



星盛商業管理股份有限公司

E-STAR COMMERCIAL MANAGEMENT COMPANY LIMITED

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 6668

*ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT*

2024





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ABOUT THE REPORT

Introduction

This Environmental, Social and Governance Report (the “**Report**”) is an overview of the environmental, social and governance (“**ESG**”) performance of E-Star Commercial Management Company Limited (the “**Company**” or “**E-Star**”), together with its subsidiaries (the “**Group**” or “**we**”).

Scope of Reporting

Having taken into account the impact of various business activities on the Group’s policies, financial and environmental and social performance, the chief executives of the Group decided to include the office premises and projects with effective operating control and significant impact on environment, society and governance under the entrusted management service model, the brand and management output service model and the sublease service model in the reporting scope of this Report. Because the cost of water, electricity and waste management generated by the brand and management output service shall be borne by property owners, the environmental data disclosed in this Report did not include the environmental data generated by projects of this service.

Report Framework and Guidelines

The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Code (the “**ESG Reporting Code**”) as set out in Appendix C2 of the Rules Governing the Listing of Securities on the Main Board issued by the Stock Exchange of Hong Kong Limited (“**HKEX**”). The Group attaches great importance to the principles of materiality, quantitative, consistency and balance in the preparation of this Report and the Group has applied these reporting principles in accordance with the ESG Reporting Code as follows:

Materiality

the Group has assessed and analyzed material ESG issues through materiality assessment, and the identified material issues become the key focuses of this Report. The relative importance of different issues has been reviewed and determined by the Board and senior management. For further details, please refer to the sections headed “Stakeholder Engagement” and “Materiality Assessment”.

Quantitative

This Report discloses the criteria and methods used in the calculation of relevant data, as well as the applicable assumptions. Key performance indicators (“**KPIs**”) are supplemented with explanatory notes to establish benchmarks where feasible.

Consistency

This Report has been prepared in accordance with the KPI calculation, criteria and scope consistent with that of the year ended 31 December 2023 (“**FY2023**”), unless otherwise stated for changes in scope of disclosure and calculation method.

Balance

This Report provides an unbiased overview of the ESG performance of the Group, as well as our significant ESG achievements and areas of improvement.

For the corporate governance practices of the Group, please refer to the “Corporate Governance Report” on pages 27 to 37 of the Group’s annual report for the fiscal year 2024.

Reporting Period

This report covers the ESG activities, challenges and initiatives achieved by the Group for the year ended December 31, 2024 (“**FY2024**”), unless otherwise stated.



ABOUT THE REPORT

Board Statement

Dear Valued Stakeholders:

The Group is delighted to present its ESG Report for the 2024 fiscal year, reviewing our performance in sustainable development. As the first purely commercial operator to be listed on the Main Board of HKEX, the Group has successfully established multiple highly renowned and operationally robust brands. We remain steadfast in embedding ESG principles into our daily operations to enhance the well-being of our stakeholders and contribute to global sustainability issues such as climate change, digital transformation and social good.

The board of directors (“the Board”) of the Group takes overall responsibility for ESG related matters. In compliance with the “ESG Reporting Code” issued by the HKEX, the Group has set targets related to environmental issues in 2021 and developed a multi-tiered ESG management system. The directors are responsible for authorizing and overseeing the Group’s ESG vision, objectives, strategies, management framework, and policies, while the ESG working group (“Working Group”) is tasked with executing and advancing ESG initiatives, ensuring regular updates to the Board. For more information on the ESG governance structure, please refer to the section “ESG Governance Structure”.

The Board conducts regular reviews of the Group’s ESG matters, including reviewing and approving targets and improvement programs for greenhouse gas emissions, waste disposal, energy consumption and water use. We have reviewed the achievement of ESG targets for 2024 and set ESG targets for 2025. Additionally, we regularly review our ESG issues database in light of industry risk trend analysis, regulatory requirements and macro policies, and consider effective communication with stakeholders as a key element in promoting the Group’s sustainable development. We proactively understand and respond to the needs and expectations of our stakeholders through a combination of online and offline means, and regularly invite them to participate in key area assessments to identify changes in the importance of different ESG issues to them. In light of the survey results, the Group optimized its management and response strategies for ESG-related risks. In 2024, we paid special attention to physical risks and transformation risks brought about by climate change and formulated corresponding response measures.

In the future, the Group will further consolidate its leading position in the Greater Bay Area and expand its business scale nationwide. We will continue to adhere to our business philosophy of “building prosperous cities with business acumen”, proactively respond to stakeholders’ concerns about business opportunities and developments. Also, we provide competitive products and services, build a good corporate brand image, create value continuously and contribute our share to social responsibility, urban development and environmental protection.

The Board would like to express its sincere gratitude to our shareholders, business partners and customers for their longstanding support, understanding and trust in the Group, and would like to express its special thanks to all departments and key teams of the Group for their valuable contributions to the Group.



ABOUT THE REPORT

About Us

The Group is a leading commercial property operations service provider in the Greater Bay Area with a nationwide presence. We specialize in improving the results of operations of commercial properties, primarily shopping centers, shopping streets and commercial complex, for property owners through its professional management. Its commercial property operational services comprise:

- 1) Positioning, construction consultancy and tenant sourcing services: primarily including market positioning, business planning consultancy, design and construction consultancy and tenant sourcing services;
- 2) Operational management services: primarily including formulating operation strategies, conducting marketing and promotional events, tenant management services, property management services and rent collection services;
- 3) Property leasing services: including sublease of commercial spaces in the commercial properties managed under the sublease service model to tenants; and
- 4) Value-added services: primarily including management of common areas in the shopping centers which customers can rent for a short period for pop-up shops and promotional settings, and management of advertising spaces, such as LED boards and interior and exterior facades of the shopping centers.

The Group provides commercial property operational services under three operational models, namely, the entrusted management service model, the brand and management output service model and the sublease service model. Under different operational models, the Group has different levels of involvement in the management of commercial properties and provides different combinations of services to different customer groups.

The Group owns a comprehensive and highly-recognized brand system, primarily including “COCO Park” for city shopping centers (城市型購物中心) targeting consumers in the city, “COCO City” and “iCO” for regional shopping centers (區域型購物中心) targeting consumers within a five-kilometer radius from such shopping centers, “COCO Garden” for community shopping centers (社區型購物中心) targeting consumers within a one-to-three-kilometer radius from such shopping centers and “Top Living (第三空間)” for its high-end home furnishing shopping center.










On a mission to “build prosperous cities with business acumen (以商業智慧構築城市繁榮)”, the Group will be forward-looking, decisive, aggressive and creative with a high starting point, focus on the business opportunities and development concerned by customers, provide competitive products and services and continue to create outstanding value for consumers, partners, and shareholders.



ABOUT THE REPORT

Awards and Highlight:

With the Group's excellent operation management and service quality, the Group has received multiple awards in recognition of its efforts and achievements in FY2024.

Award Name	Awarding Institution	Award details
2024 China's Top 100 Commercial Real Estate Enterprises	China Index Academy, 中指院	
Influential Enterprise in Digital and Intelligent Operations	Yingshang.com, 赢商网	
2024 Commercial Management Company Excellence List	mallchina.org, 中聯購	
2024 Refined Operation Excellence List	mallchina.org, 中聯購	
2024 Better Life Service Provider	Leju Finance, 樂居財經	
Top 26 Comprehensive Strength of Retail Commercial Real Estate Enterprises in 2024	Yingshang.com, 赢商网	
Shenzhen Futian Galaxy COCO Park 2024 Popular Shopping Center TOP100	Yingshang.com, 赢商网	
Annual Brand Value Award	Gelonghui, 格隆匯	
2024 Breakthrough Star Award	Douyin, 抖音	



ABOUT THE REPORT

Business Overview:

As of the fiscal year ending December 31, 2024, the business overview is as follows:



Contracted Property

53



Total contracted gross floor area (GFA)¹

2.71 million square meters



Revenue

644.54 million RMB



Operating Property

27



Total operating GFA

1.65 million m²

The Group takes the Greater Bay Area as the base for development and is committed to exploring business opportunities in the Yangtze River Delta and other regions. A geographic breakdown of the Group's contracted properties and business revenues for the year ended December 31, 2024 is as follows:

Location	No. of Property		Percentage of Revenue (%)	
	2024	2023	2024	2023
The Greater Bay Area²	33	34	73.9	79.3
– <i>Shenzhen</i>	19	18	64.1	71.6
Yangtze River Delta³	9	9	14.0	11.2
Central China⁴	1	1	–	0.9
Others⁵	10	11	12.1	8.6
Total	53	55	100	100

Note:

¹ Contracted GFA as of 31 December 2024 and 31 December 2023 both excluded the GFA of 8 consultancy service projects.

² Including Shenzhen, Guangzhou, Zhongshan, Huizhou, Zhuhai, Dongguan and Maoming.

³ Including Shanghai, Nanjing, Changzhou, Wuxi, Jiaxing and Liuan.

⁴ Including Wuhan.

⁵ Including Jieyang, Tianjin, Ordos, Chengdu, Rizhao, Xiamen and Jining.

Access to the Report

This Report is prepared in traditional Chinese and English. The Report can be accessed and downloaded from the company website (www.g-cre.com) or the HKEX's website (www.hkexnews.hk).

Contact Us

The Group welcomes stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of the ESG Report or the Group's performances in sustainable development via the following channels:

Phone: (852) 3643 1525

Email: info@chngalaxy.com



SUSTAINABLE DEVELOPMENT MANAGEMENT

ESG Governance Structure

The Group has established an Environment, Social, and Governance (ESG) Working Group, composed of core members from various departments, responsible for collecting ESG-related information to compile this report. The Board is responsible for setting the overall direction of the Group's ESG strategy and ensuring the effectiveness of ESG risk control and internal monitoring mechanisms. The Working Group reports regularly to the board, assisting in identifying and assessing the Group's ESG risks, and evaluating the effectiveness of internal monitoring mechanisms and the handling of significant ESG issues. In addition, the Working Group is responsible for examining and assessing the Group's performance in areas such as corporate governance, green operations, products and services, employment practices, and social welfare, as well as the progress and effectiveness of the set targets and related measures. Through this governance structure, we are committed to integrating the ESG concept into all aspects of corporate operations, promoting the achievement of sustainable development goals. We will continue to optimize the ESG governance structure, deepen risk management and internal monitoring mechanisms, laying a more solid foundation for the sustainable development of the enterprise.



Sustainable Development Goals

In 2015, the United Nations ("UN") member states collectively recognized and adopted 17 Sustainable Development Goals (the "SDGs"), aiming to eradicate poverty, protect the Earth's environment, and improve the quality of life and future development for all humanity. As a socially responsible enterprise, the Group firmly believes that supporting the achievement of the SDGs is our mission. We are committed to supporting this goal through practical actions and working together with government and other enterprises to make a positive contribution to the realization of sustainable development in our country and globally.



