

2024 ESG Report

Jinmao Property Services Co., Limited

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About the Report	03
Corporate Message	04
About Jinmao Services	05
Business Network	
Corporate Culture	
Organizational Structure	
Board Statement	07
Highlights 2024	08
Honors	
Milestones	
Sustainability Guideline	11
Sustainability Management	12
ESG Management Structure	
Materiality Analysis	
Sustainability Policies	
Stakeholder Communication	

Building harmonious communities
Engaging in public welfare
services

Environmental training
Biodiversity conservation
Ecological protection action

Employee training

Talent training

Enhancing Cooperation and Exchanges 56

IPR Protection 61

Feedback 81

About the Report

This is the fourth Environmental, Social and Governance (ESG) Report issued by Jinmao Property Services Development Co., Ltd. The report complies with the *Environmental, Social and Governance Reporting Guide* (Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited) and discloses the Company’s actions and achievements in environmental, social, and governance topics during 2024.

Reporting Scope

The reporting period spans from 1 January 2024 to 31 December 2024. To enhance comparability and completeness, some content appropriately references prior years. This report covers the Company’s headquarters, affiliated business units, and project units, aligning with the scope of the Company’s financial statements.

Release Cycle

This is an annual report.

Reference Instruction

For clarity and readability, “Jinmao Property Services Development Co., Ltd.” in this report is also referred to as “Jinmao Services”, “the Company”, or “We”.

Reporting Commitment

We confirm that this report contains no false statements, misleading information, or material omissions. The Company is fully responsible for the authenticity, accuracy, and completeness of its contents.

Data Source

Financial information in this report is derived from Jinmao Services’ audited financial statements for 2024. Other data is primarily based on 2024 statistics and official documents, supplemented by forward-looking projections related to business strategies and policies at the time of report preparation.

Reference Criteria

This report aligns with the National Standard *Guidelines for Social Responsibility Reporting* (GB/T 36001–2015), the *Environmental, Social and Governance Reporting Guide* issued by The Stock Exchange of Hong Kong Limited, and *IFRS S2 Climate-related Disclosures*. It adheres to the reporting principles of “materiality,” “quantitative,” “balance,” and “consistency”.

Report Access

The report is available in both traditional Chinese and English. An electronic version can be accessed on the Company’s official website.

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Corporate Message

2024 marked a pivotal year of fully implementing the guiding principles of the 20th CPC National Congress and a crucial juncture to deliver the 14th Five-Year Plan. This year, holding firm to the development philosophy of “Think Far, Grow Further”, Jinmao Services devoted itself to providing owners with higher-quality services. By practicing green and low-carbon principles, we contributed to a more sustainable society.

Ingenuity operation and excellent services

We recognize that exceptional services are the cornerstone of earning trust and satisfaction from our owners. With an owner-centric approach, we continually innovate in our service model. We have introduced a smart service system that enables intelligent and convenient property services, to bring more efficient and thoughtful experiences to our owners. We pay attention to the smallest details, from smiles to greetings, allowing our owners to feel the warmth of home.

Green development and shared prosperity

We understand that corporate sustainability demands a steadfast commitment to green and low-carbon principles. To this end, we continue to advance the Fore Runner System (FORUS) and deeply embed green ethos into our corporate culture. We promote energy-saving and emission-reduction technologies, as well as minimize consumption and pollution to protect the environment. We also remain attentive to climate change, actively engage in responding actions, and work towards a better future for all.

Employee care and social harmony

We prioritize social responsibility as corporate development relies on the support of society. We are dedicated to offering our employees a satisfying workplace with welfare and benefits. We actively participate in community development and support public welfare, including education and poverty alleviation. Moreover, by promoting employment and supporting local economic growth, we contribute to the prosperity and stability of society.

Unwavering dedication and steady progress

Jinmao Services will continue to collaborate with all sectors of society to create more habitable, beautiful, and healthier urban environments. Committed to delivering the warmth and care of cities, we will build a green and sustainable future.

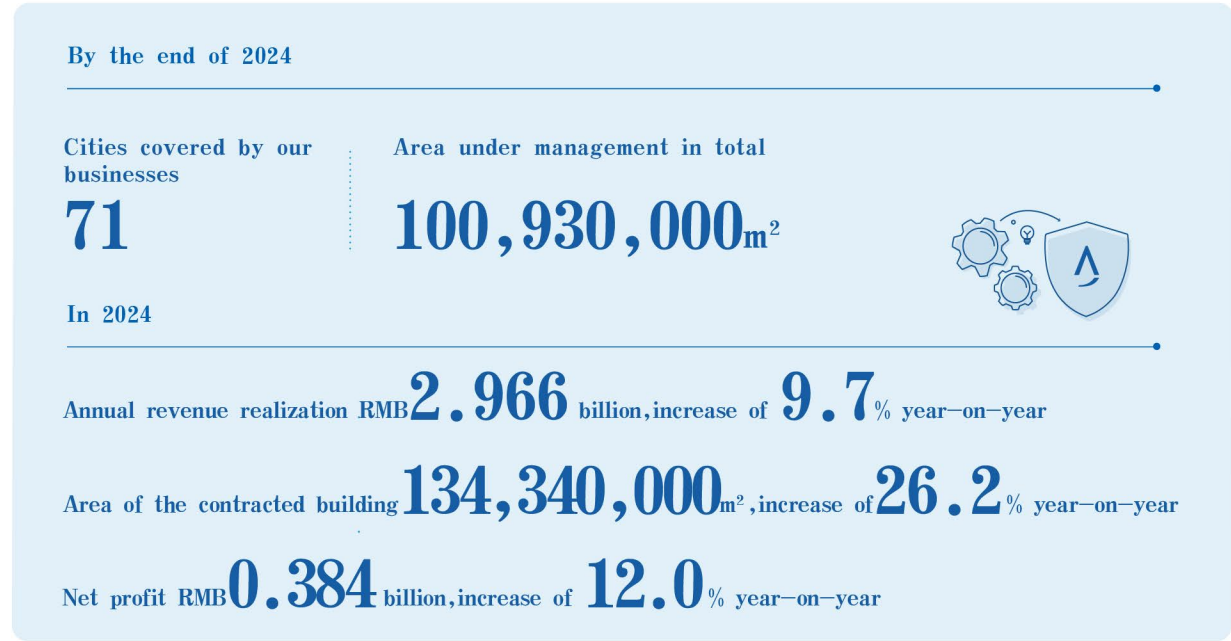
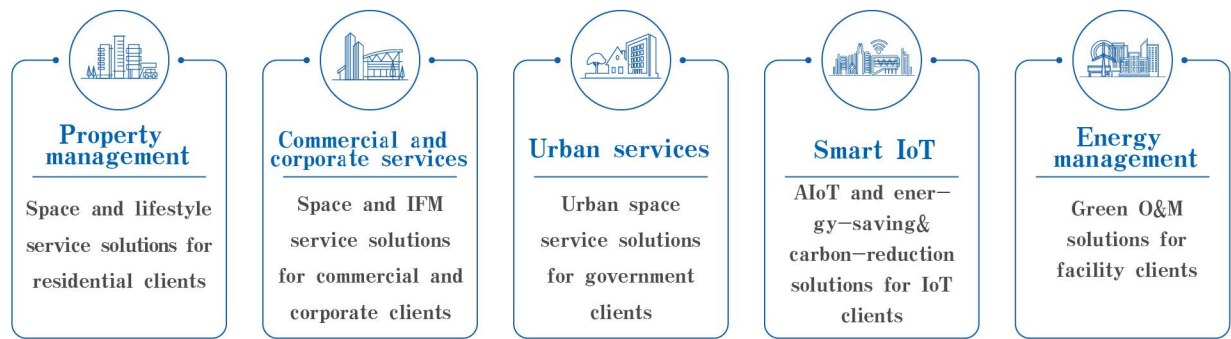


About Jinmao Services

Jinmao Property Services Co., Limited (“Jinmao Services” for short) was listed on the Main Board of the Stock Exchange of Hong Kong Limited(Stock Code: 00816.HK)in March 2022, back on China Jinmao Holdings Group Limited (“China Jinmao” for short), the city operation platform of Sinochem Holdings Corporation Ltd. (“Sinochem Holdings” for short), a Fortune Global 500 company. The Company is a rapidly growing high-end property management and urban operation service provider in China, and manages a diverse portfolio.

Business Network

As a manager and operator of spatial asset value, Jinmao Services develops and manages a product system throughout the lifecycle of property assets, from approval and planning to operational management. Through business cycle analysis, business model labeling, and business positioning, we have structured this system into five product lines to provide basic, value-added, and smart services. By delivering a consistent, reliable, and high-quality experience, we ensure the enduring value of our clients’ assets.



Corporate Culture

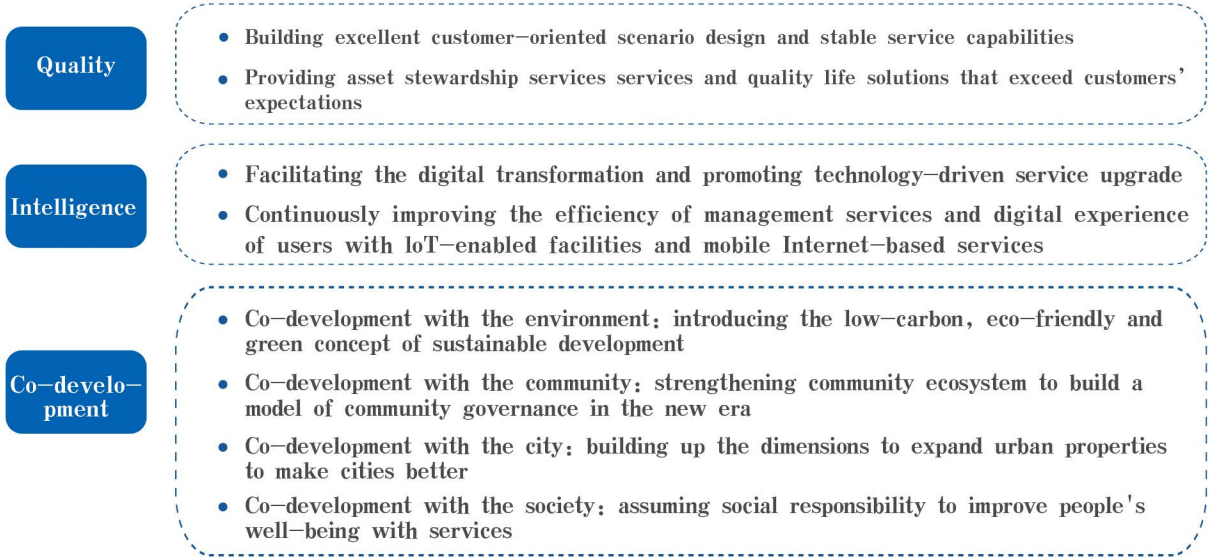
Vision	Realizing future human habitats and city dreams
Mission	Adhering to long-term doctrine and promoting long-term value growth
Values	Honest Cooperation, Customer Orientation, Entrepreneurship and Innovation, Pursuit of Excellence

“1245” Strategy

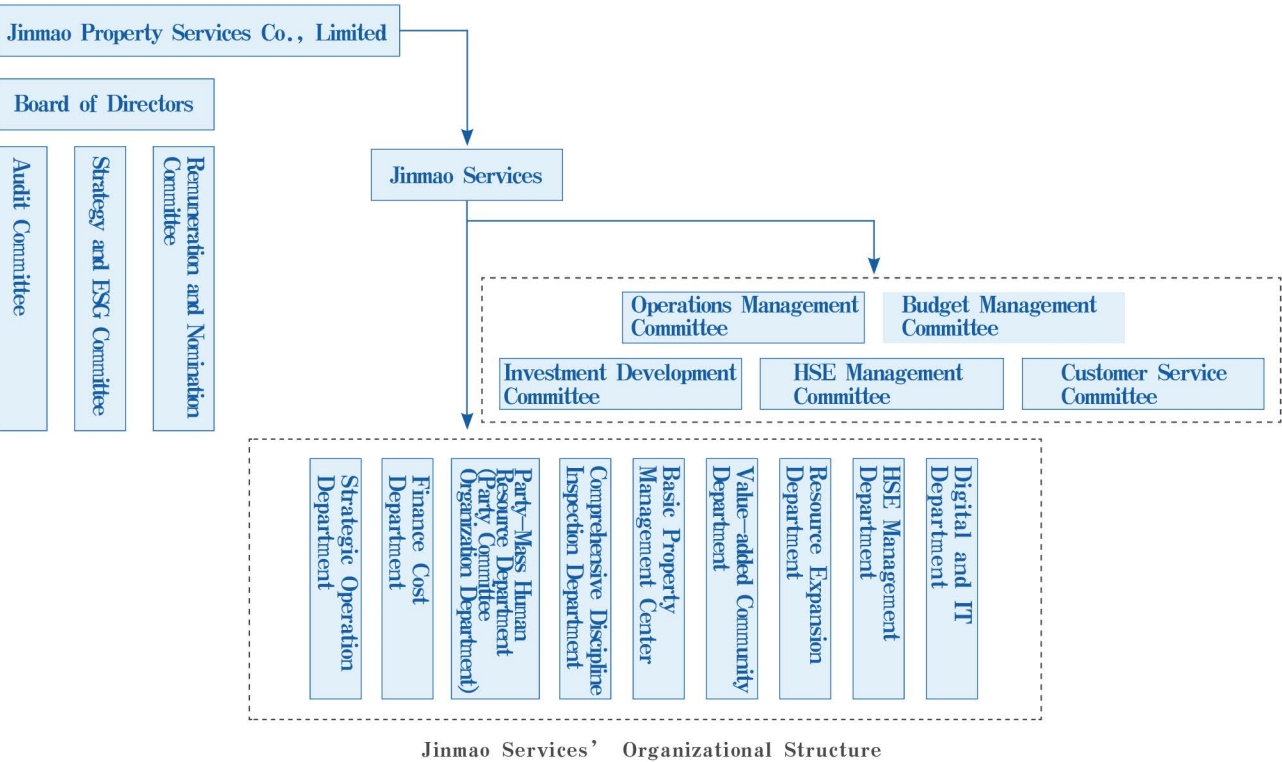


Core IPs

Building three core IPs of Quality, Intelligence, and Co-development by prioritizing customer needs, actively fulfilling social responsibilities, enhancing people’s well-being, and co-developing with communities, cities, environment, and society



Organizational Structure



Board Statement

Amid profound shifts in the global economic landscape and the challenging recovery of the property sector, the importance of ESG (Environmental, Social, and Governance) principles has never been more pronounced. It has emerged as a key consensus for both corporate and social development. Acknowledging the vital role of businesses in assuming ESG responsibilities, promoting carbon reduction, and fostering a sustainable society, Jinmao Services steadfastly integrates ESG principles into operations to create enduring value for stakeholders.

At Jinmao Services, the Board of Directors (the Board) regards ESG as an integral part to corporate sustainability. As the highest decision-making body for ESG management, the Board thoroughly oversees sustainability and ESG matters. Through rigorous oversight of ESG affairs, the Board ensures the ongoing effectiveness and improvement of the Company's ESG management system.

The Board is committed to integrating sustainability into strategic planning and day-to-day operational decisions. It has set clear ESG policies and strategies across environmental, social, and governance aspects. By implementing scientifically sound management measures, the Board aims to elevate the Company's ESG performance, foster collaborative growth with stakeholders, and secure long-term, stable development. Moreover, the Board maintains a vigilant eye on progress toward ESG goals, evaluates discrepancies between current outcomes and objectives, and refines management strategies and action plans to ensure ESG initiatives remain fully aligned with the Company's business strategy.

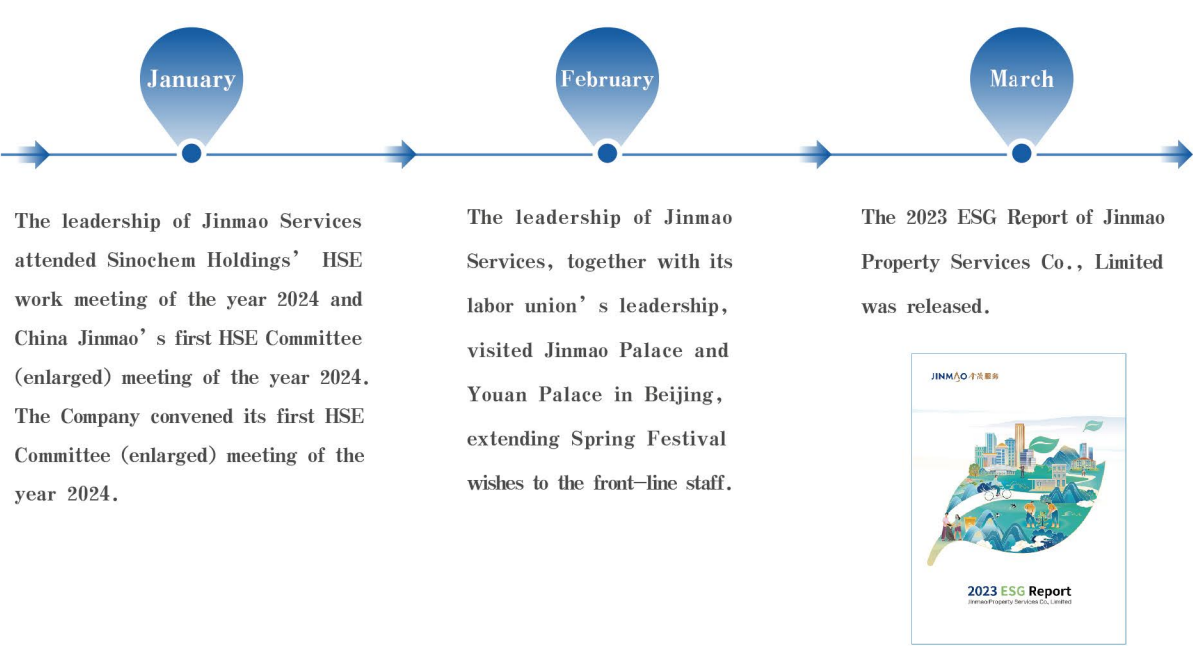
Highlights 2024

Honors

Month	Honors	Awarders
April	2024 Top 100 Property Management Companies in China	Beijing China Index Academy
	2024 Chinese State-owned Property Management Company	
	2024 China High-end Property Service Leading Company	
	2024 China Leading Property Management Companies in terms of Service Quality	
May	2024 Top 10 Chinese Property Management Companies in Terms of Service Capacity	CRIC China
	2024 Top 1 Chinese High-end Property Management Company in Terms of Service Capacity	
	2024 Top 3 Leading Chinese Company in Terms of Satisfaction of Property Service	
	2024 Chinese Leading Property Management Company in Terms of ESG Sustainability	
	2024 Leading Listed Company of Property Management Service, High-quality Development Top 10	
	2024 Top 20 Listed Company of Property Management Service	
	2024 Leading Listed Company of Property Management Service, ESG Sustainability Top 10	
	2024 Top 100 Property Management Companies in China, Top 13	CPM Think Tank
	2024 Top 100 High-quality Service Property Management Companies in China	
	2024 Top 10 Companies in Office Building Property Service	
	2024 Top 20 Companies in Industrial Park Property Service	
	2024 Leading Property Management Companies of China in Social Responsibility	EH Consulting
	2024 Leading Companies of China in Property Service Satisfaction	
	2024 Chinese Model Property Management Company in Terms of Office Services	
	2024 Chinese Model Property Management Company in Terms of Party Building	

