

金科智慧服務集團 股份有限公司

Jinke Smart Services Group Co., Ltd.

Stock Code 9666.HK

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

JINKE 金科服务

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2024

Environmental, Social and
Governance Report

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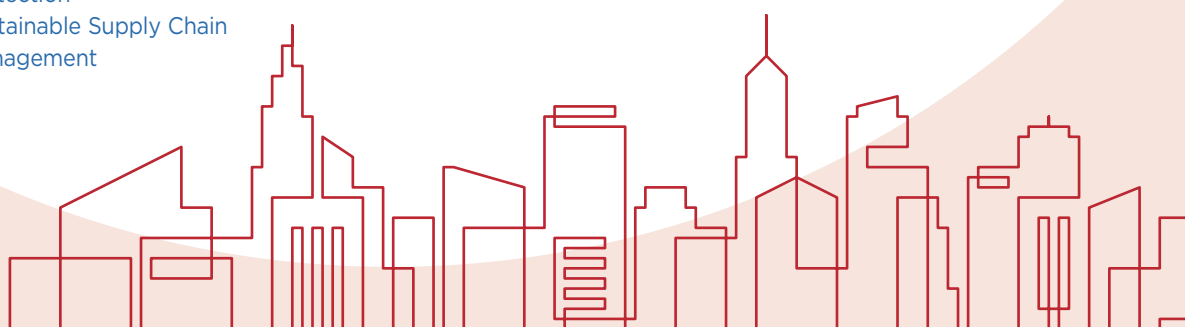
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About This Report

This is the Environmental, Social and Governance (“ESG”) Report (hereinafter referred to as “this Report”) of Jinke Smart Services Group Company Limited. This Report reflects how Jinke Services works to fulfill our economic, social and environmental responsibilities to achieve sustainability and responds to issues of general interest to stakeholders. The Company’s Board of Directors has reviewed this report and is responsible for the authenticity and validity of the information contained in the report.

Jinke Services values the opinions of its stakeholders. If you have any questions or suggestions regarding this Report, please feel free to contact us through the following methods:


Email:

irjks@jinkeservice.com


Mailing Address:

No. 484-1, Panxi Road, Shimahe Street,
Jiangbei District, Chongqing, China


Phone:

+86 (023) 8825 9666

Scope of the Report

This Report focuses on Jinke Smart Services Group Company Limited and its subsidiaries. The Reporting Period is from January 1, 2024, to December 31, 2024. Any information beyond this scope will be separately indicated.

Source of Data

All information and data are sourced from the Company’s official documents, statistical reports, and financial reports, as well as the ESG information collected, compiled and reviewed by the Company. This Report is published in both Chinese and English versions. If there are any discrepancies between the two versions, the Chinese version shall prevail. Unless otherwise stated, the currency unit is RMB.

Basis of Preparation

This Report is prepared in accordance with Appendix C2 – *Environmental, Social and Governance Reporting Guide* (hereinafter referred to as the “ESG Reporting Guide”) as set out in the *Rules Governing the Listing of Securities* (hereinafter referred to as the “Listing Rules”) on the Stock Exchange of Hong Kong Limited (hereinafter referred to as the “HKEX”), and complies with the “comply or explain” provision of the Listing Rules.



Reporting Principles

This Report strictly complies with the four reporting principles of materiality, quantification, balance, and consistency as outlined in the ESG Reporting Guide, and strives to fully reflect the effectiveness in ESG management.

Materiality

Jinke Services employs a third-party institution to analyze and evaluate key issues of the current ESG in combination with its characteristics, industry and experts, and submit the results to the Board of Directors for review, so as to finally determine the materiality ranking of ESG issues this year, and take this as an important basis for the preparation of the ESG report and basic materials for management improvement.

Quantification

The Company's data quantification is completed by the ESG Working Group under the guidance of the ESG Committee, and standard data collection tools and review mechanisms have been established and are being improved year by year. Where applicable, the annual data disclosed in this Report can be compared with the data of previous years, so that stakeholders can better understand the ESG status of the Company.

Balance

This Report presents the ESG performance of the Company fairly and objectively, and discusses the improvement and promotion of key issues in addition to disclosing the results.

Consistency

The quantitative information in this Report is consistent with the measurement and collection methods of previous reports, so that the data used by all parties to analyze or evaluate the Company's performance in different periods are comparability. If the collection scope of data changes or the measurement method is updated, Jinke Services will make corresponding annotations for the reference of report users.

Reporting Specification

For ease of presentation and readability, Jinke Smart Services Group Company Limited is hereinafter referred to as "Jinke Services", the "Company" or "We" in this Report.

Access To This Report

This Report is available for review and download from HKEX website (www.hkexnews.hk) and the Company's website (www.jinkeservice.com).



Board of Directors Statement

In 2024, Jinke Services continues to advance sustainable development management. By optimizing ESG management work and comprehensively enhancing business sustainability, we strive to achieve effective integration of corporate governance, society and the environment, and to contribute to the social and the environmental stability, demonstrating our corporate core values.

Based on the external environment and our strategic planning, during the Reporting Period, Jinke Services surveyed its internal and external stakeholders to identify key ESG issues and the Board of Directors considered these relevant issues to define key goals for the year to improve the overall level of sustainable development. The following are the specific measures taken and progress made by Jinke Services in 2024:

In terms of corporate governance, we continuously optimize the ESG management system, focus on risk management, and ensure transparency and compliance in company operations. The Company strengthens effective communication with various stakeholders, assesses important ESG issues, and clarifies the direction of ESG management. We strictly implement anti-corruption measures, standardize supplier management, and promote responsible marketing activities, to ensure orderly progress on the path of sustainable development.

In terms of improving service quality, we continue to enhance service quality, extend the service chain, improving profitability, maintain open access to complaint channels, protect the privacy and security of our customers, and further refine services while enhancing customer experience.

In terms of people management, we adhere to the concept of putting people first, comply with regulations on employee hiring, enhance the building of talent pipelines, and care for the health, safety and lives of our employees in our day-to-day management while striving to create a comfortable, friendly and harmonious work environment.

In terms of low carbon and environmental protection, we set clear management objectives, practice the concept of green development, actively implement the national "carbon peaking and carbon neutrality" strategy, promote the management of green low-carbon parks and zero-carbon communities, integrate green management into enterprise operations, and strive to achieve energy conservation, emission reduction and water conservation, so as to reduce the adverse impact on the environment.

In practicing social responsibility, we adhere to the concept of "giving back to society with heart and gratitude", and have carried out a series of public welfare and volunteer activities to show our corporate responsibility through concrete actions.

This Report fully discloses the progress and effectiveness of our ESG work in 2024, which was reviewed by the Board of Directors on March 26, 2025. The Board of Directors and all Directors hereby solemnly promise that this Report is free from any misrepresentation, misleading statements or material omissions, and agree to assume joint and several liabilities for the truthfulness, accuracy and completeness of its contents.



About The Company

As a high-quality third-party integrated service provider taking the lead in China and ranking the first in Southwest China, we have established a multi-format and all-round service product matrix covering residential buildings, mid-to-high end commercial buildings, industrial parks, schools, hospitals, public buildings and urban services. Through our full-cycle residential services and Integrated Facility Management (IFM) ecosystem enterprise services, we deliver one-stop and 24-hour high-quality services to a wide range of clients.