SUSTAINABLE DEVELOPMENT MANAGEMENT

Stakeholder Engagement

The Group highly values the opinions from various stakeholders on our operations and ESG matters. We engage in communication and interaction with stakeholders through a dual-track communication model to fully understand, respond to, and address their core concerns, thereby achieving shared growth. The main stakeholders of the Group include employees, investors, customers, merchants, property developers and landlords, suppliers/partners, government and regulatory authorities, as well as the community and the public.

Through the participation of diverse stakeholders and communication channels, the Group integrates their expectations into our daily operations and sustainable development strategy. The following are the communication channels with our key stakeholders, as well as their expectations and points of concern regarding us:

Stakeholders	Expectations and Concerns	Communication Channels
Employees	<ul style="list-style-type: none"> Occupational health Career development Salary and welfare Equal opportunity 	<ul style="list-style-type: none"> Training and seminars Employee interview Employees' activities Performance review and appraisal Annual general meetings
Investors	<ul style="list-style-type: none"> Investment returns Operating standards Risk control Sustainable development Improve information transparency 	<ul style="list-style-type: none"> Annual general meeting and other shareholder meetings Annual Reports News announcement Investor hotline and email Official website Online and offline roadshow On-site visitation and inspection Result conferences Domestic and international brokerage strategy sessions
Customers	<ul style="list-style-type: none"> Product and service quality Consumer shopping experience Information protection 	<ul style="list-style-type: none"> Consumer hotline Customer satisfaction survey Social media COCO Club
Merchants	<ul style="list-style-type: none"> Business integrity Customer flow Timely communication 	<ul style="list-style-type: none"> Settlement audit Merchant selection Merchant activities Social media On-site communication National brand appreciation meetings



SUSTAINABLE DEVELOPMENT MANAGEMENT

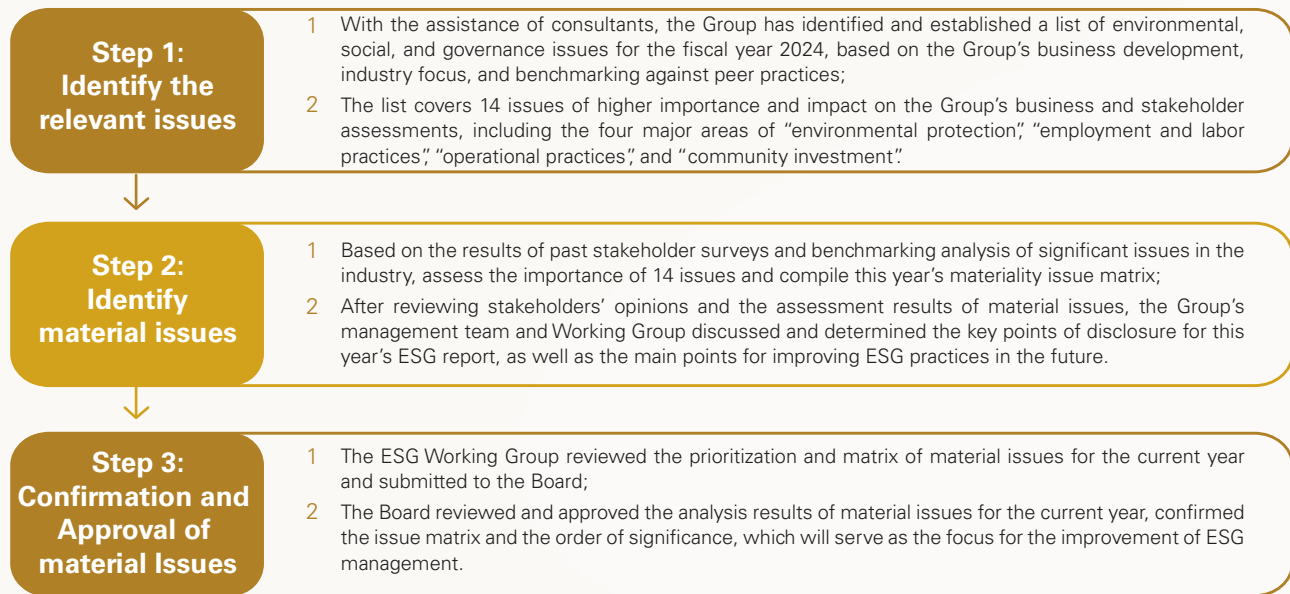
Stakeholders	Expectations and Concerns	Communication Channels
Property developers and landlords	<ul style="list-style-type: none"> • Brand influence/Brand reputation • Customer flow • Tenant combination • Long-term cooperative relationship 	<ul style="list-style-type: none"> • Official website • Social media • Notice Board • Service hotline • On-site communication
Suppliers/Partners	<ul style="list-style-type: none"> • Openness and fairness • Business integrity • Mutual benefit 	<ul style="list-style-type: none"> • Tendering and procurement communication • Regular evaluation • Conference calls • Annual supplier meeting
Government and regulatory authorities	<ul style="list-style-type: none"> • Policy implementation • Fulfill tax compliance • Environmental protection • Information disclosure 	<ul style="list-style-type: none"> • On-site investigation • Conferences
Community and the Public	<ul style="list-style-type: none"> • Poverty alleviation • Harmonious development • Community environment • Community welfare 	<ul style="list-style-type: none"> • Community donations • Community engagements • ESG reports • Social media



SUSTAINABLE DEVELOPMENT MANAGEMENT

Materiality Assessment

In order to deeply understand the concerns of stakeholders and identify issues that are critical to the current and future business of the Group, thus optimizing our sustainable development strategies and policies, the Group has specially appointed a professional independent sustainable development consultant to be responsible for stakeholder communication and the annual materiality assessment. The specific analytical steps are as follows:





SUSTAINABLE DEVELOPMENT MANAGEMENT

During the reporting period, since there were no significant changes in the business of the Group, after the review by the senior management and the Board, we continued to use the past list of material issues. Based on this, we assessed and analyzed the importance of these issues. The following is a matrix diagram of the ESG matters that are material to the Group as contained in this report:





SOUND GOVERNANCE



Performance Summary

As of December 31, 2024, the Group had 0 cases involving bribery, extortion, fraud and money laundering

Received 0 reports regarding employees, business partners, or other stakeholders and the circumstances of the reports

The coverage rate of integrity training for new employees reaches 100%

Compliance Operations

This Group strictly adheres to all laws and regulations related to the prevention of bribery, extortion, fraud, and money laundering, including but not limited to the *Criminal Law of the PRC*, the *National Anti-Money Laundering Law of the PRC*, the *Company Law of the PRC*, the *Bidding Law of the PRC*, the *Anti-Unfair Competition Law of the PRC*, and the *Interim Provisions on Prohibition of Business Bribery*. In FY2024, after internal review and supervision, the Group did not discover any significant incidents of violation of the aforementioned laws and regulations, nor did it encounter any concluded corruption lawsuit cases against the Group or its employees.

The Group firmly believes that a corrupt-free corporate culture is the cornerstone for achieving sustainable development and long-term success. Therefore, we have elevated the anti-corruption initiatives and system construction to a strategic level, devoting all efforts to maintain a highly corrupt-free, open, and transparent corporate culture. In FY2024, the Group actively promoted the anti-corruption training program. New employees received integrity training upon onboarding, and a cumulative total of 431 employees participated in the anti-corruption training, accumulating a total of 431 hours. This thoroughly implements the core idea of a corrupt-free corporate culture: “effective operation without orders under a leader with correct conduct”. The Group requires every employee to adhere to business ethical standards, committing to eliminate any corrupt or bribery practices in the course of their employment and not to participate in any illegal activities such as fraud, extortion, or money laundering. As one of the core values of the enterprise, the Group expects and encourages each employee to consistently uphold the principles of integrity and corruption-free in every aspect and level of their work, building the Company’s solid reputation with their personal honest actions.

The Group has established a comprehensive set of internal rules to precisely manage potential conflicts of interest between the Group, its employees, directors, and senior management. Relevant individuals are explicitly prohibited from engaging in activities that may lead to conflicts of interest, including a ban on engaging in any competitive business that conflicts with their duties as employees or members of the Group, thereby eliminating the possibility of interest transfer and unfair competition from the source. These individuals are required to fill out conflict of interest declaration forms truthfully on an annual basis. The Group will organize a professional team to audit these declaration forms and take appropriate actions based on the audit results to mitigate the negative impact of potential conflicts of interest and prevent non-compliant behaviors such as commercial bribery or fraud for personal gain.



Whistleblowing Management

The Group is committed to enhancing the integrity awareness of all employees and encourages them to report any corrupt or fraudulent behaviors. Upon receiving such a report, the Group will immediately initiate an investigation process and take necessary and appropriate actions to ensure that the issue is properly resolved. We pledge to protect the identity of the whistleblower to prevent any form of retaliation or unfair treatment they might suffer due to their reporting actions, thereby eliminating all conflicts of interest that could harm the interests of the Group and its stakeholders. The Group will regularly review and evaluate the whistleblower management mechanism to ensure its effectiveness and adaptability in actual operation, promptly identifying and improving any potential deficiencies to continuously enhance our corporate governance standards.

The Group not only focuses on internal integrity management and the establishment of a reporting mechanism but also values external management and control. A section on integrity practice is included in all contracts for business cooperation with external parties. For instance, in the *Shop Leasing Contract* signed with partners, we attach an *Integrity Undertakings*. Additionally, the contracts between our procurement department and suppliers also include relevant requirements for integrity practice, eliminating all forms of commercial bribery from the contractual level to ensure the integrity of the entire cooperation process.

Intellectual Property Management

The Group deeply understands that intellectual property rights are crucial to the success of a venture's operation. In order to protect the Group's intellectual property, we rely on trademark and copyright laws, trade secret protection measures, disclosure restrictions, and other agreements that limit the use of our intellectual property. The labor contracts of the Group meticulously list the content that includes technical information, operational information, and other confidential matters. All employees are required to sign a *Confidentiality Agreement*, which serves as a supplementary attachment to the employment contract, clearly defining the scope of confidential information and intellectual property rights between the Company and employees, as well as explicitly stating confidentiality obligations, requirements, and liability for breach. In FY2024, we have 252 validly registered trademarks in Mainland China, 15 in Hong Kong, and have registered 5 domain names.



