



保利物業服務股份有限公司

POLY PROPERTY SERVICES CO., LTD.

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

STOCK CODE :06049.HK

2024

Environmental,  
Social and Governance Report

Up to Do



# About This Report

## ➤ Reporting Guidelines

This report is prepared in accordance with the *Environmental, Social and Governance Reporting Code* set out in Appendix C2 to the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* (SEHK). At the same time, it refers to the *Guidance on Climate-Related Disclosure Under the Environmental, Social and Governance Framework* issued by The Stock Exchange of Hong Kong Limited, as well as the *Reference of ESG Indicators System for ESG Reports of Listed Companies Controlled by Central State-owned Enterprises* issued by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC).

## ➤ Reporting Scope

This is the sixth environmental, social and governance ("ESG") report published by Poly Property Services Co., Ltd. The report primarily discloses the Company and its subsidiaries' ESG performance and relevant information during the period from January 1, 2024 to December 31, 2024. Unless otherwise specified, the scope of this report is consistent with the 2024 Annual Report of Poly Property Services Co., Ltd. The entity scope covers Poly Property Services Co., Ltd. and its subsidiaries, with their businesses covering property management services, value-added services to non-property owners, and value-added community services. The business portfolio covers residential communities, commercial and office buildings as well as the public and other properties.

## ➤ Reporting Principles and Data Sources

The report is based on the reporting principles of materiality, quantitative, balance and consistency of the *Environmental, Social and Governance Reporting Code*. The data and cases are all extracted from statistical reports and relevant documents of the Company. The Company assures that the report is free of false records or misleading statements and takes responsibility for the authenticity, accuracy and completeness of the content. Unless otherwise specified, the monetary amounts in this report are in RMB.

### Materiality

A materiality assessment is conducted to identify and evaluate material ESG topics for the Company's operations and external stakeholders.

### Balance

The report objectively states the Company's efforts in all ESG aspects, including service, environment, employee, and community.

### Quantitative

The report discloses key quantifiable metrics and sets relevant performance targets where applicable.

### Consistency

The preparation method remains consistent with previous years, and any changes that may affect meaningful comparison with previous reports, will be explained in the corresponding positions.

## ➤ Reference Terms

For better expression and readability, Poly Property Services Co., Ltd. is also referred to as "the Company" or "Poly Property", Poly Property Services Co, Ltd. together with its subsidiaries are referred to as "the Group" or "We/our" in the report.

## ➤ Confirmation and Approval

The report was reviewed and approved by the Board of Directors of the Company (the Board) on March 31, 2025 for release.

## ➤ Access to the Report

The electronic version of report can be accessed from the designated website of The Stock Exchange of Hong Kong Limited ([www.hkexnews.hk](http://www.hkexnews.hk)) or the Company's official website ([www.polywuye.com](http://www.polywuye.com)).

## ➤ Feedback

If you have any questions or suggestions on this report and its content, please contact us via the following methods:



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# Message from Senior Management

In 2024, guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and the guiding principles of the 20th CPC National Congress, Poly Property embraced a renewed blueprint for social responsibility. Following our brand position of "leading and creating a better life," we continued to build a service ecosystem for the era of comprehensive property services and elevate scenario-based services, contributing our soft service power to China's strategic development.

## ● Intelligent technologies cement business foundation and improve service quality

Aware of our fundamental role as a service provider, we live up to the trust of every customer in each community and city. In 2024, based on our self-developed "RADAR Smart Service" system, we accelerated digital transformation and the application of smart technologies in different business categories and redefined standards for services, operations, and management. We also launched a dual-center service model combining the Digital Command Center and Customer Response Center. To improve service quality, we rolled out a dedicated "Service Upgrade Action" that overhauled three core service brands. Focusing on the strategic needs of "integrating product, brand, and service", we established the "Model Factory" program, which generated a series of representative benchmark projects. At the Summit of 2024 Top 500 China Property Management Companies, Poly Property earned seven major awards and ranked second in China in overall strength.

## ● Green transformation ushers in a new chapter to fulfill our commitments to carbon peak and carbon neutrality

As a leading Central State-owned property services provider, the Company injects green momentum into every aspect of high-quality development. We serve as a partner in companies' green transitions, a pioneer in smart building carbon reduction, and an advocate for green lifestyles among employees. In 2024, under our green service framework, we adopted advanced energy-saving technologies, including comprehensive upgrades to building water systems, sensor-based lighting in public areas, and intelligent temperature control systems. We also conducted regular energy consumption analyses tailored to specific building situations to ensure efficient resource use for comprehensive carbon reduction. Partnering with a Tsinghua University technical team, we have initiated comprehensive collaboration on integrated energy intelligent management (IEIM), creating a new model for green energy services—IEIM Energy Intelligent Steward. Through this model, we have established a full lifecycle intelligent energy control system, supporting the development of an eco-friendly, low-carbon economy.

## ● A talent-centered approach contributes to prosperity, cooperation, mutual benefits, and harmony

Talent is our most valuable asset. Beyond job creation, the Company is committed to fostering high-quality employment and building a strong employer brand. In addition to providing jobs, we also emphasize the talent training. In 2024, we continued the strategic talent project that supports our development, "Star Generation Program," which aimed to produce a new generation of young professionals who embrace our corporate culture. Through the "Poly Spark Class" featuring a combination of training and employment, we leveraged our expertise to create stable job opportunities to support livelihood. Meanwhile, we made a breakthrough in effective governance. The national standard, *Guide for Standardization of Basic Public Services*, which we co-authored, was released to enhance public service quality. Devoted to our mission of "preserving civilization and serving society," we have run the "Delivering Warmth to Mountainous Areas with Books Donation" program since 2011 to build community reading rooms for children in rural areas, contributing our strengths to a better era.

The year 2025 marks the conclusion of China's 14th Five-Year Plan and the initiative to expand and upgrade the reform of SOEs. Amid new circumstances, tasks, and challenges, we will continue to engage in urban development and comprehensive town management. Leveraging our professional management and service capabilities, we will continue to demonstrate our commitment to serving the new urbanization, take the lead in promoting green and low-carbon development, and forge core competitiveness through deepening reform and innovation.

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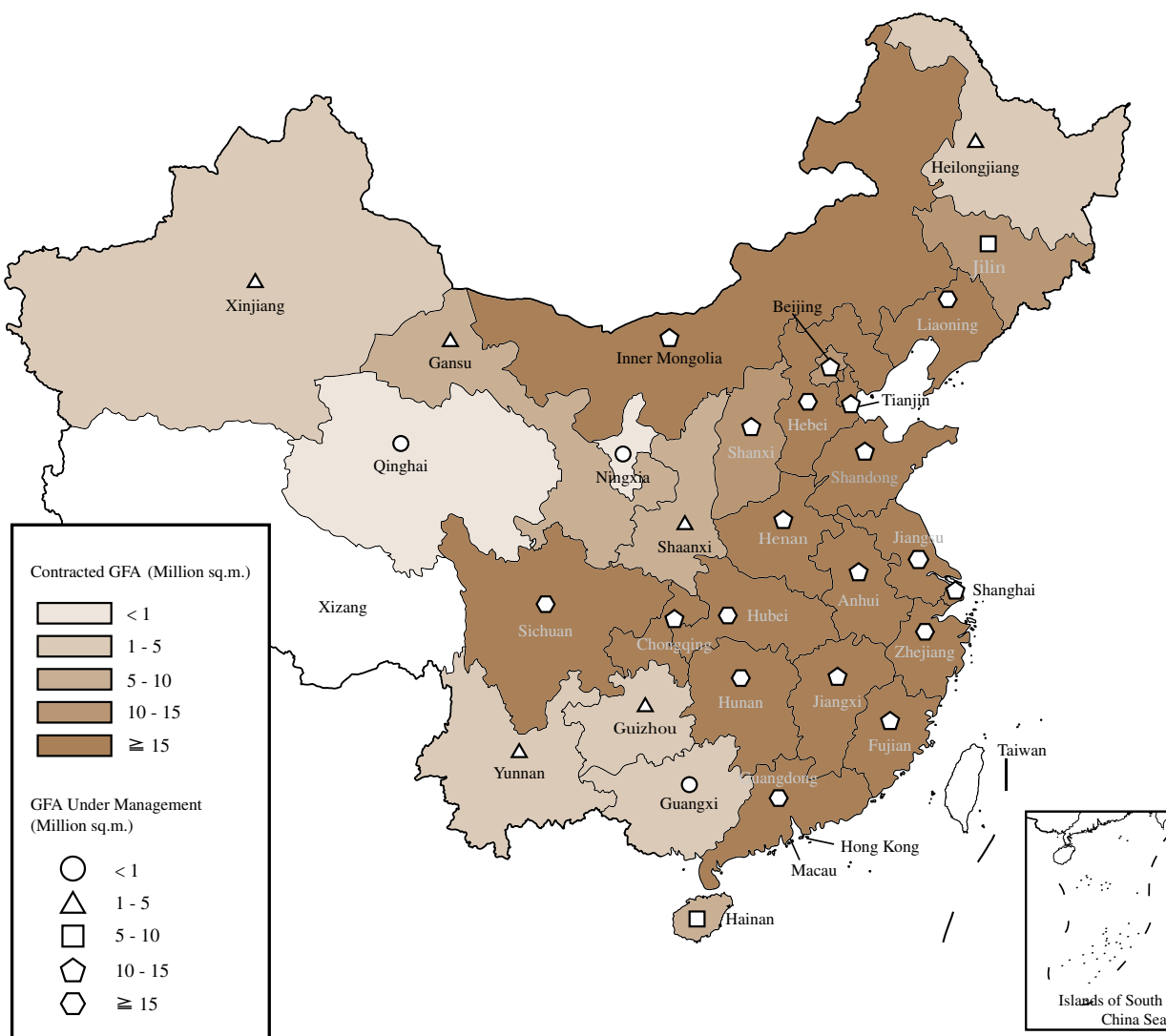
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# About Us

## Company Profile

Poly Property Services Co., Ltd. is a leading comprehensive property management service provider in China with extensive property management scale and state-owned background. According to the ranking of 2024 Top100 Property Management Companies in China by the China Index Academy, the Group ranked second among the Top100 Property Management Companies in China and first in terms of service scale among the property management companies with state-owned background. With high-quality services and brand strength, we have enjoyed an industry-wide reputation. Our brand was valued at approximately RMB26.8 billion in 2024. Guided by the mission of "to serve the people by managing and achieving," we have established a system of all-around services and built an ecosystem of "comprehensive property services" to cater to diverse client needs. Our management business portfolio covers residential communities, commercial and office buildings and public and other properties. As at 31 December 2024, the Group's contracted gross floor area ("GFA") and GFA under management was approximately 988.1 million sq.m. and 803.4 million sq.m. respectively, covering 194 cities across 30 provinces, municipalities and autonomous regions in China.



## Credit and System Certification

	Certification	Effective date	Expiry date
1	ISO 27001: 2022 information security management systems	2024/6/19	2027/6/24
2	ISO 55001:2016 asset management systems	2024/7/5	2027/7/6
3	SA 8000:2020 social accountability management systems	2023/9/18	2026/9/17
4	GB/T 31950-2015 enterprise integrity management system	2023/8/3	2026/8/2
5	CTSZYC/ZX-2023 quality credit evaluation	2023/8/3	2026/8/2
6	ISO 37001:2016 anti-bribery management systems	2024/8/8	2027/8/9
7	ISO 22000:2018 food safety management systems	2024/11/29	2027/12/5
8	ISO 50001:2014 energy management systems	2022/11/15	2025/11/14
9	ISO 9001: 2015 quality management systems	2024/1/4	2027/1/15
10	ISO 14001: 2015 environmental management systems	2024/1/4	2027/1/7
11	ISO 45001:2018 occupational health and safety management systems	2024/1/4	2027/1/20
12	GB/T 19025-2023 training management system	2023/7/13	2026/7/12
13	ISO 41001:2018 facility management systems	2023/12/25	2026/12/25
14	GB/T 37228-2018 Societal security—Emergency management—Requirements for incident response	2024/12/5	2027/12/4
15	GB/T 37228-2018 security emergency response management	2024/7/16	2027/7/15
16	GB/T 15496-2017 standards system	2023/8/3	2026/8/2
17	ISO/IEC 20000-1: 2018 information technology management system	2022/11/29	2025/11/28
18	ISO 22301:2012 business continuity management system	2024/12/6	2027/12/27



## Company Honors

### Operational

 Awards	 Awarding Entity
2024 TOP 100 Property Management Companies in China	Beijing China Index Academy
2024 Top 500 Property Management Companies in China (TOP 2)	CRIC Property Management/ CRIC
2024 Top 100 China State-owned Property Management Companies in Terms of Comprehensive Strength (TOP 1)	CRIC Property Management/ CRIC
2024 Top 100 Property Service Companies in China	CRIC Property Management/China Property Management Research Association
2024 Top 20 Listed Companies of Property Management Service	CRIC Property Management/ CRIC
2024 China Leading Operation Brand of Specialized Property Service Companies (brand value of RMB 26.8 billion)	Beijing China Index Academy
2024 China TOP 10 Property Management Companies in Terms of Business Size	Beijing China Index Academy
2024 China TOP 10 Property Management Companies in Terms of Business Performance	Beijing China Index Academy
2024 China Leading Property Management Companies in Terms of Service Quality	Beijing China Index Academy
2024 Leading Companies in Smart City Service of China's Property Management	Beijing China Index Academy
2024 China Excellent State-owned Property Management Companies	Beijing China Index Academy
2024 Leading Companies of China in Red Property Service	Beijing China Index Academy

### Sustainable development

 Awards	 Awarding Entity
GBA Listed Companies ESG100 Green Advancement Awards– Annual Outstanding Value Award	The Greater Bay Area Association of Listed Companies
GoldenBee 2024 Excellent Corporate Sustainability Report – Community Responsibility Disclosure Award	GoldenBee Think Tank
Top 50 ESG Pioneers Among Listed Chinese Companies in the Greater Bay Area	China Media Group's Financial and Economic Program Center, SASAC, All-China Federation of Industry and Commerce, Institute of Economics of Chinese Academy of Social Science
Best ESG Practice Cases for Listed Companies in 2023	China Association of Public Companies
Outstanding ESG Performance Award of H-Share Companies	BDO



## Key ESG Performance

### Economic



RMB **16,342.3**  
million  
Revenue

RMB **1,489.4**  
million  
Net profit

RMB **2,984.3**  
million  
Gross profit

RMB **2.68**  
Basic earnings  
per share

RMB **1,473.9**  
million  
Profits attributable  
to shareholders

**988.1** million  
sq.m  
Contracted GFA

**803.4** million  
sq.m  
GFA under management

**2,821**  
Projects under  
management

### Environmental



**0.5237** million tonnes CO<sub>2</sub>e  
GHG emissions(Scope 1, Scope 2 and Scope 3)

**1,002,907.89** MWh  
Comprehensive energy  
consumption

**18.09** million m<sup>3</sup>  
Water resource  
consumption

**542.87** tonnes  
Non-hazardous waste  
generation

**34.03** tonnes  
Hazardous waste  
generation

### Social



**30,125**  
Employees at the end of  
the reporting period

**55.15**  
Average training  
hours per employee

**51.62**%  
Proportion of female  
employees in the man-  
agement team

RMB **400** /person  
Average expenditure  
on employee training

**10,217**  
Employee participants in volunteer services

### Governance



**4**  
Shareholders'  
Meetings held

**50**%  
Percentage of inde-  
pendent directors

**33.33**%  
Percentage of  
female directors

**4**  
Regular internal  
audits conducted

**837**  
Anti-corruption (integrity) training sessions conducted

# ESG Governance

## Board Statement

The Group highly values sustainability management. In accordance with the requirements of The Stock Exchange of Hong Kong Limited (SEHK)'s Environmental, Social and Governance Reporting Code, we continuously refine our ESG governance structure and establish effective reporting mechanisms, ensuring robust oversight and active participation of the Board in the governance of the Company's ESG affairs. During the reporting period, the Group made significant progress in various ESG endeavors. We further promoted discussions on setting ESG-related targets. Analyzing historical ESG data led by the ESG Task Force and fully grasping the new developments of the SEHK in ESG disclosure requirements, we ensured a comprehensive evaluation on the validity and completeness of our internal sustainable development-related indicators. At the same time, we engaged independent third-party consultants to provide data collection training to frontline staff from various departments, thereby building strong internal capacity for setting quantitative and implementable ESG targets.

## ESG Management Strategy

Adhering to our corporate mission of "to serve the people by managing and achieving", we are committed to maintaining close ties with stakeholders, such as customers, investors, governments, suppliers and non-profit organizations, etc., so as to build a win-win value ecosystem. With those efforts, we continuously create sustainable corporate value in areas such as corporate governance, environmental protection, labor rights and community development.



## ESG Governance Structure

Following the vertical workflow of "decision-making, supervision and coordination, and execution", we have established a sustainability governance framework composed of the Board, strategy and sustainability committee, ESG Task Force, functional departments and subsidiaries, to promote the implementation of ESG practices in our group. Among them, the Board, the decision-making body of the Group, is responsible for our ESG governance, and leads the decision-making of ESG management. The Strategy and Sustainability Committee and ESG Task Force, serving on the supervision and coordination level, is responsible for implementing Board resolutions, coordinating ESG matters, preparing ESG reports, and reporting ESG progress to the Board on a regular basis. Each functional department and subsidiary, serving on the execution level, are responsible for rolling out initiatives set up by the ESG Task Force, reporting ESG work progress and data and implementing ESG management.



# Stakeholder Communication

We are committed to establishing long-term trust and cooperation with various stakeholders. We actively track stakeholders' opinions and suggestions on the Group by our multi-tier, multi-channel communication mechanism. We also review our performance on key topics to ensure that we can respond effectively to stakeholder needs while improving our ESG governance capabilities and performance.

Stakeholders	Major expectations and requirements	Communication and response methods
 Investors / shareholders	<ul style="list-style-type: none"> <li>• Protecting shareholders' rights and interests</li> <li>• Improving information transparency</li> <li>• Reducing business risks</li> </ul>	<ul style="list-style-type: none"> <li>• Shareholders' Meeting, investors hotline and email, etc.</li> <li>• Investor communication meetings, performance briefings, roadshows and reverse roadshows, announcements and circulars, etc.</li> <li>• Internal audit supervision, regular risk identification and response</li> </ul>
 Customers	<ul style="list-style-type: none"> <li>• Providing professional and comfortable services</li> <li>• Ensuring customer safety</li> <li>• Respecting customer privacy</li> <li>• Protecting customer rights and interests</li> </ul>	<ul style="list-style-type: none"> <li>• Diversified community activities and intelligent services</li> <li>• First aid knowledge and skills training, and emergency drills</li> <li>• Information security management system certification</li> <li>• Surveys on customer satisfaction, meetings with property owners, service hotline, and Heyuan mini program</li> </ul>
 Government & regulators	<ul style="list-style-type: none"> <li>• Operating in compliance with laws and regulations</li> <li>• Implementing national policies</li> <li>• Serving society and people's livelihoods</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance training and anti-corruption training</li> <li>• Report to the government and government inspections</li> <li>• Social public governance</li> </ul>
 Employees	<ul style="list-style-type: none"> <li>• Protecting the rights and interests of workers</li> <li>• Protecting occupational health and safety</li> <li>• Competitive job opportunities</li> <li>• Democratic communication</li> </ul>	<ul style="list-style-type: none"> <li>• Compensation and benefits system, and compliant employment</li> <li>• Safety management system, and employee health check-ups</li> <li>• Employee training and promotion mechanism</li> <li>• Workers' congress, democratic life meetings, etc.</li> </ul>
 Suppliers & partners	<ul style="list-style-type: none"> <li>• Supplier equity</li> <li>• Win-win cooperation</li> <li>• Promoting industry development</li> </ul>	<ul style="list-style-type: none"> <li>• Public procurement and empowerment training</li> <li>• Building a cooperation platform</li> <li>• Participating in industry exchange</li> </ul>
 Non-profit organizations & the public	<ul style="list-style-type: none"> <li>• Realizing low-carbon transformation</li> <li>• Developing social welfare</li> <li>• Supporting rural vitalization</li> </ul>	<ul style="list-style-type: none"> <li>• Energy conservation and consumption reduction, addressing climate change, and environmental charity</li> <li>• Volunteer activities and charitable donations</li> <li>• Empowering urban governance</li> </ul>

# Materiality Analysis of ESG Topics

We regularly conduct materiality assessment and analysis, and have effectively identified 30 ESG topics related to the Group through the process of "identification, prioritization, evaluation, and review". Based on the results of the questionnaire survey and internal interviews, 9 highly material topics and 13 moderately material topics were identified, forming a materiality matrix for the year 2024.