With the industry-leading comprehensive strength and brand influence, we have been rated as the TOP 10 among 100 Enterprises of Property Services in Comprehensive Strength in China by China Index Academy ("CIA") for nine consecutive years. In 2024, thanks to our exceptional service quality, we were awarded the Top 2 Leading Enterprises in Service Quality among China's Property Service Top 100 by the CIA. Leveraging our multi-format and all-round service capabilities, we have earned accolades across several rankings, including IFM services, commercial enterprise services, urban services, and hospital property services. In particular, in the IFM service sector, we were ranked as the Top 1 Outstanding IFM Service Enterprise in China for 2024 by the CIA. Additionally, based on our industry-leading digital intelligence technological capabilities, we received the Top 2 Award for Leading Enterprise of Property Empowered by Technology in China from the CIA. Adhering to our urban density strategy, we achieved the Top 10 Property Service Enterprises in Comprehensive Strength award from the CIA in cities like Chongqing and Wuxi.

In 2024, China's economy maintained a "stable yet progressive" development trend amidst a complex domestic and international environment. The real estate market remained sluggish, and although policy support intensified, substantial market stabilization will require more time. As the real estate market undergoes adjustments, the growth rate of the property service industry has slowed. In response, our Company is steadfastly focusing on our "Core Business", deepening regional penetration, and concentrating on key urban markets. We adhere to a "Density + Intensity" strategy, strictly controlling project entry criteria and decisively exiting low-efficiency projects to ensure high-quality business development. At the same time, the Company focuses on building two core pillars: efficiency-centered and customer-centered development. It actively promotes the "Two Maintains, Two Increases, and Three Reductions" initiative while concentrating on frontline projects to ensure efficient resolution of customer issues.

In alignment with market and industry dynamics, we continue to implement the "Service + Ecology, Service + Technology" strategy, focusing on high-quality development. Guided by the operational strategy of "revenue with profit, profit with cash flow", we are taking measures to optimize market layouts, upgrade service branding, enhance technological empowerment, and improve organizational management. These efforts aim to elevate us to new heights of independence and market-oriented development, solidifying our position as a national leader in high-quality third-party comprehensive services.



Honors and Awards

Category	Honors and Awards	Awarded By
Corporate Management	2024 Chongqing TOP 50 Private Enterprises	Chongqing Federation of Industry and Commerce, Chongqing Municipal Development and Reform Commission, Chongqing Municipal Commission of Economy and Information Technology
Property Services	2024 TOP 10 among 100 Enterprises of Property Services in Comprehensive Strength in China (Consecutively for 9 Years)	China Index Academy
	2024 TOP 10 among 100 Enterprises of Property Services in Service Scale in China	
	2024 TOP 100 Leading Enterprises of Property Services in Service Quality in China	
	2024 TOP 100 Leading Enterprises of Property Services in Satisfaction in China	
	2024 Outstanding IFM Service Enterprise in China	
	2024 Outstanding Enterprise of Hospital Property Management in China	
	2024 Outstanding Enterprise of Education Property Management in China	
	2024 Leading Enterprise of Property Empowered by Technology in China	
	2024 TOP 10 Chongqing Property Service Enterprises in Comprehensive Strength	
	2024 TOP 10 Wuxi Property Service Enterprises in Comprehensive Strength	
	2024 TOP 100 Property Service Companies in China	CRIC Property Management, China Property Management Research Institution
	2024 TOP 20 Branded Property Management Companies in Southwest China	
	2024 TOP 10 Hospital Property Services Companies in China	
	2024 TOP 20 School Property Services Companies in China	
	2024 Leading Enterprises of Smart Community Services in China	
	2024 Leading Enterprises of Property Facility Management in China	
	2024 TOP 50 Chongqing Property Service Enterprises in Comprehensive Strength	
	2024 Leading Enterprise in Smart Property Services in Chongqing	
	2024 Leading Enterprise in Quality Property Services in Chongqing	
	2024 Leading Enterprise in Residential Property Services in Chongqing	
	2024 Leading Enterprise in Office Building Property Services in Chongqing	
Human Capital	2024 Outstanding Talent Management Award	Beijing Beisen Cloud Computing Co., Ltd.
	2024 TOP 50 AIGC Human Resources Pioneer Award	Shanghai Dayee Cloud Computing Co., Ltd., Yonyou Network Technology Co., Ltd.
	2024 Annual Human Resource Management Innovation Enterprise Award	China Enterprise Confederation
	2024 Best Employer Award in China	
	2024 6th Digital Enterprise Learning and Talent Development Excellence Award	Institute of Organization and Talent Development
	2024 Best Employer Award in China's Property Management Industry	Shanghai Keyan Management Consulting Co., Ltd.





Sustainable Development Management

ESG Management Framework

Jinke Services deeply understands the core mission of sustainable development and has established an ESG governance framework composed of the Board of Directors, the Environmental, Social, and Governance Committee (“ESG Committee”), and the ESG Working Group to comprehensively oversee the Company's ESG practices and measures.



Jinke Services has established an ESG governance system that operates through collaboration among the Board of Directors, ESG Committee, ESG Working Group, and business departments. Aligned with the United Nations Sustainable Development Goals (SDGs), Jinke Services identifies stakeholders' key concerns, comprehensively controls the ESG risks faced by the Company, and transparently discloses the ESG performance to stakeholders in this Report.

This year, the ESG Working Group built upon the indicators disclosed in the Company's previous ESG reports. By reviewing ESG reports from peers companies and rating criteria from relevant rating agencies, as well as incorporating the latest ESG reporting requirements from HKEX, we screened and identified potential reporting indicators applicable to the Company. The feasibility of collecting data for these indicators was confirmed through discussions with ESG coordinators from various business departments, ultimately finalizing the ESG reporting indicator library. The ESG Committee provided oversight and guidance throughout this process.

Stakeholder Communication

Jinke Services is committed to building a "mutual development and win-win" development model, actively maintaining communications with all stakeholders to meet the expectations and demands of all stakeholders. Based on our business characteristics and actual circumstances of business activities, the Company has identified our major stakeholders, including investors, shareholders, customers, property owners, employees, suppliers, partners, government and regulatory authorities, society and the public.

In the practice of ESG management, Jinke Services not only has rich communication channels, but also pays attention to ensuring the openness and effectiveness of these channels. We fully understand the opinions and suggestions of various stakeholders through diversified communication channels and provide active response. This open and transparent communication mechanism enables Jinke Services to better understand and meet the needs of all parties and provide a solid foundation for achieving the goal of sustainable development. We look forward to achieving more remarkable results in putting the philosophy of symbiosis and mutual benefit into practice through continuous communication and cooperation.



Stakeholders	Expectations and Demands	Communication Channels
Investors/ Shareholders	<ul style="list-style-type: none"> • Protection of shareholders' rights and interests • Maintain sustainable profitability • Improve information and management transparency • Implement effective risk management and control 	<ul style="list-style-type: none"> • Corporate communications, such as circulars to shareholders and notices of meetings • General meetings of shareholders • Press releases of results announcements and financial reports • Regular disclosure of operating and investment information • Investor relations activities, such as investor tours
Customers/ Property Owners	<ul style="list-style-type: none"> • Improve service quality • Satisfied customer demand • Protect customer privacy • Handle customer suggestions and complaints • Protect customer rights and interests 	<ul style="list-style-type: none"> • Customer satisfaction surveys and interviews • Customer relationship management • Customer service center • Customer visits and communication • Meetings with homeowners • Community cultural activities • National 400 service hotline • Jinke Grand Community APP
Employees	<ul style="list-style-type: none"> • Protect labor rights • Safeguard occupational health and safety • Gender equality • Competitive compensation packages • A sound and fair career development path • Fair communication and complaint channels • Prohibition of forced labor • Diversified and equal opportunities for employment 	<ul style="list-style-type: none"> • Staff meeting • Staff training • Job performance discussions • Seminars and lectures • Internal publications • Employee communication conferences
Suppliers/ Business Partners	<ul style="list-style-type: none"> • Win-win cooperation • Fair, open and equitable procurement • Fulfillment of contracts in accordance with the law • Adherence to business ethics • Experience sharing 	<ul style="list-style-type: none"> • Routine bidding and procurement communication • Regular appraisals and evaluations • On-site inspections • Business exchange meetings
Government/ Regulatory Authorities	<ul style="list-style-type: none"> • Ensured compliant operations • Implementation of national policies • Participation in public governance • Support to local development • Improvement of energy utilization • Tackling climate change 	<ul style="list-style-type: none"> • Compliance with laws and regulations, and tax declarations • Inspection by government authorities • Meetings, report on implementation of policies
Society/ The Public	<ul style="list-style-type: none"> • Support to public welfare projects • Keeping green operations • Support to social livelihood • Promoting community and social development 	<ul style="list-style-type: none"> • Social welfare activities • Charitable donations and volunteer activities • Poverty alleviation and educational activities • Activities for ecological environmental protection • Community events