GREEN OPERATIONS



Performance Summary

As of December 31, 2024, the Group's greenhouse gas emissions were equivalent to approximately 102,555.26 tonnes of carbon dioxide equivalent, which is about 0.16 tonnes of carbon dioxide equivalent per thousand RMB in revenue

A total of 1,904,067.73 tonnes of water was consumed

Purchased 189,900.60 MWh of electricity

A total of 8,126,730.00 litres of general kitchen waste, 1,037,230.00 litres of grease trap waste, and 71,681,760.00 litres of other general waste were generated

Emission Management

The Group places a high priority on environmental management, considering it an essential part of fulfilling its social responsibilities, and strictly adheres to applicable environmental laws and regulations in conducting business operations. In accordance with the relevant laws and regulations of the People's Republic of China ("PRC" or "China"), including the *Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Wastes*, the *Environmental Protection Law of the PRC*, the *Law of the PRC on the Prevention and Control of Atmospheric Pollution*, and the *Law of the PRC on Water Pollution Prevention and Control*, the Group integrates the concept of sustainable development into its business operations, deeply implements environmental protection measures, and effectively manages and controls greenhouse gas ("GHG"), wastewater, and solid wastes produced during the operation process.

In FY2024, the Group strictly adhered to the aforementioned laws and regulations, and there were no significant incidents of non-compliance with local environmental laws and regulations due to the generation and emission of exhaust gas, GHG, wastewater, hazardous, and non-hazardous waste.

GHG Emissions

The GHG emissions of the Group primarily stem from direct GHG emissions resulting from petrol consumption of vehicles, diesel consumption of generators, and natural gas consumption of heating hot water boilers (Scope 1), as well as indirect GHG emissions from purchased electricity (Scope 2).



GREEN OPERATIONS

To reduce GHG emissions, the Group actively adopts energy-saving and electricity-saving measures, strictly controlling the use of air conditioning, lighting facilities, and office appliances. The specific measures will be detailed in the section on “Energy Management”. The Group hopes to contribute to the “carbon peaking and carbon neutrality” strategy by implementing these measures to reduce its own greenhouse gas emissions.

In the fiscal years 2024 and 2023, the performance of the Group’s GHG emissions is as follows:

Indicators	Unit ¹	FY2024	FY2023
Direct GHG emissions (Scope 1)	tCO ₂ e	654.59	2,305.28
Energy indirect GHG emissions (Scope 2)	tCO ₂ e	101,900.66	79,593.34
Total GHG emissions (Scope 1 & Scope 2)	tCO ₂ e	102,555.26	81,898.62
Total GHG emissions intensity ²	tCO ₂ e/thousand RMB total revenue	0.16	0.13

Note:

¹ GHG emission data is presented in terms of carbon dioxide equivalent and are based on, including but not limited to the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards issued by the World Resources Institute and the World Business Council for Sustainable Development, How to Prepare an ESG Report – Appendix II: Reporting Guidance on Environmental KPIs, and the Global Warming Potential Values from the IPCC Fifth Assessment Report, 2014 (AR5).

² In the FY2024, the total revenue of the Group was approximately 644.54 million RMB. Such data is also used to calculate other.

The Group has set a goal in 2023 to hold an annual event related to low carbon and environmental friendly activities in all operating shopping malls starting from 2025. In FY2024, the Group has invited several new energy vehicle exhibitions to the malls. We hope to instill the concept of sustainability through these new energy vehicle exhibitions, enhance public awareness of energy transition, and collectively create a zero-carbon blueprint.



Exhaust Gas Emissions

The nature of the Group's business determines that the main source of exhaust gas emissions is from vehicle fuel consumption. In order to fulfill our responsibility for energy saving and emission reduction, we strictly control vehicle usage and actively promote green travel methods such as public transportation and cycling. Given that vehicles are mainly used for daily commuting, their exhaust emissions are relatively limited. The Group regularly carries out vehicle maintenance and repair work, effectively reducing fuel consumption and significantly decreasing carbon emissions and waste gas emissions. In some shopping malls, we have installed advanced fume purification units, which conduct secondary purification treatment on the fumes emitted from stores before high-altitude discharge, effectively reducing the impact on the surrounding environment and improving the air quality in the vicinity.

In the fiscal years of 2024 and 2023, the performance of waste gas emissions of the Group is as follows:

Type of Emission	Unit	FY2024	FY2023
Nitrogen oxides (NO _x)	kg	9.75	35.25
Sulfur Oxides (SO _x)	kg	0.05	0.10
Particulate matter (PM)	kg	0.91	3.33

Wastewater Discharge

The water consumption of the Group mainly comes from the operational property projects under its umbrella. Since the wastewater discharged by the Group is transported through the municipal sewage network to the regional water purification plant for treatment, the water consumption and wastewater discharge of the Group are essentially the same. The water resource consumption data of the Group will be detailed in the section on "Water Resource Management".

Waste Management

The Group strictly adheres to the principles of waste management, ensuring that waste generated from business activities is properly handled and disposed of. We accurately identify and classify waste and adopt a centralized storage and unified disposal approach. To this end, we have set up unified classified collection bins and designated personnel to handle waste in a timely manner while maintaining cleanliness around the collection bins. We commit that all waste management operations comply with the requirements of relevant environmental laws and regulations, ensuring legal and compliant operations.

The Group has set a goal that starting from 2025, all operating shopping malls will host at least one event per year related to waste reduction or recycling, deeply implementing the sustainable concept of circular utilization.

- Shopping center waste

The waste generated by the Group's shopping centers mainly includes kitchen waste and other general waste. The kitchen waste mainly comes from the catering businesses in the properties operated by the Group, which is divided into general kitchen waste and oil residue from the grease traps. To reduce the generation of kitchen waste, we actively promote the "clear your plate campaign" campaign, encouraging customers to order appropriately and cherish food. All general kitchen waste is properly stored in the garbage room freezer and is handled uniformly by the municipal government. The oil residue from catering drainage is collected and stored together, awaiting recovery by the relevant departments.

To enhance environmental efficiency, we provide reusable decoration hoarding services for shopping malls, reducing the amount of waste generated from renovations. Additionally, we conduct secondary classification of the mall's waste, separately handling recyclable materials to further decrease waste emissions, thereby deeply implementing the concept of sustainable development through recycling. On the other hand, we hope to instill environmental awareness into the daily work of merchants and cleaning staff through waste management training. Therefore, we have organized multiple waste classification campaigns and training sessions this year, encouraging active participation from both merchants and cleaning staff.



GREEN OPERATIONS

- **Other general waste**

The main non-hazardous waste generated at the business premises of the Group is paper. Based on this situation, the Group actively responds to the government's call and is committed to building an environmentally friendly office environment. We vigorously promote waste sorting and encourage staff to participate actively. At the same time, the Group fully advocates for a paperless office by encouraging employees to use double-sided printing or copying whenever possible, and to conduct work and external communications through internal emails and electronic format documents, aiming to enhance the sense of responsibility among employees in reducing waste generation in daily office operations.

In the fiscal years of 2024 and 2023, an overview of the performance of the direct other general waste disposal generated by the Group is as follows:

Types of Non-hazardous Waste	Unit	FY2024	FY2023
Paper	tonnes	4.11	4.68
Intensity	kg/million RMB total revenue	6.38	7.37

Since the business of the Group generates only a small amount of hazardous waste, relevant data was not quantified in FY2024. If any hazardous waste is generated, the Group will comply with the relevant environmental laws and regulations and engage qualified hazardous waste recyclers to dispose the waste.



Energy Management

Energy Saving and Consumption Reduction

The energy consumption of the Group mainly includes electricity consumption for daily operations, petrol consumption for vehicles, diesel consumption for generators, and natural gas consumption for heating hot water boilers. Adhering to the concept of energy saving and emission reduction, the Group actively fulfills corporate responsibilities by reducing unnecessary electricity use in daily operations and creating a green and eco-friendly office environment. By managing the use of air conditioning and office computers effectively, as well as widely adopting environmentally friendly lighting, the Group reduces the use of lighting while maintaining good visibility, effectively lowering electricity consumption.

The Group set a goal in 2023 to increase the proportion of LED tubes in all lighting tubes in projects that have been opened by 2025. The aim is to reduce the current power consumption and energy usage of LED lighting fixtures. To this end, the Group has formulated clear management measures and is actively implementing them.

Case: Upgrading operational project equipment to enhance energy efficiency

During the reporting period, a daily control mechanism for the central air conditioning operation was implemented for all group projects going online. Standardized operation management was carried out for high-energy-consuming equipment to control energy consumption and ensure the quality of on-site air conditioning. At the same time, projects could also learn from each other in terms of startup combinations, operation parameter analysis, and other operational strategy data, facilitating timely detection and intervention of abnormalities, and actively optimizing operation strategies;

Shenzhen Futian Galaxy COCO Park has promoted the upgrade and transformation of the air conditioning main system, replacing the air conditioning refrigeration units and circulating water pumps that have been in use for 18 years with new energy-saving equipment, which saves electricity and improves the environmental quality of the mall;

Shenzhen Longhua Galaxy COCO City has completed the energy-saving renovation for the interlinked operation of the air-conditioning main system, reducing the number of main units that need to be turned on to maintain indoor temperature, thus saving electricity;

Shenzhen Futian Galaxy COCO Park, Shenzhen Galaxy WORLD COCO Park, and Guangzhou Nansha Galaxy COCO Park have carried out roof daylighting glass heat-insulating film projects, with a total area of over 3,000 square meters, reducing the indoor surface temperature by approximately 6 degrees, saving air conditioning cooling load and electricity consumption;

Shenzhen Galaxy Top Living and Shenzhen Longgang Galaxy COCO Park have replaced the aging lighting fixtures in the public area corridors, optimized the lighting circuit during closing hours to save on electricity consumption; Shenzhen Galaxy Top Living has repaired and renovated the aging and damaged air conditioning ducts in the public areas of three floors and below to reduce the ineffective loss of air conditioning cooling and save on electricity consumption for air conditioning refrigeration;

Guangzhou Nansha Galaxy COCO Park has retrofitted the advertising light boxes on the floors and the lighting fixtures in the parking lot elevator halls with time control to reduce electricity consumption for lighting during closing hours.



GREEN OPERATIONS

The Group has required each project to adjust the equipment operation time schedule monthly according to climate, sunset changes, and operational needs, updating and implementing the *Equipment and Facilities Operation Schedule* on a monthly basis to control the energy-saving operation of the equipment. In the fiscal years of 2024 and 2023, the energy consumption performance of the Group is as follows:

Types of Energy	Unit	FY2024	FY2023
Petrol	MWh	25.82	64.20
Diesel	MWh	5.15	1.09
Natural gas	MWh	3,453.87	2,783.27
Purchased electricity	MWh	189,900.60	139,563.99
Total energy consumption intensity	MWh/thousand RMB total revenue	0.29	0.22

Water Resource Management

The water usage of the Group is mainly for domestic purposes, including water for restrooms, cleaning, and maintenance. In order to cultivate water-saving habits among employees and customers, the Group actively promotes water conservation in the office and operational environments by posting water-saving slogans in conspicuous places, emphasizing the principle of “turn off the tap when not in use”, and guiding reasonable water usage. At the same time, the Group widely adopts water-saving sanitary ware and regularly inspects the water supply and drainage systems in restrooms and tea rooms on each floor to promptly detect and repair leaks, aiming to enhance the water-saving awareness of employees and customers.