## Identification of ESG topics

Based on the Company's business model, state's policies and ESG disclosure trends of the industry, 30 material ESG topics were identified, including services, environment, employment, labor, governance and community.



## Survey on stakeholders

We collect opinions from stakeholders through interviews with executives and staff to further identify the Company's material topics.



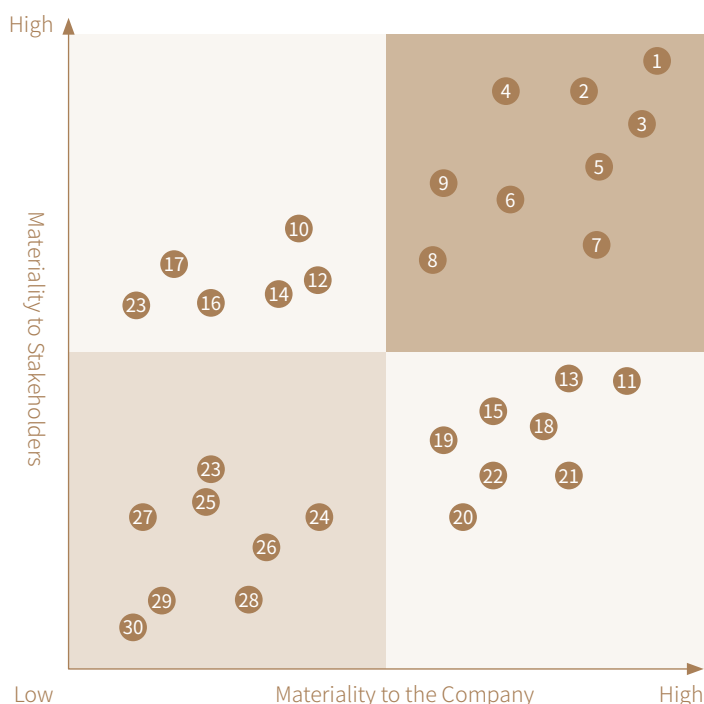
## Materiality analysis

Internal and external experts are invited for a conference, and prioritize ESG topics in "materiality to the Company" and "materiality to stakeholders". A materiality matrix was then prepared.



## Confirmation by the Board

The Board reviews the results of materiality analysis and confirms key disclosure information of the reporting year and future work for improving ESG performance.



## The tier-1 topics

(the topics that have the most critical and material potential impact on sustainable development)

The tier-1 topics	classification
1 Service quality	S
2 Employee occupational health and safety	S
3 Customer health and safety	S
4 Customer satisfaction	S
5 Employee training and development	S
6 Information security and privacy protection	S
7 Energy management	E
8 Addressing climate change	E
9 Greenhouse gas emissions management	E

## The tier-2 topics

(material topics that have great potential impact on sustainable development)

The tier-2 topics	classification
10 Anti-corruption	G
11 Compliance operation	G
12 Employee compensation and benefits	S
13 Supply chain management	S
14 Water resources management	E
15 Waste management	E
16 Employee diversity and equal opportunities	S
17 Preventing child labor and forced labor	S
18 Employee recruitment and team building	S
19 Smart services	S
20 Promoting the industry	S
21 Intellectual property protection	G
22 Diversified value-added services	S

## The tier-3 topics

(material topics that have relatively low potential impact on sustainable development)

The tier-3 topics	classification
23 Fair competition	G
24 Regulated governance	G
25 Green office and green culture	E
26 Green property management and operation	E
27 Sustainability Management	G
28 Risk management	G
29 Community Integration	S
30 Philanthropy and social services	S

## ESG Spotlight

### Striving for Excellence by Setting a Benchmark for Premium Holistic Property Services

As property services evolve, there are growing expectations for service quality. In the property service sector, meeting owners' reasonable needs has become a pressing issue. In response, Poly Property concentrates on the strategic needs of "integrating product, brand, and service." Working closely with Poly Developments and Holdings Group Co., Ltd., we focus on three key stages: showroom service, delivery, and post-delivery management. With a transparent service process and customer evaluations at the core, we elevate service capabilities and scenarios, delivering a series of exemplary projects that define a new chapter for premium holistic property services.

#### Improving standards

We fine-tune every detail of our services across multiple dimensions—product alignment, scenario implementation, customer satisfaction, collection rates, and industry recognition. We deliver each service standard and optimize our three service brands. Internally, this realizes continuous quality improvements; externally, it reinforces our reputation as a provider of premium services. Similar to factory manufacturing, our service benchmarks are replicable and scalable, enabling professional services as a standard operation and delivering stable and extraordinary experiences to owners.

#### Spotting service needs

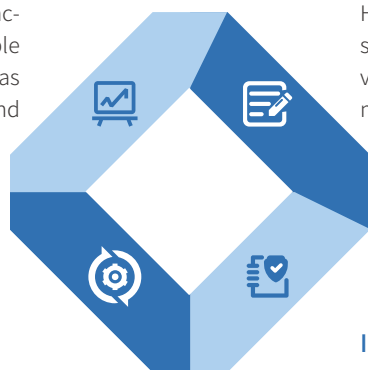
According to the characteristics of each project, we take a holistic approach to designing scenarios and standards for integrated products and services. For foundational services, we clarify environmental management, order and safety management, customer management, and other daily services. For our three service brands—Oriental Courtesy, Elegant Life, and Harmonious Courtyard—we create exclusive service scenarios. Additionally, we offer innovative, personalized services that reflect craftsmanship at a higher level.

#### Implementing services

Through themed months, we focus on three core pillars—service brand, quality enhancement, and execution—to ensure full implementation of exclusive service scenarios. Since July 2024, we have updated the scenario services for themed months, such as "Delight," "Professionalism," and "Harmony," effectively operationalizing our service benchmarks with tangible results.

#### Inspecting service quality

During service quality inspections, we invite owners as Quality Officers to join the inspection team. These owners have firsthand experiences of service details and evaluate the service quality of benchmark projects based on the "Three Ones" elements: a guided route, a narrative, and a scenario. Their direct impressions form the criteria for evaluating benchmark projects.





## Case | Setting a new example for happy communities

During our service for the Wuhan Poly Time Impression, Poly Property adheres to the core principle of refined services, aiming to provide resident-centered property management. Dedicated personnel work in shifts to monitor owner chat-groups, and housekeepers pay regular home visits to gather timely feedback. The "132" service response mechanism is strictly implemented—responding within 10 minutes, arriving on-site within 30 minutes, and confirming the owner's online order within 20 minutes—to ensure precise, responsive services. In addition, we classify customers to align services with owner profiles. Considerate services are provided for seniors, children, and young families to improve their life satisfaction. Additionally, we organize a range of community activities—such as movie nights, garden fairs, summer cooling events, and winter warm drink festivals to set a new example for joyful living.



Housekeeper Ms. Chen serves as a one-day temporary babysitter



## Case | Building a model for distinctive social governance

To support the high-quality governance of Yuncheng Sub-district in Guangzhou's Baiyun District, Poly Property has introduced innovative management models to address local challenges. By applying meticulous, embroidery-like services, we help tackle thorny issues in urban development and elevate municipal management standards, reinforcing the area's reputation as a city living room endowed with natural beauty, and contributing our strength to building a model for distinctive social governance.



### Grid-based integrated management

- Under this management model, we clarify responsibilities and divide service areas into four grids. Functions such as security and emergency response are integrated and aligned with local government agencies for joint operations, patrols, prevention, and governance. This has broken down previous silos and established a comprehensive management net for urban environment maintenance in Yuncheng.

### Comprehensive environment improvement

- In response to the six phenomena, such as the disorderly parking of electric bicycles and unregulated street vending, we have worked with local authorities to launch a comprehensive environmental campaign. We set guidance and requirements for non-electric vehicle parking and enforce restrictions against illegal vending and marketing. These actions have improved cleanliness and public order while reducing administrative burdens on the government.

### Support to traffic control

- Dedicated support teams are deployed along key routes near conference and exhibition centers to address unsafe behaviors, such as riding without helmets, overloading, using unlicensed vehicles, contraflow driving, red-light violations, and jaywalking. We also carry out the "Pick One of Five" volunteer program to improve public order and ensure safe, efficient, and unhindered traffic.





### Case | Creating a new scenario for a sci-tech innovation park

To elevate experience at the Xiangfudang Sci-tech Innovation Green Valley, Poly Public Service focuses on "Party leadership, refined management, and smart services". From safety and sanitation to conference logistics, enterprise services, and emergency response, the company provides meticulous, one-stop support for researchers in the park.



Providing guiding services to park visitors

**Party leadership:** A Party Member Task Force is established in the park, implementing a four-pronged mechanism—joint action, patrol, prevention, and governance—to swiftly respond to emergencies, ensure security, and provide more considerate services.

**Professional reception services:** We have built a standardized, customized, and professional service model to manage steps from check-in and guidance to information feedback, equipment provision, and on-site management.

**Customer feedback:** We have established an efficient closed-loop feedback system through digital channels like WeChat and on-site suggestion boxes at the property management reception area, to ensure that every opinion is taken and addressed on time.

**Warm services:** We deliver a 24/7 reception system to provide continuous support, significantly enhancing residents' sense of safety and comfort. In 2024, we held five cultural events with the park to foster a positive and harmonious environment at work.



### Case | Empowering new experiences at a scenic site

Those who work hard will get advantages over others. As Zhouzhuang Town advances toward its goal of becoming "the world's most beautiful water town," Poly Public Service supports its goal realization with a focus on what matters most to visitors. By closely observing real-world tourism scenarios and upgrading services, the company improves key areas where tourist experiences may be affected, shaping a comfortable tourism atmosphere rooted in the charm of the town.



Visualized underwater retrieval for lost visitor items



#### Tool innovation

The self-designed visualized underwater retrieval tool, equipped with a camera and a screen, allows staff to precisely recover personal items, such as, phones, glasses, or other belongings accidentally dropped into the river by visitors.



#### Environment refreshing

Timed fragrance dispensers are put in place in public restrooms. These devices release scent at set intervals to maintain a fresh smell, effectively resolving previous odor issues.



#### Equipment upgrades

We have upgraded street cleaning equipment and waste disposal processes across the scenic area. The introduction of high-pressure ground washers and electric boats for waste transfer has improved the handling of stubborn grease stains, river debris, and rubbish.

## ESG Spotlight

# Sparking the Flame of High-Quality Growth via the Red Engine of Party Building

Upholding the leading role of Party building, Poly Property embeds overall Party leadership into every aspect of corporate reform and development. Based on the integration of Party building and business operations, we leverage the small bases of property management to generate strong momentum for primary-level governance. Through multi-stakeholder collaboration, we work to build a better life while injecting robust energy of Party building into the Company's healthy and sustainable development.

## Strengthening the foundation of Party building

Prioritizing political tasks, we adhere to the Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era to strengthen our morale. We fully integrate Party leadership into corporate governance and improve our institutional systems to build a top-down, well-coordinated structure with strong execution, ensuring that high-quality Party building contributes to high-quality corporate development.



### Upholding ideological guidance

- We have released the "Priority Topics" policy document, promoted the "Ten-Step Progression Method," and studied the 73 key articles by Xi Jinping, General Secretary of the CPC Central Committee, on SOE reform and development.
- We have enhanced the study system of the Party Committee's central group with a long-term mechanism for theoretical learning. Through discussions at leader-led study sessions, book clubs, and joint learning forums, we emphasize the practical application of knowledge.
- We regard Party discipline education and learning of the guiding principles of the Third Plenary Session of the 20th CPC Central Committee as key political tasks. Party leaders at both the committee and branch levels give lectures at project sites through the primary-level engagement campaign.



### Strengthening the Party's presence

- We have optimized the Party's organizational structure by launching new Party branches in the Greater Bay Area and the Yangtze River Delta. We have guided two general Party branches in setting up subordinate units, completed leadership transitions in 13 branches, and appointed 38 new, high-caliber committee members, achieving 100% coverage and robust execution at all levels.
- We have conducted high-standard performance reviews and evaluations for primary-level Party secretaries and refined the annual Party building assessment framework to promote enthusiasm and creativity in the main service business.
- In response to Party building standardization, institutionalization, and inspection-based audits, we have held one primary-level Party organization capacity-building session and three Party affairs training camps. We have printed the Party Branch Secretary Work Handbook to strengthen primary-level Party-building capabilities.



### Enhancing institutional frameworks

- We have refined the Party organization meeting protocols, issued a clear accountability checklist for the decision-making on major issues, important appointments and removals, major projects, and the use of large amounts of funds and a checklist of major issues discussed by the Party Committee. We also standardized pre-meeting discussion and monitoring processes to ensure more scientific and compliant decision-making.
- We integrate Party leadership into all aspects of corporate governance and promote the dual appointment of the chairman or general managers as Party secretaries. At all levels, we integrate Party leadership into our governance, with Party building written into the articles

of association of all subsidiaries.

- We have institutionalized the Party building framework on an ongoing basis. In 2024, we updated or issued nine internal Party regulations and formed 36 policy documents covering six dimensions: political loyalty, primary-level organizations, Party's new theories, Party conduct, Party discipline and officials management, paving the way for standardized Party building.



• **6**

Themed study sessions held

**9**

Research reports output

• **1,400+**

Sessions of "Three Meetings and One Lecture" across all primary-level Party organizations

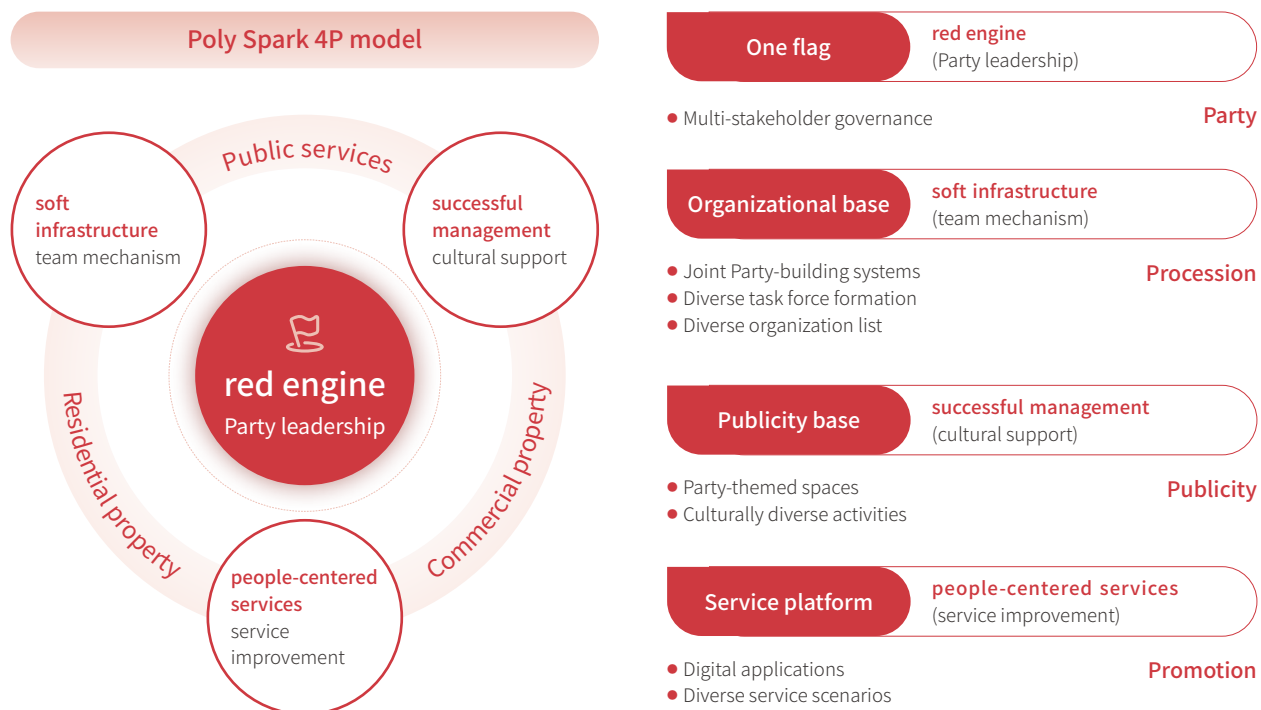
- Poly Property's Party Committee was recognized by the SASAC as an **"Outstanding Primary-level Party Organization among Central SOEs."**

## Deepening the integration of Party building and business

The Company deepens the integration between Party building and business operations. Since 2016, we have explored a pathway to urban management rooted in Party bases and a new model of property services led by Party building, known as the "Spark Model." This new approach embeds Party building into primary-level social governance and continues to evolve. It promotes joint development, governance, and shared benefits among government entities, owners, and property service providers, offering a Poly solution for modernizing primary-level governance.

### Upgrading the Poly spark model

Focusing on the main principles of "establishing standards, summarizing best practices, and promoting replicable methods," the Company has summed up best practices in implementing the 4P model in residential, public service, and commercial property segments. We have launched a "Spark Model Specialized Research Project" and updated the Spark Model Standardized Work Guidelines. Combining key business priorities such as market expansion, quality improvement, and social services, we have revealed the pilot program featuring "one brand, one feature", with six pilot Party/League task forces and eight pilot Party branch brands.



## Contributing to primary-level social governance

### Fully leveraging the leading role of Party building.

Supported by Party/ League members from government and service units, we collaborate with Party members from other organizations and community residents to establish Spark Stations, Spark Units, and Spark Sentinels in our service areas. Spark Task Forces are deployed to assist in neighborhood security, urban cleanliness, and business compliance. Key and sensitive issues are identified and addressed in a timely and responsive manner.

### Maximizing the advantages of grid-based management

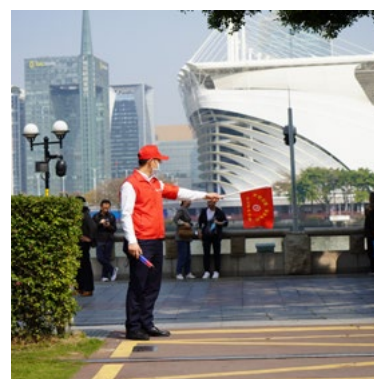
We have formulated tailored management solutions based on different business types, regional characteristics, and population density. Supporting infrastructure, such as Party-mass service centers and emergency response hubs, are built to refine management. These efforts extend our services to the primary level, fully unleashing the advantages of grid-based systems. We have also implemented the "Three-Minute Response Mechanism" to ensure rapid, efficient, and precise services.



Case

### Canton Tower project recognized as a model for primary-level Party building among Central SOEs

In the Canton Tower project, Poly Property integrates Party-building into the grid-based management framework. Based on the Spark Station, we tap into the advantages of three pillars: Party building, grid-based management, and smart technologies. The area is divided into 10 grids, with Party members doubling as grid coordinators to support community governance. Weekly emergency drills, involving Party members and key staff and supported by digital tools, are conducted to accelerate response. We have also formed a volunteer team tailored to local needs to promptly address residents' concerns, significantly boosting their sense of satisfaction, well-being, and security. Such high-quality services have earned widespread recognition from the government, residents, and visitors, and the project is named an exemplary primary-level Party building case among Central SOEs. In 2024, the project received the recognition of "National Youth Work Safety Demonstration Post."