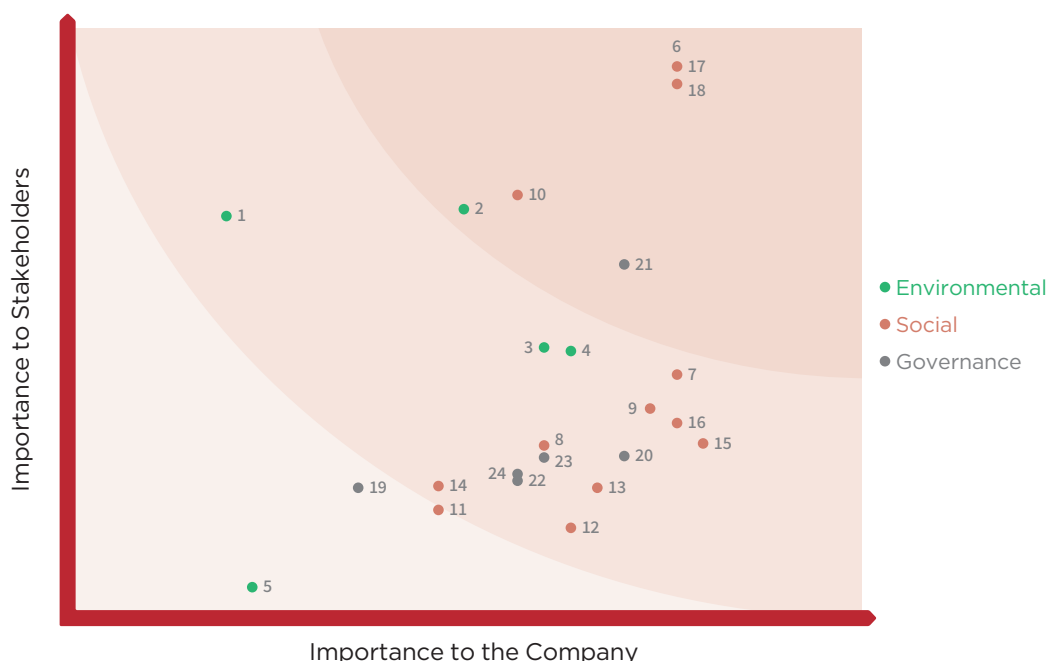
ESG Materiality Assessment

This year, Jinke Services reviewed and reassessed last year's ESG materiality topics, and restructured, identified, and analyzed relevant ESG topics by considering the latest ESG Reporting Guide, industry characteristics and trends, and referencing international and domestic policies and industry benchmarks. We conducted surveys among internal and external stakeholders, including directors and senior management, shareholders and investors, customers, employees, and suppliers, to identify the ESG key focus areas of stakeholders. This ensures that the Company's ESG efforts are concentrated on critical areas. Additionally, the ESG report emphasizes the disclosure of important ESG topics, promptly addressing concerns from all parties, and effectively fulfilling commitments to stakeholders.

Materiality Assessment Process



This year, the Company identified a total of 24 material topics, including 5 environmental topics, 13 social topics, and 6 governance topics. Compared to last year's topics, we have added six new topics: "Employee Safety and Health", "Employee Diversity and Equality", "Intelligent Service Construction", "Customer Satisfaction", "Response to National and Regional Development Requirements", and "Risk Management and Internal Control". We also modified and merged some of the existing topics to better align with the Company's business development. Based on the survey results, we analyzed each topic from the dimensions of "Importance to Stakeholders" and "Importance to the Company", ranking the importance of each topic to form the latest materiality assessment results.



Level of Importance	NO.	Topics	Topic Category
Highly Important	6	Employee Health and Safety	Social
	17	Customer Satisfaction	Social
	18	Product and Service Quality	Social
	21	Anti-Corruption and Business Ethics	Governance
	10	Community Welfare	Social
	2	Energy Management	Environmental
Moderately Important	7	Employee Rights and Benefits	Social
	15	Customer Health and Safety	Social
	16	Information Security and Privacy Protection	Social
	9	Employee Training and Development	Social
	4	Pollutant and Waste Management	Environmental
	3	Resource Management	Environmental
	20	Business Compliance and Standardization	Governance
	13	Intelligent Service Construction	Social
	8	Employee Diversity and Equality	Governance
	1	Address Climate Change	Environmental
	23	Risk Management and Internal Control	Governance
	24	Sustainable Development Management	Governance
	22	Corporate Governance	Governance
	12	Promoting Community Development	Social
	14	Responsible Supply Chain	Social
Generally Important	11	Intellectual Property Protection	Social
	19	Responding to National and Regional Development Requirements	Governance
	5	Greenhouse Gas Emissions	Environmental



Annual Progress in Sustainable Development

Economic Responsibility	Operating Revenue 4,585.4 RMB million	Managed Area 207.4 million square meters	Contracted Area 226.9 million square meters
Service Responsibility	Number of Safety Trainings 3,462	Number of Emergency Drills (Residential) 1,394	Number of Customer Service Trainings 2,144
Environmental Responsibility	Total Energy Consumption 509,338 MWh	Total Greenhouse Gas Emissions 268,283 tonnes of CO ₂ e	Total Water Consumption 911 ten thousand tonnes
Supply Chain Responsibility	Total Number of Suppliers 619	"Integrity Agreement" Signing Rate 100%	
Employee Responsibility	Training Coverage Rate 100 %	Total Number of Trained Employees 150,899	Average Training Hours per Employee 71.3 hours

Response to the United Nations Sustainable Development Goals

Currently, sustainable development has become an important issue that countries around the world urgently need to address. Jinke Services actively fulfills its social responsibility by implementing a sustainable development strategy, committed to contributing to the country's sustainable development.

The United Nations Sustainable Development Goals (SDGs) are 17 global development goals set by the United Nations, providing constructive guidance for promoting global sustainable development. In implementing its sustainable development strategy, Jinke Services integrates the SDGs into its own strategy and operations. Our actions align with 9 of the 17 SDGs, making positive contributions to society and the locations where we operate. In these 9 areas, we actively carry out strategic initiatives and practices, embedding the concept of sustainable development into action, and promoting the coordinated development of society, economy, and environment.