The Group has set a goal that starting from 2025, all operating projects will carry out at least one “water leakage prevention and water saving” inspections per year. In 2024, the Group has continued to carry out “water leakage prevention and water saving” inspections across all operating projects nationwide, comprehensively inspecting water leakage from buried mains, checking the implementation of water conservation measures at various projects, and producing reports and following up with rectifications, to effectively reduce resource wastage and enhance the awareness of water conservation. In addition, we implement the “three closures and one shutdown” control measures, reinspecting the closure of water sources in catering kitchens at night to reduce the risk of water leaks.

Case: Digital Water Resource Monitoring Initiative

In 2024, the Group implemented special online monitoring measures for daily total water consumption for each project. In the second half of the year, it effectively detected two concealed leaks in the main water supply pipeline, both of which were repaired within three days, avoiding long-term energy consumption losses of approximately 133 thousand RMB due to water leakage.

Among them, the water supply loop pipeline in the outdoor square of Shenzhen Longgang Galaxy COCO Park, which was prone to concealed leaks due to settlement in the past, underwent a project to install valves on the pipeline in 2024. The transformation cost 30 thousand RMB and effectively reduced the energy consumption loss caused by leaks by approximately 67 thousand RMB.



Due to the geographical locations of the Group's operation, we currently do not face any significant issues in accessing suitable water sources. In the fiscal years of 2024 and 2023, the water consumption performance of the Group is as follows:

Water Consumption	Unit	FY2024	FY2023
Total water consumption	m ³	1,904,067.73	1,476,240.30
Total water consumption intensity	m ³ /thousand RMB total revenue	2.95	2.32

Packaging Material Usage

Since the Group's operations did not involve any industrial productions or factory facilities, the Group did not consume a significant amount of packaging material.

Responding to Climate Change

Faced with the severe challenge of climate change, the global ecology and various industries have suffered profound impacts. The Group deeply recognizes the multifaceted impact of climate change on business operations. To this end, adhering to the concept of green and low-carbon operations, the Group has incorporated climate-related issues into the risk management and internal control system, and formulated the *Climate Change Policy*, aims to identify, monitor, and manage climate change risks, assess their impacts, and develop coping strategies. According to this policy, the Group has identified the following climate-related risks:

Physical Risk

- Overview of physical risks

Climate change has led to more frequent and intense extreme weather events, such as typhoons, floods, and heavy rainstorms, as well as long-term climate impacts like rising sea levels and global warming. Floods caused by extreme weather events or rising sea levels may cause physical damage to the properties and infrastructure for which the Group holds operating rights, increasing the Group's related expenses for maintenance, disaster response, and insurance. In severe cases, the normal operations of the Group may be affected, and the personal safety of employees may be at risk. If the Group handles these events poorly, it will also have a negative impact on the Group's reputation.



GREEN OPERATIONS

- Response measures

To effectively manage physical risks, the Group has developed and implemented a series of internal policies and procedures aimed at identifying and assessing climate-related risks, ensuring that our daily operations can remain resilient in a constantly changing environment and safeguarding community safety.

Risk Category	Potential Impact	Response Measures
Extreme weather events	The frequency and intensity of extreme weather events such as typhoons, floods, and heavy rain are increasing, which may cause physical damage to properties and infrastructure, and increase maintenance, disaster response, and insurance costs.	<ul style="list-style-type: none">Develop emergency response plans, activate response teams and mechanisms according to extreme weather warnings, and carry out pre-incident safety checks and necessary securing and protective measures.Procure emergency supplies to ensure a rapid response in the event of extreme weather conditions.Conduct flood control design and renovation for coastal properties to enhance flood prevention capabilities, and regularly inspect and maintain flood control facilities to ensure their proper functioning.
Long-term climate impact	The long-term climate impacts of global warming, such as increased temperatures and droughts, may affect the operation and maintenance of properties.	<ul style="list-style-type: none">Regularly strengthen the maintenance of roofs, peripheral equipment, ducts, etc., take measures such as rust removal and anti-rust treatment to extend the service life of the facilities.Optimize the energy management system, improve energy efficiency, and reduce the increase in operating costs due to climate change.
Business continuity	Major climate events may affect the normal operations of the Group, leading to business disruptions.	<ul style="list-style-type: none">Regularly review and update the business continuity plan to ensure a rapid response in the event of any major incidents, maintaining normal operations.Enhance staff training to improve the ability to respond to emergencies.

- Continuous monitoring and improvement

The Group will continue to monitor existing and emerging trends, policies, and regulations related to climate change, and alert senior management if necessary to avoid increased costs, regulatory fines, or risks arising from delayed responses. The Group aims to ensure the sustainable development of its business and the safety and well-being of the community while addressing the physical risks brought about by climate change.



Transition Risks

In addressing the challenges of climate change, as a responsible commercial operating enterprise, the Group is fully aware of the potential impact of assessing climate-related opportunities and risks on asset management, and is planning corresponding strategies.

Climate Opportunity	Potential Impact	Response Strategy
Policies and Laws	E-Star may face transition risks such as tightened environmental policies, enhanced climate change regulations, and increased technical requirements for green property management. This could lead to equipment upgrades, penalties for non-compliance, increased operating and compliance costs, as well as the impact of the introduction of carbon trading and carbon taxes on profit margins.	<ul style="list-style-type: none">Plan in advance for equipment upgrades and technology research and development, actively invest in green, low-carbon, smart property management technology research and development, to ensure compliance with policy and regulatory requirements.Actively explore cost-effective solutions to reduce equipment transformation and technology research and development costs.
Technology	Implementing energy-saving and emission-reduction projects, promoting low-carbon products and technologies, as well as scrapping high-energy-consuming equipment may increase operational, managerial, material procurement, and maintenance costs, and exert pressure on the short-term financial performance of the Company.	<ul style="list-style-type: none">Optimize operational and management processes, enhance energy efficiency, and reduce material costs through large-scale procurement.Enhance staff training to improve maintenance efficiency, thereby alleviating short-term financial pressure.



GREEN OPERATIONS

Climate Opportunity	Potential Impact	Response Strategy
Market	Changes in customer behavior, the increasing market demand for green products, and the requirement to achieve emission reduction targets may lead to a decrease in demand for traditional products and services, an increase in management and operational costs, as well as added pressure on operational management and costs for maintenance and compliance.	<ul style="list-style-type: none">Optimize resource allocation and enhance operational efficiency to cope with the pressures of decreasing demand for traditional products and rising costs.
Reputation	The demand for commercial services in mitigating and addressing climate change has increased. Companies implementing environmental policies may affect their reputation; failure to disclose data as required or violation of policies and regulations will increase reputation risk; promoting a green image will increase marketing costs.	<ul style="list-style-type: none">Establish a comprehensive environmental information disclosure mechanism to ensure accurate and timely data disclosure and avoid regulatory risks.Enhance brand building and green marketing, improve the green image of the Company, boost market competitiveness, while reasonably controlling marketing costs.

To manage transition risks, the Group regularly monitors climate-related trends, policies, and regulations, alerting senior management when necessary to avoid cost increases, regulatory fines, and reputational risks.



PEOPLE-ORIENTED



Performance Summary

As of December 31, 2024, the Group had a total of 954 full-time employees

The gender ratio is 1:0.52

0 cases of death or serious injury due to work-related accidents

Compliant Employment

Equal Employment

The Group firmly believes that employees are the most important and valuable assets of a company, and the core of competitive advantage. The professional knowledge, experience, and development of employees bring creativity and originality to the Company, driving growth and innovation. To safeguard the rights and interests of employees and provide equal opportunities, we have formulated a comprehensive personnel management policy that covers compensation and termination, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination, and other treatments and benefits, striving to create a harmonious and positive work culture. To ensure that employees abide by the Company's regulations and standards, we have issued the *Human Resources Management Procedures* and the *Employee Manual*, clearly outlining the code of conduct and human resource systems for employees. In the recruitment process, we strictly adhere to national and local government regulations and do not discriminate on the basis of race, color, age, family background, gender, religion, ethnic origin, or social identity, ensuring that every applicant and employee receives fair treatment and maintaining the diversity of our team. In the future, we will continue to refine our employment policies, enhance the protection of employee rights and diversity, and create a fairer and more inclusive work environment for our employees.

In 2024, the Group strictly adhered to the laws and regulations related to employment, including the *Labor Contract Law of the PRC*, the *Labor Law of the PRC*, and the *Employment Ordinance of Hong Kong*, and no significant issues of violation of the relevant employment laws and regulations were found. As of December 31, 2024, the total number of employees in the Group was 954, all of whom were full-time employees, including 4 in Hong Kong, China, and the rest in mainland China. The proportion of female employees is 34.4%, which benefits from our long-term efforts to foster an inclusive culture and implement measures that are encouraging and friendly to women and families.



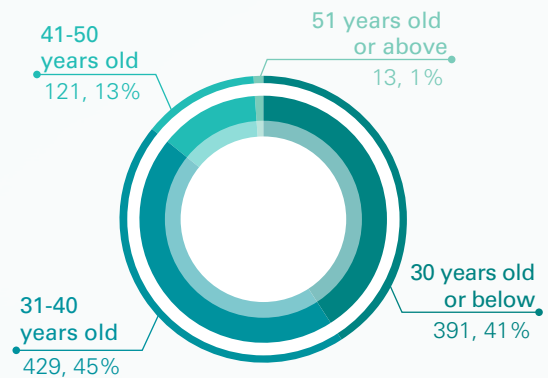
PEOPLE-ORIENTED

In FY2024, the specific data regarding employee employment is as follows:

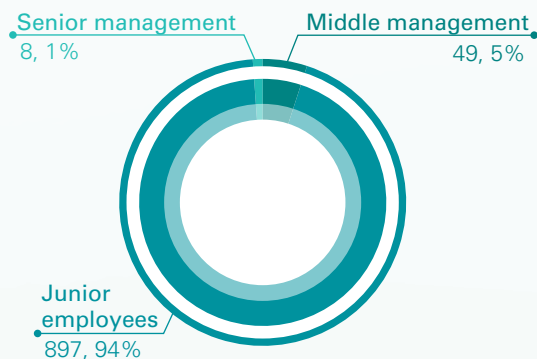
Number of employees by gender



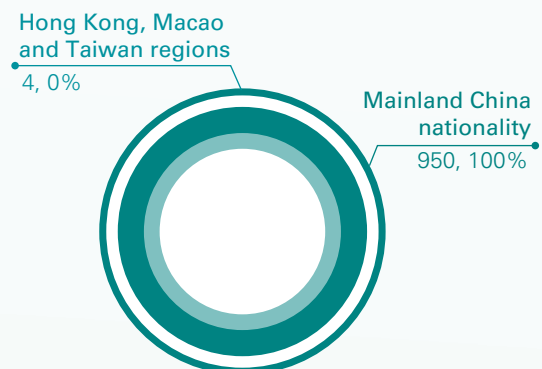
Number of employees by age



Number of employees by job level



Number of employees by region



Preventing Child Labor and Forced Labor

The Group strictly adheres to all laws and regulations related to the prevention of child labor and forced labor, including but not limited to the *Employment Ordinance of Hong Kong*, the *Regulations on the Labor Security Supervision*, the *Labor Law of the PRC*, the *Labor Contract Law of the PRC*, the *Provisions on the Special Protection on Juvenile Workers*, and the *Law of the PRC on the Protection of Minors*, etc. We firmly oppose the employment of child labor and have developed a series of policies, such as the *Recruitment Management Procedures*, and the *Personnel File Management Procedures*, to standardize the recruitment process, labor relations, and personnel file management.