Case

### Launching a community canteen to improve elderly well-being

Poly Xinyu Garden, a flagship Spark Community project under the Liaoning subsidiary, collaborates with the local community to build a primary-level service platform that delivers diversified services. To address dining difficulties for seniors, Poly Xinyu Garden has partnered with the community to open the Poly Xinyu Garden Community Canteen. The "Spark Express Squad," consisting of eight service center housekeepers, delivers meals across nearly 100 buildings, serving over 300 households with seniors in their 90s or those living alone. By continuously innovating in elderly-friendly services and scenarios, we have boosted residents' sense of well-being.



Spark Community Canteen



• **19** Projects in Guangdong recognized as primary-level legal education bases under the province's Eighth Five-Year Plan

• **2** Projects of Zhejiang subsidiary honored as "Red Property"

• The Spark Community of Jiangsu subsidiary is named the **"2023 Party -Building Demonstration Project in Nanjing"**

# 01/ Safeguarding a Quality Life with Innovative Services

As an SOE player in the era of comprehensive property services, Poly Property remains fully committed to the corporate mission of "to serve the people by managing and achieving." Guided by a human-centered service approach and positioned as both an industry leader and a system pioneer, the Company continues to innovate on service models. We are dedicated to delivering high-quality, professional services that support our customers in their pursuit of a better life.

## Goal Setting

- Improve our service quality framework for high-quality services in response to the "Four Goods" initiative.
- Protect customer health, safety and information privacy.
- Actively listen to customer feedback to ensure satisfaction.

## Progress Review

- We conducted the "Advanced Quality Action 3.0" across 1,447 residential projects nationwide over the past three years, driving three major rounds of service upgrades.
- We launched the "Service Upgrade Action" to improve 19 service scenario concepts under the Company's three service brands.
- We completed the evaluation of the safety protection levels of two systems, with the Poly Heyuan mini-program attaining the certification for information system level III security protection.
- We conducted a third-party satisfaction survey, and the customer satisfaction score for residential projects was 88 points. We received 7,233 service requests, with a 100% complaint follow-up rate.

## Contributions to SDGs







★ 保利星火

# Improving Service Quality

The Company strictly complies with Chinese laws and regulations, including the *Civil Code*, the *Urban Real Estate Administration Law*, and the *Property Management Regulations*. We continue to strengthen our customer-centered service model, update our property management and service systems, and apply digital technologies in property management to deliver comprehensive service improvements.

## Enhancing service experience

Service quality has been the Company's unwavering focus and pursuit for over two decades. By closely analyzing the needs of customers across different sectors in the new era, we continue to optimize customer engagement and fine-tune our management approach. Our goal is to deliver more targeted, professional, and diversified service experience that reflects our commitment to excellence.

### Residential community services

Leveraging the ITRUST six service pillars, the Company tailors services to projects and customer profiles. We have created three signature service scenarios: "Oriental Courtesy," "Elegant Life," and "Harmonious Courtyard" with distinctive scenario service standards. In 2024, we renewed and upgraded the "Oriental Courtesy" high-end service brand centered around lasting assets, offering continuous asset maintenance, seamless rapid response, and age-inclusive services under an upgraded project service system. The pilot program was initiated at the Poly Longxi project in Zhengzhou.



**Case | Launching the "Service Upgrade Action" to add new meaning to everyday life**

In 2024, Poly Property rolled out the "Service Upgrade Action" across major communities nationwide. The action features four key modules—all-age friendliness, thoughtful details, property maintenance, and cultural enrichment—upgrading 19 scenario concepts under our three service brands to meet owners' aspirations for a better life.



We provide thoughtful services tailored to the lifestyles and hobbies of different age groups, including fully-protected children's play areas, same-gender housekeeper services for single women, and rapid response and dedicated care for elderly residents.

For older communities, the Company has introduced annual landscaping maintenance plans and performs regular maintenance or upgrades to landscapes, buildings, and facilities, ensuring that neighborhoods remain vibrant.

All-age friendliness

Thoughtful details

Property maintenance

Cultural enrichment

We have elevated service standards for exclusive scenarios to ensure round-the-clock holistic safety. Late-night or inebriated owners can receive safety escorts within a 100-meter radius. Dedicated housekeepers provide morning and evening greetings, while owners can access household maintenance services both online and offline.

For owners with shared values and interests, we have launched a range of themed clubs, including the Lion Youth League, Young Scholars Club, PBA Basketball Team, Cat Hero Volunteer Squad, Poly Chorus, and Poly Dance Team.



## Commercial and office building services

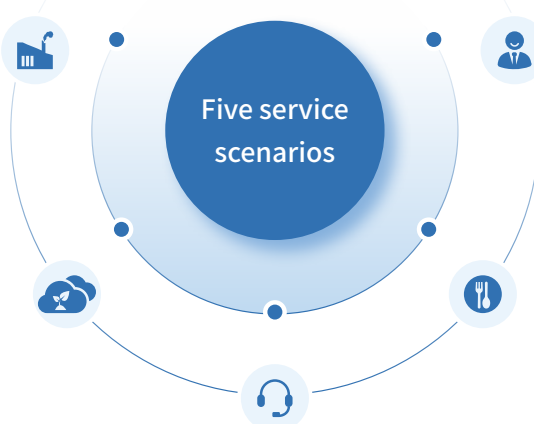
Based on our "Nebula Ecology" commercial service brand, the Company continues to innovate in the service model. We have introduced the "4T Model for State-Owned Commercial and Office Buildings" and the "Star Shield Model," offering customized, embedded services to support the non-core businesses of SOEs and their high-quality development. In 2024, we launched the innovative "Supercharge" service model in response to the evolving commercial service needs of SOEs and New Quality Productive Forces customers. Taking a holistic view of enterprise logistics, this model delivers end-to-end support across production, operations, office functions, and daily life. It enables customers to focus on core business, leverage core functions, boost productivity, streamline management, and improve service efficiency.

### Production supercharge scenario

We offer specialized cleaning services for cleanrooms and dust-free workshops.

### Green supercharge scenario

We have developed, in collaboration with Tsinghua University labs, our IEIM green service product for energy-saving upgrades and the selection of energy management equipment and systems.



### Asset supercharge scenario

We deliver expert consulting and tenancy support services.

### Dining supercharge scenario

Through our in-house catering company, we offer corporate cafeteria services, VIP customized dining, and specialty solutions.

### Conference supercharge scenario

We leverage our experience in international event services and top-tier guiding services to provide professional support for exhibitions, forums, and conferences.

## Public services

As a pioneer in the public services sector, we are devoted to building a public services brand that expands into a wide range of sectors, including scenic towns, university campuses, transportation property, hospitals, government buildings, and public urban infrastructure. By refining the "holistic flywheel" model, we have upgraded our public service product portfolio under the "one core, four approaches, and nine scenarios" framework. This approach has created a new model for large-scale urban holistic services, unleashing the momentum in urban development.



- Our project in Gushan Town is featured in *People's Daily*



### Case | Deepening our presence in public transportation by serving major transportation hubs

In 2024, we launched four major transportation projects, including the Changchun Longjia International Airport, Guangzhou South Railway Station core municipal area, China Southern Airlines ground services, and the Eastern Guangdong expressway project. Through comprehensive and integrated services, we provided more comfortable and convenient passenger services, contributing to building a country with a strong transportation network.



## Elevating service quality

We place quality at the core of our operations. Across our diversified service portfolio, we optimize quality control systems and improve service quality, delivering an immersive and satisfying property management experience for our customers.

### Three-dimensional standardization system

We advance a three-dimensional standardization system that grades operational, service, and business standards. By streamlining workflows and enforcing full-cycle operational control, we support service alignment, guarantee service implementation, and deliver premium and upgraded services at a fair value.

### "One Map, One Manual" management framework

Based on project quality status, key challenges, and development stage, we have formulated tailored internal policies, including the *Project Quality Advanced Action Plan* and *Project Quality Operations Manual*. This "One Map, One Manual" approach allows us to implement precise strategies, ensuring service alignment and effective responses to owner needs.

### Quality expert team

We have established a quality expert talent pool that includes university professors, seasoned industry engineers, and experienced in-house professionals. This team tackles complex challenges and drives continuous quality improvements. We have also formed two specialized groups: business experts and operations experts, who provide suggestions and support in areas such as community management, order, cleaning, landscaping, and engineering, thereby expanding both the breadth and depth of our services.



#### Case | Launching the Advanced Quality Action 3.0 to improve our services

In 2024, given the demands of owners, Poly Property continued the Advanced Quality Action 3.0 for the third consecutive year. Under seasonal themes such as "Thanks for Cultivation," "Poly's Summer," and "Lighting up Households," we upgraded 1,447 residential projects nationwide in three aspects. The campaign improved service quality and created more beautiful, livable, and harmonious communities for owners.



## Offering value-added community services

To meet owners' personalized needs, the Company has implemented the innovative model of "property + life services" by integrating internal and external resources to expand the value-added community service system. By integrating and upgrading daily services such as community retail, housekeeping, parking, and space operations, we aim to ensure that "every resident's need is met within the community," setting an example for comprehensive community services.



### Retail services

We strengthen retail warehouse management with a second inspection before delivery and better after-sales service training, forming a circle of sales feedback and tracking. The Company also continues to host collaborative community events such as "Harmony Market," with over 5,000 sessions in 12 series in 2024. By providing bottled, barreled, and piped drinking water, we meet owners' needs for safe drinking water. In 2024, across more than 500 communities, we served over 480,000 people with drinking water.



### Parking services

Leveraging our property management strengths, we offer full-cycle parking services covering the pre-sale, sale, and post-sale of parking spaces. Before the transaction, we provide a 7- to 30-day free trial for prospective buyers. When signing contracts, we either offer a door-to-door services or streamline the processes to reduce formalities. Customers can get everything done in a single trip. After the transaction is completed, we assist with installing parking locks, applying for EV chargers, and setting up storage cabinets.



### Housekeeping services

We have been actively exploring self-operated housekeeping services, establishing product service standards and employee professional training systems. In 2024, self-operated housekeeping services were launched at the Wuhan Poly Tianyue Project, with a customer satisfaction rate of 97%. Simultaneously, we regularly conduct community-based public welfare and convenient housekeeping services to contribute to the sustainable development of the community.



### Home improvement services

The Company has delivered interior renovation services in nine categories, including hardware upgrades, cabinet customization, finished furniture, balcony enclosures, full-home appliances, old-home remodeling, wall decor, curtains and lighting, and sanitary wares. These offerings support needs in the entire home improvement lifecycle.



### Case | Building a comprehensive marketing matrix to support product sales

Poly Property integrates diverse resources, including community venues, advertising resources, and personnel, to develop a comprehensive marketing matrix rooted in local community scenarios. Through the three key modules—non-digital media release, online private-domain operations, and community experience events—the Company has enabled product sales in both online and offline channels. In 2024, we partnered with brands like Luzhou Laojiao to achieve the amplified effects of e-commerce and offline marketing.



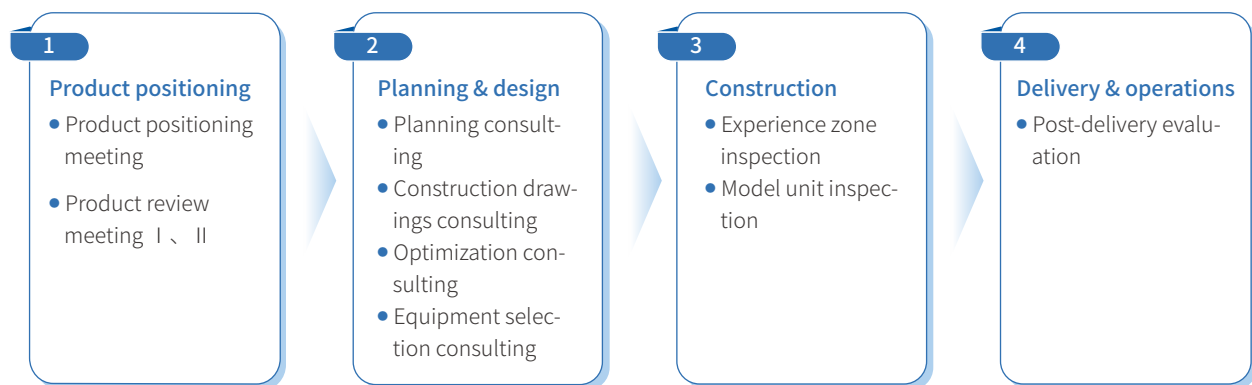
A Harmony Market event

## Value-added services to non-property owners

In response to real estate and property management synergy, we have upgraded our "361 Lean Quality Assurance System." At the early stage of land acquisition, we are involved in property development for full-process quality management. Focusing on common customer sensitivities and recurring risks, we have developed tailored service solutions that help developers enhance property quality and deliver "perfect homes" that meet owners' expectations.

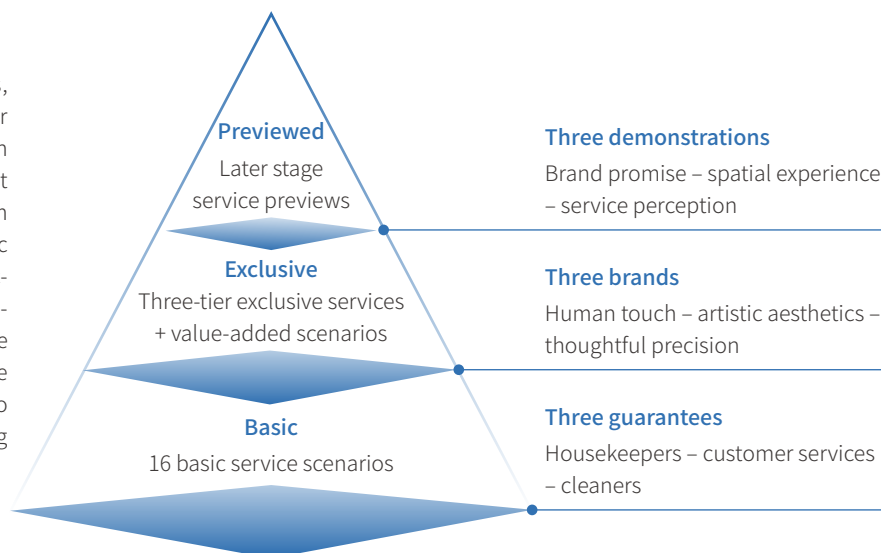
### Pre-development consulting services

We provide an eight-dimensional embedded service model, namely "seven reviews, two inspections, one assessment," which covers the four phases of real estate development: product positioning, planning and design, construction, as well as delivery and operations. Our teams are involved throughout the process, tracking issues to closure and prioritizing owners' experience from design to maintenance.



### Showroom services

We have upgraded the "triple tiers, nine services" map to elevate our showroom service standards through a tiered and categorized management model for differentiated showroom experience. By integrating three basic services, three exclusive brand services, and three previewed demonstration services, we showcase later stage property service scenarios during the sales phase, allowing customers to feel that the property they are buying will be their cozy home.



#### Case | Building the 361 Lean Quality Assurance System

Poly Property has profiled over 1,000 communities across China, consolidating O&M data and identifying key customer sensitivities. This has helped develop the "361 Lean Quality Assurance System," which governs quality control during the full lifecycle of real estate development. The system includes three quality control checkpoints—early design, construction and risk alerts, and delivery—and one post-delivery checkpoint for expired-warranty quality inspections. Each household is assigned a dedicated quality file, enabling both qualitative and quantitative evaluations and achieving full-cycle quality management.



## Deepening digital empowerment

Smart, digital community services have become a key focus in property management. Against this backdrop, the Company continues to support digital transformation and the application of digital technologies in our business ecosystem using the self-developed "RADAR Smart Service" system. It boosts project management efficiency and modernizes services.

### Digital management

Based on three-dimensional standardization and electronic work orders, we focus on how to respond to customer needs and offer full-process service guidance. We have established a dual-center service model—the Digital Command Center and the Customer Response Center. This setup optimizes work methods and staffing, enabling an efficient human-machine working model that delivers greater value to the Company.



#### Digital Command Center

The Center has revolutionized traditional management by reminding service staff with task assistant prompts. It implements work-order-based standardized services, integrates the operations interface, and monitors work orders during the whole process with quantified outcomes. As of the end of 2024, the Center had connected with 1,226 projects in China, processing around 400,000 work orders each week.



#### Customer Response Center

We have added more reporting channels, increased the 400 hotline complaint handling capacity, and accelerated work order formation from incident reporting, thus improving the efficiency of addressing complaints. Technology-enabled automatic follow-up calls now cover 100% of compliant work orders, which captures real customer feedback, significantly boosts the service evaluation rate of customers, and eases workloads.



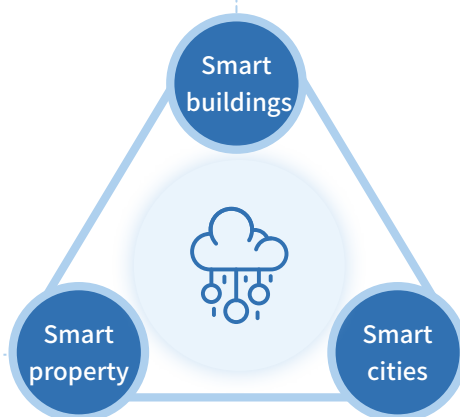
#### Housekeeper Work Order Application

The application leverages intelligent features to prioritize work orders automatically based on urgency. It also considers each employee's capabilities and schedules to plan daily assignments, making sure that their work plans are well-organized.

## Smart services

We apply new technologies, including IoT, big data, cloud computing, AI. Based on smart tool empowerment, scenario innovation and service business restructuring, we deliver more intelligent, precise, convenient, and responsive services, supporting the development of smart communities, smart buildings, and smart cities while improving owners' sense of fulfillment, well-being, and safety.

We have independently developed a holistic supervision platform that integrates monitoring centers, installation of AI-enabled cameras, and data terminals. This allows staff to manage operations through a single screen and interface and enables managers to understand real-time project conditions quickly. It contributes to digitalized, data-driven, and refined building management. As of the end of 2024, our smart building solutions had been implemented in projects such as Jiaozi Twin Towers, Poly Development Plaza, Poly International Center, China Bohai Bank, and Hefei Software Park.



We have developed a smart community model based on community life service centers and introduced intelligent access systems, remote video surveillance systems, and smart parking platforms. These smart property management systems enable end-to-end digital services such as smart passing, parking, and patrols. At the same time, we continue to expand our mini-application features to offer services like intelligent decoration, payment, and communication, creating a safer, more convenient, more comfortable, and more tech-enabled living environment.

We continue to refine our "Party-building + grid-based management + smart technologies" holistic governance framework, leverage the enabling role of digital systems, and cover all people and vehicles on our information platforms, thus achieving full visibility of services and management across the process. In the Canton Tower scenic area, we have launched an intelligent management platform by merging the data of our proprietary Poly smart city operation and management system and that of the government's smart management platform, realizing information sharing. The platform has become Guangzhou's first practical digital twin for real-time monitoring and operations of the Canton Tower area.



## Enriching community activities

In 2024, we updated our community cultural map and carefully designed periodic, special-day, and club-based activities. Events such as "Thanks for Cultivation," "Poly's Summer," "Courtyard Bees," and "Lighting up Households" target all age groups and meet owners' needs for neighborhood interaction and outdoor experience, helping foster community harmony and renew neighborhood bonds.



### "Poly's Summer" community cultural season

In the summer of 2024, we updated the "cultural + outdoor integrated scenarios" model under the "Poly's Summer" brand. Events included "exercise downstairs", "Zongzi for exam success", "father's fashion event", "patriotic singalongs", "pet parties", and "Poly PBA national basketball competition". We held 2,599 social and cultural events nationwide, attracting 340,470 owners and bringing vibrant, joyful moments to communities.

### Lighting up Households

For 14 consecutive years, the campaign "Lighting up Households" has been our warm Mid-Autumn tradition with owners. In 2024, themed "Transcending Mountains and Oceans, Lighting up Households," we partnered with People's Daily to launch the "Moon Messengers" philanthropic campaign, reaching over 800 communities in 97 cities and engaging nearly 2 million owners to share joy and warmth.