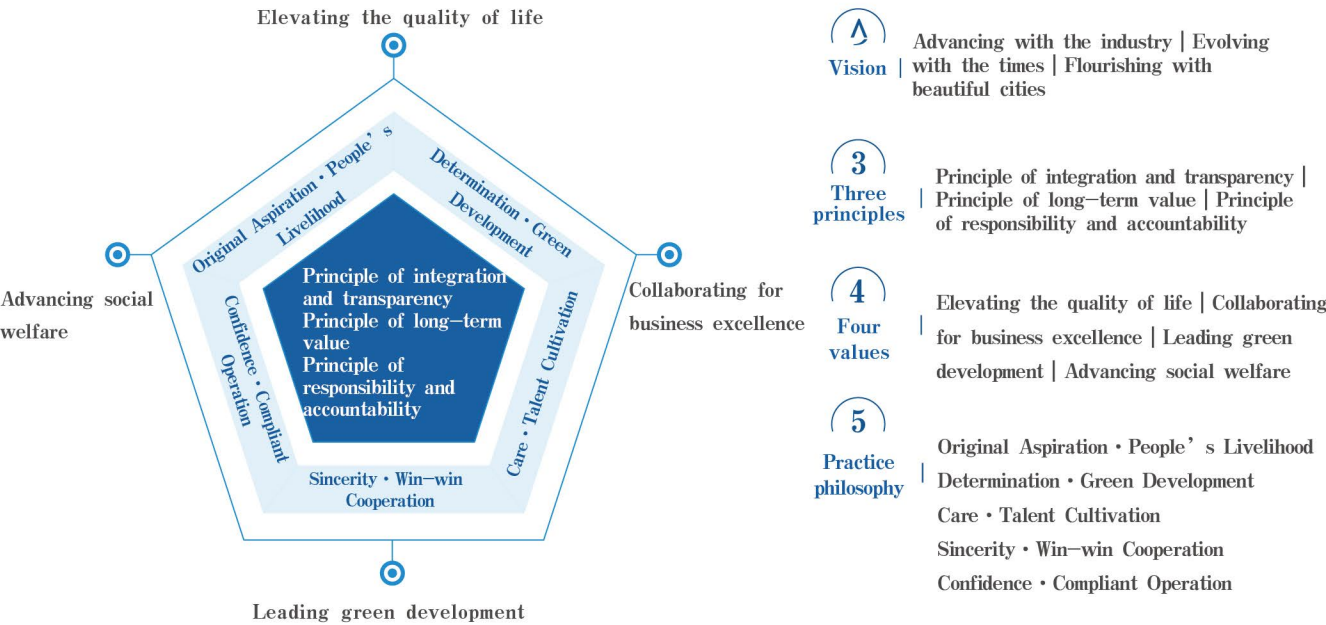
Month	Honors	Awarders
June	 2024 Top20 Listed Companies of China Property Management Service, Top 10	CPM Think Tank
	 2024 Top5 Listed Companies in Dividend Yield of China Property Management Service	
August	 2024 Top 100 State-owned Property Management Companies in China, Top 5	CRIC China
	 2024 Leading Companies of China in Industrial Park Property Service	
	 2024 Leading Companies of China in Low-Carbon Operation	
	 2024 Leading Companies of China in High-End Property Service	
September	 2024 Top 10 Chinese Excellent Property Management Companies in Terms of Service Capacity in the Real Estate Industry	CRIC Group
October	 2024 Partner of Future Carbon Ecology	Xinhuanet
November	 Property Service Enterprises Rating Evaluation Certificate, AAAAA	Beijing Property Management Association

Milestones



Sustainability Guideline

In the era of globalization and sustainable development, ESG has become integral to corporate strategic development. Recognizing its importance, Jinmao Services is committed to embedding ESG into the strategic framework. Guided by the ESG vision of “advancing with the industry, evolving with the times, and flourishing with beautiful cities”, we champion the three principles of ESG strategic planning, make steady progress around our original aspiration, determination, care, sincerity, and confidence, and ensure our continuous improvement and exceptional performance in ESG.



Care • Talent
Cultivation

We care for talent growth by safeguarding our employees’ rights, interests, physical health, and psychological health. With a dedicated platform for talent growth, employees are encouraged to pursue their career aspirations.



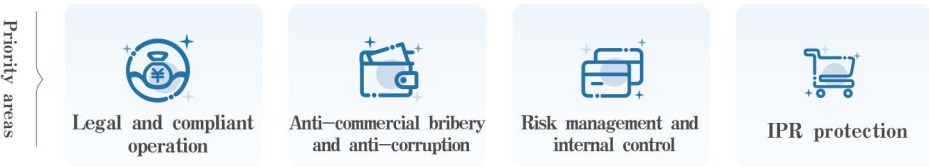
Sincerity • Win-win
Cooperation

With sincerity, we engage with our partners to enhance customer experience. To ensure customers’ health and safety, we champion responsible sourcing, and actively drive the industry forward to shared prosperity.



Confidence • Compliant
Operation

With confidence, we uphold the bottom line of compliant operation and business ethics. Through continuous innovation in management strategies, we ensure long-term, stable operations and sustainable growth.



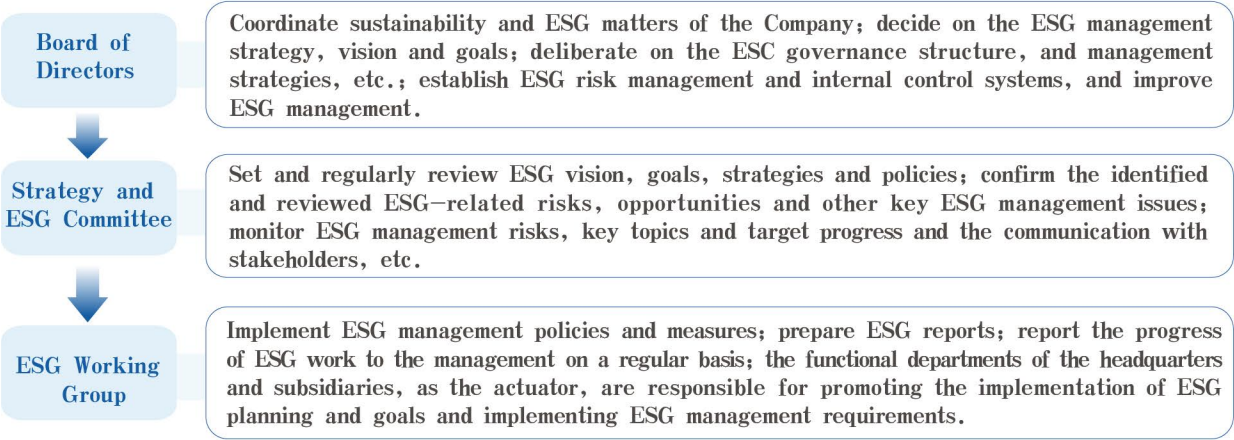
Sustainability Management

Adhering to the development philosophy of “Think Far, Grow Further,” Jinmao Services has incorporated ESG principles into its operations. Through strengthened Board leadership, ongoing improvements in ESG governance effectiveness, and close collaboration with stakeholders, we align our sustainable development goals perfectly with our development strategy to shape a better future.

ESG Management Structure

Jinmao Services has established an ESG governance structure with the Board serving as the highest decision-making body. The Board has authorized the establishment of the Strategy and ESG Committee to guide and oversee all facets of ESG management as a capable assistant to the Board. The ESG Working Group, formed under this committee and composed of functional departments of the headquarters and subsidiaries, is responsible for comprehensive follow-up and execution of various ESG tasks. Our senior executives’ compensation is tied to ESG-related performance indicators, and a *Letter of Health, Safety and Environmental Responsibilities* is signed among them to outline respective management duties. The HSE Committee evaluates their key performance indicators and completion of tasks specified in this letter, and incorporates them into annual performance.

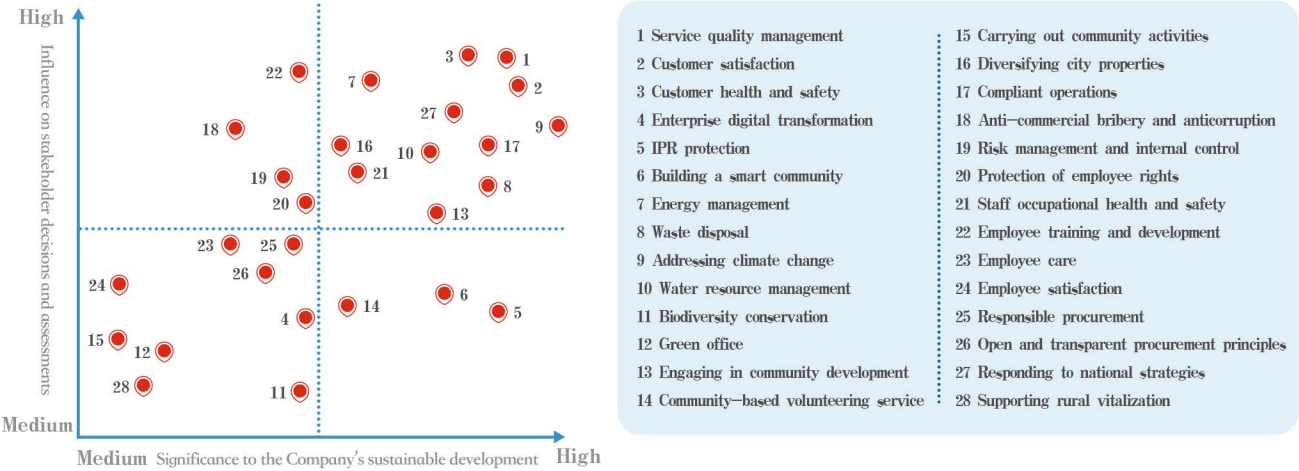




Materiality Analysis

To accurately understand the expectations and requirements of stakeholders and identify key areas of ESG practices and information disclosure, Jinmao Services has engaged a broad group of internal and external stakeholders, including employees, customers, suppliers, government agencies, and partners, in topic research and materiality assessment. Through identification, assessment, analysis, and review, we have developed our 2024 materiality matrix.

Identification	Evaluation	Analysis	Review
According to industry characteristics, our business model, regional regulatory requirements, and ESG rating standards, we have compiled an ESG topic database.	Through a questionnaire survey, we have engaged stakeholders in a detailed evaluation on each topic, to gain precise insights into core concerns of all parties.	Based on our internal and external situations, we have evaluated topic materiality from significance to the Company's sustainable development and influence on stakeholder decisions and assessments.	Upon a review of materiality analysis results, we have finalized 28 material topics for disclosure in this year's report and outlined an action plan to improve ESG performance moving forward.



Sustainability Policies

Jinmao Services is committed to institutionalizing our sustainability initiatives. We have developed a comprehensive suite of ESG policies, which are publicly available on our official website and other platforms. This transparency highlights our dedication to and execution of sustainability.

Code of Business Conduct of Jinmao Services

Employee Rights and Development Policy Jinmao Services

Climate and Environmental Protection Policy of Jinmao Services

Sustainable Sourcing Policy of Jinmao Services

Health, Safety and Management Policy of Jinmao Services

Biodiversity Conservation Policy of Jinmao Services

Community Management Policy of Jinmao Services

Responsible Marketing Policy of Jinmao Services

Stakeholder Communication

Jinmao Services has established a regular communication mechanism with stakeholders. We timely disclose our performance information through annual ESG reports, official websites, and other means. Our multi-tier communication channels facilitate our response to the requirements and expectations of stakeholders, and help continuously improve our ESG governance and performance.

Stakeholders	Expectations and requirements	Communication and response
Government/Regulators	Operation in compliance with laws and regulations Paying tax in accordance with laws Complying with national policies	Strengthening compliance management Paying taxes on time and in full with the laws Implementing relevant national policies
Shareholders/investors	Stable value creation Improving organizational structure Disclosing information	Continuously improving profitability Improving corporate governance institutions Daily information disclosure
Customers/owners	Quality property services Customer safety Privacy protection Intelligent services	Improving the service system and innovating in service methods Protecting customer and product safety Protecting consumers' rights and privacy Adopting technological innovation methods to improve services
Employees	Respecting and protecting basic rights Career development and training Working environment Employee care	Signing contracts and competitive salary system Improving career development path and providing diversified training Safeguarding occupational health Carrying out various cultural and sports activities
Suppliers and partners	Honoring commitments Win-win cooperation	Improving supplier management Contracts fulfillment in accordance with the law
Social organizations	Complying with industry standards	Participating in industry exchanges Implementing industry policies
Communities	Protecting the local environment Supporting community development Supporting charity	Carrying out energy saving and emission reduction Protecting the ecological environment Providing employment opportunities Carrying out charitable activities
News media	Information transparency and openness	Maintaining good communication

Original Aspiration • People’s Livelihood

Adhering to long-term doctrine, Jinmao Services promotes long-term value growth through a full-cycle system of products and services. Focusing on customer needs, we continually deepen and broaden our services, ensuring the steady increase of long-term value for clients, businesses, and cities we serve.

Response to SDGs



Response to HKEX ESG indicators

B8.1/B8.2

Highlights of this chapter

By the end of 2024, the Company had launched **1,890+** community events, engaging **251,700+** households

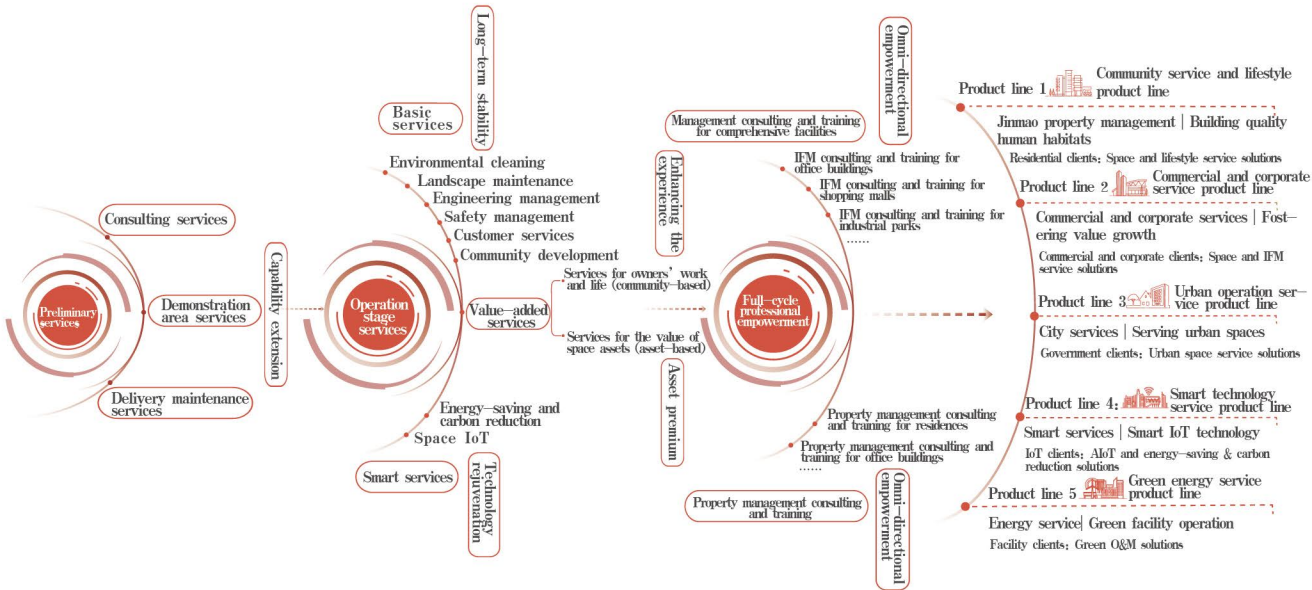


Building Quality Human Habitats

Jinmao Services operates under long-term doctrine. By introducing the Rizhen service product system, we continuously improve the sophistication and quality of our services to offer customers enhanced and adaptable service experiences.

Introducing a new product system

Jinmao Services has launched the Rizhen full-cycle product system to address the diverse needs of community residents, commercial and corporate clients, urban society, and smart IoT. By creating a panoramic service landscape, this system has fostered a Rizhen service journey experience across the preliminary, operational, and full-cycle phases.



The Company maintains a keen focus on the lifecycle of property assets, spanning from approval and planning to operational management. With five core business sectors of property management, commercial and corporate services, urban services, smart IoT, and energy management, we deliver diversified, smart, and eco-friendly portfolios of property management services to meet the multifaceted needs of different customer groups, including communities, commercial and corporate clients, and government agencies.