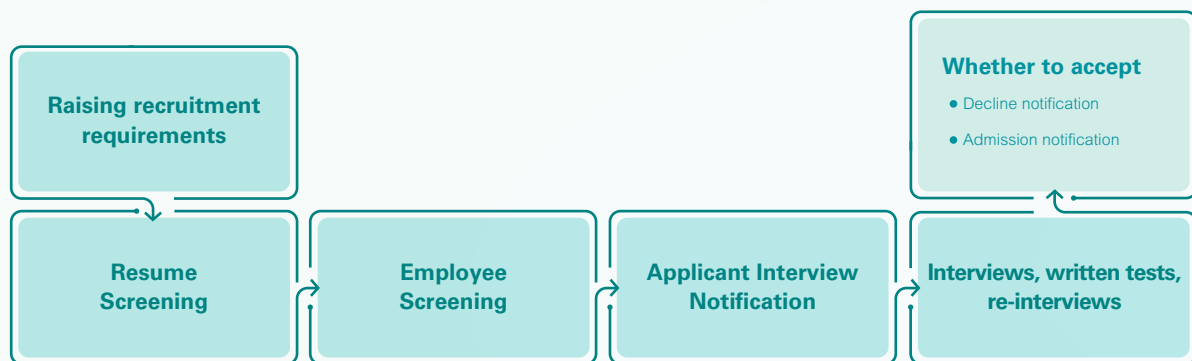
In the recruitment process, we require all new employees to provide true and accurate personal information, and the recruitment personnel conduct a strict review of their identification cards, residence permits, and other documents. In addition, we regularly review and inspect employee information to ensure that child labor is never involved in our business operations. We commit to maintaining a high level of vigilance to ensure that our workforce complies with all relevant legal and ethical standards, and any violations found will be dealt with according to the specific circumstances. In FY2024, the Group did not discover any significant incidents that violated laws and regulations related to preventing child labor or forced labor.



Recruitment, Promotion, and Resignation

The Group has established comprehensive systems related to recruitment, promotion, and resignation, covering multiple aspects such as employee onboarding guidelines, regularization, transfer, resignation, labor relations, and personnel file management. The Human Resources Department is responsible for the management, training, and recruitment of employees, actively implementing the strategy of strengthening the Company through talent, attracting and recruiting outstanding individuals from diverse backgrounds.

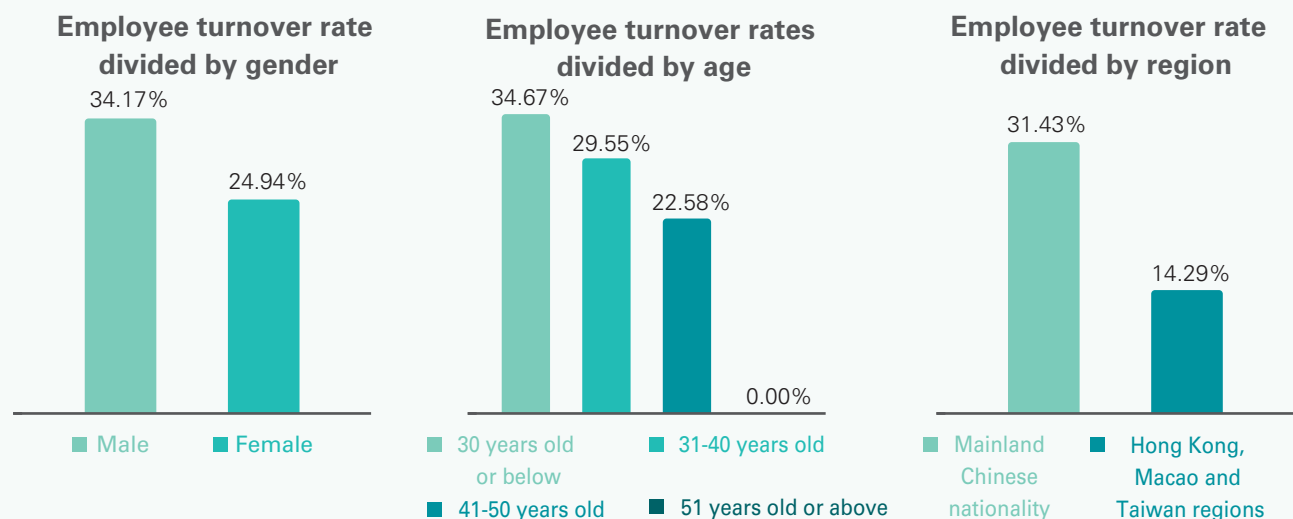
To ensure the standardization and transparency of the recruitment process, the Group has formulated the *Position System Management Manual*, which clarifies the recruitment and hiring process. We conduct multiple rounds of assessments based on applicants' work experience, professional skills, and ability levels, striving to find the best candidate who aligns with the Group's development strategy and business plan. The specific recruitment process is as follows:



To ensure that every employee in the Group has a clear career development path, which can inspire their enthusiasm and initiative at work, we have specifically formulated the *Position System Management Manual*. This manual outlines the career development channels for all employees and sets standardized management systems for position transfers or promotions.

We categorize all positions into three major categories: management, professional, and operational sequences, and set corresponding title standards and management requirements for each sequence. According to the Group's position level system, we provide employees with clear promotion pathways and define the qualification conditions for different promotion channels. We will organize and arrange employee position promotions based on these conditions to ensure that employees can achieve career growth and development within the Group.

In 2024, the overall employee turnover rate¹ for the Group was approximately 31.27%. The specific data regarding the employee turnover rates are as follows:



Note:

¹ The employee turnover rate calculation formula for the Group is: (Number of employees who left in that category during the reporting period) / (Total number of employees in that category at the beginning of the reporting period + Number of new employees hired in that category during the reporting period) x 100%.



Remuneration and Benefits

To standardize the salary management system and enhance its competitiveness, fairness, and incentive, the Group has formulated a compensation and benefits system in accordance with market terms and individual circumstances. In addition to the basic salary, the Group also grants various bonuses to motivate employees' enthusiasm, initiative, and creativity. To objectively evaluate employees' work performance and attitude, we have established a performance appraisal system, conducting performance evaluations on employees quarterly, semi-annually, and annually, and granting corresponding performance bonuses to those with outstanding performance.

In addition, the Group also issues corresponding rewards based on project development and employee operational performance. To ensure the achievement of business objectives and the long-term development of the Group, we have established incentives for investment attraction, expansion projects, special business excellence awards, and other incentives in areas such as investment attraction, expansion, operations, promotion, and membership management. To ensure the commencement of projects, we have also formulated a project opening award and a subsidy system for dispatched personnel. At the same time, we encourage employees to actively participate in business management and set up performance-based rewards. According to the business performance of the projects, we reward project teams and individuals who exceed performance targets. Before listing, the Group had established Derry Investment and Development Co., Ltd., which was used to implement the equity incentive plan for the management team. After listing, the 150 million shares held by the Company were used for equity incentives, which is at a relatively high level in the industry. In addition, on November 4, 2021, the Company adopted a restricted share unit plan to reward outstanding eligible employees.

The Group has formulated the *Labor Contract Management Measures* in accordance with the *Labor Contract Law of the PRC*. We legally sign and fulfill labor contracts with our employees and pay for their "social insurances", including pension fund, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance, and housing provident fund, to ensure that employees enjoy social insurance benefits. In addition, based on the *Labor Law of the PRC*, the *Employee Wage Payment Regulations*, and other national and local laws and regulations, the Group has formulated the *Administrative Measures on Attendance* and the *Leave and Salary and Welfare System* to effectively safeguard the legitimate rights and interests of employees and respect their rights to rest and vacation. The Group provides various types of leave, including personal leave, sick leave, marriage leave, maternity leave, bereavement leave, welfare annual leave, work-related injury leave, and traditional holiday leave.

Training and Development

The Group firmly believes that employees are the key factor in improving service quality and optimizing customer experience. To retain and motivate talent, we continuously provide our staff with career development prospects and professional skill training necessary for the business, and design regular training programs for various management levels according to business needs and long-term strategies.

To standardize training work, the Group has formulated the *E-Star Commercial Training Management System*, which clearly defines the overall process of training work, comprehensively improving the job skills and overall quality of employees, ensuring the smooth progress of various tasks within the Group. To fully utilize internal lecturer resources, we have established the *E-Star Commercial Internal Lecturer Management Measures*, which explain the certification process, incentives, and annual evaluations for star lecturers, actively cultivating and building the Company's training lecturer team and leveraging the core role of internal lecturers in the overall training system. Currently, the Group has nearly a hundred star lecturers, with their rankings evaluated and organized each September.

We develop courses for employees each year that cover key areas of business operations, including corporate culture and policies, technical knowledge required for specific positions, leadership skills, and general knowledge related to service nature. There are over 600 internal courses available, divided into professional course systems (operations, investment attraction, promotion, engineering, finance, human resources, etc.) and general course systems (leadership enhancement, professional quality, communication and negotiation, etc.).



	Percentage of Trained Employees (%) ¹		Average Training Hours (hours) ²	
	2024	2023	2024	2023
Gender				
Male	75	67	22.44	35.68
Female	25	33	19.06	34.42
Position Level Type				
Senior Management	1	1	2.50	72.00
Middle Management	4	6	10.00	88.09
Junior Employees	95	93	22.15	31.38

Note:

¹ The calculation formula for the percentage of employees trained in this group is: the number of employees in a specific category who received training during the reporting period / the total number of employees who had received training by the end of the reporting period x 100%.

² The formula for calculating the average training hours is: Total hours of training received by employees in a specific category during the reporting period / Number of employees in the specific category who received training during the reporting period.