### "Thanks for Cultivation" tree-planting campaign

In March 2024, we launched the "Thanks for Cultivation" tree-planting campaign in communities nationwide. Participants of all ages planted trees together, adding vitality to shared spaces. The campaign also offered an interactive, entertaining parent-child experience that encouraged owners to contribute to a shared green community.



# Safeguarding Customer Safety

Prioritizing health and safety, we strictly adhere to Chinese laws such as the *Law on Work Safety* and the *Fire Control Law*. With a complete safety management system, we leverage digital safety technologies to improve safety management, enhance service risk control and community security management, and foster a safe and comfortable environment for our customers.

## Safety management system

As we advance the three-year action for work safety enhancement, we improve our risk control and safety management system and standardize safety management procedures. We emphasize prevention, process control, and post-incident accountability, and decompose safety requirements into every operational scenario, aiming for zero property management liability incidents. In 2024, the Company reported zero work safety incidents.



### Safety management structure

Following principles of "shared responsibility between Party organizations and administration, dual responsibilities for each position, joint management, and accountability for negligence," the Company has established a safety and emergency management body led by both the Chairman and the General Manager, based on the Company's division of responsibilities and needs for work safety management. The body supervises all aspects of work safety in the Company.



### Work safety accountability system

The Company has established a robust, all-employee work safety accountability framework. From senior leadership to department heads at each division and line, every level has defined a list of work safety responsibilities to ensure implementation.



### Safety management policies

The Company has formulated the *Safety Management Standardized Operations Manual* for guidance in all aspects. We have also introduced the *2024 Annual Work Safety Evaluation Plan* and the "One Elevator, Two Certifications, Three Fire Safety Requirements" *Safety Management Bottom Line Assessment Plan* to build an evaluation system. Policies addressing high-risk operations, pool safety checks, and typhoon and flood emergencies are in place to manage security risks.



• **22,926**

Work safety meetings held

• **21,794**

Safety training attendances (including those involved in external programs)

• **11,479**

Emergency drills held

• **200,388**

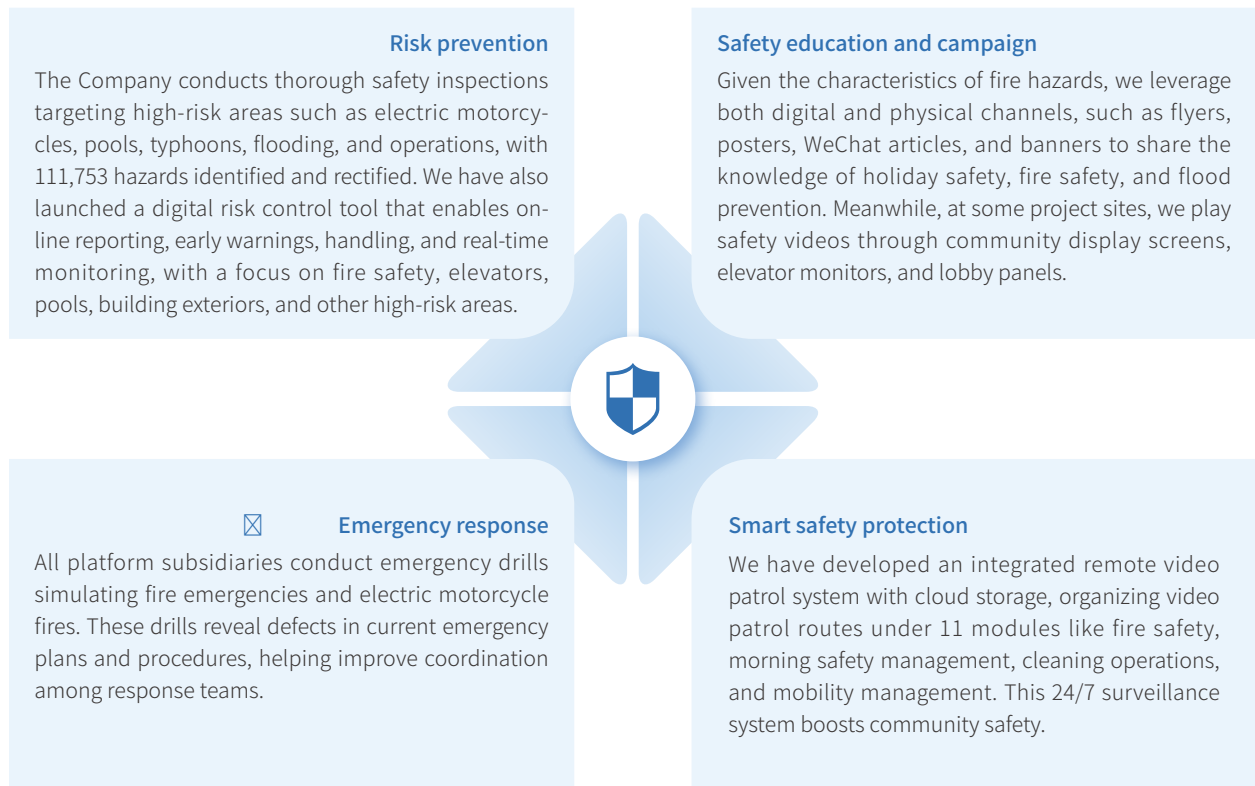
Attendances in emergency drills

• **0**

Work safety-related fatalities due to negligence

## Community safety guarantee

To enhance community safety management, the Company has designated the 15th of each month as "Work Safety Awareness Day," during which all platform subsidiaries roll out safety campaigns to improve the awareness of owners. Dedicated initiatives such as Safety Month and the 100-Day Safety Campaign further strengthen risk prevention and emergency response capabilities, ensuring personal safety and property integrity of owners.



### Case | Textbook-perfect first aid saves a life

In December 2024, a child in a stroller showed signs of a pale complexion, labored breathing, and convulsions at the north entrance of the Jiangqiao Yunshang residential project. Two patrolling security guards working at the Shanghai Jiangqiao Yunshang project immediately responded. Drawing on their first aid training, they quickly identified that the child was probably choking on a piece of steamed bun, which posed a threat to his life. Using the Heimlich maneuver, they skillfully dislodged the obstruction within a minute, saving the child's life and reassuring the owners.

# Pursuing Customer Satisfaction

The Company strictly follows the Chinese *Law on Protecting Consumer Rights and Interests* and other laws and regulations by placing customer satisfaction at the top. We fully respect customers' legitimate concerns and strengthen service awareness and actions to improve the quality of property services. In 2024, with customer privacy protected, we conducted a satisfaction survey covering sales, contract signing, delivery, and move-in. The third-party customer satisfaction score for residential projects was 88 points.

## Enhancing exchanges with customers

We deepen our customer-centered service approach, maintain an open attitude, and put in place diverse and effective communication channels to gather customers' feedback on services. This helps us promptly respond to customer suggestions and address problems to build ideal communities.

Communication channels		Communication content
Online channels	Real-time service feedback QR code	When encountering issues, owners can report them to the property management immediately and rate services after issues are resolved.
	Housekeeper WeChat Owner WeChat group	Daily communication
	400 national service hotline	The Poly Property headquarters hotline receives calls, handles complaints, and tracks handling via the hotline, which serves as an important window for communication with owners.
	Poly Courtyard mini-application	Owners can submit suggestions, service requests, and feedback online, supporting community development.
	"Courtyard Community Voices" section on the Poly Courtyard service account	It publishes community topics at irregular intervals for open discussions among owners and provides feedback to foster a vibrant neighborhood culture.
Offline channels	Owners' meetings and housekeepers' home visits	We provide regular updates on property management priorities, highlights, upcoming plans, community events, and financial situations.
	Community quality surveys	We adopt a dual evaluation model combining on-site inspections and owner surveys to investigate community services and collect owners' feedbacks, which support quality improvement.
	Bulletin boards	Bulletin boards post notices and reminders.



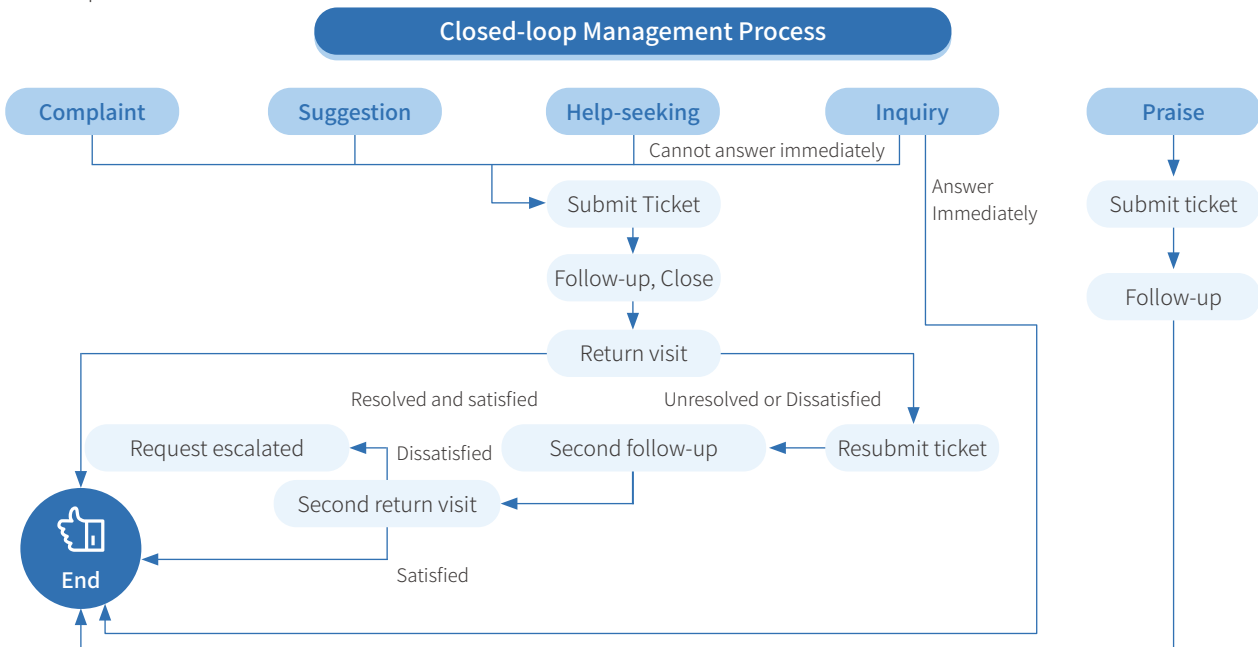
## Case | "Come Find Problems" campaign welcomes customer feedback

On March 15, 2024, Consumer Rights Day, Poly Property launched the "Come Find Problems 2.0" campaign. We encouraged owners to submit suggestions and join discussions for decision-making. At different resident property projects, we held the "10-Point Community Action Plan" and encouraged owners to vote on the top three most urgent community issues they hope to see addressed. The campaign generated 10,610 action plans nationwide and received over 30,000 red-flower stickers from owners in support. Later, in the Advanced Quality Action, we selected the five most pressing concerns and formulated improvement actions to meet the expectations of owners for service upgrades and these actions were implemented in 1,447 residential projects across the country.



## Management of customers' requests

We continue to optimize our complaint management system. According to the *Poly Property Customer Response Center Management Guidelines*, we manage the full process of customer inquiries and complaints. The headquarters coordinates and dispatches service hotline requests within 30 minutes, while each project site handles the request within 24 hours, and afterwards, the headquarters makes a follow-up call. This process ensures timely, effective, and proper resolution. In 2024, the Company received 7,233 customer service requests across all channels and resolved all of them within the required deadline, achieving a 100% complaint follow-up rate.



## Protecting customer privacy

The Company strictly complies with provisions on information security and privacy protection in Chinese laws and regulations, such as the *Cybersecurity Law*, *Data Security Law*, and *Personal Information Protection Law*. We have established a cybersecurity management framework led by the General Manager of the Data Information Center and engaged Sangfor Technologies as an external security strategy expert to support risk assessments and incident response. Internally, we have implemented a set of protocols, including the *Information System Security Management Guidelines*, *Information and Data Access Management Guidelines*, and *O&M and Security Management Measures*. These documents govern the legal collection and reasonable use of personal data to ensure privacy and data security for both customers and employees. In 2024, we launched a cybersecurity assessment and took corrective actions based on the results to eliminate any medium or high-level security risks. By the end of 2024, two of our systems had completed the evaluation of security levels, with the Poly Courtyard mini-program attaining the certification for information system level III security.

# 02 Promoting Green Development to Protect the Ecological Environment

Poly Property actively practices the concept of green development, and highly values the environmental impact of our operations. By continuously optimizing environmental management, proactively addressing climate change, and comprehensively promoting green and low-carbon operations, we strive to foster cross-sector integration between property management services and ecological civilization construction, contributing our "soft infrastructure" strength to the Beautiful China initiative.

## Goal Setting

- **GHG Emissions Target:** Respond to China's 30•60 Decarbonization Goal, enhance intelligent and refined low-carbon management of buildings via a comprehensive energy management platform, and further increase the utilization proportion of clean energy, thereby gradually reducing the greenhouse gas emission intensity.
- **Water Efficiency Target:** Conduct regular leak detection to reduce running, overflowing, dripping, and leaking, undertake water conservation campaigns, raise water conservation awareness among employees, implement equipment upgrades to improve water usage efficiency, and gradually reduce water consumption intensity.
- **Energy Efficiency Target:** Comprehensively advance energy conservation and consumption reduction efforts, gradually replace fixed fossil-fuel-based equipment with electrical alternatives; promote the use of energy-efficient equipment, and retrofit high-energy-consuming appliances to improve energy efficiency.
- **Waste Emission Target:** Actively promote waste sorting in projects to foster resource recycling and reuse and advocate for paperless workplace and the "Clean Your Plate" Campaign, gradually reducing waste generation.

## Progress Review

- We promoted energy-saving transformation of smart lighting. We established an energy management platform to explore the use of clean energy. We also launched a new green energy consumption service model – "Integrated Energy Intelligent Management (IEIM)", lowering overall GHG emissions by both reducing internal emissions and supporting customers for low-carbon development.
- We saved water at the source by adopting advanced irrigation and sprinkler technologies, and promoted rainwater recycling through ecological rainwater replenishment stations. By the end of 2024, a total of 54 communities had been awarded the title of "Water Saving Communities".
- We promoted large-scale retrofitting of smart lighting in underground parking areas across projects under management nationwide. By the end of 2024, more than 700,000 smart lighting units have been upgraded, and cumulative carbon reduction has reached more than 15,000 tonnes. Besides, an energy management platform has been established to enable refined control over energy consumption in project operations.
- By enforcing the *Guidelines for Waste Sorting in Projects* within the Company, we initiated waste segregation and recycling plan. We introduced the third-party management measures, such as the deployment of used clothing collection bins, to enhance the overall efficiency of waste utilization.

## Contribution to SDGs







# Enhancing Environmental Management

The Company strictly abides by the *Environmental Protection Law of the People's Republic of China* and other laws and regulations. Adhering to the principles of legal compliance and ecological priority, we integrate environmental management into our entire production and operation processes, actively practicing green development. In 2024, no environmental incidents or violations related to energy conservation and environmental protection occurred in the Company.

## Environmental management system

The Environmental Management Committee is established, responsible for the overall energy conservation and ecological environment protection across the Company, and for studying and deciding on related major issues. By formulating the *Measures for Administration of Energy Conservation and Environmental Protection* and setting up corresponding management teams, we clearly define the responsibilities and management requirements at all levels. Regular reviews of low-carbon and environmental protection efforts are conducted to continuously improve the environmental management mechanism. As of the end of 2024, a total of 28 platform subsidiaries have obtained external certification and received certificates under the ISO 14001:2015 Environmental Management System.



## Environmental management training

We actively carry out environmental management training. By organizing employee training sessions, displaying promotional posters, and conducting face-to-face briefings and other energy conservation publicity activities, we continuously enhance awareness of low-carbon and environmental protection practices among employees.

## Environmental emergency plan

The headquarters and each platform subsidiary/professional company have, in accordance with legal requirements, formulated and improved emergency response plans for sudden environmental incidents. Each year, emergency drills are organized across projects to enhance emergency response knowledge and skills training of environmental management personnel. In the event of an environmental incident, we immediately activate the established emergency response plan and proceed with emergency measures accordingly.





# Addressing Climate Change

Poly Property fully recognizes the urgency of addressing climate change. With the overall leadership and oversight of the Board for climate change issues, we incorporate climate risks into our comprehensive risk management system. The Company actively responds to and capitalizes on risks and opportunities posed by climate change. During this reporting period, we disclosed climate change-related information in accordance with the *Implementation Guidance for Climate Disclosures under the HKEX ESG Reporting Framework*.

## Governance

The Board of Directors coordinates all corporate matters related to climate change, including the deliberation of climate change issues, the climate-related risks and opportunities faced, and progress made. The Board reviews the ESG report and the climate risks and opportunities presented therein at the Board meeting held annually, monitoring the progress of climate issues and ensuring smooth advancement and regulatory compliance.

In 2024, we established the Strategy and Sustainability Committee under the Board. This committee is responsible for implementing the Board's decisions on addressing climate change, formulating and reviewing climate-related strategies, coordinating climate-related work, and regularly reporting relevant matters to the Board. To ensure that the Board and management remain fully informed about the latest trends in climate risks and opportunities, we actively engage external experts to conduct climate change-related consultations and training, thereby continuously enhancing the professional skills and capabilities of relevant personnel. Additionally, in order to monitor the fulfillment of responsibilities by relevant personnel, we explore to establish climate change-related targets to assist the Board in evaluating the effectiveness of our climate strategies and measures.



### Board of Directors

- Oversees the Company's climate-related matters in a holistic manner, reviews and approves climate-related items, such as climate strategies and policies, as well as climate risks and opportunities, and monitors progress and performance of climate issues (e.g., goals and progress).



### Strategy and Sustainability Committee

- Formulates and reviews climate-related strategies and management methods; oversees climate risks and opportunities; sets climate-related targets; communicates with the Board on the latest climate issues affecting the Company, and coordinates climate-related work.



### ESG Task Force

- Responsible for overall deployment and systematic advancement of the Company's climate change initiatives, managing climate-related targets, and clarifying the specific responsibilities of various functional departments.



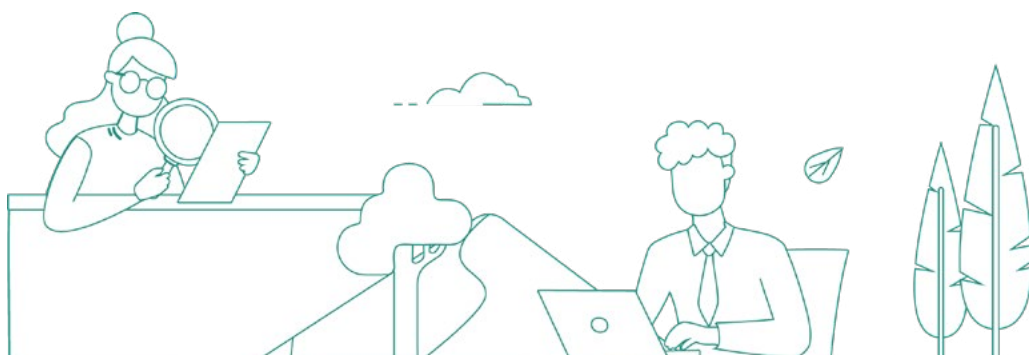
### Functional Departments and Subsidiaries

- Executes the Company's climate change initiatives in accordance with their respective functions and responsibilities, and regularly reports on the effectiveness of their efforts.

## Strategy

Poly Property identifies and analyzes the risks and opportunities arising from climate change and updates its assessments promptly. The climate risks we face are primarily categorized into two types: physical risks and transition risks. They may pose varying degrees of challenges to our business operations and financial status. In response, we actively formulate coping strategies to avoid or mitigate their adverse effects. We also adjust our service offerings and operating models according to the latest industry trends, with the aim of seizing the business opportunities brought by climate change.