01 Property management

Space and lifestyle service solutions for residential clients

- Commercial housing
- Resettlement housing
- Talent apartments
- Relocation housing
- Staff family housing
- Affordable housing

02 Commercial and corporate services

Space and IFM service solutions for commercial and corporate clients

- Super high-rise office buildings
- Standard office buildings
- Industrial parks
- Industrial parks
- R&D centers
- Large shopping malls
- Medium-sized shopping malls
- Commercial streets

03 Urban services

Urban space service solutions for government clients

- National-level new areas
- National-level high-tech zones
- National-level economic development zones
- Various functional new towns
- Urban renewal

04 Smart IoT

AIoT and energy-saving& carbon-reduction solutions for IoT clients

- Intelligent design consulting
- Supply of smart household products
- Intelligent engineering
- Digital integration
- Smart community platform
- Smart building management platform software

05 Energy management

Green O&M solutions for facility clients

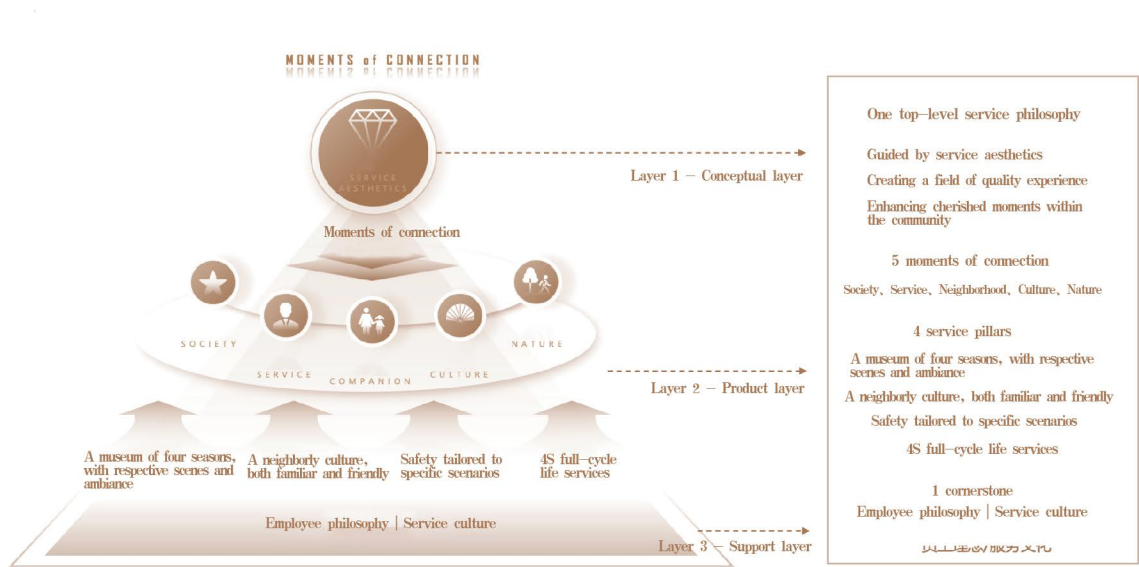
- Ground source heat pump system
- Air-cooled heat pump system
- Capillary network radiation system
- Thermostats and hydraulic modules
- Displacement of fresh air system

Upgrading service plan

Jinmao Services actively embraces changes and continuously makes innovations. Beyond basic services, we expand our property services to incorporate consumers’ sense of being respected and served into our service objectives, creating a suite of specialized, customized service solutions.

MOCO service system 2.0

Our MOCO premium characteristic service system for community owners has sustained effective performance and evolved into MOCO service system 2.0. We have proposed the concept of “Service Aesthetics” in property, and unveiled the Jin Yu Man Tang service product value system. Grounded in four service pillars, we foster connections between residents and society, services, neighbors, culture, and nature, create high-quality experiences, and enhance cherished moments within the community.



In 2024, we extended our services to several established residential communities, including Shoucheng Dongjun Jiayuan in Beijing, Tianbo Huating and Haipai Jiayuan in Wenzhou, and Ningyuefu in Ningbo. Leveraging local resources, we tailored our safety management, environmental stewardship, facility maintenance, and customer services to these projects, ensuring owners a hassle-free, reassuring, and secure high-quality living experience.

Considerate butler services

Customer archives management
Exclusive grid-based customer services
Handling of customer reports and complaints
Customer relations management
.....

Clean community and comfortable environment

24-hour non-stop cleaning
Waste sorting and disposal
Disinfection management
Initial cleaning for new properties
.....

Fine landscape maintenance

Garden-style landscape
Seasonal atmosphere
Holiday atmosphere
Professional landscape maintenance
Hazardous substance prevention and pest management
.....

Safety and security

Entry and exit control over personnel and materials
24-hour patrol
Traffic dispersion during peak times
Real-time monitoring of fire and security conditions
.....

Professional and efficient engineering O&M

Management of equipment rooms
Water supply and drainage equipment O&M
Inspection and maintenance of elevators and recreational equipment and facilities
In-home maintenance services
15-30 minute response to maintenance work orders
.....

Five-sense aesthetic demonstration area services

To align with China Jinmao’s product system, the Company has introduced an upgraded service product value system named Jin Yu Man Tang. Our services have also been upgraded to create five-sense aesthetic demonstration areas. Boasting 23 innovative services, these demonstration areas have become an immersive blend of art, storytelling, and ambiance, enabling customers to experience a premium lifestyle firsthand. Our latest service products have been used in a dozen of projects, including Zhonghuan Jinmao Palace and Zhangjiang Jinmao Palace in Shanghai, Puyi Qujiang in Xi’ an, and Puyi Jinjiang in Chengdu.



Zhonghuan Jinmao Palace in Shanghai

Marking the debut of the Palace series 3.0 in Shanghai, Zhonghuan Jinmao Palace has fully integrated the five-sense aesthetic demonstration areas service system. By incorporating customized uniforms, creative beverages, and global fragrances, we provide a high-quality service experience with a professional image and exceptional hospitality, ensuring premium services for residents. Moreover, the project offers engaged services tailored to its distinctive positioning, such as event hosting, themed marketing planning, private banquet services and exclusive promotional services, to support diverse marketing needs. The project exemplified its pursuit of an enhanced quality of life and a vision for future development.



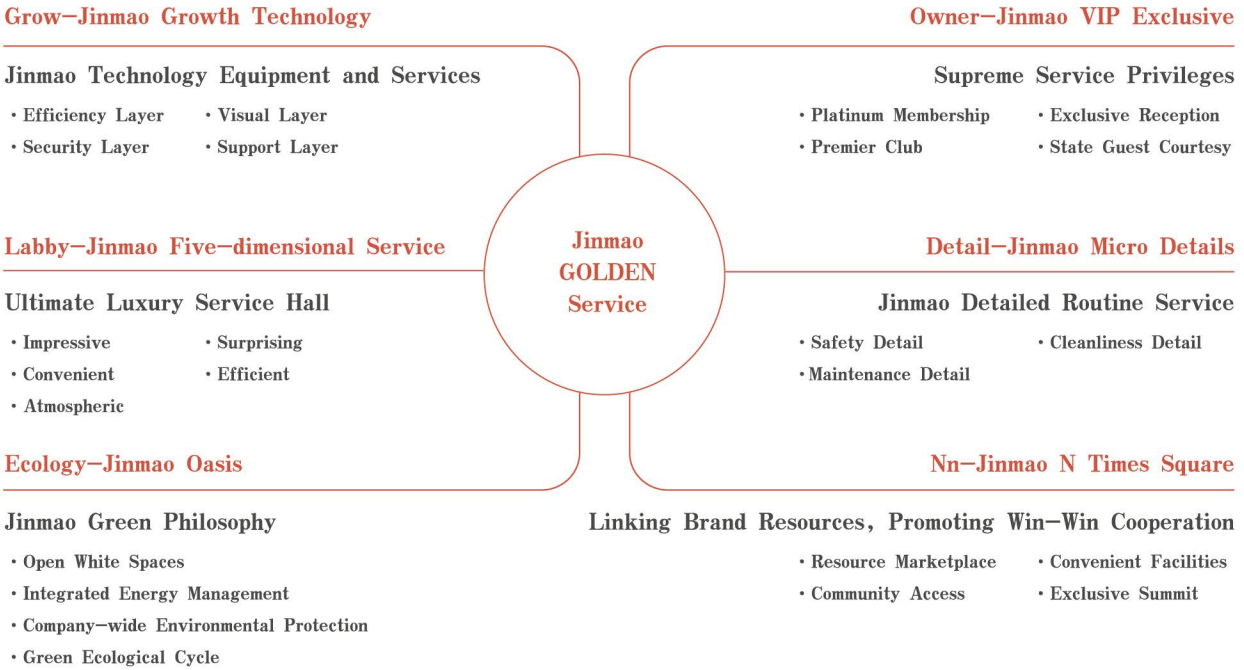
Eight upgraded demonstration zone services



GOLDEN services

Jinmao Services explores in great depth the features and needs of office building owners. With a focus on their anticipated value appreciation and brand service capacities, we have developed GOLDEN services to empower the office building ecosystem with quality.

Through our Lobby and Nⁿ, we enhance customer experience. Moreover, to improve satisfaction, we offer considerate high-quality property services for owners, and foster an increasingly harmonious and comfortable building atmosphere with them.



In 2024, we continued our partnership with Shanghai United Media Group to provide premium property services through our GOLDEN service system for the Unite Cultural Center project, a cultural and creative flagship complex in South Shanghai co-developed with the Fengxian District People’s Government. We also collaborated with CapitaLand and Yili to offer comprehensive facilities management services for both Raffles City The Bund and Beijing Business Operation Center, delivering holistic service solutions across all scenarios.



Changsha Jinmao Tower officially unveiled

In December 2024, China’s second Jinmao Tower, the Changsha Jinmao Tower, was officially unveiled at Meixi Lake. The Jinmao Services team leveraged its expertise to advance the centralized acquisition of stores in Living Hub at Meixi Lake. They meticulously oversaw inspections and rectifications during the project’s preparation phase, and continually maintained the cleanliness of routes for investment attraction, ensuring the on-time delivery of the Changsha Jinmao Tower.

Case

Commercial and corporate services

Jinmao Services divides commercial and corporate services into five sectors including preliminary, basic, value-added, specialized, and consulting. We are committed to delivering full-lifecycle, personalized, one-stop support for business growth.

Preliminary services	We provide professional consulting and dedicated delivery to ensure the successful project launch.
Basic services	We deliver environmental cleaning, landscape maintenance, facilities and equipment management, safety management, customer services, and community culture development to support day-to-day operations.
Value-added services	We furnish broad administrative support, diverse characteristic services, and customized services to enhance corporate efficiency.
Specialized services	We provide smart building management and digital specialized services to drive intelligent and digital transformation.
Consulting services	We offer expert guidance to enterprises through facilities and equipment consulting and training as well as property management and training.

Changsha Jinmao ICC North Tower recognized as an excellent project

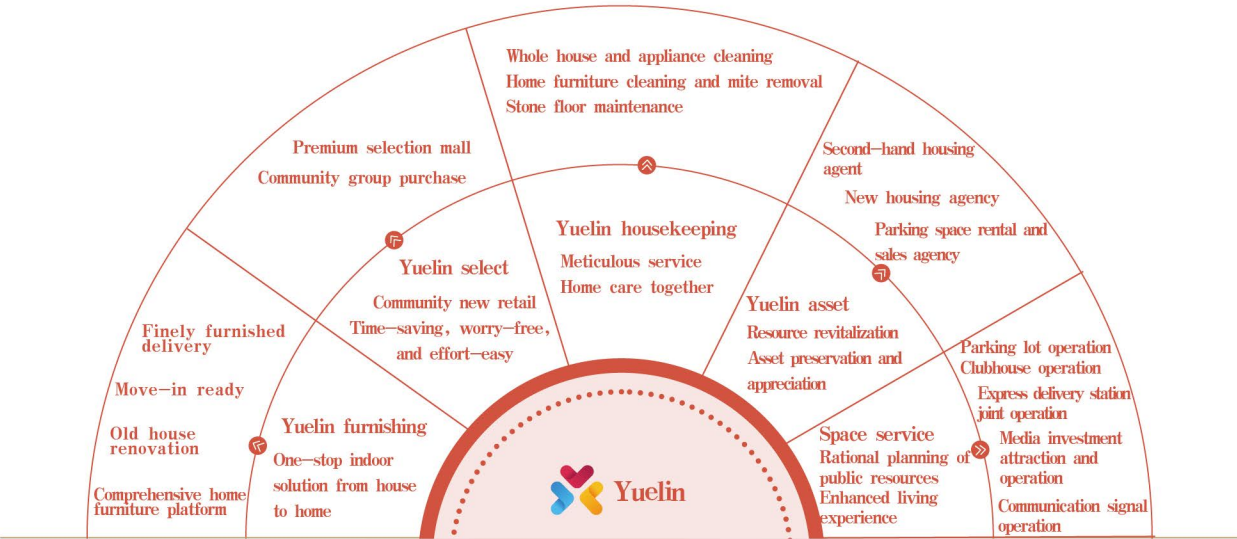
With customer service at the core, Jinmao Services tailored activities for the Changsha Jinmao ICC North Tower project. Additionally, we established industry-leading safety standards to deliver high-quality service, contributing to the project’s recognition as one of the 2024 Excellent Projects of China Property Management.



Optimizing value-added services

Yuelin full-life cycle value-added services

Jinmao Services leverages community resources with a focus on people, residence, and space. Through self-management and platform integration, we offer diversified value-added services, forming the Yuelin full-lifecycle service system. The integration of resources tailored to the living scenario enables considerate services to run through the lives of our owners.



Jinmao Services unveiled the 15-minute Convenient Living Festival – Yuelin Bazaar

In 2024, Jinmao Services held the Yuelin Bazaar, a practice of community service philosophy. By effectively integrating diverse resources, we responded to the Beijing Municipal Commerce Bureau’s call for the 15-minute Convenient Living Festival. This event not only enhanced residents’ quality of life, but also provided local businesses with a platform to showcase their unique offerings, contributing to the prosperity and growth of the local economy.



IFM value-added services

At Jinmao Services, our IFM value-added services offer comprehensive mid to backend management support to enterprises, including workspace management, corporate middle-office and back-office support, industry-specific solutions, and customized services. Through air quality management, office cleaning, event hosting, meeting reception, and centralized purchasing services, we meet the diverse needs of different industries, delivering tailored and integrated property management solutions.

Shanghai Jinmao Tower recognized as a office benchmark project in terms of service capacity

Jinmao Services developed JM-IAQ, a systematic and standardized indoor air quality management system, for Shanghai Jinmao Tower. Serving as a benchmark for assessing indoor air quality, the system keeps continuous improvements to achieve optimal indoor air quality. The project was honored as a 2024 Office Benchmark Project in Terms of Service Capacity.



Improving Urban Ecology


Jinmao Services remains committed to urban space services, and focuses on three core offerings, namely urban infrastructure services, urban operation services, and urban governance services. Our distinctive urban service projects deeply integrate our services with cities, and elevate urban service standards, empowering urban value with high-quality, tailored services.

Consolidating urban infrastructure services

Our urban infrastructure services are based on basic property management services and municipal services, with smart systems as underlying support. We provide specialized and comprehensive property services across various business formats, aiming to cultivate an environment suitable for living and working. We also hope to realize a smart urban management model, and enhance the soft power of cities.

Aojiang International New City in Wenzhou

Jinmao Services provides integrated property management services for this project, covering public facilities such as the Aojiang International Exhibition Center, Aojiang Cultural Center, and Aojiang Sports Center. Our core services encompass urban space management, municipal operations, and community livelihood services. Through digital empowerment, intelligent means and integrated services, we facilitate the improvement of living conditions and urban quality, building a high-standard demonstration city in the Aojiang River Basin.




Broadening urban operation services

With a variety of models including custody operation, joint ventures, and franchising, we leverage our cutting-edge operational philosophy and smart technology to bolster the operation standards of diverse urban public spaces and revitalize both the use value and economic value of space assets.

Ke Xiang Area in Nanjing

Ke Xiang Area is a well-known online hotspot in Qinhuai District, Nanjing City, famous for its local cuisine. Jinmao Services has provided services to optimize city appearance and social order. Our grid-based management model improves the on-site order and overall management. Moreover, we have assembled a high-caliber service team with timely response, committed to cultivating a sense of humanistic care in the streets.



Improving urban governance

Jinmao Services provides public co-management, urban emergency assistance, urban risk consulting, urban culture development, and Party building support, to help the government maintain urban stability and shape an effective urban governance model.

Xinyao New Town in Nanjing

Jinmao Services has introduced an innovative service model for revolutionary commercial office spaces, and developed a supporting platform. By 2024, the Nanjing Party Branch of Jinmao Services had conducted over ten government-enterprise initiatives around Xinmao International Center, including anti-telecom fraud and fire safety month campaigns. With revolutionary empowerment, Xinmao International Center won the honorary title of Outstanding Contribution Unit in Qixia District, Nanjing.



Dongmei Area of Jinmao Future Science City in Jinhua

Jinmao Services offers landscape cleaning, maintenance and monitoring, technical documentation, and security protection for the flagship project jointly developed by China Jinmao and the Jindong District People's Government. We have optimized detailed work systems for river maintenance and waste disposal, and engaged volunteers in door-to-door waste sorting education. In addition, we have established an HSE Safety Management Committee to conduct regular emergency drills and work safety training, thereby enhancing the stability of the project's construction and integrated operations.

Driving Future with Innovation

Jinmao Services employs digital technology to transform traditional service models, while weaving in elements of new quality productive forces, such as IoT and big data. By developing an intelligent service system capable of real-time perception and dynamic optimization, we continuously enhance service experience and operational management through digital Intelligence.

Digitalization

Jinmao Services drives digitalization across three key areas. Specifically, in business management, focusing on business-finance integration, we consolidate income, costs, and front-end operations, complete basic data governance, and develop an operational data foundation and analytics system. In operational management, our intelligent work order middle office is equipped with a digital operational service system to enhance the headquarters' control over front-line service quality. In data system development, based on business-finance integration and the digitization of basic operations, we manage basic data, create an operational data analysis system, and digitize managed properties, striving to build an IoT-powered big data management system.

In 2024, we carry out digital training, focusing on core business modules such as basic property management billing system and enterprise WeChat operation management system. The training is mainly conducted through remote online training, supplemented by on-site visits and guidance, to ensure maximum training effectiveness.

Smart property management

Jinmao Services continuously advances smart property management by utilizing underlying technologies such as IoT, Mobile Internet, and big data. We have developed a smart property management system that integrates smart community, smart life, and smart operation, centered on three critical dimensions of space, people, and service.