The Group established the E-Star Business Academy in June 2020, actively preparing various workshops and training courses, with a more comprehensive talent cultivation pathway including the "Three Stars Class" and the "Project Salon". Among them, the "Three Stars Class" includes:

"Future Star Program"

- Targeting the entry-level employees hired through the campus recruitment program, for whom we provide an onboarding course that covers the general knowledge of the commercial property operation service industry, as well as the promotion and planning of marketing activities and the nature of the services. We also offer one-on-one mentorship programs, assigning an experienced staff mentor to each new hire. The mentors will train and supervise the new employees, and provide regular assessments.

"Morning Star Program"

- Targeting core business staff, we offer more in-depth courses such as team management, to enhance their communication and expression skills. We also provide specialized courses to assist employees in transitioning and excelling in management roles, including a program leader delegate task orientation, which gives employees the opportunity to experience the functions of a program leader, gain experience, and execute strategies.

"Navigation Star Project"

- Targeting management personnel, the program offers courses on management awareness, inter-departmental communication skills, and project preparation, aiming to train them into capable project leaders who can guide and manage projects. The program also emphasizes experiential learning, providing on-site training during the operation phase, simulating key operational stages, so that employees can practice operational skills and focus on application.



Case: “Insurance Claims Specialized Training and Exchange Conference”

On May 8, 2024, to enhance the insurance knowledge of front-line staff, familiarize them with the insurance claims process, and improve operational management quality, the Group specially invited experts from China Life Property & Casualty Insurance Co., Ltd. to hold an “Insurance Claims Training Seminar”. This training provided a detailed explanation on how the team can effectively follow up and reduce Company losses based on insurance provisions during emergency situations, and emphasized the importance of mastering insurance claims knowledge in protecting the interests of consumers and the Company. A total of 60 employees participated in this training, which was well-received and achieved significant results.



Occupational Health and Safety

The Group deeply recognizes that the health and safety of employees are of paramount importance. We strive to regulate potential health and safety hazards in the workplace and provide professional training to its employees on how to deal with specific emergencies, ensuring their personal safety and health during working hours. We have established break rooms to help employees alleviate work stress and endeavor to create a healthy, safe, and comfortable working environment for our staff.

The Group strictly adheres to the *Labor Law of the PRC*, the *Work Safety Law of the PRC*, the *Law of the PRC on the Prevention and Control of Occupational Diseases*, and the *Fire Protection Law of the PRC*, among other relevant laws and regulations. We place great importance on office fire safety. In the onboarding training for new employees, we arrange for “Fire Safety Management” training, educating staff on the purpose and use of fire-fighting equipment, the responsibilities of each department, as well as emergency rescue procedures and preventive measures. We constantly remind employees to be vigilant against potential fire risks to reduce fire hazards, enhance fire safety awareness, prevent fires, and minimize harm, thereby protecting the personal and property safety of employees, maintaining public safety, and ensuring the smooth progress of all work.

Over the past three fiscal years, including 2024, the Group has not experienced any work-related accidents that resulted in the death of employees or serious physical injuries, nor have we made any compensation or settlements to employees for such events. There have also been no violations of laws and regulations concerning employee health and safety. In 2024, the Group did not record any lost workdays due to work-related injuries.



EXEMPLARY SERVICE



Performance Summary

As of December 31, 2024, the Group has received zero major complaints regarding its products and services




No major issues violating laws and regulations related to product and service quality were found

There were 0 safety incidents that resulted in serious injuries

The resolution rate of customer complaints reached 100%






Brand Responsibility

The Group has a well-recognized and complete brand system, and is committed to building and continuously enhancing its five friendly service systems to provide consumers with a better consumer service experience.

Brand Name	Brand Formats/Types	Brand Positioning
	City shopping centers	Aiming to be the hotspot in town by targeting customers from all over the city
	Regional shopping centers	Positioned in the sub-core areas of first-tier cities and the core areas of second- and third-tier cities
	Community shopping centers	Positioned in a neighbouring residential community
星河·第三空间	High-end home furnishing shopping centers	Provide one-stop comprehensive home decoration solutions



EXEMPLARY SERVICE

Five Friendly Service Systems		
	People-friendly	Universal convenience services such as printing, photocopying, lost and found, use of medical kits, etc. are available to all consumers.
	Mother-baby friendly	Maternal and infant room supporting services, maternal and infant supplies services and other services for maternal and infant groups.
	Female-friendly	Provide women's products and cosmetic services for women.
	Child-friendly	Stroller rental service and anti-lost bracelet rental service for children.
	Pet-friendly	Rental of pet products and pet-friendly labelling services for the pet-owning community.

The Group places service quality at the core of our organization and believes that quality control is critical to long-term success. A professional team from the Operation Management Center is responsible for overseeing quality to ensure that standards are implemented.

The Group strictly adheres to the *Advertising Law of the PRC*, the *Law of the PRC on Protection of Consumer Rights and Interests*, the *Product Quality Law of the PRC*, the *Trademark Law of the PRC*, the *Patent Law of the PRC*, and the *Copyright Law of the PRC*, among other laws and regulations. In the 2024, no significant product and service quality violations were found, nor were there any major complaints or product recalls due to safety and health issues.



Digital Business Operations

The Group firmly believes that technology is the key to sustainable development. The Group actively promotes digital transformation, changing the traditional operating model of shopping centers. With technology as the foundation, we connect customers, brands, and operators to achieve refined operations, leading the future development of commerce, and committing to providing an integrated online and offline commercial service. The Group has elevated the digitization of daily commercial operations to a strategic level, empowering consumers' daily lives with various intelligent technologies. In FY2024, the Group made the following attempts to enhance refined management through technology: setting up additional mobile cash registers, smart navigation systems, smart car-finding machines, and intelligent robots in major offline shopping mall stores. Online, we carried out live streaming events with dimensions of shopping malls, stores, categories, and brands, achieving integrated online and offline service operations through platforms such as the COCO Club Official applet, Tiktok, and WeChat, guiding the new way of consumption in physical stores in all directions.

The Group also actively explores effective advanced methods for green and sustainable development. In aspects such as emission reduction operations, resource utilization, circular economy, green practices, and natural resource exploitation, we fully implement corporate social responsibility, striving to minimize environmental impact. This includes adopting energy-saving and emission-reduction measures to decrease greenhouse gas emissions, adhering to waste management principles for proper waste disposal, promoting green office and operating environments based on the four fundamental principles of reduction, reuse, recycling, and replacement, setting up environmental monitoring systems that interact with building automation systems, and adjusting regional air conditioning and ventilation system operating states in real-time according to environmental parameters. In various ways, we assist in propelling sustainable development to new heights.

With deep industry experience and forward-looking strategic planning, E-Star has been leading the wave of commerce for 20 years. The Group will continue to uphold the philosophy of "building prosperous cities with business acumen", enhancing digital intelligence and innovation, ensuring market competitiveness in brand power and sales force, and working hand in hand with partners from all sectors to inject strong momentum into the digital upgrading and sustainable development of the commercial sector.

Member Renewal and Upgrade

In FY2024, the Group continues to dedicated efforts to optimizing the digital ecosystem for members, with further upgrades in the tiered management of membership. The aim is to provide members with more refined, richer, and more convenient services.

- **Membership tier management upgrade:** At the top of the pyramid, the "Black Diamond Card" and "Platinum Card" members have excellent customer quality, mainly targeting high-net-worth individuals. Three in a thousand members contributed 17.5% of the total membership consumption for the year. The newly added "Silver Card" members in 2024 exceeded 200,000, contributing 23% of the membership sales. The total number of members who made purchases throughout the year increased by 49% year-on-year, with repeat purchasing members accounting for 57%. The effects in the first year after the membership system reform were significant.
- **Membership Service Personalization:** High-end members with "Gold Card" and above not only enjoy regular services such as free parking for a certain duration and member discounts at merchants, but COCO Club also carefully prepares birthday gifts, quarterly gifts, and upgrade gifts for members. "Black Diamond Card" members can also enjoy priority services such as no queueing at popular restaurants for some items, which can be facilitated through the Black Diamond Card customer manager. For female high-end members, the program also offers time-limited services such as manicures and facial treatments.



EXEMPLARY SERVICE

- **Enhanced Membership Experience:** Members have a more diverse range of options for points redemption. In addition to exchanging points for parking discounts, workshops, and vouchers, they can also exchange points for gift cards to be used as cash. During the year-end “Hi-Star Carnival” promotional period, each project launches at least 50 gifts for members to redeem. Some projects, in collaboration with third-party brands, offer activities such as self-service photo booths and interactive game lucky draws, fulfilling the needs of different members. For members of the “Galaxy Ecosystem”, in 2024, designated projects at COCO Club introduced points redemption for home purchase privileges, property management fees, and other cross-ecosystem value-added services for owners, allowing Galaxy owners to enjoy exclusive prestigious treatments.
- **Member consumption scenario facilitation:** Through WeChat Pay and Alipay, members can achieve “Payment with instant points”, where points are successfully accumulated at the moment of payment. In FY2024, the proportion of seamless point accumulation has already exceeded 60% of the total number of point transactions. All member benefits usage and interactions have shifted from online to offline, allowing members to complete coupon redemptions in the COCO Club Official applet and then exchange vouchers for gifts or discounts at offline merchants. This creates business opportunities for merchants and enriches the system’s member profiles. Through continuous cycles of consumption, point accumulation, and redemption by members, E-Star gains further insights into members’ preferences, needs, and inclinations, thus combining in-mall merchant content to timely push interested products and content to members, enhancing associated consumption.

In FY2024, the Group launched a group-wide “Member’s Day” event, which is locked in on the 15th of each month for member consumption, making its debut during Hi-Star Carnival period. During Member’s Day, “Black Diamond Card” holders exclusively enjoy 10 times the points, while “Platinum Card”, “Gold Card”, and “Silver Card” holders receive 5, 3, and 2 times the points respectively, encouraging members to climb to higher card levels. On Member’s Day, the sales from members’ consumption exceeded one billion, which is more than a 25% increase compared to regular days.

Information Technology System Management

To reduce our reliance on labor and enhance our overall competitiveness, we actively adopt technological means to advance the digital and intelligent transformation of the main business operations of the Group. We formulate business strategies based on scientific data analysis and further digitize and visualize our dynamic management processes with technology.

The Group drives agile business innovation with efficient digital tools. Membership operations leverage intelligent marketing tools, self-operated online retail malls, a “one-cloud multi-end” matrix deployment, and experiment with brand co-marketing, transitioning from “traffic” to “retention” and breaking through to new heights in consumer conversion. Merchant operations simplify complexity through the digital intelligence platform tool “Star Butler” merchant service platform, reshaping a new paradigm for digital merchant services. Data management, through the establishment of comprehensive business insight tools, data integration capability iteration, and mobile BI platform tools, ensures data is fully utilized and continuously improves the data management system.