United Nations Sustainable Development Goals (SDGs)	Our Contribution	Response Chapter
Goal 1: No Poverty 	<ul style="list-style-type: none"> Charitable activities to support farmers and aid rural revitalization. Proactively recruit impoverished individuals, providing equal pay and development opportunities. 	Chapter 1 Fulfilling Social Responsibility and Demonstrating Corporate Commitment Chapter 3 People-Oriented Promotion of High-Quality Development
Goal 3: Good Health and Well-being 	<ul style="list-style-type: none"> Focus on customer health and safety, implement emergency management, safety training, and safety hazard inspection and remediation measures. Emphasize employee health and safety by providing a safe and healthy office environment, employee health check-ups, and health-related benefits such as wellness activities. 	Chapter 2 Quality First and Building a Better Life Together Chapter 3 People-Oriented Promotion of High-Quality Development
Goal 4: Quality Education 	<ul style="list-style-type: none"> Value talent development and training by providing a diverse training system for employees. Donate educational supplies to impoverished children in mountainous areas, contributing to educational public welfare. 	Chapter 1 Fulfilling Social Responsibility and Demonstrating Corporate Commitment Chapter 3 People-Oriented Promotion of High-Quality Development
Goal 5: Gender Equality 	<ul style="list-style-type: none"> Adhere to the principles of gender equality and equal pay for equal work. Balanced gender ratio among employees (female employees account for 56%). Fully protect the special rights of female employees. 	Chapter 3 People-Oriented Promotion of High-Quality Development
Goal 8: Decent Work and Economic Growth 	<ul style="list-style-type: none"> Provide a competitive compensation system. Offer transparent and equal career development paths for employees. Provide comprehensive employee welfare and care. 	Chapter 3 People-Oriented Promotion of High-Quality Development



United Nations Sustainable Development Goals (SDGs)	Our Contribution	Response Chapter
Goal 10: Reduced Inequalities 	<ul style="list-style-type: none"> Adhere to the principle of equal employment, eliminating any discrimination based on gender, region, religion, age, marital status, disability, etc., and create a diverse workplace environment. Focus on employment for special groups by actively recruiting persons with disabilities, veterans, rural residents, and impoverished households, and help them adapt to their positions and realize their self-worth. 	Chapter 3 People-Oriented Promotion of High-Quality Development
Goal 11: Sustainable Cities and Communities 	<ul style="list-style-type: none"> Implement green property management by actively adopting energy-saving, water-saving, and waste management measures to promote sustainable project development. Adopt green office measures and enhance employees' environmental protection awareness. 	Chapter 5 Green Development and Low-Carbon Operations
Goal 13: Climate Action 	<ul style="list-style-type: none"> Actively identify climate change-related risks, formulate response measures, and enhance climate resilience. Practice green operations and actively reduce greenhouse gas emissions at both corporate and project levels in response to the Dual Carbon goals. 	Chapter 5 Green Development and Low-Carbon Operations
Goal 17: Partnerships for the Goals 	<ul style="list-style-type: none"> Optimize supply chain management with the mission of promoting green procurement and transparent procurement to build a sustainable supply chain. 	Chapter 2 Quality First and Building a Better Life Together



Chapter 1

Fulfilling Social Responsibility and Demonstrating Corporate Commitment

- 1.1 Party Building Guidance to Create Red Property
- 1.2 Digital and Intelligent Construction Empowers High-Quality Urban Development
- 1.3 Public Charity to Convey Corporate Warmth
- 1.4 Activate Communities to Foster Diverse Vitality



1.1 Party Building Guidance to Create Red Property

Jinke Services upholds the three core corporate values of “embracing hard work, adhering to long-termism and prioritizing employees”. Guided by the principle that “people’s longing for a better life is our goal”, Jinke Services remains committed to Party leadership, advancing the development of Red Property initiatives, and contributing to a new model of grassroots social governance. Currently, the Jinke Services Party Committee oversees 9 grassroots Party branches and 11 joint Party branches.

Jinke Services Party Building Work Matrix

Guided by Party Building	Ideological Construction	Organizational Development
<p>Advocating the integration of “Party Building Culture + Corporate Culture + Public Welfare Culture”</p> <hr/> <p>Red Property: “Red Services for Large Community” activity and standard construction of Red Property</p> <p>Public Welfare Culture: Charity support for agriculture and visiting impoverished children in mountainous areas</p> <p>Corporate Culture: “Long March Journey” Chishui River challenge and joyful hiking challenge</p>	<p>Party Member Education: Veterans symposium, Party lecture</p> <p>Pioneer Model of Party Member: Announcement of identity as a Party member at “July 1st” commendation conference</p> <p>Group Activities: Watch red movies and carry out “Loyal Heart for the Party” activities</p>	<p>Basic Work: Transfer of organizational relations, collection of Party membership dues, change of the term of party branch, and investigation of files of Party members</p> <p>System Construction: White paper on Party building, operational guidelines for Party affairs system, and annual Party building plan</p> <p>Training and Improvement: PAE training for Party workers</p>

Party Building Guidance to Strengthen the Foundation of Corporate Development

The Jinke Services Group Party Committee focuses on three aspects: Party Building Guidance, Ideological Construction, and Organizational Development. By strengthening foundational work, enhancing the value of Party-building, and creating a Party-building brand, it empowers business operations and drives the Company’s growth.

Jinke Services integrates Party building into corporate culture development. Each year, we organize a variety of corporate culture development activities to inspire Party members and employees to remember history, guiding them to incorporate the spirit of hard work and dedication into every aspect of their daily work. This valuable spiritual wealth not only serves as a guide for employees’ thoughts but also transforms into a powerful driving force for work, effectively activating employees’ intrinsic vitality, enhancing their ideological awareness, and promoting the improvement of service quality with higher standards and stricter requirements. This ensures that the Red Property work is effectively implemented, creating a Red Property brand with distinctive characteristics and strong influence.



• Case: "Long March Journey" Chishui River Challenge

In 2024, Jinke Services launched the Chishui River Challenge with the slogan "Setting out together, arriving together! It's the journey we walk together that truly defines the Long March." Over 400 employees participated in retracing the Long March along the Chishui River in Zunyi revisiting the spirit of the Red Revolution.



• Case: "Go Up, Youth!" Joyful Hiking Challenge

In 2024, over 400 management cadres and young employees of Jinke Services, driven by passion, crossed mountains and seas to challenge the highest peak in Western Chongqing and the revolutionary holy site of Gele Mountain. After four hours of intense competition, they witnessed the perseverance and determination of Jinke Services team in challenging their limits and surpassing themselves. The inspiring May Fourth spirit of struggle and progress on Gele Mountain will become the most valuable spiritual wealth for generations of young people at Jinke Services.



• Case: August 1st Army Day Veterans Symposium

In July 2024, the Jinke Services Party Branch organized the "Recalling the Glorious Past, Pioneering a Splendid Future" August 1st Army Day Veterans Symposium. A total of 42 veterans participated in the event. Through this symposium, they collectively celebrated Army Day, paid high respect to the veterans, and also inspired employees to inherit the excellent qualities of soldiers and contribute to the Company's development.



• Case: "Party Lecture" Red Activity

In 2024, the Party Committee of Jinke Services Group organized the 2024 "Party Lecture" to visit the Chongqing Anti-Japanese War Relics Museum, the Chongqing Great Bombing Massacre Site, and Chongqing Jianchuan Museum. Through tracing historical relics and comprehending red culture, all Party members were inspired to remember their original aspirations and missions, uphold the spirit of long-term struggle, and become strivers for the Company's high-quality development with an enterprising attitude, high morale, and determination to overcome all obstacles.