Space	<div>Smart community</div> <div>Enhance space management and operational capabilities to maximize the value of “things” and achieve asset preservation and appreciation.</div>	<div>Smart accessSmart equipmentSmart elevatorSmart parking</div> <div>Smart securitySmart lightingSmart parkIBA platform</div>
People	<div>Smart life</div> <div>Connect people’s needs with service resources and build a service ecosystem to achieve convenient living.</div>	<div>MAO ButlerJINMAO Luxuriance APP</div> <div>MAO BossSupplier management platform</div>
Service	<div>Smart operation</div> <div>Improve resource allocation efficiency and invest with optimal resources to enhance service perception and response capabilities.</div>	<div>Jin Xiao Mao CRMFront-end management platform</div> <div>Shared accounting platformWork order management platform</div> <div>Smart payment collection systemMaster data platform</div> <div>Procurement and inventory platform</div>

Unleashing Community Vitality

With a strong sense of social responsibility, Jinmao Services follows the Jinmao Services Community Management Policy and integrates deeply into various aspects of community development to bring tangible convenience and warmth to residents. We contribute to society through diverse and personalized activities, demonstrating our corporate excellence and a sense of responsibility in the new era.

Building harmonious communities

The Company takes full consideration of community development needs. Through “MAO Neighborhood,” a dedicated neighborhood social platform, we organize seasonal events with different themes throughout the year, including “Spring Season of Hope,” “Summer Season of Fun for Kids,” “Autumn Season of Harvest Sharing,” and “Winter Season of Warm Services.” These events help foster a civilized, harmonious, warm, and friendly community environment, and enhance residents’ sense of well-being. At the same time, we actively boost local employment to contribute to a caring and inclusive society.



Community free clinic



Community convenience services



“Pairing Cooperation” ceremony of collaborative Party building



Communicating with the representatives of the community and Lecheng Real Estate

Data:

By the end of 2024, the Company organized **1,890+** community events,engaging **251,700+** households

Full of fun | “Summer Season of Fun for Kids” event on the “MAO Neighborhood” platform

Case

During the summer break of 2024, central city branches and project communities hosted the annual “Summer Season of Fun for Kids” event on the “MAO Neighborhood” platform with property owners. This event featured eight themed activities, including “Young Scouts Adventure” “Jinmao Kids Sports Team” and “Jinmao Kids Art Troupe” with an aim to enrich the summer experience for young property owners and foster a warm and friendly neighborhood atmosphere. A total of 51,766 property owners participated in 378 fun-filled events.

Family sports day

Jinmao Kids Art Troupe’s performance in celebration of Army Day

An enjoyable celebration | The 3rd “Chinese Jinfu Festival”

Case

On September 17, 2024, our property service team at Wuhou Jinmao Palace organized the 3rd “Chinese Jinfu Festival.” The festival featured activities such as DIY traditional lacquer fans and mooncakes, a local yard banquet, and Sichuan Opera face-changing performances. These experiences provided property owners with a Mid-Autumn Festival celebration filled with visual and culinary delights, fostering a warm and harmonious community atmosphere.

The property service team organizes the Sichuan Opera face-changing performance

Jinfu community banquet

Thoughtful care | Chongyang Festival senior care action

Case

On October 11, 2024, in celebration of the Chongyang Festival, Jinmao Services organized a series of community-based senior care activities. We offered free clinics, free haircuts, and convenient services and delivered holiday care packages. Other activities include blood pressure checks, free haircuts, and home cleaning assistance for senior residents. Our services helped address our senior residents’ daily needs and create a warm and healthy living environment for our property owners.

Cleaning for seniors living alone

Providing free haircuts for seniors

Engaging in public welfare services

Jinmao Services remains committed to community well-being and engages in charity and volunteer services. We encourage employees to volunteer in blood donations, charity walks, and fundraising activities. Through targeted consumption-driven assistance and purchase-for-donation initiatives, we make efforts to support rural vitalization. These concrete actions showcase our contributions to society and demonstrate our compassionate corporate citizenship.



Community free clinic



Book donation activity

马边彝族自治县定点帮扶工作领导小组办公室

感谢信

金茂物业服务发展股份有限公司：
刚刚过去的2024年，是乡村振兴规划的起步之年。我县在中央纪委监委机关定点帮扶和社会各界的关心帮助下，踔厉奋发、砥砺前行，努力交上一份合格答卷。
一年来，贵单位从乡村振兴事业的高度出发，认真落实上级安排，通过消费帮扶、以购代捐等形式助力我县农产品走出大山，为广大农户带来了可感可及的福祉，为乡村振兴做出了实实在在的贡献。具体过程中，贵单位同志展现出的认真细致、务实高效作风也令基层相关部门和企业受益匪浅。在此，谨向贵单位致以诚挚的感谢，道一声“辛苦了”！
梦虽远，道则能达；愿虽艰，持则可圆。乡村振兴的道路上，衷心期待与贵公司一路同行。我们将在中央纪委监委机关帮扶马边工作组指导下，更加扎实做好基础工作、更加用心优化产品质量、更加努力提高服务水平，珍惜机会、再接再厉，用乡村振兴新的佳绩回报各方面关心。
云锦辞旧暖融融，升蹄迎新勇毅行。衷心祝愿贵单位事业蒸蒸日上，诚挚欢迎贵单位同志来我县做客！

马边彝族自治县定点帮扶工作领导小组办公室

Letter of appreciation from the Work Leading Group Office of Paired-up Assistance in Mabian Yi Autonomous County

Data:

In 2024, Jinmao Services supported the economic development of paired-up assistance regions by purchasing their agricultural and sideline products, with total procurement reaching RMB 503,100

Through charity donation, we warm the hearts of seniors with disabilities

Case

In early September 2024, the Nanjing Central City Branch, in collaboration with the Civil Affairs Office of Yaohua Sub-district and the Amity Foundation, organized the “Caring for Seniors with Disabilities” charity donation event under the guidance of the Nanjing Qixia District Charity Federation. Through this donation event, we provided material support and emotional comfort to seniors with disabilities and contributed to social welfare through concrete actions. A total of 38 employees participated in the donation at the event site.



Donations for seniors with disabilities

Through voluntary blood donations, transmitting the power of social public welfare

Case

On March 12, 2024, the Nanjing Central City Branch, in collaboration with the Nanjing Southern New Town Administrative Committee and the Nanjing Southern New Town Party-building Alliance, organized a voluntary blood donation. Our employees actively registered this event. This event not only demonstrated our employees’ spirit of selflessness but also showcased our corporate strength to the contribution of social welfare. Volunteers actively signed up for this activity, and donated over 4,000 milliliters of blood.



Employees engage in the blood donation



The blood donation volunteer team

Caring for students, paving the way for educational growth

Case

On March 1, 2024, the Guangzhou Central City Branch, in collaboration with partner organizations, launched a donation event titled “Learning from Lei Feng, Donating with Love.” The company donated several sets of sports and cultural activity facilities to Qihui Special School in Nansha, Guangzhou. It helped build a communication platform for information exchange, support the development of education, and demonstrate our social responsibility as a central state-owned enterprise.



Carrying out the “Learning from Lei Feng, Donating with Love” event



Determination • Green Development

Adhering to the path of green and sustainable development, Jinmao Services weaves environmental stewardship into every facet of property management. In compliance with national environmental regulations, we focus on green operations, optimize resource management, proactively address climate change, and conserve biodiversity. We work to minimize our ecological footprint to foster the harmony between property services and ecological conservation.

Response to SDGs



Response to HKEX ESG indicators

A1.1/A1.3/A1.4/A1.5/A1.6/A2.1/A2.2/
A2.3/A2.4/A3.1/D

Highlights of this chapter

- 0 incidents of general or above environmental emergencies
- 0 incidents of major negative environmental public opinion
- 102 energy-saving renovations, achieving savings of RMB 2.33 million



Empowering Green Operation

Jinmao Services upholds profound respect and reverence for natural ecosystems. While pursuing economic benefits, we steadfastly adhere to green development principles, integrating them into every operational process to safeguard the natural environment on which we depend. Sinochem Jinmao Property Management (Beijing) Co., Ltd., a subsidiary of Jinmao Services, has obtained the ISO 14001 Environmental Management Systems Certification. We have established a robust environmental management framework, encompassing early-warning mechanisms, emergency protocols, operational guidelines, and environmental supervision. Furthermore, we rigorously comply with the *Environmental Protection Law of the People’s Republic of China* and the *Environmental Protection Management Standards of China Jinmao*, ensuring these standards are embedded in all aspects of daily operations and management.

In day-to-day operations, we aim to minimize the impact on the environment and natural resources. By identifying and assessing environmental factors arising from our activities, products, or services that can be controlled or influenced, we determine significant impacts and risks on the environment and natural resources, comprehensively managing potential environmental effects of business operations. Acknowledging the diverse natural conditions and seasonal changes across different regions, we have implemented a suite of refined landscape maintenance plans. From selecting plant species suited to the local climate, to carefully scheduling irrigation and fertilization, we ensure greenery growth, and create a picturesque living environment for residents year-round.

Environmental Goals and Performance in 2024

Indicator	Goal	Performance
Incidents of general or above environmental emergencies	0	0
Incidents of major negative environmental public opinion	0	0
Rate of wastewater and solid waste discharge up to standard	100%	100%
Rate of hazardous waste disposal up to standard	100%	100%

Energy management

The company strictly complies with the *Energy Conservation Law of the People’s Republic of China* and has formulated internal energy management systems, including the *Energy Conservation Manual of Jinmao Services*. Guided by the "3521" framework (three foundational data layers, five management dimensions, two-tier supervision, and full lifecycle management), we have innovatively developed an energy management platform to achieve comprehensive lifecycle energy control. Sinochem Jinmao Property Management (Beijing) Co., Ltd., a subsidiary of Jinmao Services, has obtained the ISO 50001 Energy Management Systems Certification. In 2024, the company purchased 9,059.075 MWh of green electricity and continues to explore renewable energy solutions such as distributed photovoltaic systems, advancing its sustainable energy development strategy.

Data:

Conducted **102** energy-saving renovations, achieving savings of RMB **2.33** million

Organized **5** training sessions on energy technology systems, with **621** participants and a **94%** first-time pass rate

Achieved the target of keeping comprehensive energy consumption intensity below **0.26** tons of coal equivalent per RMB **10,000** of output value

Procured **9,059.075** MWh of green electricity, with renewable energy consumption accounting for **4.8%** of total energy use

Recognized as an Excellent Project in Energy Saving Assessment for Green, Low-carbon, and High-quality Development in Xicheng District, with a reward of RMB **50,000**

Received an incentive subsidy of RMB **150,000** from the Beijing Energy Conservation and Environmental, Protection Center and RMB **150,000** from the Development and Reform Commission of Xicheng District for green, low-carbon, and high-quality development projects

Energy Use in 2024¹

Indicator	Data of 2024
Gasoline (liter)	2,252.25
Diesel (ton)	5.78
Natural gas (m ³)	3,125,821.10
Purchased electricity (kWh)	189,120,950.27
Purchased heat (GJ)	24,745.32
Comprehensive energy consumption(tce)	27,142.10
Comprehensive energy consumption per unit area (tce/m ²)	0.0014
Comprehensive energy consumption per RMB 10,000 of revenue (tce/ RMB 10,000 of revenue)	0.09

1: This includes the purchase of 9,059,075 kWh of green electricity. The energy conversion factors are based on the values specified in the *General Rules for Calculation of Comprehensive Energy Consumption (GB/T 2589-2020)*.

Energy-saving measures

Adoption of energy-saving products: While ensuring safe electricity use, we adopt efficient, energy-saving products and promote energy-saving facilities and equipment of new processes and technologies to achieve technical energy savings.

Lighting energy-saving: While meeting usage demands, we scientifically manage the number and operating hours of lighting fixtures to maximize energy efficiency.

Equipment energy-saving: For energy-intensive equipment such as landscape and air conditioning systems, with service quality guaranteed, we develop energy consumption strategies and management plans, together with technology upgrades as appropriate, to precisely control running hours as needed.

Water resource management

The water resources utilized in our operations primarily consist of water for property use, office use, and landscaping purposes, all of which are sourced from government-supplied water sources. Therefore, there are no issues regarding the procurement of suitable water sources.

Committed to the philosophy of sustainable water use, the Company plans and manages water resources across its properties, while extensively promoting water-saving measures to minimize waste. To reinforce the protection of water bodies, we rigorously prevent sewage discharge and waste dumping, and diligently preserve the ecological function of water bodies. In addition, we actively promote rainwater collection and utilization systems as a valuable supplement for landscape and irrigation, thereby significantly reducing our reliance on municipal water supplies.

Water Consumption in 2024¹

Indicator	Data of 2024
Total water consumption (ton)	3,051,009.65
Water consumption intensity (ton/m ²)	0.16
Water consumption intensity (ton/RMB 10,000 of revenue)	10.29

1: The water consumption data of Jinmao Services refers to municipal freshwater use in the projects managed by its central city branches in Shanghai, Qingdao, Nanjing, Chongqing, Changsha, Guangzhou, Beijing, and Xi’an, and administrative offices of the headquarters of Jinmao Services and its central city branches in Beijing, Shanghai, Changsha, Chongqing, Nanjing and Qingdao.

Emission and discharge management

The Company strictly complies with relevant Chinese laws and regulations, such as the *Law of the People’s Republic of China on the Prevention and Control of Atmospheric Pollution* , the *Water Pollution Prevention Law of the People’s Republic of China* , and the *Law of the People’s Republic of China on Prevention and Control of Environmental Pollution by Solid Waste* . We actively identify potential environmental pollution risks in our operations, and continuously minimize the discharge of wastewater, waste gases, and solid waste, thereby contributing to environmental protection and sustainable development.

Exhaust emission management

- We conduct regular maintenance and inspections of facilities within our properties, such as ventilation systems, air conditioning units, and boilers, to ensure proper functioning and reduce exhaust emissions.
- We optimize parking lot management by encouraging orderly parking and minimizing idle running to reduce exhaust emissions.

Wastewater discharge management

- We have established a sound sewage collection and treatment system to ensure proper treatment and disposal of both domestic and commercial wastewater generated within our properties.
- We perform regular inspections and maintenance on drainage pipelines and sewage treatment equipment to prevent leaks and unauthorized discharge of untreated sewage.

Solid waste management

- We implement a waste sorting system, strengthen educational outreach to owners and tenants, set appropriate waste collection points, and regularly dispose and transport waste to ensure the timely and proper disposal of solid waste.
- We explore channels for solid waste recycling, and collaborate with specialized recycling companies to enhance the efficiency of resource recovery.

Waste discharge in 2024 ¹	
Indicators	Data of 2024
Non-hazardous waste(kg)	5,660,064.42
Intensity of non-hazardous waste (kg/m²)	0.30
Intensity of non-hazardous waste (kg/RMB 10,000 of revenue)	19.08
Hazardous waste(kg)	6,233.55
Intensity of hazardous waste(kg/m²)	0.00033
Intensity of hazardous waste(kg/RMB 10,000 of revenue)	0.02

1: The statistical scope covers hazardous and non-hazardous wastes generated by all the projects managed by central city branches of Jinmao Services in Shanghai, Qingdao, Nanjing, Chongqing, Changsha, Guangzhou, Beijing, and Xi’ an, and administrative offices of the headquarters of Jinmao Services and its central city branches in Beijing, Shanghai, Changsha, Chongqing, Nanjing and Qingdao.

The types of non-hazardous waste include paper, household waste, decoration/construction/demolition waste, gardening waste and kitchen waste.

Our hazardous wastes mainly include mercury-containing fluorescent lamps or energy-saving lamps, waste toner cartridges and ink cartridges, waste electronic and electrical equipment, waste batteries and paint barrels.

Wastewater discharge in 2024

Indicators	Data of 2024
Total amount of sewage discharge (ton)	2,440,807.72
Total ammonia nitrogen emissions (ton)	13.18
Total COD emissions (ton)	79.39

Exhaust emissions in 2024

Indicators	Data of 2024
Nitrogen oxide emissions (ton)	1.28
Sulfur oxide emissions (ton)	0.02

Green office

Jinmao Services champions a low-carbon and eco-friendly work style. We encourage employees to use public transportation, and promote a paperless culture by minimizing printing and opting for black and white printing if necessary. Office supplies are procured as needed, and non-consumable items are recycled. We turn off lights after finishing work, adjust air conditioning appropriately, and intensify the management of water facilities. All these endeavors aim to foster a green office environment and contribute to energy-saving and consumption reduction.



Energy-saving sign

Addressing Climate Change

As the global climate crisis escalates, climate change has emerged as a critical challenge to the sustainable development of human society. In accordance with the *Environmental, Social and Governance Reporting Code* published by The Stock Exchange of Hong Kong Limited and the disclosure framework outlined in the *IFRS S2 Climate-related Disclosures*, Jinmao Services transparently and scientifically presents our climate governance practices and achievements to stakeholders.

Governance

To create an effective, coordinated, and comprehensive system for managing the challenges and opportunities posed by climate change, we have established the Climate Change Management Committee. This Committee is designed to drive the execution of our sustainability strategy, mitigate climate-related operational risks, enhance corporate image, and fulfill stakeholder expectations. It will facilitate the excellent performance in climate change management.

Responsibilities of the Climate Change Management Committee

- Define the Company’s long-term vision for climate change and formulate a holistic strategy and objectives suited to the Company’s business.
- Oversee the execution of climate change management work and conduct regular evaluations and adjustments.
- Regularly approve and update climate-related goals, policies, and key actions.
- Regularly assess risks and opportunities related to climate change to ensure financial stability and long-term value.

Strategy

The Company fully recognizes the potential risks posed by climate change to its business operations, as well as the transformation opportunities it presents. As a leader in the property management industry, we are committed to integrating the strategy against climate change into our overall development framework and daily operations. To this end, we have established policies such as the *Climate and Environmental Protection Policy of Jinmao Services*, embedding low-carbon principles into our services. Through better energy management, recycling of community resources, and the promotion of low-carbon lifestyles, we strive to reduce carbon emissions, bolster community resilience to climate change, and advance our sustainable development goals, thereby contributing to low-carbon communities.

Risk management

Recognizing the profound impact of climate change on the property management sector, the Company proactively incorporates climate factors into its comprehensive risk management system. Combined with the characteristics of property management services, we have streamlined our diverse property projects, including residential and commercial properties. We analyze their geographic locations, service scales, and energy consumption to clearly define the scope of climate risk assessments. On top of this foundation, we have developed a climate scenario database including physical and transition risks. Through the careful selection of relevant climate scenarios, we systematically conduct climate risk assessments and quantitative opportunity analyses.

