Public Welfare, Give Back to Society Schedule II. Overview of ESG Key Performance Indicators for 2024

Schedule VI. Index to Global Reporting Initiative (GRI) Sustainable Development Report Core Options Content

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 2: General Disclosure 2021</i>			
<i>Organization and Reporting Practice</i>			
2-1	Organization Information	disclosed	III. About Evergrande Property Services Group
2-2	Entities included in the sustainability report	disclosed	III. About Evergrande Property Services Group
2-3	Reporting Period, reporting frequency and contact person	disclosed	II. About the Report
2-4	Information reprogramming	disclosed	II. About the Report
2-5	External assurance	disclosed	No external assurance has been provided for the Report and the Group will consider the adoption of external assurance in the future based on the current status of report preparation and data management.
<i>Operating activities and staff information</i>			
2-6	Activities, value chains and other business relationships	disclosed	III. About Evergrande Property Services Group IX. Focus on Service, Green Supply
2-7	Employee	disclosed	XI. People-Oriented, Move Forward Together
2-8	Non-employed staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
<i>Governance</i>			
2-9	Governance Structure and Components	disclosed	Annual Report 2024 - Corporate Governance Report V . Governance for Sustainable Development
2-10	Nomination and selection of the top governing department	disclosed	Annual Report 2024 - Corporate Governance Report
2-11	Chairman of the top governing department	disclosed	Annual Report 2024 - Corporate Governance Report
2-12	The role of the top governance department in relation to monitoring impact management	disclosed	Annual Report 2024 - Corporate Governance Report
2-13	Delegation of responsibility for impact management	disclosed	Annual Report 2024 - Corporate Governance Report
2-14	The role of top governance department in sustainable development report	disclosed	IV . Commitment to Sustainable Development

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 2: General Disclosure 2021</i>			
2-15	Conflict of interest	disclosed	Annual Report 2024 - Corporate Governance Report
2-16	Communicate material key issues	disclosed	VII. Materiality Assessment
2-17	Group knowledge of the top governance department	disclosed	V. Governance for Sustainable Development
2-18	Performance evaluation of the top governance department	disclosed	V. Governance for Sustainable Development
2-19	Remuneration policy	disclosed	Annual Report 2024
2-20	The remuneration decision process	disclosed	Annual Report 2024
2-21	Total annual remuneration ratio	disclosed	It is not necessary to disclose.
2-22	Sustainable development strategy statement	disclosed	II. About the Report
2-23	Policy commitments	disclosed	V. Governance for Sustainable Development Evergrande Property Services Group's human rights, equal opportunities policy and whistleblowing policy are internal documents and therefore cannot be described in detail.
2-24	Integration policy commitments	disclosed	V. Governance for Sustainable Development X. Low Carbon Environmental Protection, Care for the Environment
2-25	The process of compensating for negative impacts	disclosed	IX. Focus on Service, Green Supply
2-26	Mechanisms for seeking advice and raising concerns	disclosed	IX. Focus on Service, Green Supply
2-27	Compliance with laws and regulations	disclosed	Schedule IV. List of Major ESG Policies, Laws and Regulations
2-28	Membership of public associations	disclosed	Schedule III. Participated Industry Associations
2-29	Approach to stakeholder communication	disclosed	VI. Stakeholder Engagement Mechanism
2-30	Collective bargaining agreements	disclosed	The Group currently does not have a collective bargaining agreement.

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 3: Material Issue 2021</i>			
<i>Disclosure of material issues</i>			
3-1	Process for determining material issues	disclosed	VI. Stakeholder Engagement Mechanism VII. Materiality Assessment
3-2	List of material issues	disclosed	VII. Materiality Assessment
<i>GRI 201: Economic Performance 2016</i>			
3-3	Management of material issues	disclosed	III. About Evergrande Property Services Group
201-1	The direct economic value generated and distributed by the organization	disclosed	XII. Commitment to Public Welfare, Give Back to Society
201-2	Financial implications and other risks and opportunities arising from climate change	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
201-4	Financial assistance from the government	disclosed	Annual Report 2024 - Notes to the Consolidated Financial Statements
<i>GRI 202: Market Presence 2016</i>			
3-3	Management of material issues	disclosed	III. About Evergrande Property Services Group
202-1	Ratio of standard entry level salary to local minimum salary by gender	disclosed	The Group has formulated the "Regulations on Payroll Computing Management of Property Services Group" in strict accordance with the laws and regulations of each region, and the salary fixing strategy is not related to gender.
202-2	Proportion of senior management hired from the local community	disclosed	The Group's senior management are all from the countries in which it operates and therefore the proportion of senior management employed from local communities is 100%.
<i>GRI 203: Indirect Economic Impact 2016</i>			
3-3	Management of material issues	disclosed	XII. Commitment to Public Welfare, Give Back to Society
203-1	Infrastructure investment and supportive services	disclosed	XII. Commitment to Public Welfare, Give Back to Society