Risk Category		Climate-related Risks	Impact on the Business Model
Physical risks	Acute physical risks	Increased severity of extreme weather events, such as: <ul style="list-style-type: none"> <li>tropical cyclones</li> <li>river floods</li> <li>typhoons and heavy rains</li> <li>wildfires</li> </ul>	<ul style="list-style-type: none"> <li>Heightened risk of permanent and non-recurring depreciation of asset values.</li> <li>Accelerated wear and tear of equipment led by extreme weather.</li> <li>Increased operational costs arising from response measures for extreme weather and related risks.</li> <li>Personal safety risks of employees and customers.</li> </ul>
	Chronic physical risks	<ul style="list-style-type: none"> <li>Changes in rainfall patterns and extreme shifts in climate model</li> <li>Rising average temperatures</li> <li>Rising sea level</li> </ul>	<ul style="list-style-type: none"> <li>Personal safety risks of employees and customers.</li> </ul>
Transition risks	Policy and legal risks	<ul style="list-style-type: none"> <li>Increased carbon pricing</li> <li>Stricter emission reporting requirements</li> <li>Mandatory regulation on existing products and services</li> <li>Potential litigation risks</li> </ul>	<ul style="list-style-type: none"> <li>Stricter governmental regulations will result in increased compliance costs and higher risk of fines.</li> <li>Policy changes can force premature disposal of certain assets.</li> <li>Energy efficiency standards are expected to be changed.</li> <li>Adoption or deployment of new operating processes for compliance.</li> </ul>
	Technology risks	<ul style="list-style-type: none"> <li>The substitution of existing products and services with lower-emission alternatives</li> <li>Failure of investments in new technologies</li> <li>Transition costs to lower-emission technologies</li> </ul>	<ul style="list-style-type: none"> <li>Premature retirement of existing assets (e.g., some high-energy-consuming equipment).</li> <li>Transition costs for developing low-carbon energy and smart operations technologies, as well as the risk of transition failure or lagging behind peers.</li> <li>Costs related to new technology development.</li> <li>Project operation process upgrades.</li> </ul>
	Market risks	<ul style="list-style-type: none"> <li>Constantly changing customer demands</li> <li>Uncertain market signals</li> </ul>	<ul style="list-style-type: none"> <li>Increased costs in green operations.</li> <li>Higher risks and opportunities in market expansion.</li> </ul>



Risk Category		Impact on the Value Chain	Impact Period	Coping Strategy
Physical risks	Acute physical risks	Extreme weather events may disrupt the supply chain stability.	Short-term, Medium-to-long term	<ul style="list-style-type: none"><li>● Setting up dedicated measures and emergency response plans for extreme weather events with specific contingency plans for typhoons, heavy rains, high temperatures, and frost, and further optimizing the emergency systems, measures, and plans.</li></ul>
	Chronic physical risks		Medium-to-long term	<ul style="list-style-type: none"><li>● Enhancing refined energy consumption control, driving energy saving and carbon reduction to slow down the rate of temperature rising.</li></ul>
Transition risks	Policy and legal risks	The demand for high-emission products and services is expected to decrease.	Short-term, Medium-to-long term	<ul style="list-style-type: none"><li>● Keeping an eye on the policy and regulatory updates to ensure that the Company's operations meet the latest legal requirements.</li></ul>
	Technology risks	The demand for high-emission products and services is expected to decrease.	Short-term, Medium-to-long term	<ul style="list-style-type: none"><li>● Monitoring technological development trends and leveraging the latest technologies to enhance energy consumption management and comprehensively advance green operations. Collaborating with professional organizations and institutions. For example, launching a full-chain partnership with Tsinghua University on IEIM Integrated Energy Intelligent Management.</li></ul>
	Market risks	The customer preferences and the composition and sources of revenue is expected to change.	Short-term, Medium-to-long term	<ul style="list-style-type: none"><li>● Actively monitoring changes in market demand, and optimizing service structures to enhance green service capabilities. For example, launching a new green energy consumption service model – IEIM Energy Intelligent Steward, to elevate service professionalism and transform risks into opportunities.</li></ul>

## Risk management

Managing climate change risks is an integral component of our comprehensive risk management system. This system has been fully updated since 2021 in accordance with the *Guidelines on Comprehensive Risk Management for Central Enterprises*, ensuring correct identification, thorough assessment, management, and oversight of major corporate risks. Under this framework, we perform annual risk screening, assessment, and prioritization to compile a company-wide risk inventory. Specific risks associated with climate change are included in this inventory, which is reviewed and updated annually. Meanwhile, corresponding response plans are formulated and actively implemented to continuously enhance our management and mitigation of climate risks.

## Metrics and Targets

Poly Property continues to disclose energy consumption data and GHG emission data to keep stakeholders up to date with the Company's progress in energy conservation and emission reduction. Moving forward, we plan to monitor, analyze, and manage energy usage at our projects and set scientific energy control targets in accordance with relevant national standards and the latest technical advancements, thereby driving the Company's low-carbon development.



• **1,002,907.89** MWh

Total energy consumption

• **7,531.90** tonnes CO<sub>2</sub>e

Direct GHG emissions (Scope 1)

• **515,466.63** tonnes CO<sub>2</sub>e

Indirect GHG emissions (Scope 2)

• **644.95** tonnes CO<sub>2</sub>e

Indirect GHG Emissions (Scope 3)

# Practicing Green Operations

We identify and assess environmental factors that can be controlled and influenced within the Company's activities or services. It aims to determine significant environmental impacts and associated risks. Furthermore, we take targeted measures to mitigate any potential adverse environmental impact from our operations, and standardize and optimize the management of energy, water resources, and waste, advocating green values and fully practicing green operations.

## Energy management

In active response to China's 30×60 Decarbonization Goal and strictly complying with the *Energy Conservation Law of the People's Republic of China* and related laws and regulations, we are committed to enhancing the energy efficiency of key energy-consuming equipment. We have established an energy management platform for refined control, and innovate our green service models to support the Company's green and low-carbon development.

### Promoting energy saving and consumption reduction

#### ➤ Improving energy efficiency of energy-consuming equipment

We maintain comprehensive equipment ledger, develop and implement regular maintenance plans, including routine inspections, periodic overhauls, and upgrades. These measures ensure timely detection and repair of equipment malfunctions, thus improving equipment efficiency and reducing energy waste. Meanwhile, advanced digital technologies are applied to automatically adjust equipment operating parameters for optimal energy performance. For instance, smart lighting systems automatically adjust brightness based on light intensity and human activity, while intelligent temperature control systems regulate air conditioning according to indoor/outdoor temperature and humidity levels.

#### ➤ Promoting energy-efficient equipment upgrades

With our specialized subsidiary Core Wisdom Technology serving as the implementation entity for energy management services, we advance the bulk retrofitting of smart lighting systems in underground parking areas of managed projects nationwide. We ensure transformation quality through the full lifecycle control standards, acceptance protocols, and specialized problem-solving plans.

#### ➤ Building energy management platform

Building upon the renovation of underground parking lot smart lighting systems, we have developed an energy management platform to bring all renovation projects, real-time data of smart lighting, and energy-saving parameters online. Moving forward, we plan to gradually incorporate other energy-intensive systems, such as water pumps, air conditioners, fans, and high-efficiency equipment rooms in commercial buildings, into the platform by 2025. Through this energy management platform, we expect to ultimately achieve professional and integrated control of energy consumption indicators across both residential and commercial projects.



Energy management platform



As of the end of 2024:

➤ **700,000+** units

Smart lighting retrofitted

➤ **15,000** tonnes

Carbon emissions reduced





## Case

## Providing full lifecycle green operations in buildings and helping win the "Oscar" of green buildings

Poly Property, in the management of Poly Development Plaza, strictly controls key energy consumption indicators. Tailoring its approach to the building's characteristics, the Company has developed three major energy optimization services, including the "A/C optimization", "lighting enhancement", and "intelligent empowerment", to support the full lifecycle green operations of the building. In 2024, owing to its outstanding performance during both construction and operation phases, Poly Development Plaza earned the LEED certification for construction and operations. Our operations received the LEED O+M Platinum certification, the highest level of certification that is referred to as the green building "Oscars Award." The project also received the WELL Health-Safety Rating from the International WELL Building Institute (IWBI).



## A/C optimization

The building uses a Variable Air Volume (VAV) system, which can automatically control airflow based on the temperature differential between indoor readings and setpoints. The engineering center can directly manage 3,300 BOX units across the building, flexibly adjusting the office temperature, saving approximately 500 MWh of electricity annually.

## Lighting enhancement

By setting various modes such as daily, overtime, energy-saving, and visitor modes through control software, the smart building lighting system enables one-click control of the entire building's public area lighting. In 2024, this project saved 2,063.6 MWh compared to 2023.

## Intelligent empowerment

A self-developed smart building system has been implemented, which allows frontline personnel to execute tasks through a single screen by using a supervision center, AI camera installations, and data terminals. This digital management approach facilitates to create green buildings.

## Tip

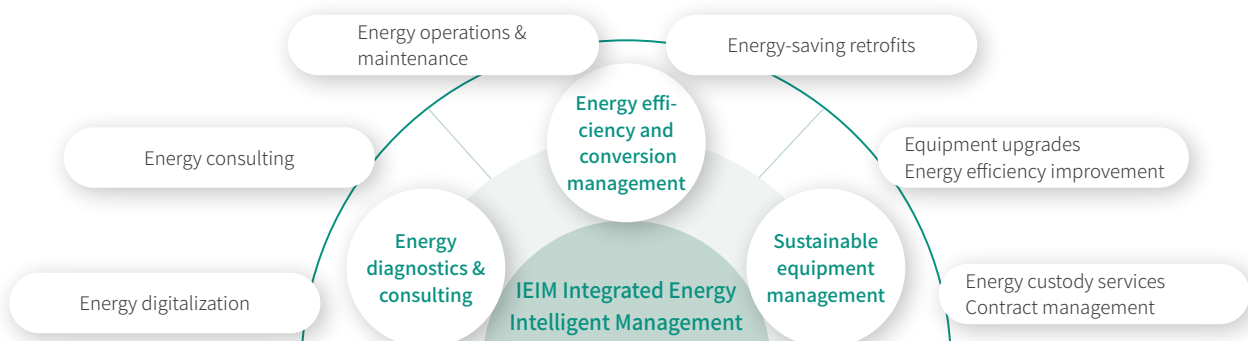


LEED (Leadership in Energy and Environmental Design) certification is a globally recognized green building rating system established by the U.S. Green Building Council (USGBC), which owns six major LEED rating systems. The LEED O+M (Operations and Maintenance) certification is applicable for buildings that are fully operational and have been occupied for at least one year.

## Upgrading green services

In 2024, in collaboration with the technical team from Tsinghua University, we launched a full-chain partnership on IEIM integrated energy intelligent management. To accelerate the development of our green service capabilities, we introduced a new green energy consumption service model, the "IEIM Energy Intelligent Steward".

The "IEIM Energy Intelligent Steward" service system comprises core energy management products including smart lighting for underground garages, sixteen residential energy consumption units (such as water pumps, air conditioning, and ventilation systems), as well as high-efficiency equipment rooms in commercial office buildings and renewable energy utilization. In line with IEIM product architecture, implementation plans and quality assurance, we establish full-cycle control standards covering technology, construction, and operation maintenance. Relying on the intelligent energy management platform, we build a full-cycle intelligent energy management system targeting major energy consumers such as air conditioning, lighting, and water supply. This platform provides energy management solutions for different asset stages, ranging from comprehensive retrofits and targeted partial renovation to intelligent control system upgrades, optimization of smart operations and maintenance, and equipment asset procurement. In doing so, we actively create a new type of smart energy control system, supporting the development of an environmentally friendly, and low-carbon economy.



## Water resources management

In strict accordance with the Water Pollution Prevention and Control Law of the People's Republic of China, we improve and detail the water management provisions in the Company's Regulations on Cost Control Management. Accordingly, we regularly use professional instruments to conduct leak checks on pipe networks to identify and address any leaks promptly. The water we use is all from the municipal tap water plants, and we do not encounter any difficulties in obtaining suitable water sources.

### Strengthening water management

Certain projects are divided into several zones and the water management responsibility of each zone is assigned to individual personnel. Regular water-saving publicity meetings are held to analyze monthly water consumption data and clearly identify causes and implement targeted solutions. Since greening irrigation accounts for a large proportion of the project's total water usage, we also provide irrigation training to landscaping staff to enhance their capability of water conservation.

### Promoting water recycling

To improve the efficiency of water resource utilization, we reuse cleaning and hand-washing water for green plants irrigation. We also establish rainwater collection system to facilitate rainwater recycling.

### Introducing water-saving technology

By adopting advanced irrigation and sprinkler techniques, we save water at its source. We employ big-data monitoring to oversee the operation and maintenance of the water supply and drainage systems, enabling timely detection and handling of pipe damage or water leaks. In community developments, we apply green building standards, such as installing water-saving appliances (such as low-flow toilets and water-saving faucets) and optimizing water supply and drainage system designs, to reduce water loss and enhance overall water conservation efficiency.

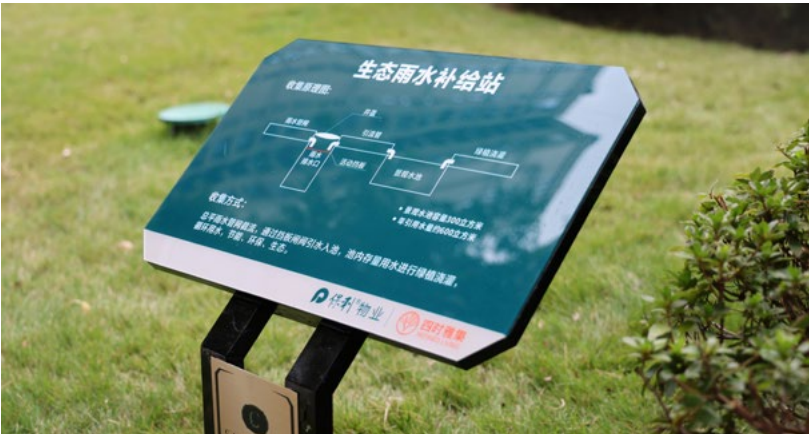
### Raising water conservation awareness

We conduct regular water conservation education for residents by hosting water-saving lectures and workshops. We also disseminate water-saving tips through community bulletin boards and WeChat groups.



### Case | Ecological rainwater replenishment station contributes to water recycling

Incorporating the concept of intelligent and environmentally friendly ecology into project management, Chengdu Poly Kangqiao Project establishes a rainwater collection system, the "Ecological Rainwater Replenishment Station". The system collects rainwater for community green space irrigation and landscape water supplementation, thereby enabling water resources to circulate sustainably within the community.



By the end of 2024, a total of **54** communities had been awarded the title of "Water Saving Communities", up by **12** compared with 2023.



## Waste management

We strictly comply with Chinese laws and regulations such as the *Law on Prevention and Control of Environmental Pollution by Solid Waste* and the *Regulations on Safe Management of Hazardous Chemicals*, and implement the *Guidelines for Waste Sorting in Projects* internally. Targeted measures are taken for different kinds of waste and new recycling models are explored to reduce the environmental impact of waste.

Type	Major waste	Measures
Hazardous	<ul style="list-style-type: none"><li>Waste printer ink cartridges, waste printer toner cartridges, discarded light bulbs, etc.</li></ul>	<ul style="list-style-type: none"><li>We strictly follow relevant laws and regulations and entrust a qualified institution to recycle and dispose of hazardous waste.</li></ul>
Non-hazardous	<ul style="list-style-type: none"><li>Office waste paper, domestic garbage, landscaping waste, etc.</li></ul>	<ul style="list-style-type: none"><li>We promote paperless office to reduce waste paper.</li><li>Through waste sorting publicity and improved waste sorting signage, we enhance the environmental awareness of residents. We also assign personnel at peak hours to help and supervise waste sorting. The qualified third-party organizations are entrusted for waste collection and transportation.</li></ul>

## Waste recycling and utilization

We actively implement waste sorting and recycling plans, encouraging community residents to sort recyclable materials (such as paper, plastics, metals, and glass) to reduce the volume of waste sent to landfills. The sorted recyclables can then be sold to recycling companies to achieve waste circular utilization. Additionally, we introduce third-party management measures, such as used-clothing collection bins, to improve the overall utilization efficiency of waste.

## Biodiversity conservation

Adhering to the principle of harmonious coexistence between humans and nature, we strive to minimize the environmental and ecological impacts of the Company and project operations. We integrate biodiversity protection into our specialized project operation services, safeguarding a beautiful ecosystem with joint efforts.



### Case | Integrating "ecology + service" to protect the urban "green heart"

Haizhu Wetland is known as the "green heart" of Guangzhou. As Poly Property undertakes the management of the wetland, focusing on species management, ecological transformation and restoration, we make continuous efforts to enhance its ecological and environmental harmony with appropriate human intervention and support.

A total of over **2,000** shrubs and seedlings have been planted, and approximately **160,000** seasonal flowers are replaced or supplemented, with more than **5,000** m<sup>2</sup> of green space restored.

We have implemented precise species management measures, achieving invasive species control over an area of more than **4,000** mu, carrying out patrols covering a cumulative area of about **27,058** mu in high-risk zones, and clearing about **9,843** mu of excessive or floating aquatic plants from water surfaces.

We have assisted the wetland in improving **44** standards and regulations on park services and management.

By the end of 2024, Haizhu Wetland hosts nearly **2,000** species of flora and fauna, with a significant increase in bird and insect species.



## Green offices

Poly Property integrates green concept into its daily office life. We purchase eco-friendly office products, advocate energy conservation and emission reduction, and promote resource recycling. By continuously optimizing every detail, we actively create an environmentally friendly workspace and cultivate a positive green office atmosphere.

<b>Green procurement</b>	When purchasing office supplies and furniture, we cooperate with green enterprises or enterprises that produce green products and prioritize the sales of green products featuring energy saving, water saving, environmental protection, and comprehensive utilization of resources.
<b>Green sharing</b>	A resource sharing platform is established to list idle materials, such as event supplies, office stationery and furniture, for circular reuse.
<b>Saving electricity</b>	We establish a public area lighting schedule for office spaces, requiring lights to be turned off when people leave. Each department is responsible for ensuring lights in their respective areas are switched off. Regular inspections and notifications are conducted.
<b>Paperless office</b>	We advocate for a paperless office by eliminating non-essential paper use. Internal information dissemination is conducted entirely electronically, such as email, online documents, instant messaging, or meetings to complete the review and reading of important documents. Physical files and invoices are also digitized.
<b>Saving paper</b>	On the premise of not leaking sensitive information, we reuse printed paper, prioritize double-sided and black-and-white printing modes, and reduce the use of images and color prints. Before printing, we require careful proofread before document printing to avoid duplicate prints due to errors. We enhance control over paper usage by monitoring the quantity purchased through our internal procurement system and tracking printing data of each center via printer backends.

## Advocating Green Living

To create a green space, we integrate green services with community cultural activities. By disseminating the concept of a green and low-carbon lifestyle, we join hands with the public to build a more sustainable future.



### Case | Enjoying low-carbon art activity to share a beautiful green life

On August 15, integrating ESG operations into the culture of commercial and office buildings, the Property Service Center of Poly Development Plaza organized an art activity themed "Enjoy a Green and Low-Carbon Life". During the event, participants became artists, using water as their canvas and ink as their brush. With eco-friendly pigments, they made vibrant marbled silk scarves through water marbling painting technique. Through this creation event combining environmental protection with intangible cultural heritage art, participants experienced the tranquility and beauty brought by low-carbon environmental protection.