Risk Category		Risk Description	Countermeasures
Transition risks	Policy and legal risks	The introduction of new policies and regulations could increase compliance costs and legal liabilities.	<ul style="list-style-type: none">· Develop a mechanism to monitor regulatory and policy changes to stay informed;· Proactively plan and gradually meet regulatory requirements to avoid non-compliance risks;· Enhance communication and cooperation with government agencies to secure policy support and preferences.
	Technical risks	Uncertainties in green and low-carbon technologies could lead to project delays or unforeseen expenses.	<ul style="list-style-type: none">· Strengthen exchanges and collaboration with research institutions and industry partners to jointly develop and test new green technologies;· Gradually introduce new technologies and evaluate their feasibility and effectiveness via pilot projects to minimize risks when applying on a large scale;· Develop a long-term plan for technology renewals and upgrades to ensure technical services adapt to the ever-evolving technological landscape and market needs.

Risk Category		Risk Description	Countermeasures
	Market risks	Increasing consumer demand for green properties means that a failure to meet it could result in a loss of market share.	<ul style="list-style-type: none">· Increase investment in green and low-carbon properties to enhance environmental performance and service quality;· Conduct regular market research to track customer demand changes and adjust service strategies promptly.
	Reputation risks	Ineffective action against climate change could harm corporate reputation, diminish customer trust, and impede business development.	<ul style="list-style-type: none">· Implement sustainability initiatives to increase operational transparency;· Publish regular ESG reports to showcase environmental efforts;· Engage in environmental protection initiatives to reinforce public trust.
Physical risks	Extreme weather	Frequent extreme weather events could damage property facilities.	<ul style="list-style-type: none">· Enhance facility maintenance to boost disaster resilience;· Refine emergency response plans to speed up responses;· Purchase insurance to spread risks.
	Sea level rise	Rising sea levels could directly damage coastal properties and heighten flooding and erosion risks.	<ul style="list-style-type: none">· Enhance flood control and drainage systems of properties to increase flood resilience;· Develop or participate in the development of regional strategies to safeguard property assets.

Opportunity Category		Opportunity Description	Countermeasures
Opportunities	Growing market demand for energy-saving renovations	Property owners and tenants increasingly focus on energy efficiency, driving higher demand for energy-saving renovations.	<ul style="list-style-type: none">· Introduce and cultivate talent in energy-saving technologies to form a specialized team;· Cooperate with suppliers of energy-saving equipment to expand market presence;· Participate in government-initiated energy-saving renovation projects to accumulate experience.
	Renewable energy application	Technological advancements and falling costs make it more attractive to apply renewable energy in property projects.	<ul style="list-style-type: none">· Conduct feasibility studies of property projects to select suitable technologies;· Partner with renewable energy developers to invest in and implement projects;· Enhance equipment management and maintenance to ensure stable operations.
	Green finance support	Financial institutions are ramping up support for green projects by offering more financing opportunities, lowering financing costs, and improving asset liquidity.	<ul style="list-style-type: none">· Understand and capitalize on green finance policies and products;· Strengthen partnerships with financial institutions to secure their support.
	Enhancing brand image	By taking proactive steps to combat climate change and embrace sustainability, the Company can bolster its brand image, social standing, and competitive edge in the market.	Participate in international or domestic initiatives against climate change, and organize or support environmental public welfare projects to cultivate a positive image.

Metrics and targets

The Company quantitatively assesses the potential impact of climate change on its operations. According to the *Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard* and the *Guidelines for Accounting Methods and Reporting of GHG Emissions for Public Building Operation Enterprises (for Trial Implementation)*, we systematically collect, calculate, and analyze data on carbon emissions and energy consumption to ensure the consistency and comparability of our indicators. We have developed a robust indicator system for monitoring and reporting annual carbon emissions and energy consumption. Building on this foundation, we set emission reduction targets and break them down into different management levels and specific projects, ensuring that our emission reduction measures are both practically feasible and effectively implemented. For 2024, the Company set a GHG emissions intensity target of 0.437 tonnes of CO₂ equivalent per RMB 10,000 of revenue, while the actual emissions were reduced to 0.37 tonnes of CO₂ equivalent per RMB 10,000 of revenue, successfully achieving the annual emission reduction goal.

GHG Emissions in 2024¹

Category	Unit	Total
Scope 1: direct emissions	tCO ₂ e	6,781.62
Scope 2: indirect emissions	tCO ₂ e	104,204.29
Total GHG emissions	tCO ₂ e	110,985.91
GHG emissions per unit area	tCO ₂ e/m ²	0.0059
GHG emissions per RMB 10,000 of revenue	tCO ₂ e/RMB 10,000 of revenue	0.37

1: Scope definition: The GHG Protocol divides emissions into Scope 1, Scope 2, and Scope 3. Scope 1 refers to direct GHG emissions from natural gas, petrol, and diesel. Scope 2 refers to indirect GHG emissions from heating and electricity purchased by Jinmao Services;
Calculation standard: Our calculation is based on the formulas and coefficients from the *Guidelines for Accounting Methods and Reporting of GHG Emissions for Public Building Operation Enterprises (for Trial Implementation)*;
Consistency: The electricity emission factor adopts the national average power grid emission factor for 2022 of 0.5366tCO₂/MWh as released in the *Announcement on the Release of Electricity CO₂ Emission Factors for 2022* issued by the General Office of the Ministry of Ecology and Environment of the People's Republic of China;
Statistical scope: (1) Managed projects under Jinmao Services' central city branches in Shanghai, Qingdao, Nanjing, Chongqing, Changsha, Guangzhou, Beijing and Xi'an; (2) Administrative office operations of Jinmao Services headquarters and its central city branches in Beijing, Shanghai, Changsha, Chongqing, Nanjing and Qingdao.

Practicing Green Philosophy

Embracing green philosophy, Jinmao Services adheres to environmental protection standards across all operations. We conduct diverse environmental training sessions, engage in biodiversity conservation, and encourage public engage in ecological protection initiatives, aiming to promote a harmonious coexistence between humans and nature for a better future.

Environmental training

Through specialized training on environmental awareness, energy saving, and emission reduction, the Company has significantly boosted employees' environmental consciousness and energy-saving skills, thereby further enhancing its green management capabilities.



Environmental knowledge training



Energy conservation and emission reduction training

Biodiversity conservation

In line with the *Biodiversity Conservation Policy of Jinmao Services*, we have developed the *Management Rules for the Elimination of Rats, Bedbugs, Flies and Mosquitoes* and the *Reference Guideline for Cleaning Agent Usage* to ensure efficient pest elimination without compromising biodiversity. Moreover, we actively implement measures to conserve biodiversity, aiming to enhance the integrity and stability of ecosystems.

Ecological planning and design

- We value biodiversity conservation by preserving and leveraging existing natural ecosystems, including wetlands, forests, and grasslands.
- We promote green buildings and sustainable landscape designs, incorporating native plant species in our greening.
- We incorporate a variety of habitats into landscape designs, such as small wetlands, wildflower meadows, insect hotels, and bird feeders.

Habitat protection

- We regularly monitor and assess natural habitats surrounding our properties, and take necessary protective measures, such as setting protected areas, fences, and signs, to prevent degradation and disturbance.
- We bolster the management of eco-sensitive areas surrounding our properties, use green roofs and vertical gardens to expand green spaces, and provide urban habitats.

Species protection

- We partner with relevant authorities to conserve wildlife, and strictly prohibit illegal hunting, collection, and trade of wildlife within our properties.
- We have developed a species monitoring system and actively plant native species while providing food and habitats to support the survival and reproduction of local wildlife.
- We offer suitable living environments, such birds' nests and insects' houses.

Ecological protection action

The Company organizes a variety of energy-saving and environmental awareness campaigns, such as Low Carbon for the Future, Earth Hour, and Energy-saving and Low-carbon Awareness Week. We also initiate campaigns to recycle old items and repurpose renewable resources into artwork, and create a green and harmonious community environment.

Jinmao Services organizes the Spring Season of Hope Green Charity Campaign

Case

On March 11, 2024, Jinmao Services released the *Notice on the FORUS Best Practice Spring Season of Hope Campaign* to advocate for a healthy lifestyle and sustainable coexistence with nature. Property owners enthusiastically participated in tree planting activities to contribute to low-carbon and emission reduction efforts. The event not only received positive feedback and recognition from property owners, but also heightened our workforce's environmental consciousness, underscoring Jinmao Services' commitment and endeavor to environmental protection.



Group photo at the Green Charity Campaign



Customized green charity bag

Care • Talent Cultivation

Jinmao Services always places a high priority on protect—ing the basic rights of employees. While creating a safe and harmonious workplace environment, we also respect individual differences, pay close attention to employees’ growth, and actively cultivate a diverse culture. Our goal is to achieve shared progress for both the Company and our employees and jointly promote our sustainable development.

Response to SDGs



Response to HKEX ESG indicators

B1.1/B1.2/B2.1/B2.2/B2.3/B3.1/B3.2/B4.1/B4.2

Highlights of performance

The total investment in full-time employee training is

RMB **1,367,000**

Full-time employee training coverage: **100%**

By the end of 2024, the company has employed **1,147** local employees

100 new local employees



Employee Rights and Care

The Company strictly adheres to Chinese laws and regulations, such as the *Labor Law*, the *Social Insurance Law*, and the *Provisions on the Prohibition of Using Child Labor*. In compliance with our Employee Rights and Development Policy, we take effective measures to realize legal and compliant employment and labor practices. On the top of protecting employee rights, we proactively create an equitable, inclusive, diverse, and sustainable workplace.

Equal work opportunities

The Company has established and continuously improved the SA8000 standard for social accountability management systems. We adhere to the principles of lawful employment, dismissal and recruitment, structural optimization, and standardized cooperation. In our practices regarding recruitment, promotion, training, salaries, benefits packages, etc., we do not discriminate or treat employees differently based on non-work-related factors such as age, gender, nationality, religious beliefs, marital status, or disability. We strive to create a fair, just, diverse, and inclusive workplace that fully safeguards our employees’ rights.

At the same time, the Company has continuously refined the *Labor Employment Management Standards*. We firmly resist child labor, forced labor, employment discrimination, and harassment or abuse while ensuring employee diversity. For any suspicious incidents, we will take prompt action to prevent improper hiring and labor practices. Such incidents will be reported to the relevant authorities, followed up by corrective measures to avoid reoccurrence. By the end of 2024, the Company has recorded zero incidents of child labor, forced labor, harassment, abuse, or violations of employee rights.

The Company has established an internal mechanism for talent mobility to stimulate employees’ potential, optimize human resource allocation, and enhance organizational vitality through internal talent transfers and job rotations. In 2024,83 internal employee transfers and applications were completed.

Data

By the end of 2024, the Company had 2,670 full-time employees, with 291 new hires. Among which 105 employees were from minority ethnic groups, accounting for 3.9% of the workforce. The proportion of female employees stood at 37%. The labor contract signing rate reached 100%.

Compensation and benefits

The Company has refined the *Compensation and Benefits Management Standards* and the *Employee Attendance and Leave Management Guidelines*. In compliance with relevant laws and regulations, we construct a fair and reasonable compensation structure and standards to safeguard employees’ rights to labor remuneration, statutory social security, rest periods, and public holidays. Female employees are entitled to maternity leave, paternity leave, prenatal check-up leave, breastfeeding leave, and parental leave. Through these efforts, we address comprehensive employee welfare. In 2024, the Company’s per capita salary reached RMB 206,000/person, while revenue contribution per employee amounted to RMB 1,110,900/person.

The Company places great emphasis on the establishment of a long-term value-sharing mechanism for key talents and employees. Moving forward, we will actively explore diversified incentive models, such as equity incentives and employee stock ownership, to strengthen team cohesion and organizational vitality, driving the achievement of sustainable development goals. Meanwhile, we have established a standardized performance communication and appeal mechanism according to the *Jinmao service staff performance management standards*. Employees must confirm their performance rating or file an appeal within 10 days after the assessment results are released. If they fail to do so, it will be certified as acceptance. The Company’s Human Resources Department handles written appeals to ensure fairness and protect employees’ rights.

Employee care

The Company has refined the *Employee Care and Assistance Implementation Measures (Trial)* to encourage employees to pursue a work-life balance. In addition, we have enhanced mechanisms for employee associations, clubs, and outward bound events, and provide regular support and assistance to employees in need. Our efforts aim to increase employees’ sense of safety, happiness, achievement, and value, creating a positive workplace environment.



Women’s Day celebration



Free Traditional Chinese Medicine clinic for employees

Data

By the end of 2024, we had conducted 190+ sessions of the “Front-line Support Package” activity, providing care to 4,000+ front-line employees. Through the “Summer Cooling Care” activity, our senior leaders at all levels had extended their care to 32,000+ front-line employees.

Boosting morale, we organize the annual employee outward bound event

Case

On June 7, 2024, Jinmao Services organized the outward bound event at Red Star Collective Farm in Beijing. This event featured a series of team-building activities, including “Icebreaking Games,” “Dance Challenge,” “Relay the Message,” and birthday celebrations. These activities unlocked employees’ potential, showcased their talents, and fostered a team atmosphere of unity, dedication, and strong cohesion.



“Icebreaking Games ” activity



“Dance Challenge” activity



Birthday celebrations



“Relay the Message” activity

Warming hearts, we organize the “Summer Cooling Care” event

Case

On June 20, 2024, the labor union of the Nanjing Central City Branch continued the “Summer Cooling Care” campaign. We actively engaged with and reached out to front-line employees to provide them with a sense of relief and care during the hot summer. A total of 12 employee care activities across 13 projects were launched, covering over 530 employees.



Employee care under the “Summer Cooling Care” campaign

Democratic communication

The Company is committed to nurturing an open and inclusive corporate culture. We have established various communication mechanisms to listen to employees’ voices. We encourage employees to actively express their opinions through channels such as the worker’s congress, seminars, union emails, and making complaints to the Discipline Inspection Commission. Additionally, we promote the establishment of labor unions in various regions to strengthen democratic management and build harmonious labor relations.



The Company’s Fourth Session of the Third Worker’s Congress

Employee Health and Safety

The Company prioritizes employee safety and health and strictly adheres to the *Law on Work Safety* and other relevant laws and regulations. We have improved the ISO 45001 occupational health and safety management system. Following our *Health and Safety Management Policy*, and based on policy implementation, regular supervision, education and training, we secure our occupational health and safety goals and create a safe and comfortable workplace.

Occupational health and safety

The Company strictly adheres to national and local occupational health and safety laws and regulations, and in accordance with the *China Jinmao Occupational Health Management Standards*, with a focus on controlling and eliminating occupational disease hazards. Among our initiatives to protect employees’ occupational health and safety, we prioritize employees’ mental health and integrate the concept of healthcare into the whole process of management and operations.



Establishing the health station



Carrying out the lecture on disease prevention and control

Data

In 2024, the coverage rate of occupational health examination for occupational taboo positions (electrician work and high work) will reach **100%**

In 2024, the Company conducted a total of **330** occupational health publicity activities and **80** specialized lectures (including online public courses)

In 2024, the Company recorded **zero** work-related fatalities, with **zero** hour lost due to occupational injuries. The Total Recordable Incident Rate (TRIR) per 200,000 work hours was **zero**

The Total Recordable Incident Rate per 200,000 work hours (TRIR) is a key metric for evaluating a company’s safety performance. It measures the frequency of recordable incidents within every 200,000 work hours. The calculation formula is: $TRIR = (\text{Total number of recordable incidents} / \text{Total work hours}) \times 200,000$.

Conducting the mental health lecture for overall occupational health

Case

On March 22, 2024, Jinmao Services invited external professional trainers to conduct the first session of the “Mental Health Lecture for Overall Occupational Health” for all employees, and held the lectures in stages within the company. The lecture effectively alleviated work-related stress and anxiety among employees and ensured the successful implementation of our mental health programs. A total of 1,511 employees attended the lecture activities.



Employees of Changsha Central City Branch attend the lecture



Employees of Nanjing Central City Branch attend the lecture

Occupational safety training

Jinmao Services actively conducts various work safety education and training programs and develops specialized safety training for all employees and specific positions. We regularly carry out safety and emergency drills to continuously enhance our employees’ self-protection awareness and skills.

Safety training overview in 2024

Indicator	Unit	Data of 2024
Total employee safety training hours	hour	11,350
Total employee safety training participants	person-time	157,651
Employee safety training coverage rate	%	100
Total safety training sessions	time	4,626
Number of safety emergency drills	time	4,822



First aid training for employees



Emergency medical technician training at Chongqing Central City Branch

Employee Training and Development

Jinmao Services cares about employee development and works to build an excellent talent team. We have improved our *Staff Training Management Standards*, and developed a comprehensive training system and career advancement pathway to provide targeted training programs for talent pipelines, talents with new knowledge and skills, specialized talents, and skilled talents.

Employee training

The Company has improved *our Staff Training Management Standards* to build a diverse talent training system. We address the competency needs of employees at different levels and positions with targeted training courses. Our goal is to guide employees to unleash their potential during training and enhance their work and overall capabilities.

Additionally, to track the evaluation of training effectiveness and employee satisfaction, we conduct objective evaluations and collect subjective feedback on training programs. During the process, we collect employees’ preferences for managerial, technical, and general training, identify their personal development needs, and dig into relevant issues. These efforts enable us to keep targeted adjustments and implement them.

The Company emphasizes the leadership training of the management. We focus on three training programs: the Skyward Plan (Lingyun), the Prosperity Plan (Zhujin), and the Non–HR and Non–financial Skills Teaching. The Skyward Plan builds a training model based on three dimensions: “Effective Management, Methodical Management, and Problem–Solving.” This program offers premium classes for managerial expertise and business sharing, which broaden participants’ perspectives and enhance their comprehensive managerial capabilities. The Prosperity Plan centers on “Understanding Customers’ Demands, Running Businesses Well, and Enhancing Managerial Expertise.” This program offers business sand table simulation courses and executive meetings to empower both business and management skills simultaneously. The Non–HR and Non–Financial Skills Teaching focuses on the three core aspects of management: “Managing Talents, Managing Tasks, and Managing Finances.” This program delivers annual specialized training for key leaders, including those in the Company’ s headquarters and subsidiaries.