- **COCO Club Membership Service System (for membership management):** Manages our membership information, provides an online interactive platform for members, and facilitates interaction between us and our members;
- **Intelligent iPOS System (for sales cashier system):** Handles tenant sales, records sales data, bonus points and reconciles daily sales figures. By adopting automated and convenient mobile payment methods, it enhances payment efficiency and customer experience.
- **Property leasing system (for tenancy contract management):** Provides lease contract management, records contract arrangements, and facilitates interaction between us and the tenants.
- **BI System (for business intelligence):** Provides relevant data to the intelligent operation data center through predefined analytical models.
- **Star Butler (for tenant service):** Offers comprehensive operational services throughout the tenant’s process, achieving digitalization and intelligentization of services, and enhancing the quality of tenant services. In the future, we will continue to deepen tenant services, realizing full-scenario services for tenants, utilizing intelligent technology to promote sustainable development of tenants.



Compliance Marketing and Promotion

The Group adheres to a high sense of corporate social responsibility, strictly regulating and inspecting the marketing and promotion of all products and services to ensure that the related work complies with applicable laws and regulations on advertising and labeling. In FY2024, we have taken several measures to provide our clients with fair and transparent information about our products and services, committed to practicing responsible branding:

- **Strict control over advertising placement:** The Group has established a rigorous review mechanism for advertising placement to ensure that all advertising content is truthful, accurate, does not exaggerate product functions, and does not mislead consumers. Before advertising is placed, a dedicated review team conducts multiple rounds of reviews on advertising copy, images, videos, etc., to ensure compliance with relevant laws and regulations and the Company's internal standards.
- **Promotional Material Review:** For various types of promotional materials, such as brochures, posters, and online promotional pages, the Group has also established a detailed review process. From the accuracy of the content, the reliability of the data to the compliance of the design, there are dedicated personnel responsible for the review to ensure that the promotional materials can genuinely and objectively present product and service information.
- **Authenticity and Accuracy of Information:** The Group values the authenticity and accuracy of information. We have established a feedback mechanism to encourage employees and customers to report any inaccurate information they encounter. For issues reported, the Group promptly verifies and rectifies them to ensure that all information released to the public is true and reliable, thereby building a responsible brand.
- **Enhance the Leading Role of the Brand:** The Group focuses on brand-led initiatives, by proactively involving in news planning, highlighting promotional efforts to ensure effective news publicity, and concentrating on value extraction to refine the core culture, thereby creating positive energy for development and deepening the construction of brand identity.
- **Improving institutional construction:** The Group has strengthened the "top leader" project for brand work, increasing talent reserves and financial security to ensure adequate resource support for brand building. By improving institutional construction, the Group is able to better coordinate brand development and enhance the efficiency of brand management.
- **Promote special initiatives:** the Group highlights the "creation of brand value", taking the initiative in innovation and exploration, focusing our efforts on thematic campaigns, and consolidating the effectiveness of brand leadership. Through these special initiatives, the Group continuously enhances brand value and strengthens the social influence of the brand.
- **Corporate Social Responsibility Collaboration:** The Group actively participates in corporate social responsibility collaborations, communicating with KOLs who support values such as sustainable development, inclusiveness, or mental health, thereby enhancing the brand's sense of social responsibility. Such collaborations not only increase audience engagement but also shape the Group's image as a socially responsible enterprise.
- **Transparency and integrity:** The Group ensures that information disclosure is transparent and honest in all cooperation and promotional activities. For instance, in collaborations with KOLs, the Group requires KOLs to publicly and truthfully disclose their paid partnerships with the brand, maintaining the trust relationship with their audience.



Sincere Service

The Group prioritizes service quality and firmly believes that quality control is crucial to the long-term development of the business. The Group's Operation Management Center has a professional quality control team to oversee the quality monitoring of our business operations, ensuring the maintenance of quality standards, setting standards for internal policies and procedures, and monitoring the implementation of these standards. We have established a set of service quality control systems, which include multiple standardized internal policies and procedures. We require employees and subcontractors to complete checklists after each round of regular inspections, recording observations and the latest information regarding the condition of the properties. In addition, we have also set up guidelines on several aspects of business operations, including how to clean parking lots, restrooms, elevators, and other public spaces, as well as how to maintain and operate technical facilities such as elevator systems and fire equipment.

Case: "I am the First Attendant of the Galaxy" Training

The Group conducts annual thematic training for the customer relationship line, implementing the execution of the "Five Customer-Friendly Services", to provide customers with warm and differentiated services.

To enhance the service awareness of front-line colleagues and align with the related work arrangements for the Quality Year, the Human Resource Administration Center conducted a promotion campaign for the "I am the First Attendant of the Galaxy" selection activity at the customer relationship meeting. By creating unique project services, providing high-quality services to customers, refining excellent project cases for sharing, and building an outstanding customer service team with sincere service. In addition, according to the adjustment of membership rules and system iteration, the customer service team also conducted more than 10 training sessions to enhance the team's professional capabilities, iterate services, and create a convenient shopping experience for members.

Customer Communication and Feedback

The Group adheres to the service philosophy of "quality offerings and dedicated service by Galaxy" and is committed to providing excellent services to our clients through a specialized commercial real estate management system. In our daily business operations, we actively seek and value feedback from our clients regarding the services provided.

Customers can provide feedback to us through the following channels:

1. On-site feedback from customer service centers;

2. Service hotline of each shopping center and 400 national unified hotline;

3. Social media accounts.

The content of customer feedback and complaints may involve the services provided by tenants, the quality of products sold by tenants, the services and facilities of the shopping mall, property management services, constructive suggestions, and commendations, among others. To effectively manage customer feedback, we have established a feedback and complaint management system, and developed internal policies and procedures to respond to and record customer feedback and complaints, while also following up on customer evaluations of our responses. These internal policies and procedures apply to all of our projects.

At each shopping center, our customer service staff are responsible for recording customer complaints and suggestions, and follow up with customers after the case is closed for their evaluation of our services. If customer feedback or complaints cannot be addressed immediately, our customer service supervisor will report to higher management and follow up on the resolution regularly.

During the reporting period, the Group received a total of 928 customer complaints through various channels including on-site feedback at service centers, the national unified 400 hotline, and counter phone calls. All complaints have been properly resolved with a closure rate of 100%. In the future, the Group will continue to maintain and review communication channels with customers to gather their feedback, promptly handle customer complaints, and conduct investigations into customer complaints and services. We will continuously improve our customer service system to enhance customer satisfaction.



Information Security and Privacy Protection

Given the nature of the Group's business, we handle a large volume of client and tenant personal information. The Group places the highest importance on protecting client rights and privacy. We safeguard personal data privacy through the implementation of high security and confidentiality standards, ensuring strict adherence to regulatory requirements concerning data privacy. We have also established a comprehensive management system for the use of confidential data, ensuring that data extraction, duplication, transmission, and destruction all meet stringent security standards. Access to information is managed differentially based on employees' positions, ranks, and the content of business cooperation. Only authorized internal staff and third parties that have signed cooperation agreements are permitted to use member data. External individuals who have not signed cooperation agreements do not have the privilege to input the Group's member data, and it is strictly forbidden to disclose or transfer membership system privileges to others.

The Group must also include provisions related to member data confidentiality in the agreements signed with partner manufacturers. Any data to be shared that involves confidential information should be reported by the data management department according to the Group's confidentiality management procedures, detailing the type, scope, and purpose of the confidential data, and the sharing of such data must be approved before it can proceed. Before the approved confidential data can be shared, a confidentiality agreement must be reached with the recipient. In cases of violations of our data management policies or misuse of customer data, we will, depending on the situation, take appropriate actions to correct, notify, and discipline the individuals and entities involved, ensuring compliance with relevant laws and regulations, and initiate appropriate legal and regulatory actions against such individuals and entities. During the reporting period, the Group did not experience any significant computer system or network security incidents.

The detailed information management measures of the Group are as follows:

1. Install antivirus software, and regularly update the antivirus software, conducting checks periodically to detect viruses;
2. Implement procedures such as regular system checks, password policies, user authorization and approval, data backup, and data recovery to protect user data;
3. The Information Technology Management Department is assigned to conduct regular evaluations of the digital platform to ensure that the collection, storage, and use of user data are in compliance with the Group's internal policies as well as relevant laws and regulations.

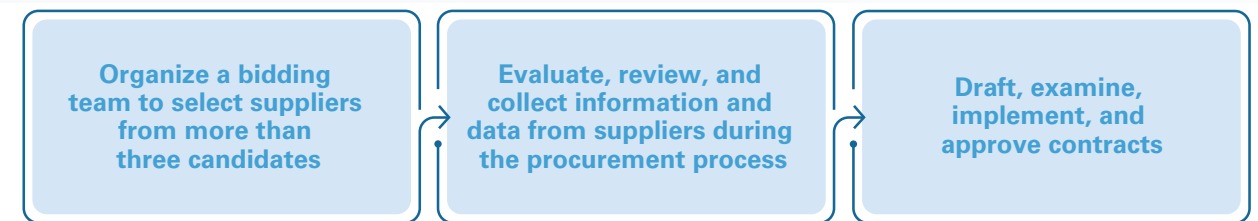


Supply Chain Management

Responsible Procurement

The procurement management department of the Group is responsible for reviewing all procurement applications and reporting to the senior management for their approval. During the approval process, the senior management screens the applications based on the relevant provisions of the Bidding Law of the PRC and the Procurement Management Regulations of the Company. The considerations include whether the proposed procurement is within the annual budget, the type and details of the procurement, the necessity of bidding, past relevant cooperation records, screening requirements (such as pricing and quality), service scope, environmental and social factors, among others, with a priority given to suppliers providing eco-friendly products and services. Once the application is approved, the procurement department will proceed with the procurement through tendering and bidding. We also require in the tender documents that the products provided by the suppliers must comply with national and local environmental regulations and requirements, meet national standards and specifications, follow industry standards if there are no national standards, and adhere to the supplier's production standards if there are no national or industry standards. Both tendering and bidding are conducted based on a fair selection of bidding suppliers under the background of performance evaluation to ensure a fair and just process.

The procurement process of the Group is as follows:



The Group adheres to the principles of fairness, openness, and competition, and is committed to developing long-term cooperative relationships based on mutual trust. We value our existing long-term strategic partnerships with suppliers while also welcoming new suppliers to participate in bidding through legitimate channels. In the procurement process, the Group strictly follows the relevant regulations such as the Bidding Law of the PRC to ensure that procurement activities are legal and compliant.