### Case | Protecting green mountains and clear waters through waste sorting volunteer activity

On August 23, Poly Property and the Moxingling Scenic Management Center, guided by Party building, collaborated with Party members, the public, and volunteers to launch an innovative "Waste Sorting, Starting from Ourselves" volunteer activity at the Mountaintop Square of Baiyun Mountain. During the activity, waste in the Moxingling was sorted and cleaned up. In addition, a specially designed "Environmental Protection Mini-Class" game was organized, attracting many children visiting Baiyun Mountain, enabling them to learn about waste classification in a relaxed and enjoyable atmosphere.



# 03 Working Together for Shared Development

Upholding a people-oriented philosophy, we empower employees' growth, care for their physical and mental well-being, and strengthen cooperation and exchanges within the industry chain. We also pay close attention to social issues to enhance public welfare and deliver corporate benefits, working together with stakeholders to take more solid steps toward a better life, and contributing to a harmonious society with Poly Property's strength.

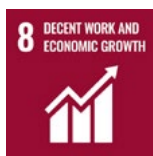
## Goal Setting

- Establish unblocked talent acquisition channels to promote high-quality employment while building a talent reserve for the Company. Focus on individual growth by providing a comprehensive training system that nurtures talent.
- Continuously improve the upstream and downstream management in the industry chain, actively build a responsible supply chain, and establish a stable and sustainable partnership ecosystem.
- Utilize property management practices to support grassroots governance, fully promote the rural vitalization strategy, and engage in public welfare and charitable activities, sharing development achievements with society.

## Progress Review

- Continuously stabilize and promote employment through concrete actions to protect employee rights and interests, allowing more employees to gain professional recognition and a sense of fulfillment within the Company.
- Strengthen supplier management and empowerment, actively practice transparent and green procurement, and engage in exchanges and cooperation with universities, industry peers, and research institutions to explore new quality productive forces and pursue high-quality development.
- Take the lead in achieving breakthroughs in "governance efficacy", pioneering avenues for Central SOEs to support rural vitalization, exploring new public service models, organizing and conducting volunteer service activities.

## Contribution to SDGs









# Creating a Happy Workplace

Poly Property regards its employees as the core driving force behind corporate development. We respect the legitimate rights and interests of every employee and prioritize their personal growth and career development, striving to create a positive, healthy, and harmonious working environment. We are dedicated to enabling every Poly Property employee to enjoy a healthy, dignified, and happy life while balancing work and personal life.

## Employee rights protection

Poly Property adheres to the principle of "people-oriented", and complies with relevant labor laws and regulations to earnestly safeguard employee rights. We implement fair and competitive remuneration policies and listen to employees' voices through multiple platforms, protecting their rights and interests.

### Equal employment opportunities

According to the Company's *Measures for Recruitment Management*, we strictly follow the principles of "fairness and impartiality, merit-based selection, conflict of interest avoidance, and standardization" in the hiring process, and recruit employees through standardized procedures. Upon recruitment, we sign labor contracts in accordance with the *Labor Contract Management Measures*, ensuring equal treatment for all employees in terms of remuneration, performance evaluations, and training.

### Employment management system

Poly Property has established a comprehensive employment management system. For example, we outline fair employment and diversity principles in the *Measures for Recruitment Management*. In the *Employment Management Regulations*, forced labor and child labor are prohibited. The *Labor Contract Management Measures* stipulates that labor relations should be based on principles of legality, fairness, voluntariness, mutual agreement, and good faith. *Employee Handbook* clarifies policies on anti-discrimination, safety, and health. Our employment practices strictly comply with national laws and regulations, ensuring employees' legitimate rights and fostering a stable and harmonious labor relationship.

In terms of daily employment management, workplace harassment, including but not limited to verbal or physical harassment, defamation, insults, threats, intimidation, and retaliation, is regarded as serious violation of the Company's rules and regulations. Poly Property enforces strict disciplinary measures to address and prevent such behavior.

### Compensation and performance system

Poly Property continuously optimizes its remuneration and benefits system. In addition to base salaries, performance-based pay, and special incentives, we offer a diverse range of employee welfare programs, covering fundamental security, work-related support, daily life assistance, and family-oriented benefits, thereby continuously enhancing employees' sense of happiness.

Poly Property attaches great importance to performance management system. In 2024, we refined our Performance Coaching Mechanism. Each subsidiary is required to provide performance coaching to help employees analyze their current performance, improve performance outcomes, and internalize our corporate culture. Performance coaching is comprehensively implemented and documented. The Company also strengthens the application of performance outcomes in multiple scenarios to create positive incentives and drive high-quality development.

To further galvanize employee morale, Poly Property implements a Restricted Stock Incentive Plan to attract, retain, and incentivize core employees essential for the Company's development. On May 13, 2024, the Board of Directors approved the first batch of restricted shares, with a total of 1,363,098 H-shares of the Company vesting to 159 grantees.

## Labor and human rights protection



### Policy development and implementation

Poly Property regularly updates and keeps informed of labor-related laws and regulations, including those concerning forced labor. We have also established clear, publicly available policies prohibiting forced labor or provisions incorporating labor rights, ensuring that all employees and management understand and comply with the relevant policies. The Company has also implemented corresponding management systems with explicit guidelines to avoid violations, and has adopted measures such as inspections, self-assessment and rectification, and systematic oversight to mitigate and prevent such conduct.



### Risk assessment and supervision

At the headquarters, Poly Property has established mechanisms such as human resources operation inspections and special employment self-inspection actions to monitor and oversee labor practices across all subsidiaries on a monthly basis. Supervision results are reviewed through inspection reports, HR operation meetings and other means, with corrective actions implemented as needed. An Enterprise Human Resources (EHR) System is in place for approval and monitoring. In 2024, no human rights violations or complaints have been reported within the Company.



### Labor dispute resolution

In the case of labor disputes, the Company first seeks resolution through consultations with employees and, if necessary, engages with labor unions for mediation to reach a settlement agreement. Regular reviews and analyses of labor disputes are conducted, and a *Collection of Typical Labor Dispute Cases* is formulated and maintained as examples for prevention, reference and guidance.

## Occupational health and safety

Poly Property places high importance on the occupational health and safety of employees. With systematic management of occupational health and safety risks and opportunities, as well as a series of preventive and protective measures such as the *Form of Survey and Evaluation on Environmental Factors* and the *Planning and Control Table for Important Environmental Factors*, we identify and eliminate hazards, minimizing occupational health and safety risks. In this way, we strive to create a healthy and safe workplace for employees. Our goal is to prevent work-related injuries and health hazards, ensuring the well-being of every employee.

## Employee democratic management

Poly Property organize the Workers' Congress and Labor Union Congress at Poly Property in accordance with policies every year. At the conference, we mobilize regional subsidiaries to carry out collective negotiation and collective contract signing, and also launch member election of the Labor Union Committee by secret ballot. This enables employees to participate in the labor union and collective negotiation. We have set up Labor Union Groups, organized themed spring and autumn outings and launched the Spark community activities. In 2024, these efforts attracted over 3,000 attendances by employees from the headquarters, contributing to Poly Property's recognition as a "Five-Star Labor Union" in Guangzhou.



The 7th Workers' Congress and 2nd Labor Union Congress at Poly Property

## Employee growth system

Poly Property values talent development, and always regards talent as a core strategy for corporate growth. Dedicated to providing a comprehensive platform for employee development, we pay attention to their growth and development needs and continuously enhance their overall competencies through a robust training system and abundant learning resources.

### Enhancing promotion channels

Guided by the principle of "Prioritizing Ethical Integrity, Combining Moral Character and Profession Competence", the Company has introduced policies such as the *Enterprise Leaders Management Measures* and the *Guidelines for the Selection of Middle and Grassroots Management Positions*, forming a "fair, open, and just" selection mechanism. Through comprehensive assessment of employees' abilities, experience, performance, motivation, and political quality, we ensure the fundamental quality of candidates and procedural compliance at the outset, thereby advancing talent development.



2024 Star Era Training Camp

#### Rank or job grading system

Based on our own actual circumstances and development needs, we have set up a rational job ranking system that offers employees dual-ladder career development paths covering both the "managerial channel" and the "technical channel", helping them achieve more substantial growth and development within the Company.

#### Key position selection mechanism

The Company has successively introduced the "Project Manager Talent Management System 2.0" and the "Star Era Succession Plan". Through the development of a backup pool for key positions, we have refined a fair, just, and open competitive talent selection mechanism to support the advancement and promotion of outstanding staff.



#### Compensation and incentive mechanism

Our incentive system encompasses performance assessment incentive, individual reward mechanism, position and rank adjustments, salary grade adjustments, individual recognition, and personal development. Through incentive payments tailored to individual performance, we acknowledge and reward employee contributions, thereby enhancing employee satisfaction and motivating their engagement.

## Diverse talent cultivation

To meet the high-quality development requirements of the Company, Poly Property offers diverse internal development opportunities. Vertically, we provide the dual tracks of "technical + managerial" career development, and horizontally, we offer a variety of position choices and development opportunities within the Company. With the aim of further strengthening the recruitment of outstanding talents to better serve major clients, enhance business format classification, and solidify industry verticals, we place special emphasis on supplementing leaders of various vertical segments and professional companies, as well as technical experts in key business lines.

### Panlong Plan

To bolster the recruitment of key talents, Poly Property launched the "Panlong Plan" 1+N talent recruitment campaign in 2024, which covers one key position at the "General Manager and Director-Level" and N specialized roles in key business lines.

"1"

### Talent recruitment at general manager and director-level

Headquarters and regional high-end talent recruitment, covering key business formats, industries, and platform lines nationwide for both current leadership positions and potential roles.This category encompasses general managers of business formats (for residential, commercial and office, and public services), industry general managers, and platform general managers.

"N"

### Specialized talent recruitment

This involves recruiting talent for functional departments at the headquarters and core business departments of specialized companies across various regions nationwide, covering professionals in areas such as furnishing, engineering, industry, and functional specialties.

### "Poly Property Employee Empowerment and Dream Realization" Project

In collaboration with the General Trade Union in Haizhu District, and the Guangdong Vocational Education Association, the Poly Property Labor Union has established a "Major Training" platform. This platform provides high-quality services in college/undergraduate education, equivalent degree-to-master's applications, and professional title and certification training for over 10,000 employees stationed in Guangdong. The initiative is to help employees master cutting-edge professional knowledge and enhance their practical skills, thereby providing robust talent support for the Company's high-quality development. In 2024, a total of 41 individuals received academic advancement and skills training through this project.

### Talent pipeline development

Poly Property has always emphasized employee training and skills enhancement to improve team quality and service standards. In building our talent pipeline, we have continuously advanced the five key talent cultivation programs such as the Galaxy Leaders, STARRIVER Operating Officers, Star Era, StarLight Professional, and Stars Iron Triangle. These initiatives focus on enhancing talent capabilities at all levels, continuously forging core competitive strengths in the Company's service quality.



- Leveraging the Star Era and Succession Plan, we employ the Star Era talent competency model as the evaluation benchmark. Through three assessment tools, including performance evaluation, 360-degree competency evaluation, and growth debriefing, we have produced four categories of

talent lists and two talent pools. In total, over **500** Star Era successors have been identified to serve as high-potential talents for the Company's professional business lines and project management. Furthermore, development incentive policies have been granted to those in the Star Era pool, thereby enhancing the supply of key position talent and strengthening internal capabilities.

### Employee vocational training

#### Back-up project manager mentorship program

We continuously build and refine our project manager talent pipeline by improving mentoring checklists, mentorship manuals, project manager work manuals for various business formats, and a series of essential knowledge and skills courses. In 2024, 16 new project manager courses were developed, covering over 500 attendances.

#### Public service project managers training

In 2024, a Public Service Preparatory Group was established. In collaboration with the business teams of Human Resources Center, we conducted team seminars to co-create and update the public service talent profile, and worked with the public service project team to implement professional training, covering over 300 attendances.

#### Skilled personnel training and group skills competition

Targeting front-line talents in customer service, security, and engineering, we continuously carry out skills training through the Stars Iron Triangle program. Additionally, we successfully organized the first Poly Group Skills Competition for engineering, customer service, and fire safety, where all three participating categories achieved first-class awards.



- In 2024, a total of **1,714** training sessions were conducted by headquarters and platform subsidiaries, covering mid-to-senior management personnel, middle-level managers from platform subsidiaries, project managers, the Stars Iron Triangle and Star Era members, and new employees.



## Employee care mechanism

We address the genuine needs of our employees and care about their physical and mental well-being. With the focus on providing special attention to female employees, employees facing difficulties, and retirees, we strive to create a loving and warm corporate family.

### Enhancing employee satisfaction



In line with the Company's requirements for Spark corporate culture promotion and implementation, Poly Property has been conducting employee engagement surveys since 2021. Each year, these surveys cover over 10,000 property management employees, assessing both individual engagement levels and their motivating factors. The engagement indicators have steadily improved and remain above the industry average. Moving forward, we will continue these surveys and use the findings to refine management practices, thereby enhancing organizational efficiency and employee satisfaction.

### Assisting employees in need



The company continuously provides assistance to employees in need, we address employees' concerns through activities such as "Warmth Delivery" and the "Charity Fund", providing assistance in their children's education, major illnesses, and medical insurance. For instance, during the Spring Festival period, we visited 2,705 employees in need with total monetary aid exceeding RMB 330,000. Additionally, 5,444 employees in Guangzhou benefited from the secondary medical insurance of labor union, receiving subsidies totaling nearly RMB 400,000.

### Caring for female employees



To honor exemplary performance and establish role models, the Company fully leverages the influence of "She Power". On the International Women's Day in 2024, following a rigorous selection process, Poly Property awarded 10 female employees the title of "Bearer of March 8 Red Flag", recognizing their hard work, perseverance, intelligence, and sense of responsibility.



# Consolidating Synergies for Development

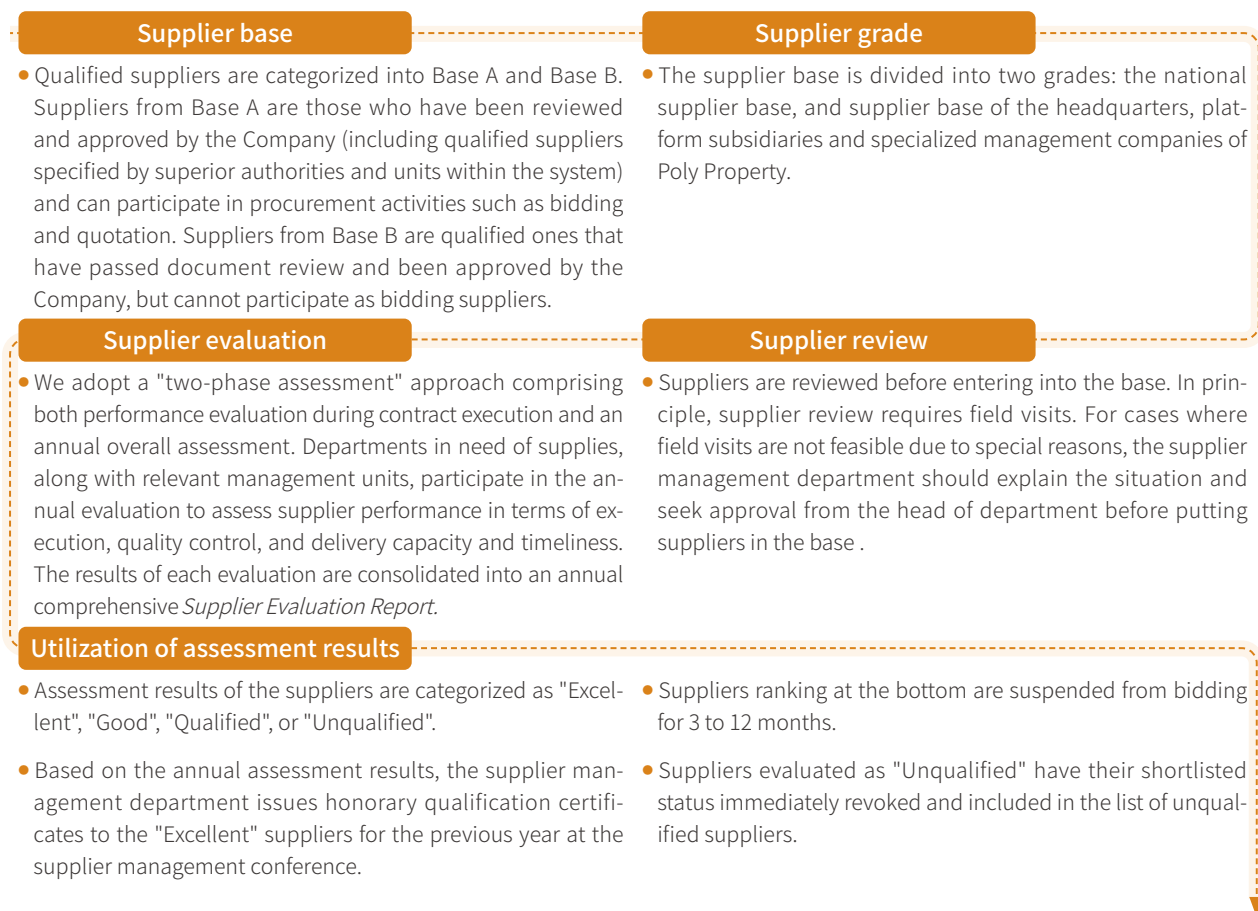
As the "Comprehensive Property" strategy advances, Poly Property upholds the principle of "trust-driven collaborative sharing" to continuously improve the management of upstream and downstream industry chains. We actively build a responsible supply chain through collaboration with universities, industry peers, research institutions, and other partners, aiming to establish a stable and sustainable partner ecosystem, jointly explore more cooperation opportunities, and contribute to urban development and social progress.

## Building a responsible supply chain

We strictly adhere to the principle of fair competition and comply with applicable antitrust laws and regulations, jointly constructing a business ecosystem that is fair, impartial, honest, trustworthy, and transparent. In 2024, we further enhanced supplier management and empowerment, actively practiced transparent and green procurement, and worked hand in hand with suppliers to build a responsible supply chain. In terms of suppliers' ESG risks management, we implemented an integrated management process by conducting pre-entry assessments of suppliers' ISO management system certifications, clearly defining quality, technical, environmental protection, and occupational health and safety requirements for products and services before signing contracts and establishing explicit provisions on integrity and environmental protection within our policies and contracts.

### Supplier management

We designate personnel for supplier management in different business lines. Following the principle of "dividing management and operation responsibilities", suppliers are investigated, selected and assessed based on their grade and bases. The supplier management conference is regularly held to contribute to building a responsible supply chain.



## Transparent and green procurement

We actively practice transparent procurement and adopt the conflict of interest avoidance principle in procurement activities. Our policies clearly specify prohibited behaviors, assessment methods, and accountability measures within the procurement process. Bidding process adheres to the principles of fairness, impartiality, and honesty, reasonably introducing competition mechanisms to select cooperative partners with high social credibility, advanced technical management capabilities, strong contract performance capabilities, and reasonable pricing. Through the integrity cooperation regulations, we outline the integrity requirements that suppliers shall observe and the measures in handling violations, which are further enforced by including clauses on integrity and honesty in procurement contracts.



## Boosting industrial development

Adhering to an open, cooperative, and mutually beneficial philosophy, we actively partner with multiple stakeholders to drive high-quality development in the property management industry. By deepening our exchanges and collaborations with universities, industry peers, research institutions, and others, we share development achievements and experiences while actively engaging in the formulation of industry standards.

### Industry exchange



At the Second Meeting of the Professional Committee of the Urban Appearance Management and Operation of Guangdong Environmental Sanitation Association, i.e. a field inspection of the Urban and Rural Environmental Quality Improvement and Renovation Project, a vigorous discussion was held on enhancing urban and rural environmental quality and on the subsequent maintenance and management. Mu Jing, the Director of the Professional Committee and the Marketing Director of Poly Environment Services (Guangdong) Co., Ltd., noted in her speech that member enterprises should unite in development, and strengthen communication both within the industry and with government departments to achieve win-win outcomes for all parties and promote the advancement of urban environmental hygiene in Guangdong.