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 205: Anti-corruption 2016</i>			
3-3	Management of material issues	disclosed	VIII. Compliance Governance, Integrity and Honesty
205-1	Operating sites that have been assessed for corruption risk	disclosed	VIII. Compliance Governance, Integrity and Honesty
205-2	Communication and training on anti-corruption policies and processes	disclosed	VIII. Compliance Governance, Integrity and Honesty
205-3	Confirmed incidents of corruption and actions taken	disclosed	During the Reporting Period, the Group recorded a total of 4 legal cases related to staff corruption behaviors. All 4 cases are still under litigation and have not been adjudicated yet. All the personnel involved in the above cases have been dismissed. The confirmed corruption incidents and the actions taken have been verified.
<i>GRI 206: Anti-competitive Behaviour 2016</i>			
3-3	Management of material issues	disclosed	VIII. Compliance Governance, Integrity and Honesty
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	disclosed	VIII. Compliance Governance, Integrity and Honesty
<i>300: Environment</i>			
<i>GRI 301: Materials 2016</i>			
3-3	Management of material issues	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-1	Weight or volume of material used	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-2	Recycled feedstock used	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-3	Recycled products and their packaging materials	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 302: Energy 2016</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
302-1	Energy consumption within the organization	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2024
302-3	Energy intensity	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2024
302-4	Reduce energy consumption	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
<i>GRI 303: Water and Draining Water 2018</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
303-1	Shared water interactions	disclosed	In 2024, water for Evergrande Property Services Group's operations mainly came from municipal water supplies in the areas in which it operated and waste water were discharged in accordance with local laws and regulations. Therefore, there are currently no problems with access to water sources and no significant water related impacts arising from the Group's operations.
303-2	Manage the impacts associated with drainage	disclosed	Evergrande Property Services Group complies with local regulatory requirements relating to drainage.
303-5	Water consumption	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2024
<i>GRI 305: Emissions 2016</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
305-1	Direct (Scope 1) GHG emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
305-2	Energy indirect (Scope 2) GHG emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
305-4	GHG emissions intensity	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 306: Waste 2020</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-1	Waste generation and significant waste-related impacts	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-2	Management of significant waste-related impacts	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-3	Waste generated	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
<i>GRI 308: Supplier Environmental Evaluation 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
308-1	New suppliers screened using environmental standards	disclosed	IX. Focus on Service, Green Supply
308-2	The negative impact of the supply chain on environment and the actions taken	disclosed	IX. Focus on Service, Green Supply
<i>GRI 401: Relations between Employee and Employer 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
401-1	New and departing staff	disclosed	XI. People-Oriented, Move Forward Together
<i>GRI 403: Occupational Safety and Health 2018</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
403-1	Occupational safety and health management system	disclosed	XI. People-Oriented, Move Forward Together
403-2	Hazard identification, risk assessment, and accident investigation	disclosed	XI. People-Oriented, Move Forward Together
403-3	Occupational Health Service	disclosed	XI. People-Oriented, Move Forward Together
403-4	Worker involvement, consultation and communication on occupational safety and health	disclosed	XI. People-Oriented, Move Forward Together
403-5	Worker training on occupational safety and health	disclosed	XI. People-Oriented, Move Forward Together
403-6	Worker Health Promotion	disclosed	XI. People-Oriented, Move Forward Together
403-7	Prevention and mitigation of occupational safety and health shocks directly linked to business relationships	disclosed	XI. People-Oriented, Move Forward Together
403-9	Occupational injury	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 404: Training and Education 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
404-1	Average hours of training per year per staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
<i>GRI 405: Diversity and Equal Opportunity for Staff 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
405-1	Diversity in governance department and staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2024
<i>GRI 406: Non-discrimination 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
406-1	Incidents of discrimination and actions taken by the organization to improve them	disclosed	XI. People-Oriented, Move Forward Together
<i>GRI 408: Child Labour 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
408-1	Significant risks of child labour at operating locations and suppliers	disclosed	XI. People-Oriented, Move Forward Together
<i>GRI 409: Forced or Compulsory Labour 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
409-1	Operating sites and suppliers with significant risk of forced or compulsory labour incidents	disclosed	XI. People-Oriented, Move Forward Together
<i>GRI 413: Local Community 2016</i>			
3-3	Management of material issues	disclosed	XII. Commitment to Public Welfare, Give Back to Society
<i>GRI 414: Social Evaluation of Supplier 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
414-1	New suppliers screened using social criteria	disclosed	IX. Focus on Service, Green Supply
414-2	Negative social impacts in the supply chain and the actions taken	disclosed	IX. Focus on Service, Green Supply

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 415: Public Policy 2016</i>			
3-3	Management of material issues	disclosed	During the Reporting Period, the Group did not make any direct or indirect financial and in-kind political donations.
415-1	Political donations	disclosed	During the Reporting Period, the Group did not make any direct or indirect financial and in-kind political donations.
<i>GRI 416: Customer Health and Safety 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
416-1	Assess health and safety impacts of product and service categories	disclosed	Due to the nature of the business and products, the Group's operations do not involve the production and manufacture of products.
416-2	Violations of health and safety regulations relating to products and services	disclosed	IX. Focus on Service, Green Supply
<i>GRI 417: Marketing and Labelling 2021</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
—	Description of practices relating to the maintenance and protection of intellectual property rights	disclosed	IX. Focus on Service, Green Supply
417-3	Incidents of non-compliance with marketing communications related regulations	disclosed	During the Reporting Period, the Group was not aware of any incidents of non-compliance with marketing communications related regulations and/ or voluntary agreements.
<i>GRI 418: Customer Privacy 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
418-1	Complaints of proven invasion of customer privacy or loss of customer data	disclosed	During the Reporting Period, there were zero proven complaints against the Group for invasion of customer privacy or loss of customer data.