Building Red Property to Deeply Integrate into Grassroots Governance

Jinke Services adopts the management policy of "High-Quality Party Building Leads High-Quality Development", fully leveraging the guiding role of Party Building in Property Services. With "Red Property" as the lead, we are co-creating a new pattern of grassroots governance in society. Through collaboration with street communities and property owners, we reduce conflicts and achieve co-governance, co-construction, co-management, and sharing, thereby improving service satisfaction. We actively cooperate with regional Party Building cultural displays, demonstrating the role of grassroots governance.

Since 2022, Jinke Services has been comprehensively promoting the construction of Red Property. The company has conducted multiple on-site visits to advanced Red Property construction enterprises, integrating corporate culture and Party Building culture to create a Red Property construction system with enterprise characteristics. Detailed implementation plans have been developed in areas such as Party Building leadership, Red Position, Party-Mass linkage, and innovation engines. These plans are combined with community service activities to promote the orderly and efficient implementation of Red Property construction.

Construction System of Jinke Services' Red Property

Deepen Party Building Guidance

Opportunities for Government and Corporate Combination:

Establish joint Party branches by linking communities and strive to develop quota of party members

Improvement of Organizational Construction:

Investigate Party member information, sort out branch work, and manage the three platform well

Regulation of Workflow:

Pay attention to the life of Party organizations/
general Party membership meeting, branch committee,
Party group meetings and Party lectures, and focus on red education/
anti-corruption education

Pioneer Model Guidance:

Ideological guidance/
style guidance, announcement of identify as a Party member

Launch Innovation Engine

Create Red Brands:

Carry out the Plan of Red Heart for Neighbors, volunteer assistance and colorful community activities

Launch the Red Butler Service System:

Provide community convenience services and care for special groups

Build the Smart Platform for Party Building:

Official Wechat account of Party Working Group and OA Party Building Learning Platform

Empower Business Development:

Increase exchange and learning between government and corporate to enhance the competitiveness of enterprises

Focus on Party-mass Linkage

Realize linkage with community Party organizations, property owners and property management companies

Comprehensively improve community service supply and resource integration

Promote Party-mass linkage activities



At the same time, Jinke Services uses the Red Butler Service Center as a platform to deepen property management integration into grassroots governance, creating a pioneering property Red Butler work model, establishing a Red Butler service system, and Party Member pioneer demonstration posts to play a pioneering role. Currently, Jinke Services has developed a unique "1543" pioneering property work mechanism to jointly build a harmonious, friendly, and happy home with the community and property owners.

"1543" Pioneer Property Working Mechanism

1 CREATION GOAL

Stick to Party building and strive for pioneer property

5 WORK CARRIERS

Party-mass service station, harmonious discussion office, intelligent network, charity group, and red lecture



4 WORK MEASURES

Discussion on community affairs, co-construction of livelihood projects, co-management of key issues, and sharing of governance results

3 VALUE REFLECTIONS

Satisfy the homeowners, develop the company and reassure the Party and government administration

Jinke Services adheres to Party building leadership, deepening the integration of "Party Building + Property Services" in the construction of Red Property. It builds a tripartite bridge of "Government + Property + Property Owner" to jointly research and solve major issues within the property management scope and address the "urgent needs, difficulties, concerns and expectations" of the community owners. Focusing on five work directions: "Party Building Inspires, Smart Technology Secures, Public Welfare Unites, Red Culture Connects, Heartwarming Services Comfort", it creates a work pattern of "Party Leadership with Full Coverage, Property Management with Full Participation, Premium Services with Full Dimensions, Community Governance with Full Integration". This integrates the Party's work into the daily life of every household and delivers the Party's services to every home.

Jinke Services adheres to the strategic concept of "point-to-surface", focusing on the project level to fully create Red Property benchmark projects, demonstrating a leading role and providing highly valuable reference examples and practical guidelines for advancing Red Property construction in other projects. Currently, Jinke Services has successfully established over 30 Red Property benchmark projects nationwide, including Rizhao Wangjia Village, Changshou Sunshine Town, Olympic Park No. 3, Guiyang Jimei Sunshine, and Lvyun Kangcheng. These projects, with their excellent service quality and innovative management models, have cumulatively hosted hundreds of visits from leaders of various provinces, cities, and counties, as well as non-public enterprises and property management peers for inspection and research, receiving widespread acclaim and effectively promoting the dissemination and development of the Red Property concept.



• Case: Jinke Shiniancheng Red Property Benchmark Project Upgrade (Version 1.0 → Version 2.0)

At the Shiniancheng Red Butler Center, the property management collaborates with the community to regularly provide convenience services such as psychological consultation, and legal aid for residents, handling inquiries about welfare policies and harmonious discussions.

A "Legal Literacy Advocates Team" has been established to regularly organize legal knowledge exchange meetings, educating property owners on relevant legal knowledge. At the same time, the Women's Federation work is extended to create a Women's Home, Community Service Stations, Community Canteen, etc., providing residents with leisure and entertainment venues and heartfelt services, solving the dining problems of empty-nest elderly, brining warmth to the community. To provide more convenient services for community residents, the Shiniancheng Management Office collaborated with social resources to introduce "laundry shops", "parcel pickup points", "gyms", and "breakfast cafe" within the community. Meanwhile, adhering to its service philosophy of "Love is Everywhere", Jinke Services established the Yuedujia Children's Growth Center to address working parents' childcare challenges, significantly improving residents' quality of life and happiness, enabling them to better enjoy modern conveniences. For smart community development, intelligent facilities including "facial recognition", "garage greeting lighting control", "cloud monitoring", and "high-altitude object-dropping surveillance cameras" have been implemented. By integrating smart technology into residents' lives, community management has become more efficient and convenient, enhancing property owners' satisfaction and living experience.



2024 Red Property Grassroots Governance Commendation

Honors	Awarded by
Quality Residential Community with Premium Property Management Services	Chongqing Changshou District Housing and Urban-Rural Development Committee/ Chongqing Changshou District Property Management Association
Three-Star Red Property Demonstration Project	Organization Department of the CPC Luzhou Municipal Committee/Social Work Department of the CPC Luzhou Municipal Committee/Luzhou Housing and Urban-Rural Development Bureau
Advanced Grassroots Party Organization	Working Committee of Guangyi Subdistrict, Liangxi District, CPC Wuxi Municipal Committee
Advanced Grassroots Party Organization	Working Committee of Shimane Subdistrict, Jiangbei District, CPC Chongqing Municipal Committee
Property Service Excellence Certification	Baotou Property Management Association
Exemplary Property Management Project	Shangwen Community, Qinlou Subdistrict



1.2 Digital and Intelligent Construction Empowers High-Quality Urban Development

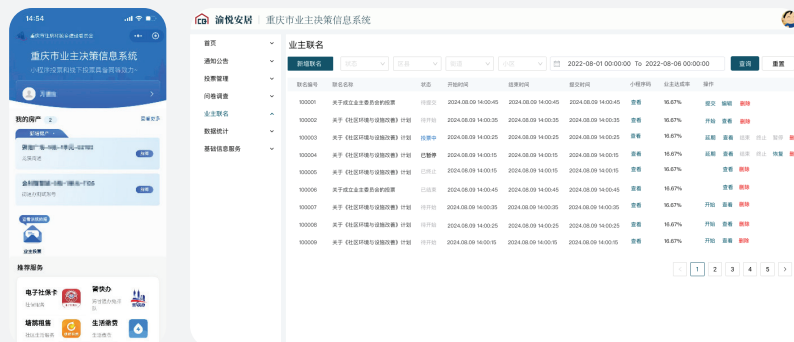
Jinke Services deeply understands that digital innovation is the core driving force for high-quality urban and community operations and a key to enterprise competitiveness. We integrate digitalization into property management and urban operations, with smart property services at the core. Based on the 1+1+3+N construction concept, we create a decision-making analysis cockpit for the government, a SAAS-based property system application for enterprises, and a life service application system for residents, making urban management more refined and efficient.