### Standard compilation

#### Participation in the drafting of the national standard *Guide for Standardization of Basic Public Services*

The national standard *Guide for Standardization of Basic Public Services*, in which Poly Property actively participated, has been officially issued and implemented, injecting new momentum into the integrated development of urban and rural areas and making a positive contribution to the standardization and professionalization of public services in China. As a vital pathway to ensuring the accessibility and equalization of basic public services, standardization plays a critical role in enhancing service quality.

#### Chief-editor of the Guangdong provincial standard *Technical Specifications for the Operation and Acceptance of Urban Public Area Services*

This standard is formulated based on the national urban governance needs, the lack of unified urban governance standards, and Guangdong Province's responsibility to lead and set an example. It integrates Guangdong's current local conditions and characteristics, effectively combining existing regulations and management practices, so as to continuously refine and improve the standard's compilation.

## Giving Back to Society with Sincerity

Poly Property actively fulfills its responsibilities as a Central SOE and gives back to the community through concrete actions. We support educational assistance and rural vitalization, and have established volunteer teams in multiple locations to deliver warmth to disadvantaged families and elderly individuals living alone. In addition, we actively participate in disaster relief and rescue efforts, offering support to vulnerable groups and fostering common prosperity throughout society.

## Contributing to rural vitalization

Responding to the national rural vitalization strategy, we leverage our own strengths to upgrade urban management and promote comprehensive rural vitalization through talent empowerment. We provide assistance through consumption, and adopt innovative approaches to infuse industrial and cultural vitality, demonstrating the social responsibility of a State-owned Enterprise.

## Advancing improvement of living environment

### Xitang comprehensive project

In an effort to create a civilized and orderly urban environment, we combine centralized rectification with routine inspections. Targeting benchmark roads such as Nanyuan Road and Zhengguan Road within the town, we have undertaken comprehensive remediation to elevate the sanitary quality of the area, creating a clean and comfortable environment for both tourists and residents of Xitang Town. In November 2024, Xitang Ancient Town successfully hosted the 12th Chinese National Costume Exhibition and Xitang Hanfu Culture Week, during which Poly Property ensured the orderly execution and security throughout the event. This Hanfu Culture Week has cumulatively attracted over one million traditional culture enthusiasts and generated revenues in related industries exceeding RMB 300 million, with the 2024 Hanfu Culture Week alone welcoming over 150,000 tourist visits to the scenic area.



### Taoyuan New Village project

By organizing events, Poly Property deepens channels for community engagement. Focusing on holiday activities during occasions such as the Spring Festival, Mid-Autumn Festival, Dragon Boat Festival, and Double Ninth Festival, we actively launch events that are visible and engaging to the public, motivating them to join in the development of spiritual civilization. These events integrate traditional holiday education with property services, further enhancing the festive atmosphere, strengthening community cohesion, and cultivating a harmonious and happy community. The Company also prioritizes caring for vulnerable social groups, especially the empty-nest elderly and persons with disabilities. By combining the promotion of the Lei Feng spirit with volunteer services and targeted care for isolated seniors, we improve their overall well-being and satisfaction. We strive to continuously refine our support for society's disadvantaged groups, ensuring our services are more effective, detailed, and comprehensive.





## Long-term talent assistance mechanism

The "Poly Spark Class" is a key assistance program under Poly Group's rural vitalization strategy. Based on a "training + employment" model, it aims to train one person, secure one job, and assist one family. Since its inception in 2018, nine sessions have been successfully conducted. A total of 625 trainees have successfully graduated and secured jobs in various cities nationwide. In 2024, 45 trainees graduated from the 9th session of the Poly Spark Class, and were employed by Poly Property.

By integrating traditional vocational education, educational support projects, and corporate talent cultivation with the Company's employment needs, the Poly Spark Class program has established a long-term assistance mechanism that overcomes challenges such as unsustainable financial aid and imprecise educational support.



## Hundred-Thousand-Ten Thousand Project

Yanqian Community in Duanzhou District, Zhaoqing City, is one of the first typical villages under Guangdong Province's "Hundred-Thousand-Ten Thousand Project". The People's Government of Duanzhou District and Poly Property have reached a strategic cooperation agreement to use Yanqian Community as a pilot to explore new pathways for refined urban management. Yanqian Community has pioneered a new pilot model of comprehensive "City Steward" service governance led by Party building at the primary level. To summarize and refine Yanqian's experience, on September 14, 2024, the event themed with "Field Survey Conference of Leading High-Quality Primary-Level Governance with Party Building and Empowering the 'Hundred-Thousand-Ten Thousand Project'—Exploring a Typical Village in Ancient Duanzhou" was successfully held. This event was organized by the "Hundred-Thousand-Ten Thousand Project" Command Office in Duanzhou District, Zhaoqing City, hosted by Nanfang magazine, and co-organized by Poly Property.



## Conducting social welfare activities

### Supporting education in mountain villages

The "Delivering Warmth to Mountainous Areas with Books Donation" initiative is designed around the actual learning and living conditions of children in mountain areas. By establishing reading rooms and advocating reading through targeted and engaging activities, this initiative has filled mountainous regions with the warmth of literature. Since its inception in 2011, it has faithfully upheld the mission of public libraries to "inherit civilization and serve society".



Case

#### Rebuilding reading rooms and filling the mountains with the fragrance of books

From October 14 to 15, 2024, the Commercial Party Branch, in collaboration with the Sun Yat-sen Library of Guangdong Province, rebuilt the reading rooms at the Central Primary School of Songyuan Town and Songyuan Middle School in Meizhou, donating 3,500 books. Earlier in June 2024, these two schools suffered severe damage from heavy rainfall. Along with the reconstruction, reading promotion activities were carried out to help students develop creativity, expressive skills, and teamwork abilities. The event received media coverage from Guangdong Radio and Television.



Rebuilding reading rooms at the Central Primary School of Songyuan Town and Songyuan Middle School

## Promoting legal education in the community

"Harmony Courtyard Dandelion" is a public legal education campaign launched by Poly Property in 2021, targeting Harmony Courtyard communities. Centering on legal publicity and services, its core aim is to enhance residents' legal literacy, and promote legal governance, community self-governance, and democratic management in neighborhoods, contributing to the development of harmonious communities. In 2024, two "Harmony Courtyard Dandelion" legal education events were held in Wuhan and Tianjin, with over 500 participants. A total of nine such events have been conducted.

## Spark Market public welfare activity

On September 7, 2024, Poly Property Shandong branch, in cooperation with the Second Branch of the Revolutionary Committee of the Chinese Kuomintang in Shibei District, organized the Spark Market public welfare activity. Through charity sales and donations, the event collected 1,885 books and 324 sets of cultural and sports supplies for mountain area children, with nearly 500 Poly Property owners participating. This event demonstrates the public welfare synergy of a Central SOE, mobilizing additional forces of care.



## Creating pet-friendly communities

In response to the "Humanistic Services" strategy, we, following an owners' vote, establish an owner-led organization—the Poly Cat Knight Volunteer Team. The team, with over 500 members, stationed in 50 smart cat houses. In addition, we have signed a public welfare cooperation agreement with the China Small Animal Protection Association to launch public welfare activities nationwide. By piloting and summarizing experiences with Poly communities, we aim to widely replicate and fully implement the pet-friendly model in all communities, thereby deepening the vision of a truly pet-friendly community.





# 04 Upholding Integrity and Compliance to Solidify the Foundation for Development

Poly Property has continuously reinforced our governance structure, enhanced the protection of shareholder rights, and provided diversified communication channels. Risk response and internal control management systems have been steadily improved to manage and control potential risks. Besides, we have actively promoted a culture of integrity and placed high importance on the protection of intellectual property rights. These efforts solidify the foundation for the Company's development and comprehensively promote the orderly progress of all our endeavors.

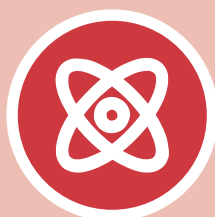
## Goal Setting

- Optimize internal governance structures, strengthen the functions of the Board of Directors, improve risk management and internal control systems, and strive to create long-term value for shareholders.
- Deepen compliance management and risk control, and uphold a culture of integrity to ensure compliant and robust operation.

## Progress Review

- We placed high importance on improving governance standards and investor returns, and conducted a series of measures to improve the operating conditions and shareholder returns.
- We sustained efforts to improve the compliance management system, upgrade institutional processes, deepen the construction of a compliance culture, and enhance the level of compliance management to provide solid support for our high-quality development.

## Contribution to SDGs





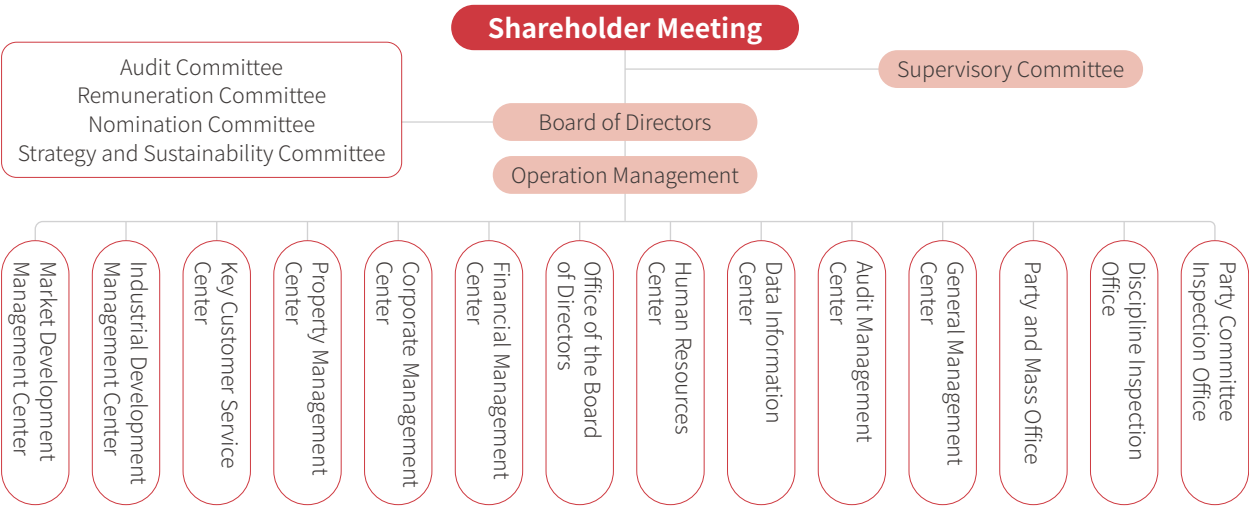


# Strengthening Corporate Governance

We have continuously refined our corporate governance framework, further optimize the Company's risk control system, and promote the full exercise of rights and fulfillment of duties by our directors, supervisors, and senior management. This creates a favorable internal environment for the Company's stable and robust development.

## Governance structure system

Poly Property has established a corporate governance structure comprising the Shareholders' General Meeting, the Board of Directors (the Board) and specialized committees, the Supervisory Committee and the Operation Management. We have also standardized its operation and made scientific decisions in strict accordance with the relevant laws, the *Articles of Association* and their respective terms of reference, thus forming a governance mechanism with clearly defined powers and responsibilities, coordinated operation and effective checks and balances. During the reporting period, the Company continued to improve its corporate governance structure and the mode of operation of the three meetings, and convened 4 Shareholders' General Meetings, 9 Board meetings, 4 meetings of the Supervisory Committee, 9 meetings of specialized committees, which played a positive role in the sustainable, healthy and stable development of the Company.



## Board diversity

The Board adopts the Policy on Diversity of Board Members, which includes objectives and factors that will be considered in order to achieve Board diversity, and recognizes the increasing diversity at the Board level as a key element in supporting its strategic objectives and maintaining sustainable development. In setting the composition of the Board, the Company considers Board diversity from a number of perspectives including, but not limited to, professional qualifications and industry experience, gender, age, cultural and educational backgrounds, and tenure of service. Ultimately, the decision is made on the basis of the contribution that a candidate can make to the Board.

Position	Name	Gender
Chairman of the Board	Wu Lanyu	Female
Non-Executive Director	Liu Ping	Male
Non-Executive Director	Huang Hai	Male
Independent Non-Executive Director	Wang Xiaojun	Male
Independent Non-Executive Director	Tan Yan	Female
Independent Non-Executive Director	Zhang Liqing	Male

As of December 31, 2024, the Board consisted of 6 members, including 3 independent directors and 2 female directors, all of whom have in-depth industry experience or professional qualifications in finance and accounting, law, and financial investment.

## Protection of the Interests of Shareholders

Regarding compliance, fairness, integrity and proactivity as the basic principles, Poly Property has formulated and implemented the Regulations on Investor Relationship Management which clarifies the purpose, targets, duties, communication contents and methods of investor relationship management. Accordingly, we will conduct investor relations management through multiple channels, platforms and methods, continuously strengthen our communication and exchanges with investors, and enhance investors' understanding of the Company. These efforts will maximize the legitimate rights and interests of the Company, shareholders and other relevant stakeholders.

The Board Office has been set up as the competent department for investor relations management of the Company, assisting the Secretary of the Board in the implementation of investor relations management. The first person responsible for investor relations management affairs is the Chairman of the Board while the Secretary of the Board is the person in charge of such affairs and is responsible for the corresponding organization and coordination.

### Investor Communication Channels

#### Announcement

This includes both statutory and autonomous announcement disclosed externally by the Company, and the Company shall endeavor to enhance the accuracy, effectiveness and readability of the announcement.

#### General Meeting of Shareholders

We shall make sound arrangement of the general meeting of shareholders, such as, paying attention to the time and place of convening and shall give enough time for investors to communicate with the Company's directors, supervisors and senior executives during the meeting.

#### Website Column for Investor Relations

A special column for investor relations is set up in the Company's official website, and investor hotline and mailbox are set up to collect and respond to investor questions, complaints and suggestions, as well as to publish and update relevant information on such affairs.

#### Results Presentation

The Company organizes the Results Presentation at the end of its regular reporting period, where the management team reviews the Company's operating and financial performance and looks ahead to future plans.

#### Brokerage Strategy Session

The Company actively participates in strategy meetings organized by brokerage firms, strengthens communication and interaction with institutional investors, and share corporate value to attract institutional investors.

#### Roadshow

The Company may hold roadshows in accordance with the relevant regulations deemed necessary.

#### Field Visit and Survey

The Company combines the research needs of investors, analysts and its actual performance to reasonably arrange field visit and project survey.

#### Mailing

The Company shall as it request if an investor has a need for public disclosure information to be mailed.

#### Others

Other means of compliance with regulatory requirements.

# Upholding Business Ethics

We diligently implement the requirements of the State-owned Assets Supervision and Administration Commission of the State Council (SASAC) to deepen the legal construction, strengthen compliance management, and enhance risk control. In alignment with the Group's reform and development strategy, we are dedicated to promoting the in-depth development of rule of law, risk control and compliance.

## Compliant operation

Poly Property continues to refine its compliance management organizational system, which consists of multiple organizational levels. The system includes the Party Committee, the Board of Directors, the Compliance Management Committee, the Compliance Management Department, and business and functional departments.

**Core Leadership Role of the Party Committee:** The Company's Party Committee plays a pivotal leadership role in corporate compliance management, ensuring the implementation of the Party's policies and national laws and regulations.

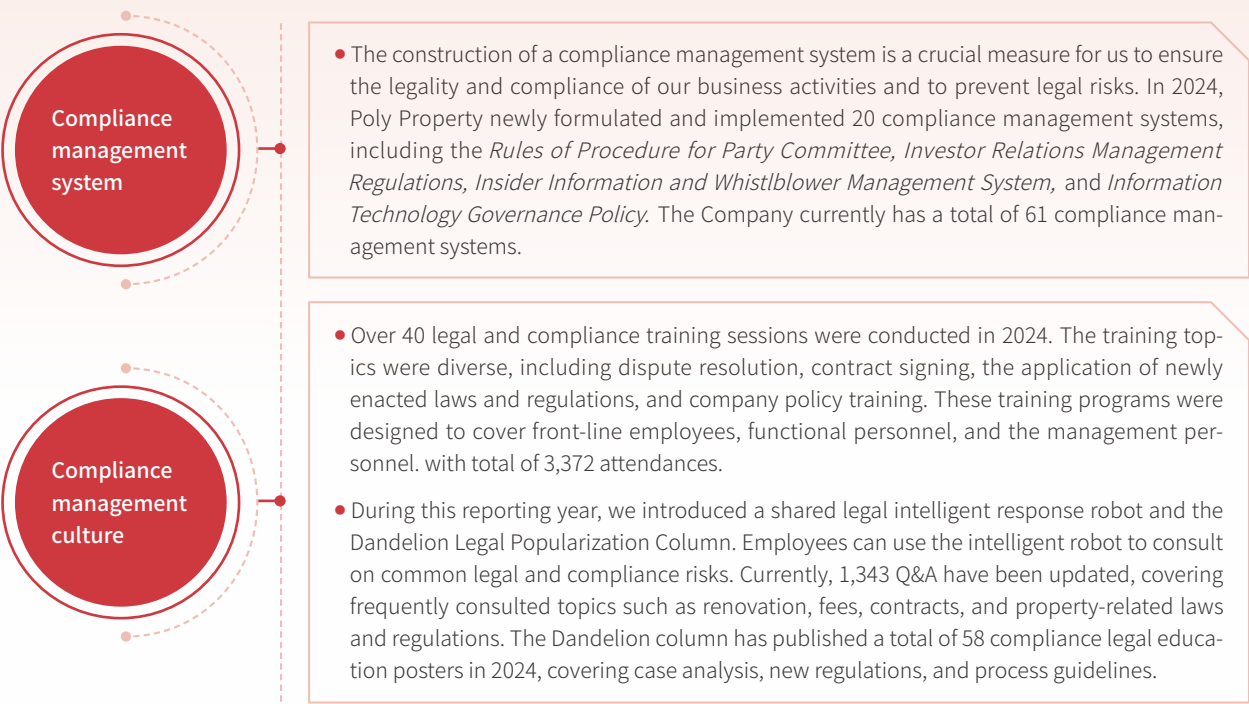
**Strategic Decision-Making and Supervision by the Board of Directors:** The Board of Directors is responsible for formulating the Company's overall strategy and policies, ensuring that our compliance management is closely integrated with the Company's strategy.

**Expert Guidance from the Compliance Management Committee:** In April 2024, we established the Compliance Management and Production Safety Committee.

**Professional Review by the Compliance Management Department:** Since March 2024, Poly Property has offi-

cially implemented a legal affairs sharing mechanism. This initiative involves the centralized vertical management of all legal personnel within the Company. Focusing on "consultation, contracts, and disputes", we have established an integrated legal service platform, comprising expert teams, lead counsel teams, and associate counsel teams. This significantly enhances the Company's risk management and compliance oversight capabilities, particularly for platform companies, enhancing both the scope and depth of our professional expertise.

**Execution and Implementation by Business and Functional Departments:** The Company has established 13 risk control specialists across various functional centers. Business and functional departments serve as the specific executors of compliance management, responsible for integrating compliance requirements into daily business processes and operations.



## Enhancing risk management

To regulate internal operational management and mitigate operational risks, the Company has consistently refined the internal control system, referencing the stipulations outlined in the *Basic Standards for Enterprise Internal Control* and its supplementary guidelines. We have revised the *Internal Control Application Manual* and the *Internal Control Evaluation Manual*, accordingly. In October 2024, we initiated a management review process, evaluating the system design and operational effectiveness of 27 first-tier platform companies. Through a combination of online and offline assessments, we inspected the internal control frameworks of these platform companies, identified risks within their operational processes, and organized corrective action implementation. This included detailing rectification tasks, assigning responsibility targets, and formulating corrective measures from both design and execution perspectives.

### Internal audit

The Company employs a "joint inspection & audit" approach, where the Audit Management Center collaborates with the Party Committee's Inspection Office to conduct pre-audit investigations and on-site audits, jointly promoting audit rectification and enhancing audit supervision effectiveness.