Data

In 2024, we achieved a **100%** full–time employee training coverage rate. The total training hours for full–time employees reached **120,150** hours, resulting in an average of 45 hours per full–time employee. The total investment in employee training amounted to RMB **1,367,000**, with training expenditure per RMB one million of operating income reached RMB **500**

In 2024, we offered a total of **57** training programs, reaching **1,000+** participants offline and **70,000+** online. The overall satisfaction rating for the training programs was **9** out of **10** (satisfied)

Number and proportion of full–time employees trained

Employee structure		Data of 2024
By gender	Number of male employees trained (headcount)	1,681
	Percentage of male employees trained(%)	100
	Number of female employees trained (headcount)	989
	Percentage of female employees trained (%)	100
By rank	Number of senior management trainees (headcount)	10
	Percentage of senior management trained(%)	100
	Number of trainees for middle management(headcount)	100
	Percentage of middle management trained (%)	100
	Number of grassroots employees trained (headcount)	2,560
	Percentage of grassroots employees trained (%)	100

Total training hours of full–time employees

Employee structure		Data of 2024
By gender	Training hours of male employees (hour)	75,695
	Training hours of female employees (hour)	44,455
By rank	Training hours of senior management (hour)	481
	Training hours of middle management (hour)	5,767
	Training hours of grassroots employees (hour)	113,902
By geographical region	Training hours for functional employees in headquarters (hour)	11,824
	Training hours for employees of Beijing Central City Branch (hour)	39,819
	Training hours for employees of Shanghai Central City Branch (hour)	16,275
	Training hours for employees of Changsha Central City Branch (hour)	22,896
	Training hours for employees of Chongqing Central City Branch (hour)	4,278
	Training hours for employees of Nanjing Central City Branch (hour)	10,170
	Training hours for employees of Qingdao Central City Branch (hour)	7,682
	Training hours for employees of Xi’ an Central City Branch (hour)	6,424
	Training hours for employees of Huimao Building Technology (Beijing)Co., Ltd. (hour)	184
	Training hours for employees of Maotong Property Management (Shanghai)Co., Ltd. (hour)	598

Average training hours of full–time employees

Employee structure		Data of 2024
By gender	Average training hours of male employees (hour)	45
	Average training hours of female employees (hour)	45
By rank	Average training hours of senior management (hour)	48
	Average training hours of middle management (hour)	58
	Average training hours of grassroots employees (hour)	45

Talent training

The Company is committed to building a transparent and fair employee promotion and talent training system. We encourage employees to continuously improve their capabilities and accelerate career growth through scientific assessments and incentive policies. By building a talent team that aligns closely with our corporate strategy, we work to realize the long–term corporate development.

The Rising Plan (Xiangyang) Training Camp strengthens our talent team

Case

In July 2024, the Company launched the Rising Plan Integration Training Camp for the 2024 management trainees. The program included expert interpretations of core business models, a “three–step” approach to developing new employees, mentorship pairings, and face–to–face communication with experienced colleagues. These programs rapidly enhanced the trainees’ professional skills, service awareness, and work efficiency, ensuring a continuous reserve of outstanding talent for the Company.



2024 Rising Talents Integration Training Camp



Mentorship pairings



Face–to–face communication with experienced colleagues

Sincerity • Win-win Cooperation

Jinmao Services recognizes that sustainable development requires the support and engagement of stakeholders. Hence, we work closely with customers, suppliers, and partners to create cooperation value. We place a premium on the health, safety, and rights protection of customers to consistently meet their needs. We also promote a responsible supply chain and engage in industry exchanges to build an ecosystem grounded in commitment of good faith and mutual benefit.

Response to SDGs



Response to HKEX ESG indicators

B5.1/B5.2/B5.3/B5.4/B6.2/B6.5/B8.1/B8.2

Highlights of this chapter

Customer satisfaction scored **86**, **100**, and **100** out of **100** from residences, office buildings, and other public buildings respectively

In 2024, we enlisted **256** customer experience officers and issued **2,200+** early-warning work orders, effectively minimizing complaint rates



Winning Customer Recognition

The company regards customers as the center and insists on transforming the perseverance of service into action. By creating a safe and healthy home environment and continuously upgrading the customer experience management system, it provides customers with safe and reliable products and services.

Customer health and safety

Inheriting the HSE (Health, Safety, and Environment) management legacy of Sinochem Holdings, Jinmao Services has tailored an HSE system for property management under the “Life Above All” philosophy. We have developed the and advanced the FORUS system to enhance work safety and emergency response capabilities, ensuring the well-being of our communities.

Consolidating safety management

The Company continues to reinforce HSE management, rigorously implements the three-year action plan to address the root causes of work safety issues, and executes various work safety tasks. Moreover, we have developed an action plan for a 100-day safety competition and winter safety protection campaign to proactively identify and resolve significant hazards, thereby safeguarding our communities.

Enhancing emergency response capacity

Jinmao Services has developed a comprehensive safety emergency management system across risk identification, early-warning monitoring, emergency response, and ex-post recovery, to ensure maximal protection of health and property safety for our employees and customers during emergencies, such as natural disasters, accidents, and public health crises.


We have developed the *Emergency Management Standards for HSE Accidents* and the *Comprehensive Emergency Rescue Plan for HSE Accidents*. Emergency drills for scenarios including fire, gas leak, flood, elevator entrapment, and food poisoning, are organized to enhance the cooperative engagement capability of our emergency personnel. Furthermore, our routine fire safety inspections, collaboration with local fire departments for community fire safety emergency drills, and engagement with property owners in such drills enhance safety awareness and preparedness among front-line staff and residents.

Data







4,822 emergency drills organized in 2024

Honors

- Emergency Service Team flag was awarded to the Chongqing Central City Branch by the Chongqing Municipal Commission of Housing and Urban-Rural Development and the Chongqing Real Property Management Association



- The honorary title of Role Model in Haishu (for Acts of Bravery) was awarded to Zhu Cong, a national security officer at Ningbo Haishu Jinmao Palace.
- The honorary title of Advanced Fire Safety Collective in Changsha was awarded to Changsha Jinmao ICC (North Tower) Office Building.
- Five-Star Gate Sentries were established to improve overall order and professionalism.



Fire Protection Publicity Month in multiple moves

Case

The 33rd National Fire Prevention Day took place on November 9, 2024. In active response to the National Fire Protection Publicity Month initiative, Jinmao Services organized fire safety training, fire safety publicity, fire hazard identification, certification training, and skill competitions to solidify community fire safety barriers.



Fire safety awareness tour at Xiamen Jinmao Yueyunwan



Emergency response skills competition at Shanghai Central City Branch



Fire safety awareness education at Chemsunny Building



Gas inspection at Xicheng Jinmao Center

Fighting against typhoon Bebinca

Case

In September 2024, typhoon Bebinca (No. 13) struck the Yangtze River Delta region, bringing substantial consequences. Our Shanghai Central City Branch and Nanjing Central City Branch took swift flood prevention actions with all-out efforts. While initiating a typhoon emergency plan, they formed dedicated response teams and took preventive measures. The plan was shared via WeChat groups, WeChat Moments, and notice boards, while thorough community inspections were conducted to mitigate any safety hazards, and restoration work was carried out to ensure residents’ safety and happiness.



A safety dam against flood

Case

In June 2024, continuous heavy rainfall and flood discharge from Xin'an River Reservoir led to a surge in water levels at Fuyang Station on the Fuchun River. Our Shanghai Central City Branch swiftly responded with a flood prevention emergency plan, and deployed a dedicated team for safety inspections in advance and flood prevention awareness education. The company also reinforced defenses at the east gate near the riverside and underground parking lot. All those efforts kept the Hangzhou Qinqwangfu project operational, parking lots dry, elevators running, facilities intact, and residents’ property protected.



Higher customer satisfaction

Jinmao Services embraces the service ethos of “customer demand is our pursuit”. Dedicated to the original aspiration of high-quality services, we continually improve our customer experience management system. We have developed customer service management systems, including the *Customer Evaluation Management Standards of Jinmao Services* and the *Reference Guideline for Customer Service Process Evaluation of Jinmao Services*, as well as a comprehensive customer service management framework. We build and maintain customer relationships at all stages, upgrade innovative services, and organize a quality improvement campaign annually, all aimed at elevating customer experience and satisfaction.

Data

Customer satisfaction scored **86**, **100**, and **100** out of **100** from residences, office buildings, and other public buildings respectively

Customer compliant management

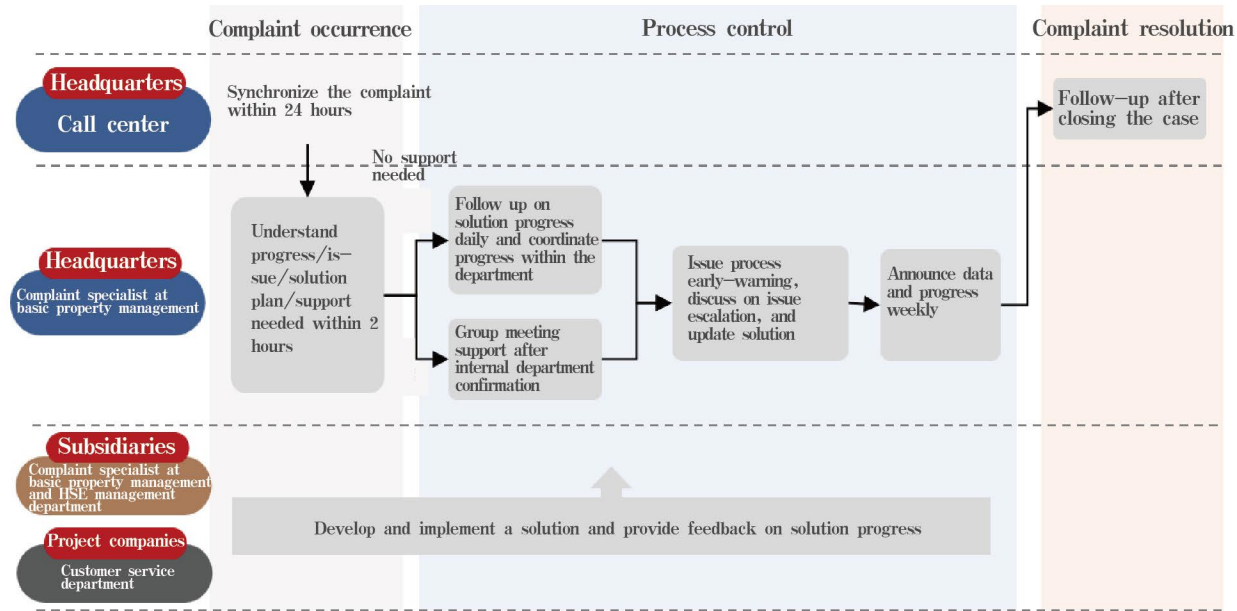
The Company has developed the *Customer Demand Operations Management Standards* and the *Customer Complaint Handling Operations Management Standards*, together with management requirements to enhance the efficiency and effectiveness of responses to customer demands. We also have refined our complaint handling measures and procedures to ensure fast responses and swift handling.

Data

7,614 customer complaints and **2.57** customer complaints per RMB one million of operating income in 2024

The Company has established a complaint escalation management system to manage major, high-profile, public opinion related, repeated, and overdue complaints on a weekly basis. For abnormal complaints, through monthly reports and supervisory verification at our headquarters, we improve our service capacity, quality, and complaint handling capabilities, achieving a 97% complaint resolution rate.

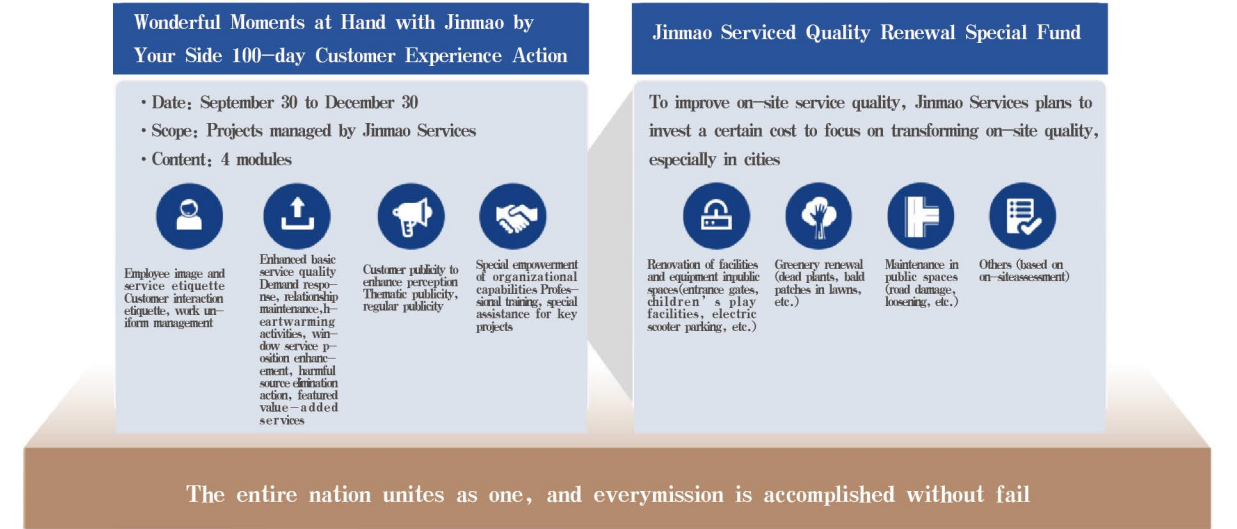
As for our complaint analysis system, we extract handling techniques and strategies through the analysis and summary of typical and major complaint cases, so as to prevent similar issues from recurring and improve our ability to manage customer complaints on-site.



Wonderful Moments at Hand with Jinmao by Your Side 100-day Customer Experience Action

Case

To continually improve customer and property owner satisfaction and service perception, we initiated the Wonderful Moments at Hand with Jinmao by Your Side 100-day Customer Experience Action. This event focused on all-around upgrades in employee etiquette, service enhancement, quality and safety, thoughtful activities, and other aspects, in a bid to deliver premium services.



Listening to voices of customers

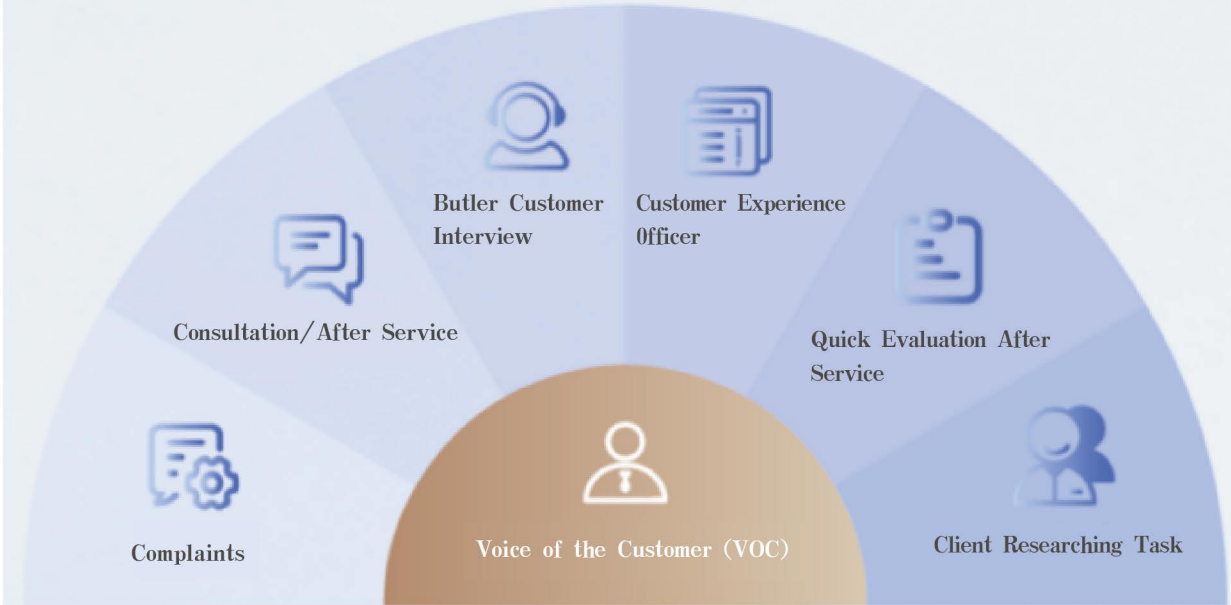
The Company employs a Voice of the Customer (VOC) system to consistently analyze customers' voices across six channels. By combining VOC with satisfaction analysis, we accurately collect and evaluate customer feedback, form a closed-loop of satisfaction analysis, and continually enhance customer experience.

Data

In 2024, we enlisted **256** customer experience officers and issued **2,200+** early-alert work orders, effectively minimizing complaint rates

VOC Collection Plan

Composed of customer experience officers, complaints, inquiries, assistance requests, insights into customer research experience projects, and steward-customer interviews, this system ensures each piece of customer feedback is treated seriously and addressed promptly



Customer privacy protection

Jinmao Services has developed rules and regulations such as the *Management System for Customer Information Achieves* and the *Data Maintenance Assessment Measures V3.0*, and improved the *Operational Guideline for Customer Information Management*. Those documents optimized information security guarantee and evaluation mechanisms, thus elevating our response to data security incidents. Furthermore, we strengthen internal information management, and add knowledge training related to user personal information protection into our training plan, improving our user data protection.

Responsible marketing

In compliance with the *Advertising Law*, the *Urban Real Estate Administration Law*, the *Measures for the Management of Commercial Housing Sales*, and the *Provisions on the Release of Real Estate Advertisements*, the Company has developed policies such as the *Responsible Marketing Policy*. These policies provide clear guidelines for content, behaviors, and methods in marketing activities. Upholding principles of honesty and integrity, we deliver products and services to customers while respecting their rights to safety and information and avoiding deceptive or exaggerated marketing. In 2024, we launched training on responsible marketing practices to reinforce our employees’ sense of responsibility.

Creating Responsible Supply Chain

In strict compliance with laws and regulations such as the *Bidding Law of the People's Republic of China* and the *Anti-Monopoly Law of the People's Republic of China*, Jinmao Services has implemented a series of internal bidding policies including the *Jinmao Service Supply Chain Management Standards*, the *Jinmao Service Supplier Management Rules*, the *Jinmao Service Sustainable Procurement Policy* and other series of recruitment system. The sustainable development concept into the supply chain management process, build a comprehensive and meticulous management and review process, ensure the legal compliance of supply chain management and transparent and efficient. Through a rigorous management and review process, we ensure legal, compliant, transparent, and efficient supply chain management.