Digital Intelligence Supports Grassroots Governance

Jinke Services employs technologies such as AIoT, big data, cloud computing, digital twins, and digital intelligence IoT to merge virtual and reality, establishing a digital intelligence technology platform to actively support the digital transformation of the community service industry and enhance the efficiency of grassroots governance services. We have collaborated with the municipal governments of Chongqing, Huanggang, and Baoshan to jointly develop city-level smart housing and urban-rural development platforms, facilitating grassroots "intelligent" governance.

Case: Advancement of Chongqing Smart Property Platform

In 2024, Jinke Services undertook the development of the Chongqing Smart Property Platform 2.0, promoted by the Chongqing Municipal Commission of Housing and Urban-Rural Development (hereinafter referred to as "Chongqing MHURD"). We continued to cooperate with the housing and urban-rural development authorities to advance the application upgrade and operational promotion of the smart property platform. Among them, the Chongqing Property Owner Decision-Making Information System, which was a key project in 2024, has officially been launched. We have completed product training and promotion campaigns across 41 districts and counties, and over 1,400 subdistrict communities in Chongqing, in coordination with the Chongqing MHURD. With the continuous advancement of the Chongqing Smart Property Platform 2.0, it will provide convenient tools for dynamic, compliant, and standardized information collection for community residents to the municipal and district housing and urban-rural development authorities and grassroots governance frontline units. This will provide technical support for subsequent work such as the management and use of community major repair funds, community renewal and renovation, and the evaluation of community service provider replacements.



Multi-terminal Chongqing Property Owner Decision-Making Information System



Product Promotion and Training Workshop for the Property Owner Decision-Making Information System

• Case: Chongqing High-Rise Fire Access Regulatory Platform

Jinke Services has partnered with grassroots governance frontline units such as Shimahe Subdistrict in Jiangbei District, Chongqing, to jointly promote the development of the high-rise fire access regulatory platform and conduct application pilots in multiple communities in Chongqing. By integrating and sharing monitoring equipment managed by the government, enterprises, and communities, and relying on the application of intelligent recognition technology, the platform links with the government-enterprise reporting service platform to achieve digitalized, integrated, and coordinated supervision of issues such as fire passage obstruction and illegal parking in community governance.



Digital Intelligence Empowers Life Services

Jinke Services is also actively exploring new pathways for smart city operation services. By integrating urban development characteristics with residents' needs and incorporating the digital economy, it has established a "traditional enterprise + platform digital operation" model. This empowers local state-owned enterprises to consolidate regional transaction data and service benefits, jointly building a digital economy operation platform. The initiative responds to the State Council's Opinions on Promoting High-Quality Development of Service Consumption and accelerates the digital empowerment of lifestyle services.

• Case: Digital Economy Platform Construction

In 2024, with the support of local leadership in Hailar District of Hulunbuir City, Yunlong County of Dali City, Changning County of Yibin City, and Gao County of Yibin City, Jinke Services established in-depth cooperation with local state-owned enterprise (SOE) platform companies to develop and operate digital economy platforms. The collaboration assisted local governments in consolidating resources such as social welfare programs, union benefits, and public benefits for traffic guidance and service supply chain integration. This initiative created a new digital industrialization platform and model, supported by local policies, to integrate regional traffic, promote local consumption, and drive the digital transformation of local lifestyle services.



1.3 Public Charity to Convey Corporate Warmth

Jinke Services actively fulfills its social responsibility by encouraging employees to participate in various public welfare activities. Jinke Services fully embodies the spirit of volunteerism by organizing a series of volunteer services and public welfare activities, such as caring for the elderly, supporting special groups, focusing on left-behind children, and poverty alleviation, to warmly serve society and people's livelihoods, thereby fulfilling social responsibility through concrete actions. At the same time, Jinke Services actively provides suitable job positions for various special groups, undertaking corporate social responsibility.

• Case: "Journey of Kindness" - Jinke Volunteer Activities in Large Communities

Since the launch of the "Jinke Volunteer Activities in Large Communities" public welfare initiative nationwide in 2017, every spring, Jinke Services, together with enthusiastic property owners, has initiated hundreds of volunteer activities across the country. For eight consecutive years, approximately 80,000 green seedlings have been planted, nearly 50,000 elderly people living alone and children in welfare institutions have been helped, and mountainous-area farmers have been assisted in selling fruits and vegetables worth over RMB30 million. Through these efforts, love and warmth have been extended to more people in need.

Guard Our Green Earth, Nurture Every Sprouting Seed

Jinke Services implemented the "Green Earth Plan", leading volunteers to plant new saplings on barren land and bare soil along park and city streets, revitalizing the once desolate land.



Deliver Hope's Glow, Cherish Each Longing Gaze

In 2024, volunteers brought supplies to Sanhe Teaching Point in Longsheng Township, Liangping District, Chongqing, and the Special Education School in Jiulongpo District, delivering carefully prepared public classes. Through public welfare education, we brought the voices from the corners to the forefront and introduced ever-changing information and innovative knowledge.



• Case: "Journey of Kindness" - Jinke Volunteer Activities in Large Communities

Elder Care Initiative, Warm Every Lonely Heart

Respecting the elderly as if they were our own, "Elderly Care" has always been a focus of the Volunteer Activities in Large Communities. Jinke Services organizes birthday parties for the elderly in various communities and nearby nursing homes, bringing them together to sing birthday songs, blow out candles, eat cake, and perform shows, providing them with a sense of ceremony. At the same time, in the community, we provide material support, free health check-ups, companionship services, and organize birthday parties for the elderly, conveying care that is present everywhere.



Reach Out to Disabled Friends, Brighten Every Silent Corner

In 2024, Jinke Services and volunteers visited the Longevity Home for Disabled in Zhouzhuang Town, Jiangsu Province. We conducted a "hand-drawing class" where friends with disabilities depicted the spring scenes they envisioned. Additionally, we provided rehabilitation therapy, housekeeping, and outdoor companionship as volunteer services for them.



Filter Our Habitats, Beautify Every Urban Space

In the "Confess to the Earth", Jinke Services and large community volunteers took to the streets to comprehensively pick up white trash and cigarette butts around roads and green belts, promoting waste sorting to passersby and spreading the power of green environmental protection. We also organized property owners to visit the full process of end-disposal of household waste in the industrial park, encouraging them to practice waste sorting and better disseminate knowledge about waste classification.



• Case: Supporting for Impoverished Children in Mountainous Areas

The Party Committee of Jinke Services Group continues to focus on impoverished children in mountainous areas. In collaboration with the Chongqing City Women's Federation, we conduct care activities for women and children. On the occasion of International Children's Day in 2024, the Company organized leaders and Party Member volunteers to visit Chongqing City Changshou Honghu Cultural and Art School and donated educational materials, televisions, and sports equipment. This initiative helps broaden children's horizons by exposing them to current affairs, encourages active participation in physical exercise, and promotes their physical and mental well-being, thereby enriching the spiritual and cultural lives of rural children. These efforts demonstrate the Company's strong sense of social responsibility and enhance its brand image.