4

Regular internal control audits

## Strengthening tax management

The Company regularly disseminates the latest tax preferential policies and regulatory information to the financial personnel of all subsidiaries, urging them to stay abreast of policy changes. We also encourage them to closely integrate these information with their business operations, and continuously study emerging tax policies and strategic planning to effectively manage tax risks. Simultaneously, the Company has progressively established and optimized the tax management framework, actively promoting the digitalization of tax management. We have implemented detailed oversight of tax-related aspects of daily operations, precisely controlling tax risks to establish a long-term tax risk prevention system.

Compliance risk prevention, management, and response

### Emphasis on Proactive Prevention

- In terms of management process setup, we strictly control investment project approvals. The legal department is involved in investment and major operational decision-making matters in advance. The contract and system legality review rate has reached 100%.
- Regarding management tool deployment, we promote the allocation of standardized contract tools. In 2024, we have formulated 60 types of model contract templates and created a demonstration clause library containing 64 specific clauses across 28 categories.

### Focus on Process Management

- The Company has established a key risk management framework and conducted process monitoring for major risks that may impact the Company.

### Active Post-Event Handling

- **Standardized dispute management:** The Company has formulated standardized management guidelines for litigation cases in 2024. They specify standard requirements from the standardization requirements of submitted litigation materials, the approval authority and responsibility for processes, and the process management of case follow-up and completion, to standardize case management.
- **Building proactive rights protection capabilities:** The Company has carried out a special training "Poly Property Legal Training on Evidence Preservation" nationwide, with a total of 19 sessions and 1,750 trainees. Additionally, six "Mock Court" were organized, with a cumulative participation of more than 300 people.

## Strengthening the integrity barrier

Poly Property, guided by the Group Discipline Inspection Committee's "1345" specialized supervision system, focuses on ensuring the stable development of our core services. We emphasize the integration of prevention, supervision, and governance and persist in upholding integrity and discipline, safeguarding the high-quality development with high-quality supervision.



### Anti-corruption management

- We have issued a "Four Responsibilities Coordination" duty list to assist leading cadres in addressing issues related to "dual responsibilities for a single post" and "lack of understanding, inability to execute, and incapacity to fulfill" their duties.
- We have developed standardized supervision checklists for micro-powers within the residential, commercial, and public service sectors. It aims to transform grassroots management from experience-based to standardized practices and to shift risk control from outcome-based to process-oriented management.
- We have formulated the Work Plan for Grassroots Disciplinary Inspection Supervisors and the Operational Guidance Manual for Grassroots Supervisors' Duties to help grassroots supervisors enhance their standardization.
- We have organized pilot projects for joint integrity construction, building a "1+2+N" comprehensive integrity framework as a foundation. We also create an "Eight Integrity" model through collaborative integrity construction and joint governance to enhance grassroots governance effectiveness.
- We have launched three major campaigns targeting illegal business operations, space resource management, and the management of ethical suppliers, driving the implementation and rectification of related issues.

In 2024, the Discipline Inspection Committee of Poly Property strictly adhered to the working rules for supervision and discipline enforcement, seriously investigated and dealt with employee violations and disciplinary issues, and promptly restrict the payment function of accounts to prevent the transfer of fraud-related funds, mitigating our losses. We use warning education and other measures to draw inferences from one instance and establish long-term mechanisms to ensure the preservation and appreciation of state-owned assets.



## Anti-corruption reporting

In 2024, Poly Property have continued to facilitate channels for complaints and appeals in accordance with the *Regulations on the Handling of Complaints and Appeals in Disciplinary Inspection*. We have strictly implemented the requirements for confidentiality of information for both named and anonymous reports, and rigorously investigated leads from various reports. Adhering to "full lifecycle management," we have carried out case-based rectification as a powerful tool to integrally promote "Dare not, Cannot and Will not Engage in Corruption". In the process of identifying and correcting the underlying issues behind cases, we have developed an integrated mechanism that combines case handling, governance, supervision and education.

### Public Access to Anti-corruption Reporting

**Email:** polyjijian@polywuye.com

**Hotline:** 13544576242

**Website:** <http://x.polywuye.com/baoli/searchAnony.jsp>

**Address:** Discipline Inspection Office, 49/F, Poly Plaza, No. 832, Yuejiangzhong Road, Haizhu District, Guangzhou, China



QR Code for Online Reporting System

## Anti-Corruption Training

### Further promoting the "Poly Integrity" culture brand

- The Company has upgraded the Integrity Mirror special publication, adding a Benchmark Case Repository to the existing six columns: Learning Mobilization Call, Legal Eye on the World, Clean Wind Window, Discipline Inspection Dynamics, Exemplary Power, and Exposure Platform. This aims to establish benchmarks and cultivate exemplary models. Each issue will select 1-2 platform companies to share the achievements of grassroots discipline inspection supervisors and comprehensive supervision, creating replicable supervision work guidelines. This will foster a platform for mutual learning and exchange, cultivating a positive atmosphere of competitive excellence in supervisory practices.
- We construct an embedded integrity education model, conducting a series of educational activities with "One Theme per Quarter". Tailoring to the distinct characteristics of the Company's quarterly business operations, we will strengthen the targeted nature of education by planning integrity publicity and education themes. Each quarter, we will conduct "Five Ones" integrity education activities, focusing on enhancing the discipline and legal awareness of all employees.

### Regularly conducting case-based rectification and warning education

- We fully utilize typical cases in the property industry and cases of violations of discipline and law by the Party members of the Company to conduct in-depth case-based rectification. We promptly issue discipline inspection recommendations to urge rectification in response to issues identified in the cases.
- We are leveraging the combined supervisory advantages of "Discipline, Inspection, and Audit" to conduct in-depth analysis of issues identified through supervision. By identifying and addressing deficiencies, improving account management, and establishing systems, we have promoted the implementation of rectification measures, fundamentally driving the improvement of corporate governance and achieving sustained effectiveness.



Category	Unit	2024
Number and outcome of concluded corruption lawsuits against the issuer or its employees during the reporting period	case	0
Anti-corruption (integrity) training sessions	time	837
Number of directors participating in anti-corruption training	headcount	6
Number of employees participating in anti-corruption training	headcount	30,125
Duration of anti-corruption training provided to directors and employees	hour	132,554



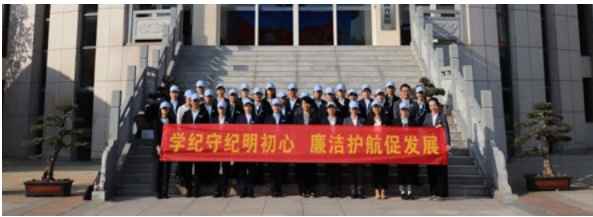
Poly Commercial Property Development Co., Ltd. organized a visit to the Integrity Base for practical activities



Foshan Subsidiary jointly organized company-wide activities to promote the construction of a clean culture



Shanxi Subsidiary jointly organized company-wide activities to promote the construction of a clean culture



Yuewan Subsidiary organized a visit to the Integrity Base for practical activities

## IPR protection

To protect Intellectual property rights (IPR) is of great significance to our core competitiveness and commercial interests. Poly Property actively carries out patent application to effectively protect core technology, and continuously improves the IPR risk prevention mechanism. We hold regular trainings on IPR protection, clarify IPR clauses and confidentiality agreements in contracts, and conduct IPR audits. By establishing a comprehensive IPR protection system, we can ensure that our innovations are protected to the greatest extent possible.



### Case | Intelligent license plate automatic recognition system enhances accuracy

Poly Property's intelligent license plate automatic recognition system, featured by deep learning algorithms and image recognition technology, supports various license plate recognition algorithms. The system adapts to license plate formats from different regions and countries. It possesses powerful image processing capabilities, capable of handling complex situations such as various lighting conditions, angles, and obstructions, to efficiently and accurately recognize license plates. Currently, the system has been deployed in 1,144 projects across the country, totaling 1,464 parking lots. This reduces instances of inaccurate or unidentifiable vehicle license plate recognition, achieving a license plate recognition accuracy rate of 99.6% and improving parking lot entry and exit efficiency by 30%.

As of December 31, 2024, Poly Property has accumulated

patents	software copyrights	domain names
35	81	3

# Appendix

## List of ESG Policies, Laws and Regulations

ESG Aspects	Laws and Regulations	Company Internal Policies
<b>A Environ- ment</b>	<p>Energy Conservation Law of the People's Republic of China</p> <p>Water Pollution Prevention and Control Law of the People's Republic of China</p> <p>Atmospheric Pollution Prevention and Control Law of the People's Republic of China</p> <p>Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise</p> <p>Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste</p> <p>Regulation on the Safety Management of Hazardous Chemicals</p> <p>National Catalogue of Hazardous Waste</p>	<p>Regulations on Cost Control Management</p> <p>Work Safety Management System Compilation</p> <p>Measures for Administration of Energy Conservation and Environmental Protection</p>
<b>B1 Employ- ment</b>	<p>Labor Contract Law of the People's Republic of China</p> <p>Employment Promotion Law of the People's Republic of China</p> <p>Social Insurance Law of the People's Republic of China</p>	<p>Measures for the Administration of Compensation Labor Contract Management Measures</p> <p>Measures for Recruitment Management</p> <p>Employment Management Regulations</p>
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<b>B5 Supply Chain Man- agement</b>	<p>Civil Code of the People's Republic of China</p> <p>Law of the People's Republic of China on Tenders and Bids Property Management Regulations</p>	<p>Supplier Management Measures</p> <p>Procurement Management Regulation</p> <p>Bidding Management Measures</p> <p>Management System Manual</p>
<b>B6 Product responsi- bility</b>	<p>Law of the People's Republic of China on Urban Real Estate Administration</p> <p>Property Management Regulations</p>	<p>Management and Control System for the Ultimate Standardized Residential Services</p> <p>Overall Standard System for Holistic Urbanization 1.0</p> <p>Standard System for Rail Transport Project 1.0</p> <p>Standard System for Teaching and Research Properties 1.0</p> <p>Nebula Ecology Standard System 1.0</p> <p>Measures for the Administration of Merchants Within Community Value-added Services</p> <p>Guidelines for the Management of Residential Property Files and Data</p> <p>Standards for Value-added Customer Services</p> <p>Operational Guidelines for Customer Requirements</p>
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## ESG Key Performance Indicators

ESG KPIs		Unit	2024
A1.1 The types of emissions and respective emissions data	Nitrogen oxides	kg	832.38
	Sulfur oxides	kg	1.91
	Particulate matter	kg	79.15
A1.2 GHG emissions in total and intensity	GHG emissions (Scope 1, Scope 2 and Scope 3) <sup>3</sup>	tonnes CO <sub>2</sub> e	523,663.48
	GHG emission intensity <sup>2</sup>	tonnes CO <sub>2</sub> e/million sq.m.	651.81
	Direct GHG emissions (Scope 1) <sup>4</sup>	tonnes CO <sub>2</sub> e	7,531.90
	Indirect GHG emissions (Scope 2) <sup>5</sup>	tonnes CO <sub>2</sub> e	515,466.63
	Other indirect GHG emissions (Scope 3) <sup>6</sup>	tonnes CO <sub>2</sub> e	664.95
A1.3 Total hazardous waste produced and intensity	Total hazardous waste produced <sup>7</sup>	kg	34,031.04
	Hazardous waste intensity <sup>2</sup>	kg/million sq.m.	42.36
	Hazardous lamp	kg	26,828.99
	Waste printer cartridge	kg	4,578.22
	Waste ink cartridge	kg	2,623.83
A1.4 Total non-hazardous waste produced and intensity	Total non-hazardous waste produced <sup>8</sup>	tonnes	542.87
	Non-hazardous waste intensity <sup>2</sup>	tonnes/million sq.m.	0.68
	Food waste	tonnes	512.83
	Office paper waste	tonnes	30.04
A2.1 Direct and/or indirect energy consumption by type in total and intensity	Total energy consumption <sup>9</sup>	MWh	1,002,907.89
	Total energy consumption intensity <sup>2</sup>	MWh/million sq.m.	1,248.33
	Direct energy consumption <sup>10</sup>	MWh	30,994.36
	Indirect energy consumption <sup>11</sup>	MWh	971,913.53
	Gasoline <sup>12</sup>	Litre	129,602.19
	Diesel <sup>13</sup>	Litre	1,488,391.68
	Natural gas <sup>14</sup>	m <sup>3</sup>	1,382,169.97
	Piped gas <sup>14</sup>	m <sup>3</sup>	486.00
	Tanked LPG <sup>14</sup>	kg	73,628.22
	Methanol <sup>14</sup>	kg	11,847.30
	Methanol consumption intensity <sup>2</sup>	kg/million sq.m.	14.75
	Purchased electricity	MWh	928,797.12
	Electricity consumption for cooling and heating	MWh	43,116.41
A2.2 Water consumption in total and intensity	Water consumption in total	m <sup>3</sup>	18,092,771.09
	Water consumption intensity <sup>2</sup>	m <sup>3</sup> /million sq.m.	22,520.25



ESG KPIs			Unit	2024
B1.1 Total workforce by gender, employment type, age group and geographical region	Total number of employees		Headcount	30,125
	By gender	Male	Headcount	16,990
		Female	Headcount	13,135
	By employment type	Full-time staf	Headcount	30,125
		Part-time staf	Headcount	0
	By age group	Aged 30 and under	Headcount	8,413
		Aged 31-50	Headcount	18,689
		Aged 51 and above	Headcount	3,023
	By geographical region	Northeastern China	Headcount	1,371
		Northern China	Headcount	4,169
		Northwestern China	Headcount	995
		Southern China	Headcount	7,288
		Eastern China	Headcount	7,020
		Southwestern China	Headcount	5,296
		Central China	Headcount	3,986
B1.2 Employee turnover rate by gender, age group and geographical region	Employee turnover rate		%	24.31
	By gender	Male	%	25.51
		Female	%	21.64
	By age group	Aged 30 and under	%	23.49
		Aged 31-50	%	20.37
		Aged 51 and above	%	18.20
	By geographical region	Northeastern China	%	19.58
		Northern China	%	22.45
		Northwestern China	%	26.53
		Southern China	%	25.49
		Eastern China	%	21.44
		Southwestern China	%	23.41
		Central China	%	20.74
B2.1 Number of work-related fatalities	Number of work-related fatalities		Headcount	0
	Rate of work-related fatalities		%	0
B2.2 Lost days due to work injury	Lost days due to work injury		Days	370
B3.1 The number and percentage of employees trained by gender and employee category	Total number of employees trained		Headcount	30,125
	By gender	Male	Headcount	16,990
		Female	Headcount	13,135
	By employment type	Managerial Staf	Headcount	2,470
		Non-managerial Staf	Headcount	27,655
	Percentage of employees trained in the total employees		%	100
	By gender	Percentage of male employees in total employees trained	%	56
		Percentage of female employees in total employees trained	%	44
	By employment type	Percentage of managerial personnel in total employees trained	%	8
		Percentage of non-managerial personnel in total employees trained	%	92

ESG KPIs			Unit	2024
B3.2 The average training hours completed per employee by gender and employee category	Total training hours		Hours	1,661,314.89
	By gender	Male	Hours	951,694.85
		Female	Hours	709,620.04
	By employment type	Managerial Staf	Hours	94,189.00
		Non-managerial Staf	Hours	1,567,125.89
	Average training hours completed by employees		Hours	55.15
	By gender	Male	Hours	56.02
		Female	Hours	54.03
	By employment type	Managerial Staf	Hours	38.13
		Non-managerial Staf	Hours	56.67
B5.1 Number of suppliers by geographical region	Number of suppliers		Entity	2,855
	By geographical region	Northeastern China	Entity	177
		Northern China	Entity	477
		Northwestern China	Entity	104
		Southern China	Entity	698
		Eastern China	Entity	784
		Southwestern China	Entity	189
		Central China	Entity	426
B5.2 Number of suppliers reviewed in accordance with the practices relating to engaging suppliers in 2024			Entity	2,855
B6.2 Number of products and service related complaints received	Service complaints received in the property category		Times	7,233
	Engineering complaints received in the property category		Times	3,612
	Safety complaints received in the property category		Times	2,711
	Other complaints received in the property category		Times	3,134
B7.1 Number of concluded legal cases regarding corrupt practices brought against the company or its employees during the reporting period				
	Number of corruption cases filed or concluded		Cases	0
B7.3 Description of anticorruption training provided to directors and staff	Number of directors participating in anti-corruption training		Headcount	6
	Number of employees participating in anti-corruption training		Headcount	30,125
	Length of anti-corruption training provided to directors and employees		Hours	132,554
B8.2 Resources contributed to the focused areas	Employee participants in voluntary activities		Persontime	10,217

ESG KPIs		Unit	2024
Others	Percentage of female employees in management	%	51.62
	Percentage of female executives	%	30.15
	Percentage of female employees in marketing roles	%	40.55
	Percentage of Chinese employees	%	100
	Percentage of foreign employees	%	0
	Percentage of Chinese employees in management	%	100
	Percentage of foreign employees in management	%	0
	Average employee training expenditure	RMB/person	400
	Number of new hires aged 30 and below	Headcount	2,978
	Number of new hires aged 31–50	Headcount	3,214
	Number of new hires aged 51 and above	Headcount	482
	Number of male new hires	Headcount	3,840
	Number of female new hires	Headcount	2,834
	Number of new hires in management roles	Headcount	1,122
	Number of new hires in non-management roles	Headcount	5,552

- 01 The disclosed environmental data in 2024 covers the headquarters of Poly Property, office areas of its subsidiaries, and office areas and non-shared public spaces of its subordinate projects.
- 02 The GHG emissions intensity, hazardous waste intensity, non-hazardous waste intensity, energy consumption intensity, methanol consumption intensity, and water consumption intensity of Poly Property in 2024 are calculated based on the total area under management of Poly Property in 2024, i.e., 803.4 million m<sup>2</sup>, as the denominator.
- 03 The GHG emissions are the sum of direct GHG emissions (Scope 1), indirect GHG emissions (Scope 2) and other indirect GHG emissions (Scope 3).
- 04 Direct GHG emissions (Scope 1): Including GHG emissions generated from consuming gasoline, diesel, natural gas, piped coal gas, liquefied petroleum gas, and methanol. Direct GHG emissions are calculated according to the Requirements of the Greenhouse Gas Emissions Accounting and Reporting for Public Building Operating Organizations (Enterprises) (Trial) promulgated by the National Development and Reform Commission of China.
- 05 Indirect GHG emissions (Scope 2): Including indirect GHG emissions result from the purchase of electricity and heat; indirect GHG emissions from purchased electricity and heat are calculated according to the Requirements of the Greenhouse Gas Emissions Accounting and Reporting for Public Building Operating Organizations (Enterprises) (Trial) promulgated by the National Development and Reform Commission of China.
- 06 Other GHG emissions (Scope 3): Other GHG emissions are mainly from employees' business trips, etc. The quantification process and emission factors are calculated by the ICAO Carbon Emissions Calculator.
- 07 Total hazardous waste produced includes waste modulator tubes, toner cartridges, and ink cartridges.
- 08 Total non-hazardous waste produced includes kitchen waste and waste paper in offices.
- 09 Energy consumption is the sum of directly and indirectly consumed energy.
- 10 Direct energy consumption is the total consumption of gasoline, diesel, natural gas, piped coal gas, liquefied petroleum gas, and methanol.
- 11 Indirect energy consumption is the total consumption of purchased electricity, heat, and cooling.
- 12 Gasoline consumption covers the gasoline consumed by Poly Property owned and rented vehicles.
- 13 Diesel fuel consumption statistics are derived from the diesel fuel consumed by the engineering facilities and equipment of the projects managed by Poly Property, as well as the fuel consumed by the cafeteria.
- 14 Piped gas, tanked LPG, and part of the natural gas cover consumption of the canteens operated by Poly Property. The rest of the natural gas consumption comes from heating for subordinate companies and projects.

Unless otherwise specified, the conversion coefficients and calculation methods refer to How to Prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs, How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs released by Hong Kong Stock Exchange.