Supplier access	<ul style="list-style-type: none">Supplier development plan: Procurement personnel at all levels are required to develop a unified supplier development plan based on business needs and on-boarded suppliers.Supplier qualification pre-assessment: Qualification verification, capability assessment, credit evaluation, access audit, etc. Review the supplier's environmental and social qualifications and performance.Supplier inspection and onboarding: Investigate supplier qualification reexamination, performance reexamination, office premises, production facilities, warehouses, ongoing or completed projects in the cooperation period, etc., for suppliers unqualified in environmental and social evaluation, decide whether to allow warehousing according to the severity.
Supplier performance evaluation	<ul style="list-style-type: none">Targets: Contract and supplier performance. Supplier performance is assessed based on their performance of the contract (main contract). Suppliers may also be directly evaluated or scored.Scope: Mandatory evaluation and exempted evaluation.Categories and frequency: Provide suppliers with environmental standards and other social standards. The evaluation frequency of the evaluation is generally probation period, routine contract performance evaluation and annual comprehensive performance evaluation.Application of results: Decisions are made regarding the continuation, extension, or termination of cooperation with suppliers based on their evaluation results.
Supplier grading	<ul style="list-style-type: none">Grading process and criteria: Suppliers are graded as Excellent, Good, Qualified, and Unqualified.Establishment of an excellent supplier database: A database is created for suppliers meeting high standards and quality criteria in key procurement categories, to ensure the best suppliers are selected.Policies for good and qualified suppliers: Suppliers graded as Good or Qualified will have their performance closely monitored, provided with guidance and support to focus on sustainable procurement and fulfill social responsibilities, boost their quality and efficiency, and may be eligible for contract renewals within the overall contract term.Elimination of unqualified suppliers: Suppliers graded as Unqualified will be moved to the unqualified supplier database, including suppliers who have had poor environmental and social performance.
Supplier rewards and penalties	<ul style="list-style-type: none">Supplier rewards: Suppliers graded as Excellent in the annual evaluation may receive policy rewards for that year. However, if major violations occur during the reward period, rewards may be revoked based on the severity of such violations.Supplier penalties: If violations are identified in any project/functional department, evidence must be submitted to the relevant procurement department. Upon verification, penalties will be imposed according to the established procedures.

Rules for supplier management

The Company clearly defines the purpose of its supply chain strategy as “achieving cost reduction and efficiency improvement while ensuring compliance and supporting business-empowered units for income increase”. Committed to the five-year strategic plan for supply chain management, we have achieved supply chain centralization, supplier standardization, and full-chain contract management across the board. By integrating supply chain resources and exploring a sustainable ecosystem model, we strive to build a green, healthy, and sustainable supply chain system.

Five-Year Strategic Plan	Phase 1 (2023)	Phase 2 (2024)	Phase 3 (2025–2027)
	[Development of Supply Chain Infrastructure]	[Upgrade of Standardized Supply Chain System]	[Implementation of Full Supply Chain Management and Development of Resource Ecosystem]
Role Positioning	Laying the foundation	Lean management	Ecological empowerment
	<ul style="list-style-type: none">Consolidate the foundation of the supply chain management system across the boardDevelop supply chain management tools to process dataEnsure legal and compliant supply chain operations to enhance management efficiency Lay the Foundation Ensure Compliance	<ul style="list-style-type: none">Coordinate resources with similar demands for unified action to reduce costs and improve efficiencyDrive supplier standardization and centralization to improve lean management Cost Reduction and Efficiency Improvement Lean Operations	<ul style="list-style-type: none">Enable the seamless exchange of supply chain resources to support revenue growthFully integrate supply chain resources to strengthen competitive edge Contribution to Revenue Growth Support for Expansion

Data

In 2024, there were no incidents with significant risks and impacts in the Company’s supply chain

In 2024, the Company cooperated with **1,519** suppliers, with **751** new suppliers screened using environmental criteria and **590** using social criteria

Number of Suppliers by Region

Region	Unit	Number of Suppliers
South China	/	131
East China	/	639
North China	/	366
Central China	/	145
Northeast China	/	6
Southwest China	/	155
Northwest China	/	72
Hong Kong SAR, Macao SAR, and Taiwan	/	5
Total	/	1,519

Responsible procurement

The Company clearly defines the position of personnel in charge on procurement in such forms as *the Transparent Agreement*. In accordance with our *Sustainable Procurement Policy*, we regulate the behaviors of all suppliers involved in procurement. We offer training programs, including disciplinary inspection and integrity workshop, audit and risk control exchange session, and monthly compliance promotion meeting, to prevent supplier corruption or fraud, thereby fostering a collaborative environment rooted in integrity, high efficiency, and sincerity.

Furthermore, the Company has developed procurement standards, including the *Management Rules for Bidding Procurement* and the *Management Rules for Centralized Procurement*. Throughout project development, we rigorously select and test procured materials to ensure they meet green, energy-saving, quality, and safety criteria. Unqualified materials are rectified or removed, to ensure projects remain safe, eco-friendly, and economical.

Supplier performance

Embedding environmental principles into procurement decisions, the Company prioritizes green products and ensure compliance through inspections. We require suppliers to abide by relevant regulations and the SA8000 standard, with an annual review to ensure their compliance. Through supplier performance training and supervision reviews, we ensure suppliers perform their contractual obligations, striving to foster a sustainable supply chain together.

The Company maintains regular communication with suppliers, and fosters long-term positive relationships with both upstream and downstream partners. A variety of training programs, covering quality, health, safety, and environmental protection, are offered both online and offline to promote the Company’s sustainability philosophy and requirements, thereby enhancing sustainability across the supply chain.

Data

In 2024, we conducted **30+** training sessions on supplier responsibility



Supplier training session

Enhancing Cooperation and Exchanges

The Company pools superior resources from multiple sources and integrates them with government policy guidance, industry market insights, academic innovation, and corporate capabilities. By fostering strong cooperation with various parties, we utilize respective resource superiorities for mutually beneficial outcomes.

All-round support for the Shanghai Cooperation Organization Forum on Traditional Medicine

Case

On June 27, 2024, the Company served as the property service provider of the Shanghai Cooperation Organization Forum on Traditional Medicine for the third time. Our team conducted rehearsals and provided a full range of services, including event coordination, security, and environmental support. The forum concluded successfully, marking a win-win partnership.



On-site services for the Shanghai Cooperation Organization Forum on Traditional Medicine

Confidence • Compliant Operation

Guided by our mission of “adhering to long-term doctrine and promoting long-term value growth”, we strictly abide by laws, regulations, and regulatory requirements of our listing jurisdiction. Built on our modern corporate system with ongoing improvement, we operate with integrity, compliance, and efficiency, and safeguard the rights of investors to consistently enhance our corporate value.

Response to SDGs



Response to HKEX ESG indicators

B6.3/B7.1/B7.2/B7.3

Highlights of this chapter

In 2024, the Company held **2** results announcements, **50+** investor communication events, and **2** shareholders’ meetings

In 2024, anti-corruption policy training sessions for employees were attended by **5,623** person-time and **100%** of the senior management received the anti-corruption policy training



Corporate Governance

In accordance with the *Company Law*, Jinmao Services continually refines its corporate governance structure. Through institutional regulation of operations, we create long-term value for stakeholders, including shareholders, customers, and employees.

The Company has considered factors such as talent, skills, gender, age, cultural and educational backgrounds, ethnicity, professional experience, independence, knowledge, and tenure. Currently, the Board consists of eight directors, including five independent directors and two female directors.

Data

In 2024, **5** Board meetings were convened, with a **97.5%** attendance rate

Investor Rights

Information disclosure

In strict accordance with relevant policies, laws, and regulations, the Company timely publishes annual and interim reports and other disclosable announcements through channels such as HKEx news on the SEHK and our official website, ensuring that the Company properly performs the obligation of information disclosure and all information disclosures are complete, accurate and compliant.

Data

In 2024, **2** financial reports (2023 Annual Report and 2024 Interim Report) were released.

In 2024, **47** announcements were published on the SEHK, and all **47** were updated synchronously to the Investor Relations section of the Company’s website

Investor communication

The Company has developed a sound investor communication mechanism. Through investor relations email and hotline, we maintain smooth and efficient communication with investors and address investor concerns. By making regular updates to our shareholder registry, maintaining regular visits to major shareholders and analysts, and actively engaging in roadshows and strategic sessions organized by securities firms, we strengthen positive interactions with investors and establish a positive image on the market.

Data

In 2024, **2** results announcements, **50+** investor communication events, and **2** shareholders’ meetings were held



2024 Interim Results Announcement

Tighter Risk Control

A sound internal control and risk management system is essential for robust corporate governance. The Company consistently improves the risk prevention and control system, promotes source governance, and effectively prevents various risks, ensuring robust support for sound operations.

Risk management

In accordance with the *Risk Management Measures*, the Company assesses the risk prevention and control capability of all projects under management across five key areas, including legal compliance, quality and safety, engineering maintenance, back office management, and financial control. This ensures centralized risk assessment, routine risk monitoring, and quantifiable risk control results. The Audit Committee, authorized by the Board, oversees risk management by initiating or organizing special investigations within its scope, and conducting research on the results of important investigations and management responses regarding risk management and internal control matters, either actively or at the Board’s request.

In 2024, the Company compiled and published the *Operational Guideline for Legal Practices in Business Risk Scenarios*. Based on key business operations, we conduct legal training on issues related to Owners’ Congress and Owners’ Committee, and provide more detailed and actionable legal guidance to support business development.



Legal training on issues related to Owners’ Congress and Owners’ Committee

Internal control

The Company keeps improving the internal control system. We develop an annual work plan and scheme to reinforce internal audits and ensure the implementation of corrective actions. In 2024, we revised and released the *Jinmao Service Management Red Line*, which includes revisions and releases 54 annual redlines, and conducted follow-up inspections to confirm the implementation of auditees’ corrective measures. We also held three audit training sessions covering supply chain management, compliance, and other areas, to bolster effective implementation of our internal control system.

Business Ethics

In accordance with the *Group’s Management Measures for Petition and Whistleblowing and Implementation Rules for Supervision and Enforcement of Discipline Inspection*, the Company has developed internal policies such as the Administrative Measures for the Supervision and Enforcement of Discipline Inspection Commission, the *Administrative Measures for Discipline Inspection, Petition and Whistleblowing*, and the *Code of Business Conduct*. We explore deeper into the linkage of discipline, inspection, and auditing, deepen our integrated supervision system, and extend supervision to our branches. By maximizing supervisory synergies, we intensify the mechanism that officials do not have the audacity, opportunity, or desire to be corrupt, consistently advancing full and rigorous Party self-governance as well as Party conduct and integrity to ensure our robust development.

Discipline Inspection Commission’s whistleblowing hotline: 010-59368198; 010-56973033

The Company holds a work conference on Party conduct, integrity and anti-corruption for staff to learn from real-world cases, and management at all levels are educated to heighten discipline awareness. The Discipline Inspection Commission conducts research visits to Nanjing Central City Branch, Shanghai Central City Branch, and Chongqing Central City Branch, and listens to reports on Party conduct and integrity. The leadership, along with Party committee secretaries and general managers of our branches, has signed 15 *Statements of Responsibility for Improving Party Conduct and Integrity*. In 2024, we actively conducted training on commercial ethics and anti-corruption for employees and senior management, with 100% participation in anti-corruption policy training among senior management.

Upholding anti-monopoly and fair competition as core elements of compliant operations, the Company facilitates orderly market competition through institutional construction and regular training. In 2024, 2,670 employees participated in training on anti-monopoly and fair competition, with 100% participation among senior management.

Business ethics performance in 2024

Indicator	Unit	Data of 2024
Total number of corruption lawsuits filed and resolved	/	0
Anti-corruption training		
Number of employees receiving anti-corruption policy training	person-time	5,623
Percentage of employees receiving anti-corruption policy training	%	20.7
Number of senior management receiving anti-corruption policy training	person	10
Percentage of senior management receiving anti-corruption policy training	%	100
Anti-monopoly and fair competition training		
Number of employees receiving anti-monopoly and fair competition training	person	2,670
Percentage of employees receiving anti-monopoly and fair competition training	%	100
Number of senior management receiving anti-monopoly and fair competition training	person	10
Percentage of senior management receiving anti-monopoly and fair competition training	%	100



Work Conference on Party Conduct,
Integrity and Anti-corruption



Surveys at primary-level branches



IPR Protection

Jinmao Services persistently refines the intellectual property right (IPR) management system and strictly complies with laws and regulations, including the Intellectual Property Law, our *Standards for Trademark Management* and *Standards for Intellectual Property Rights Management*. We strengthen our IPR protection and enhance employee awareness of IPR, without infringement upon corporate or individual intellectual property rights.

Data

By the end of 2024, the Company secured **9** registered patents

Outlook 2025

To accomplish our mission, we must always remain true to our original aspiration. 2024 marked the concluding year of implementing the 14th Five-Year Plan and a crucial year of further deepening reform comprehensively. As we look toward 2025, we reaffirm our dedication to the original aspiration, while shouldering the responsibility and mission of the times bravely. We will ramp up efforts across our six CSR fields to steer the economy, environment, and society towards high-quality and balanced development, thereby contributing to a sustainable future.

Responsible for customers

We place customer needs at the heart to deliver exceptional, tailored service experiences. By refining service processes for greater efficiency, we aim to witness enhanced customer satisfaction. Moreover, we will remain attentive to evolving customer needs and continually innovate in our service models to create additional value for our customers.

Responsible for employees

Regarding employees as our greatest asset, we are committed to furnishing a safe and healthy workplace with fair promotion opportunities. We will enhance our employee training to continuously improve employees’ comprehensive skills, and stimulate their passion for work and innovation. Furthermore, we will improve employee welfare with the aim of elevating their life quality.

Responsible for partners

Guided by a philosophy of mutual benefits, we will strengthen partnerships with stakeholders such as suppliers, customers, and communities. We will make payments in full and on time as agreed in contracts to safeguard the interests of our partners. Moreover, we will actively engage in charity cause to foster a harmonious society.

Responsible for the environment

Environmental stewardship is a core priority at Jinmao Services, with green principles weaved into our daily operations. We will strive to minimize energy consumption and waste emissions, while promoting green buildings and clean energy. Additionally, we will organize environmental protection publicity and education campaigns to boost employee awareness, collectively working to protect our planet.

Responsible for the economy

We will maintain prudent operations and sound business performance to deliver consistent, reliable returns to shareholders, enhance our competitiveness through integrity-based operation according to market rules, and fulfill tax obligations, making contributions to social and economic development.

Responsible for the public

We will actively engage in social governance, comply with laws and regulations, and maintain market order. We will enhance communication and cooperation with governmental bodies, actively respond to policy initiatives, and provide insightful suggestions for economic and social development. We will also keep a watchful eye on issues concerning people’s livelihood and engage in charitable activities to help address social issues.

Appendix



Indicator Index >>>>

Category and Aspect	General Disclosures and KPIs	Disclosure page number
A. Environmental		
Aspect A1: Emissions	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	P33
A1.1	The types of emissions and respective emissions data.	P33
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P33
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P33
A1.5	Description of emission target(s) set and steps taken to achieve them.	P31,P33
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	P33
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	P31–P32

Category and Aspect	General Disclosures and KPIs	Disclosure page number
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	P31
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P32
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	P31
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.	P32
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable (the company belongs to a service-oriented enterprise and does not involve product packaging).
Aspect A3: The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	P31
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P31
B. Social		
Employment and Labor Practices		
Aspect B1: Employment	General Disclosure: Information on the policies and 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	P41–P43
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	P42

Category and Aspect	General Disclosures and KPIs	Disclosure page number
B1.2	Employee turnover rate by gender, age group and geographical region.	P42
Aspect B2: Health and Safety	General Disclosure: Information on the policies and 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.	P43–P44
B2.1	Number and rate of work–related fatalities occurred in each of the past three years including the reporting year.	P44
B2.2	Lost days due to work injury.	P44
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	P43–P44
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	P45–P46
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P45–P46
B3.2	The average training hours completed per employee by gender and employee category.	P45–P46
Aspect B4: Labor Standards	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	P41
B4.1	Description of measures to review employment practices to avoid child and forced labor.	P41

Category and Aspect	General Disclosures and KPIs	Disclosure page number
B4.2	Description of steps taken to eliminate such practices when discovered.	P41
Product Practices		
Aspect B5: Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	P54–P56
B5.1	Number of suppliers by geographical region.	P55
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	P54–P56
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P54
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P54–P56
Aspect B6: Product Responsibility	General Disclosure: Information on the policies and 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.	P51,P53,P61
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable (the company belongs to service-oriented enterprises, does not involve product production and manufacturing, and does not involve product recycling)
B6.2	Number of products and service related complaints received and how they are dealt with.	P51
B6.3	Description of practices relating to observing and protecting intellectual property rights.	P61

Category and Aspect	General Disclosures and KPIs	Disclosure page number
B6.4	Description of quality assurance process and recall procedures.	Not applicable (the company belongs to service-oriented enterprises, does not involve product production and manufacturing, and does not involve product recycling)
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P53
Aspect B7:Anti-corruption	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P60–P61
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	P61
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P60
B7.3	Description of anti-corruption training provided to directors and staff.	P61
Community		
Aspect B8:Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	P25–P28
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	P25–P28
B8.2	Resources contributed (e.g. money or time) to the focus area.	P25–P28

Category and Aspect	General Disclosures and KPIs	Disclosure page number
Part D: Climate-related Disclosures		
Governance		P34–P35
Strategy		P35
Risk Management		P35–P36
Metrics and Targets		P37

ESG Key Performance Table

Environmental¹

Indicators	Unit	2022	2023	2024
Energy consumption				
Purchased electricity	KWh	102,497,300	156,057,400	189,120,950.27
Purchased heat	GJ	14,753.08	14,808.43	24,745.32 ²
Gasoline	liter	3,283	3,062	2,252.25
Diesel	ton	11.40	2.89	5.78
Natural gas	m ³	1,323,400	1,789,700	3,125,821.10 ³
Comprehensive energy consumption	ton of coal equivalent	14,728.07	21,449.27	27,142.10
Comprehensive energy consumption intensity	ton of coal equivalent /RMB 10,000 of revenue	0.06	0.08	0.09
Comprehensive energy consumption intensity	ton of coal equivalent /m ²	/	/	0.0014
Greenhouse gas emissions				
Greenhouse gas emissions (Scope 1)	tCO ₂ e	2,904.59	3,881.22	6,781.62 ⁴

Indicators	Unit	2022	2023	2024
Greenhouse gas emissions				
Greenhouse gas emissions (Scope 2)	tCO ₂ e	77,674.90	114,666.56	104,204.29
Total greenhouse gas emissions (Scope 1+Scope 2)	tCO ₂ e	80,579.47	118,547.77	110,985.91
Greenhouse gas emission intensity	tCO ₂ e/m ²	/	/	0.0059
Greenhouse gas emission intensity	tCO ₂ e/RMB 10,000 of revenue	0.33	0.44	0.37
Water resource consumption				
Total water consumption	ton	1,716,845.40	1,981,600 ⁵	3,051,009.65 ⁶
Water resource consumption intensity	ton/m ²	/	/	0.16
Water resource consumption intensity	ton/RMB 10,000 of revenue	7.05	3.16	10.29
Exhaust gas emissions				
Nitrogen oxide emissions	ton	/	/	1.28
Sulfur oxide emissions	ton	/	/	0.02
Waste discharge				
Total non-hazardous waste generated	kg	148,820	256,970	5,660,064.42 ⁷
Intensity of non-hazardous waste generated	kg/m ²	/	/	0.30
Intensity of non-hazardous waste generated	kg/RMB 10,000 of revenue	0.61	0.95	19.08
Total hazardous waste generated	kg	8,970	4,120	6,233.55 ⁸
Intensity of hazardous waste generated	kg/m ²	/	/	0.00033

Indicators	Unit	2022	2023	2024
Intensity of hazardous waste	kg/RMB 10,000 of revenue	0.04	0.02	0.02
Wastewater discharge				
Total sewage discharged	ton	398,475.90	415,552.90	2,440,807.72
Total ammonia nitrogen emissions	ton	8.76	14.14	13.18
Total COD emissions	ton	68.35	102.20	79.39

1: The statistical scope covers all the projects managed by central city branches of Jinmao Services in Shanghai, Qingdao, Nanjing, Chongqing, Changsha, Guangzhou, Beijing and Xi’ an, and administrative offices of the headquarters of Jinmao Services and its central city branches in Beijing, Shanghai, Changsha, Chongqing, Nanjing and Qingdao.