• Case: Caring for Agriculture, Supporting Rural Revitalization

In 2024, Jinyi Catering and Jinyi Agricultural Tourism actively responded to the "Rural Revitalization" strategy, committed to promoting high-quality agricultural products from various regions, including Guizhou Liuzhou honey plum, Longquanyi peach, Wenchuan red crisp plum, Fengjie navel orange, and other specialty fruits, as well as ecological agricultural products such as native chickens, eggs, and pigs. Through these initiatives, they helped more than 20 farmers and over 60 disadvantaged villagers expand their sales channels, effectively promoting economic development in impoverished mountainous areas, creating considerable economic benefits for farmers, and significantly improving the income levels and quality of life of local farmers.



The Jinke Services Fuling Party Branch assists farmers in resolving the issue of unsold agricultural products. In July 2024, Party member volunteers from the Jinke Services Fuling Party Branch visited Baozitan, Quchi Township, Wushan County, and helped farmers sell Wushan crisp plums and Gannan navel oranges, generating revenue of over RMB200,000, and Daliangshan Yanyuan apples, generating revenue of over RMB95,000.



• Case: Public Donation for Women and Children

On March 6, 2024, under the proper guidance of the Chongqing Women's Federation, Jinke Services donated RMB100,000 to support women and children's welfare programs in Chongqing. This contribution demonstrates our commitment to caring for women and children, and our dedication to jointly building a better future.



1.4 Activate Communities to Foster Diverse Vitality

Jinke Services deeply understands the significant importance of the community to the public and society. As an outstanding leader in community services, Jinke Services has created a series of vibrant community activities to promote a healthy lifestyle and enrich the spiritual and cultural life of property owners. It has built a bridge for communication and exchange among neighbors, injecting diverse vitality into community development.

Case: Building Neighborhood Culture

Since first advocating "Neighborhood Culture" nationwide in 2008, Jinke Services has integrated neighborhood culture into all aspects of large community life over the past decade. Thousands of neighborhood communities have emerged and grown under the nourishment of neighborhood culture. We focus on creating six major neighborhood series activity platforms, including "Wonderful Chinese Spring Festival", "Spring Outing in the Neighborhood", "Golden Carnival", "Neighborhood Art Festival", "Mass Sports Season", and "Volunteer Activities in Large Communities", to build a community of affection. In 2024, Jinke Services held over 3,200 neighborhood culture activities, with more than 1.38 million participants in total.



Wonderful Chinese Spring Festival



Spring Outing in the Neighborhood



Golden Carnival



Mass Sports Season



Neighborhood Art Festival



• Case: Jinyue Run Towards the Future - Building a Neighborhood Run Community

Jinke Services, with the aim of caring for the health of property owners, has established the Jinyue Run (road running) Sports Community, bringing together property owner runners from large communities to challenge marathons and promote national fitness. Runners gather at various race venues, showcasing the vitality of life through running and speed, and conveying the power of running. The significance of a marathon goes far beyond running itself; it is a physical practice and a mental challenge. Jinyue Services runners embody the beautiful concept of a healthy lifestyle, passing on the spirit of perseverance through running to more people.



Chapter 2

Quality First and Building a Better Life Together

- 2.1 Improvement of Service Quality
- 2.2 Customer Safety and Health
- 2.3 Information Security and Privacy Protection
- 2.4 Sustainable Supply Chain Management



2.1 Improvement of Service Quality

Jinke Services adheres to the core principle of "Love is Everywhere", providing diverse and high-quality services while upholding the philosophy of continuous refinement. We thoughtfully design excellent services to comprehensively enhance service quality.

Diverse and High-Quality Services

Jinke Services is committed to being customer-centric, focusing on different service sectors, observing industry trends, and continuously researching, optimizing, and updating management standards and guidelines. This approach aims to meet customers' more detailed, diverse, personalized, and in-depth service needs, continuously enhancing our service capability. Currently, Jinke Services has obtained ISO9001 Quality Management System certification.



Residential Services

Jinke Services implements standardized management systems, enforces efficient management measures, and provides high-quality services, ensuring meticulous service details to offer customers "thoughtful + joyful" heartwarming services.

Standardized Management System

- **Supervision Management Mechanism:** We have formulated the *Measures for the Management of Property Basic Operation Internal Control of Jinke Services* to clarify the supervision and execution requirements of basic business, ensuring effective implementation at all levels.
- **Self-Inspection Management Mechanism:** We have unified the content, standards, and frequency of basic business self-inspections, and developed corresponding inspection templates to standardize the three-tier internal control self-inspection management mechanism at the group, regional, and project levels, ensuring quality control of service standards and on-site operation through internal control self-inspections.
- **Project Grading Management:** We conduct residential project operational grading management by analyzing the lifecycle of existing projects and focusing on project operational production activities. From the revenue side to the cost side, we precisely identify project anomalies through a tiered approach, issue early warnings, track progress, and effectively implement management measures to comprehensively achieve the healthy development of project operations and efficiency.
- **Fund Usage Management:** We have formulated the *Measures for the Management of Residential Quality and Efficiency Funds of Jinke Services* to standardize the fund usage process mechanism by setting the scope and requirements for fund usage, ensuring on-site service quality, improving project collection rates, enhancing project operations and efficiency, and ensuring the stable and long-term development of projects.



Strengthening Management Measures

- Benchmark Project Development:** Jinke Services actively develops benchmark projects to serve as models, leading projects to enhance service quality. The Company has formulated the *Management Measures for Benchmark Projects of Housing Service Quality of Jinke Services*, which comprehensively considers basic quality indicators, benchmark value indicators, and operational quality indicators to conduct comprehensive evaluations of management projects. This aims to create service benchmarks for other projects, promoting the overall improvement of service quality. In 2024, Jinke Services successfully developed 21 benchmark projects, achieving full coverage across 9 major regions. Through the development of benchmark projects, improvements were made in service quality, hardware facilities, and community cohesion led by Party Building.
- Expert Management:** Jinke Services adopts an expert management model to enhance business quality management. In the five major sectors of specialized services, butler services, engineering services, security services, and environmental services, we have selected 27 residential service experts and fully utilized their expertise to complete various innovations and optimizations, such as robot inspections, skill competition support, and billing system upgrades.
- Quality Inspection:** Jinke Services conducts comprehensive and specialized inspections for managed residential projects to promptly identify potential issues and carry out targeted rectifications, further enhancing service management quality. In 2024, Jinke Services conducted a total of 319 quality inspections.

Improving Service Quality and Efficiency

- Launch the "Care Funds for Elevators" and the "Plan of Beautiful Homeland" to enhance service quality and efficiency, demonstrating the Company's commitment to thoughtful and dedicated service.
- Actively provide convenience services and organize various cultural activities to preserve neighborhood culture, creating a warm community for property owners.