We require all suppliers to bear corporate social responsibility and strictly comply with relevant laws and regulations, international conventions, and contractual obligations. The Group maintains a zero-tolerance policy towards any acts of bribery and corruption, and strictly prohibits suppliers and partners from obtaining procurement contracts or partnerships through any form of benefit transfer. To this end, we conduct strict supervision over procurement activities for which our employees are responsible, forbidding any behavior that violates business ethics, ensuring that the procurement process is open, fair, and just, and eliminating any discrimination or preferential treatment towards any supplier. Should it be found that an employee has a conflict of interest with a related supplier, the Group will prohibit their involvement in the related procurement activities. In addition, the Group will regularly review the relevant systems to ensure their effectiveness.

Supplier Management and Supervision

The Group has formulated the Suppliers Management Practice Guidelines to standardize supplier management. The Procurement Management Department initiates an annual supplier evaluation every year, comprehensively considering the supplier's background, qualifications, industry reputation, and the quality of the products or services provided to us, to conduct an all-around assessment of the supplier list. Suppliers that fail to meet standards multiple times will be removed from the list to optimize supplier resources and maintain the stability and reliability of the supplier team, providing a reliable material supply guarantee for the construction and development of the Group.

The Group primarily subcontracts several labor-intensive services, including subcontracting security and cleaning services to professional subcontractors, in order to reduce our operating costs, improve service quality, and allocate more resources to management and enhancing overall profitability. Our subcontractors specialize in the services they provide, allowing them to deliver services efficiently. In FY2024, we did not have any significant disputes with suppliers that adversely affected our business, financial condition, and operating results.

In FY2024, we had a total of 514 qualified suppliers, of which 501 were located in mainland China and 13 in Hong Kong, China. All suppliers have passed the standard practice for engaging suppliers.



Performance Summary

As of December 31, 2024, the total investment of the Group in public welfare, charitable activities, and community events amounts to 245.5 thousand RMB

The number of employees participating in public welfare activities is 100

The duration of the public welfare activities reached 101 hours

The Group adheres to the inherent spirit of public welfare and humanistic care, long-term commitment to public welfare and the promotion of social integration, fulfilling corporate social responsibility, and continuously contributing love and strength to the community. To this end, we have formulated the *Community Investment Policy*, encouraging employees to actively participate in social activities, gain a deep understanding of community needs, and create long-term benefits through community investment.

In the shopping mall project, we have established a dedicated service system for mothers and infants, which includes dedicated parking spaces for mothers and infants, stroller rentals, and a safety response mechanism for mothers and infants, providing convenience and safety for the Group. In addition, the Group has adopted multiple measures to stabilize the operations of merchants, including but not limited to increasing support for merchants, organizing five major activities to boost business performance, providing one-on-one sales enhancement services for key merchants, and mining and integrating resources, taking practical actions to assist merchants in meeting challenges and fulfilling corporate social responsibilities.



Marching Forward with Public Welfare Hand in Hand

The Group actively assumes social responsibility, leveraging our resources, technology, and service advantages to dedication to giving back to society through concrete actions. We continuously expand our employee volunteer team and periodically collaborate with public welfare and charitable organizations to carry out a series of volunteer services and public welfare activities, including caring for vulnerable groups, stray animal adoption, charity sales, and charitable donations. We encourage employees to devote themselves to public welfare causes, establish a positive public image, and continuously improve the well-being of the people.

“Fei’s Happy Party”

In October 2024, Shenzhen Longgang Galaxy COCO Park, a subsidiary of E-Star, took the opportunity of its 12th anniversary celebration to collaborate with a well-known IP to create the “Fei’s Happy Party” event. With “cats” as the theme, it invited the Wai Wai Stray Animal Rescue Association to jointly carry out the stray animal guardianship plan and public welfare adoption activities, actively advocating “adoption instead of buying”. Through practical actions, it shows care for stray animals and conveys the concept of public welfare.



“Embracing the Star Children (children with autism)”

In October 2024, Changzhou Wujin Hutang Galaxy COCO City, under the E-Star, jointly organized the “Embracing the Star Children (children with autism)” charity sale event with the merchant Emma Dance. A total of 40 families, 75 children, and 15 teachers participated in the event, selling items such as toys and books, with all proceeds donated to the Changzhou Tianai Children’s Rehabilitation Center for the purchase of rehabilitation therapy equipment for autistic children.



“Autism Care -Charity Lighting Ceremony”

On December 20, 2024, E-Star’s Xiamen Galaxy COCO Park, in collaboration with the Antarctic Light Charity and Cloud Art Therapy, held a public welfare lighting ceremony and performance event with the special group “Star Children (children with autism)”. Xiamen Galaxy COCO Park, with its dedication and contribution to public welfare, was honored with the “Caring Partner Organizations” award issued by the Fujian Antarctic Light Poverty Alleviation and Public Welfare Service Center.





Building an Inclusive Community

To create a harmonious and symbiotic community culture atmosphere that fosters friendly neighborly relations, we carry out various forms of community cultural activities. At the same time, we continuously innovate the mode of activities, organically combining healthy living, environmental protection concepts, and artistic culture to more comprehensively meet the needs of community residents, building an inclusive, healthy, and positive community atmosphere.

"Earth Hour"

On March 23, 2024, from 8:30 PM to 9:30 PM, E-Star once again joined forces with 17 of its projects across 10 cities to actively participate in the global "Earth Hour" initiative, fulfilling its corporate responsibility as a "Earth Hour Promotion Partner" of the World Wildlife Fund (WWF). We voluntarily turned off some non-essential lighting in shopping malls, dedicating an hour of darkness to the Earth and voicing support for a greener planet.



Simultaneously, projects under E-Star promoted the initiative through displaying thematic posters on LED screens inside and outside the malls and adding poster banners to the online COCO Club Official applet. These efforts aimed to encourage the public to actively participate in the event, to feel the breath of nature during the one hour of darkness, and collectively contribute to the sustainable development of the Earth.

The "Green Action CITY Initiative"

On April 12, 2024, E-Star and SF Express jointly initiated the "Green Action CITY Initiative". Through the reuse of waste paper boxes and artistic creation, the plan aims to make more people aware of the importance of environmental protection. The "Books for Vegetables" activity within the plan promotes resource recycling by collecting and donating books. In addition, we collaborated with Castle and invited members from both sides to hold an outdoor bird-watching class at Shenzhen Longhua Galaxy COCO City, to jointly popularize the concept of ecological civilization and enhance the community members' awareness of environmental protection.



"King of the Ball: The Great Ping Pong Match"

In July 2024, the event was witnessed by the municipal and district sports and cultural bureaus, Shenzhen Longhua Galaxy iCO, a subsidiary of E-Star, received the awarding ceremony for the "National Ball into the Community (promoting table tennis as the national sport), Sports Events into the Business District". During the event, we provided 21 ping-pong tables for free to the surrounding ten communities and co-organized a month-long community ping-pong selection competition with the community committee. This event implements the national fitness strategy, brings community neighbors closer together, and fosters a mutually beneficial ecosystem by promoting community integration and the transformation of business customer groups.



"Wen Hui Business District · Artistic Longgang"

In October 2024, E-Star hosted the "Wenhui Business District · Artistic Longgang" cultural benefiting circuit performance event. This event featured various art forms such as Quyi (a form of Chinese traditional performing arts that includes storytelling and singing), singing and dancing, magic, acrobatics, etc., aiming to create a favorable business environment, enrich the cultural life of the residents, and develop a positive cultural atmosphere in the Longgang district.





APPENDIX: CONTENT INDEX

Main Categories, Subject Aspects, General Disclosures, and KPIs			Location of Disclosure or Remarks
Mandatory Disclosure Requirements			
Governance Structure	<p>A statement from the Board containing the following elements:</p> <ul style="list-style-type: none"> (i) a disclosure of the Board's oversight of ESG issues; (ii) the Board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the Board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses. 		<p>Board Statement</p> <p>Sustainable Development Management</p>
Reporting Principles	Describe or explain how the reporting principles were applied in the ESG report	<p>Materiality: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p>	About the Report
		<p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p>	
		<p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p>	
Reporting Boundary	<p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p>		About the Report



APPENDIX: CONTENT INDEX

Main Categories, Subject Aspects, General Disclosures, and KPIs		Location of Disclosure or Remarks
“Comply or Explain” Provisions		
A. Environmental		
Aspect A1: Emissions		
General Disclosure	Regarding air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Green Operations
KPI A1.1	The types of emissions and respective emissions data.	Green Operations
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Operations
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Operations
KPI A1.4	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Operations
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Green Operations
KPI 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.	Green Operations



APPENDIX: CONTENT INDEX

Main Categories, Subject Aspects, General Disclosures, and KPIs		Location of Disclosure or Remarks
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Green Operations
KPI 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).	Green Operations
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Green Operations
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green Operations
KPI 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.	Green Operations
KPI A2.5	Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	Due to the Group's business nature, matters related to packaging materials are not applicable to the Group.
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Green Operations
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Operations
Aspect A4: Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Green Operations
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Green Operations



APPENDIX: CONTENT INDEX

Subject Areas, Aspects, General Disclosures and KPIs		Location of Disclosure or Remarks
B. Social		
Aspect B1: Employment		
General Disclosure	Regarding compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	People-Oriented
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	People-Oriented
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	People-Oriented
Aspect B2: Health and Safety		
General Disclosure	Regarding providing a safe working environment and protecting employees from occupational hazards: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	People-Oriented
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	People-Oriented
KPI B2.2	Lost days due to work injury.	People-Oriented
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	People-Oriented
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training and may include internal and external courses paid for by the employer.	People-Oriented
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	People-Oriented
KPI B3.2	The average training hours completed per employee by gender and employee category.	People-Oriented



APPENDIX: CONTENT INDEX

Subject Areas, Aspects, General Disclosures and KPIs		Location of Disclosure or Remarks
Aspect B4: Labour Standards		
General Disclosure	Regarding preventing child and forced labour: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	People-Oriented
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	People-Oriented
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	People-Oriented
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Exemplary Service
KPI B5.1	Number of suppliers by geographical region.	Exemplary Service
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Exemplary Service
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Exemplary Service
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Exemplary Service
Aspect B6: Product Responsibility		
General Disclosure	Regarding health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Exemplary Service
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Exemplary Service
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Exemplary Service
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Sound Governance
KPI B6.4	Description of quality assurance process and recall procedures.	Exemplary Service
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Exemplary Service



APPENDIX: CONTENT INDEX

Subject Areas, Aspects, General Disclosures and KPIs		Location of Disclosure or Remarks
Aspect B7: Anti-corruption		
General Disclosure	Regarding bribery, extortion, fraud and money laundering: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Sound Governance
KPI 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.	Sound Governance
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Sound Governance
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Sound Governance
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.	Caring for the Society
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Caring for the Society
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Caring for the Society