2: Due to the significant growth of our business in 2024, the consumption of purchased heat has increased.

3: Due to significant business growth in 2024, natural gas consumption has increased.

4: Due to changes in energy structure types, the use of natural gas has increased, resulting in an increase in greenhouse gas emissions (Scope 1).

5: Retrospective correction of 2023 data is made.

6: Due to the reorganization of water resource consumption standards, the total amount of water consumption has increased.

7: Due to the significant growth of our business in 2024, the amount of non-hazardous waste generated was increased.

8: Due to the significant growth of our business in 2024, the amount of hazardous waste generated was increased.

Social

Indicators	Unit	2022	2023	2024
Technological innovation				
Number of R&D personnel	/	/	/	16
Number of authorized patents	/	7	7	9
Customer relationship management				
Total number of customer complaints	/	146	5,318	7,614
Number of customer complaints per RMB million revenue	/	/	/	2.57

Indicators		Unit	2022	2023	2024
Customer satisfaction survey score		Score/%	Residences;93 Office buildings and other public buildings;100	90	Residences;86 Office buildings and other public buildings;100
Supplier management					
By region	Total number of suppliers	/	850	1,363	1,519
	South China	/	/	/	131
	East China	/	/	/	639
	North China	/	/	/	366
	Central China	/	/	/	145
	Northeast China	/	/	/	6
	Southwest China	/	/	/	155
	Northwest China	/	/	/	72
	Hong Kong, Macao, and Taiwan	/	/	/	5
Number of suppliers where the practices are being implemented	Total number of new suppliers screened using environmental standards	/	/	/	751
	Total number of new suppliers screened using social standards	/	/	/	590
Number of events with significant risks and impacts in the supply chain		/	/	/	0

Employee employment¹

Indicators		Unit	2022	2023	2024
Employee recruitment					
Total number of employees		people	2,614	2,098	2,670
Number of dispatched workers		people	/	/	0
Number of part-time employees		people	/	/	0
Labor contract signing rate		%	100	100	100
Labor dispute cases		/	/	0	9
By gender	Male	people	1,640	1,327	1,681
	Female	people	974	771	989
By rank	Senior management	people	/	/	10
	Middle management	people	/	/	100
	Grassroots employees	people	/	/	2,560
By age	30 years old or younger	people	615	382	399
	31–50 years old	people	1,846	1,567	1,972
	51 years old or older	people	153	149	299
By educational background	Master's degree or higher	people	106	105	127
	Bachelor's degree	people	941	830	930
	Junior college or lower	people	1,567	1,163	1,613
By region	Functional personnel of the headquarters	people	128	179	179
	Beijing Central City Branch	people	299	507	896
	Shanghai Central City Branch	people	312	432	370
	Changsha Central City Branch	people	259	237	448
	Chongqing Central City Branch	people	148	116	93
	Guangzhou Central City Branch	people	169	207	0
	Nanjing Central City Branch	people	301	220	226
	Qingdao Central City Branch	people	184	188	167
	Fuzhou Central City Branch(Preparation)	people	115	/	/

Indicators		Unit	2022	2023	2024
By region	Jinmao (Shanghai) Property Management Co., Ltd	people	235	/	/
	Beijing Commercial Property Management Center	people	307	/	/
	Chuangmao Technology Co., Ltd	people	80	/	/
	Xi’ an Central City Branch(Preparation)	people	/	/	274
	Huimao Building Technology (Beijing)Co., Ltd.	people	80	1	4
	Maotong Property Management (Shanghai)Co., Ltd.	people	19	11	13
By ethnic background	Employees from ethnic minorities	people	92	81	105
	Employees from the Han ethnic group	people	2,522	2,017	2,565
By female proportion	Number of women in senior management	people	/	/	1
	Number of women in middle management	people	/	/	27
	Number of women among Grassroots employees	people	/	/	961
Newly hires		people	705	198	291
Number of internal transfers or internal job applications		people	/	/	83
Employee turnover rate					
Employee turnover rate		%	22.97	25.52	22.40
By gender	Male	%	23.36	25.47	22.30
	Female	%	22.30	25.61	22.60
By age	30 years old or younger	%	25.60	27.25	32.60
	31–50 years old	%	23.06	25.34	22.40
	51 years old or older	%	4.29	20.00	9.40
educational background	Master’ s degree or higher	%	16.38	27.20	22.00
	Bachelor's degree	%	23.04	28.13	26.30
	Junior college or lower	%	23.31	23.61	20.20
By region	Functional personnel of the headquarters	%	19.21	19.10	29.10
	Beijing Central City Branch	%	23.22	20.25	11.40
	Shanghai Central City Branch	%	21.83	25.98	18.60
	Changsha Central City Branch	%	23.99	18.84	45.80
	Chongqing Central City Branch	%	31.72	34.08	39.80

Indicators		Unit	2022	2023	2024
By region	Guangzhou Central City Branch	%	39.41	38.39	/
	Nanjing Central City Branch	%	21.14	34.12	23.50
	Qingdao Central City Branch	%	15.83	14.73	21.00
	Fuzhou Central City Branch	%	36.02	/	/
	Jinmao (Shanghai) Property Management Co., Ltd	%	9.02	/	/
	Beijing Commercial Property Management Center	%	11.78	/	/
	Xi’ an Central City Branch (Preparation)	%	/	/	7.30
	Huimao Building Technology (Beijing)Co., Ltd.	%	/	/	50.00
	Maotong Property Management (Shanghai)Co., Ltd.	%	/	/	0

1: The scope of employee headcount statistics includes only full-time employees (excluding part-time and contract workers)

Employee training¹

Indicators		Unit	2022	2023	2024
Total number of trainees		people	2,614	2,098	2,670
By gender	Male	people	1,640	1,327	1,681
	Female	people	974	771	989
By rank	Senior management	people	/	/	10
	Middle management	people	/	/	100
	Grassroots employees	people	/	/	2,560
Total Training hours		hour	44,614	33,069	120,150
By gender	Male	hour	28,118	21,494.85	75,695
	Female	hour	16,496	11,574.15	44,455
By rank	Senior management	hour	216	1,420	481
	Middle management	hour	5,158	7,834	5,767
	Grassroots employees	hour	39,240	23,815	113,902
By region	Functional personnel of the headquarters	hour	/	/	11,824
	Beijing Central City Branch	hour	/	/	39,819

Indicators		Unit	2022	2023	2024
By region	Shanghai Central City Branch	hour	/	/	16,275
	Changsha Central City Branch	hour	/	/	22,896
	Chongqing Central City Branch	hour	/	/	4,278
	Guangzhou Central City Branch	hour	/	/	0
	Nanjing Central City Branch	hour	/	/	10,170
	Qingdao Central City Branch	hour	/	/	7,682
	Xi’ an Central City Branch (Preparation)	hour	/	/	6,424
	Huimao Building Technology (Beijing)Co., Ltd.	hour	/	/	184
	Maolong Property Management (Shanghai)Co., Ltd.	hour	/	/	598
Total investment in employee training		RMB 10,000	128.03	118.34	136.70
Employee training investment per RMB million revenue		RMB 10,000	/	/	0.05

1: The scope of employee training data statistics includes only full-time employees (excluding part-time and contract workers)

Employee occupational health and safety¹

Indicators	Unit	2022	2023	2024
Total participants of employee safety training	person-time	/	/	157,651
Total hours of employee safety training	hour	/	/	11,350
Employee safety training coverage rate	%	/	/	100
Total employee safety training sessions	/	/	/	4,626
Number of safety emergency drills	/	6,301	5,062	4,822
Number of work-related injurire—employees	/	/	/	0
Number of work-related injuries – contractors	/	/	/	0
Hours lost due to work-related injuries – employees	hour	/	/	0
Hours lost due to work-related injuries – contractors	hour	/	/	0

Indicators	Unit	2022	2023	2024
Total Recordable Incident Rate (TRIR) for 200,000 working hours – employees	%	/	/	0
Total Recordable Incident Rate (TRIR) for 200,000 working hours – employees	%	/	/	0
Number of occupational patients	people	/	/	0
Number of work-related fatalities – employees	people	0	0	0
Number of work-related fatalities – contractors	people	/	/	0

1: The scope of data statistics on employee occupational health and safety includes only full-time employees (excluding part-time and contract workers)

Employee care and communication¹

Indicators	Unit	2022	2023	2024
Number of employees in need of assistance	people	/	/	11
Number of employees in need of assistance per RMB million revenue	people/ RMB million of revenue	/	/	0.0037
Employee satisfaction	%	88.60	90.80	/

1: The scope of data statistics on employee care and communication includes only full-time employees (excluding part-time and contract workers)

Community investment¹

Indicators	Unit	2022	2023	2024
Educational investment	RMB 10,000	/	15	/
Investment in agricultural products of assisted regions	RMB 10,000	29.29	32.27	50.31
Community investment	RMB 10,000	/	/	0.2
Number of employees participating in public welfare/volunteer activities	people	/	/	2,600
Number of hours per employee participating in public welfare /volunteer activities	hour	/	/	260
Local employees recruited cumulatively	people	1,222	969	1,147
Local employees recruited during the reporting period	people	196	49	100

1: The scope of data statistics on community investment involving employee-related data includes only full-time employees (excluding part-time and contract workers)

Governance

Indicators	Unit	2022	2023	2024
Number of Board members	people	8	8	8
Average tenure of Board members	year	/	/	1.7
Proportion of independent Board Directors	%	37.5	37.5	37.5
Age standard deviation of the Board of Directors and senior management	years old	/	/	9.4
Proportion of female Board directors	%	50	37.5	25
Number of Board meetings held	time	6	5	5
Attendance rate of Board members	%	/	/	97.5
Proportion of independent Board directors in the Remuneration and Nomination Committee	%	/	/	67
Proportion of independent Board directors in the Audit Committee	%	/	/	67
Number of Audit Committee meetings	time	/	/	3

Business ethics

Indicators	Unit	2022	2023	2024
Total number of corruption lawsuits filed and resolved	/	0	/	0
Number of participants receiving anti-corruption policy training for employees	person-time	1,100	4,491	5,623
Percentage of employees receiving anti-corruption policy training	%	/	/	20.7
Number of senior management receiving anti-corruption policy training	people	2	4	10
Percentage of senior management receiving anti-corruption policy training	%	/	/	100

Indicators	Unit	2022	2023	2024
Number of employees receiving anti-monopoly and fair competition training	people	/	/	2,670
Percentage of employees receiving anti-monopoly and fair competition training	%	/	/	100
Number of senior management receiving anti-monopoly and fair competition training	people	/	/	10
Percentage of senior management receiving anti-monopoly and fair competition training	%	/	/	100



Assurance statement No. CN-202503-CSR-06

Verification Statement of ESG Report

TÜV NORD (Hangzhou) Co., Ltd. (hereinafter referred to as "TÜV NORD") was entrusted by Jinmao Property Services Co., Limited (hereinafter referred to as "Jinmao Services" or "the Company") to conduct an independent third-party assurance of Jinmao Services' " 2024 Environmental, Social and Governance (ESG) Report" (hereinafter referred to as the "Report").

Jinmao Services is responsible for the collection, analysis, summary and presentation of information within the Report. TÜV NORD carried out this work (Report verification) within the scope of authority recognized in the agreement with Jinmao Services. Jinmao Property Services Co., Limited is the designated user of this statement.

This statement is based on the " 2024 Environmental, Social and Governance (ESG) Report " which prepared by Jinmao Services, who is responsible for the integrity and authenticity of the information and data in the report.

User of the Assurance Statement

This Assurance Statement is provided to all stakeholders of Jinmao Property Services Co., Limited.

Assurance Scope

- The report discloses ESG data, cases, management and other relevant information of the company in 2024;
 - Evaluate the management processes such as collection, analysis, and assurance of the data and information involved in the report;
 - Since the economic data has been audited by a third party, no repeated audit will be conducted in this verification.
- The time of this inspection is from March 17th to March 18th, 2025.

Assurance Method

- Evaluate the documentary information provided by Jinmao Services;
- Interview the information collectors of Jinmao Services for the report;
- Check the public information released on relevant websites and by the media, and verify the relevant data and information in the report through sampling;
- Based on *The Environmental, Social and Governance Reporting Guide* of The Stock Exchange of Hong Kong Limited, this report has been evaluated against its requirements regarding importance, quantification, balance and consistency.

Assurance Standard and Level

TÜV NORD's report Verification Implementation Rules SC-P-A015 Rev.00 (based on *AA1000 Assurance Standard* (V3) Type 2 / *ISSA 5000 General Requirements for Sustainability Assurance*), Assurance Level: Moderate Assurance.

Assurance Conclusion

The " 2024 Environmental, Social and Governance (ESG) Report" compiled by Jinmao Services objectively reflects the company's environmental, social and governance performance and progress in 2024. The data in the report is reliable and objective, and TÜV NORD(Hangzhou)Co.,Ltd.has not found any systematic or material errors.

- **Materiality:** Jinmao Services evaluates material issues, disclosing the important objective performance of Jinmao Services in the field of environment, society and governance in 2024 from material issues such as "addressing climate change", "employees' occupational health and safety" and "carrying out community activities", and responding promptly to the expectations of investors and other stakeholders;



Assurance statement No. CN-202503-CSR-06

- **Quantification:** In the report, energy use in 2024, waste discharge in 2024, annual residential customer satisfaction, total number of suppliers and other key economic, environmental and social performance are disclosed in various forms such as the appendix "ESG Key Performance Table" and the chapter "Key Performance", which has a certain quantification;
- **Balance:** The report disclosed the number of customer complaints, employee turnover rate and other data, with a certain balance;
- **Consistency:** The comprehensive Department of Jinmao Services Discipline Inspection is responsible for collecting, recording, arranging and analyzing the information and process used in the preparation of the report, and the relevant departments can provide traceability for the sampled data in the inspection process with good consistency.

Suggestions for Improvement

Through the audit and evaluation activities, we had following suggestions for improvement of Jinmao Property Services Co., Limited's ESG practices and management:

- Recommends that more environmental indicators be disclosed, including more data on waste management initiatives and targets, so that stakeholders can better understand the environmental performance of Jinmao Services;
- Increase the disclosure of negative performance indicators in the report to improve the balance of the report.

Special Statement

This statement excluding:

- The activity outside information reveal;
- The positions, ideas, faith, objectives, future development direction, and promises stated by Jinmao Services.

Statement of Independence and Competence

TÜV NORD Group is the world's leader in inspection, testing and assurance, operating in more than 100 countries throughout the world and providing services which includes management systems and product certification; quality, environmental, social and ethical auditing and training; environmental, social responsibility and sustainability report assurance.

TÜV NORD (Hangzhou) Co., Ltd. is an independent organization registered and established by TÜV NORD Group in China, ensuring that there is no conflict of interest with Jinmao Services' branches or stakeholders during the implementation of the report assurance process. All information in this report is provided by Jinmao Services, and TÜV NORD(Hangzhou)Co.,Ltd.was not involved in the report preparation process.

TÜV NORD (Hangzhou) Co., Ltd.

The authorized person: Mr. Wang Peng
Date: March 27th, 2025

Note: In case of conflict between the Chinese and English versions of this statement, please refer to the Chinese version.

Feedback

Dear readers,

Hello! Thank you very much for taking the time to read this report amidst your busy schedule. In order to improve the company's sustainable development management and report preparation work, and enhance Jinmao's service responsibility, we sincerely request your assistance in completing the relevant issues raised in the feedback form. Please provide feedback to us by mail or email, and we ensure that your feedback information is not obtained by third parties.

1.What is your overall evaluation of this report?

☐ Excellent ☐ Good ☐ Average ☐ Fair ☐ Poor

2.Do you think this report reflects the significant impact of Jinmao Services on the economy, society, and environment ?

☐ Excellent ☐ Good ☐ Average ☐ Fair ☐ Poor

3.How clear, accurate and complete do you think the information, data and indicators disclosed in this report are?

☐ Excellent ☐ Good ☐ Average ☐ Fair ☐ Poor

4.How do you think the structure of this report is arranged?

☐ Very reasonable ☐ More reasonable ☐ Average ☐ Fair ☐ Poor

5.What do you think of the layout and presentation design of this report?

☐ Very reasonable ☐ More reasonable ☐ Average ☐ Fair ☐ Poor

6.What are your other opinions and suggestions on the company's sustainable development work?

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