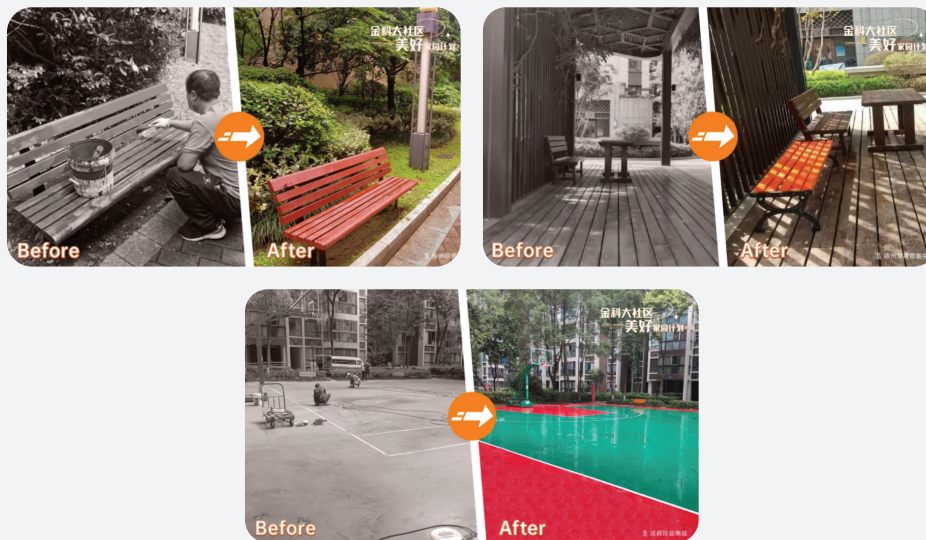
• Case: "Care Funds for Elevators"

Jinke Services launched the "Care Funds for Elevators" initiative to encourage elevator maintenance providers to improve the quality of maintenance and management, reduce elevator malfunctions, and demonstrate Jinke Services' thoughtful customer care, thereby enhancing property owners' trust. In 2024, the initiative has been fully implemented across all projects, with a total of 388 disbursements of the Care Funds for Elevators. A comparison of data before and after the implementation of the initiative revealed a 19.4% decrease in the national average annual elevator malfunction rate and a 45.2% reduction in the average rate of elevator entrapment incidents.



• Case: "Plan of Beautiful Homeland"

Jinke Services has been implementing the "Plan of Beautiful Homeland" for 8 consecutive years, utilizing special maintenance funds and public revenues for the renovation of beautiful homeland, with a commitment to community renewal. Over the past 8 years, we have executed the plan in over 1,000 communities, addressing everything from small elements like grass and trees to large structures like buildings and parks. In 2024, a total of 455 Plans of Beautiful Homeland were implemented nationwide, with 2,363 rectification measures, and a total investment cost of RMB70.21 million, creating a "fresh" and excellent community environment, thereby improving the life quality for residents.



• Case: Creating a Warm Community

In daily life, we provide property owners with customized, exclusive services through the "Universal Helper" to offer convenient, everyday assistance. These services include delivering candies, treating insect bites, carrying heavy items, taking notes, entertaining children, collecting laundry, assisting with repairs, disinfecting, cleaning garbage, removing weeds, and more. Through these small but thoughtful actions, we enable owners to feel the warmth of our service.



During important holidays and key moments, we stay connected with our customers by planning heartfelt services. For example, during the high school and college entrance exam season, we provide support through initiatives such as creating quiet environments, recording personalized blessing videos, giving "high hopes" gift packages (symbolized by rice dumplings), offering transportation for students, and setting up exam support stations. These services aim to help students achieve their dreams and wish all candidates success in their exams.



Corporate Services

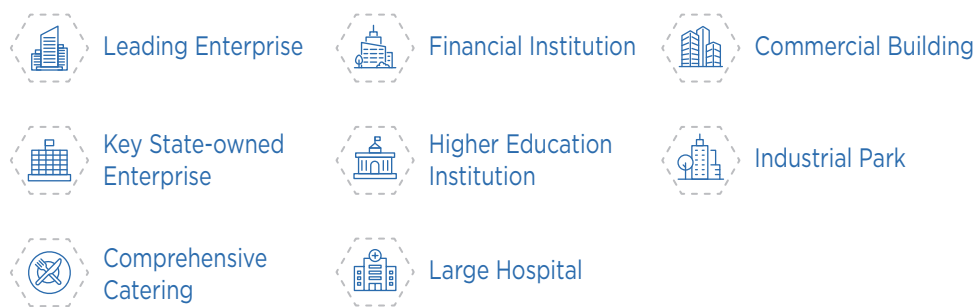
Jinke Services has broken through the traditional boundaries of property management by focusing on customer success and co-creating value. It has established the first full-industry-chain corporate logistics service provider in China, delivering professional and high-quality administrative and logistical support to fully meet customers' daily operational needs. At the same time, Jinke Services places strong emphasis on customers' emotional and lifestyle needs, offering diverse care services to make our services warmer and more refined. Our star-rated services have been widely recognized by major clients, ranking first among the 2024 Outstanding IFM Service Enterprises in China.

Diverse Business Services

In the corporate service sector, Jinke Services, leveraging its profound service foundation and innovative spirit, has established a diverse and rich business service system. Currently, it has successfully implemented service scenario layouts for multiple different business types.

- **Education:** Provide meticulous, familial-style services, strengthening daily campus logistics support, and creating a warm environment for teachers and students around the clock.
- **Healthcare:** Focus on enhancing the patient and medical staff experience, we create customized, comprehensive health service solutions while providing hospitals with full-scale "housekeeping-style" logistical support.
- **Industrial Park:** Develop multi-level service plans for different types of industrial parks, empowering industrial clusters with star-rated service standards.
- **Commercial Office:** Create refined and intelligent solutions to provide a high-quality and efficient business office experience for different business models.

Jinke Services Business Layout



Improving Service Standards

The Jinke Services corporate service department continues to deeply research customer needs. In 2023, we formulated the *Operational Guidelines for Government and Corporate Customer Value Management* and the first service standard white paper *Jinyue Corporate and Administrative Reception Service Standard* to standardize administrative reception services and customer relationship services, increasing customer loyalty. In 2024, we have released the first IFM industry service standard white paper *Management Manual for IFM Project Operations of Jinyue Corporate Services*, focusing on building an IFM ecosystem to provide comprehensive solutions for administrative logistics integration.



The First IFM Industry Service Standard White Paper

Customer Value Management

Jinke Services practices a refined management philosophy by implementing a "Group + Regional" hierarchical customer value management model. By identifying key and challenging projects, it matches specialized service teams at different levels to deeply engage in customer relationship maintenance, ensuring efficient and precise service.

At the same time, for key corporate clients, Jinke Services adopts a multi-pronged management mechanism.

- Hierarchical engagement mechanism: Proactively solicit client feedback, maintain a detailed issue tracking ledger, and prioritize timely resolution of concerns.
- Enhanced customer interaction: Increase the frequency and depth of client engagement across all operational stages, fostering stronger long-term partnerships.
- Structured complaint resolution: Designate complaint-related projects for supervised rectification, develop backward-mapped timelines, and closely monitor regional teams to ensure milestone-driven execution.
- Tailored service: Define clear engagement principles for newly launched projects and existing assets at different lifecycle stages, ensuring customized, high-quality support for diverse client needs.

In addition, Jinke Services conducts quality service inspections through third-party audits, regional functional self-inspections, and headquarters functional inspections to enhance the corporate's service level and achieve the goal of effectively managing customer needs. In 2024, the quality special inspections covered a total of 324 projects, incorporated over 7,000 issues into the closed-loop ledger management system, with an issue rectification closure rate of 95.6%.



• Case: Annual Benchmark Project

Jinke Services establishes business models by creating benchmark projects. In 2024, the corporate service department developed the benchmark project at the First Branch Hospital of the First Affiliated Hospital of Chongqing Medical University. The project was evaluated and accepted in terms of overall project situation, publicity and reception, on-site management, file management and other aspects. Service highlights were implemented, such as visual display boards on walls, 6S organization of office and cleaning storage rooms, rectification of employee dress code, standardization of machine rooms, three-service training for personnel, and business skills training, all aimed at enhancing customer satisfaction and overall project service quality.



• Case: Mid-Autumn Festival Activity

During special holiday occasions, Jinke Services organizes a series of themed activities tailored to different service sectors, aiming to enhance client engagement and foster closer relationships. On the 2024 Mid-Autumn Festival, Jinke Services hosted the "Bright Moon, Family Reunion – Celebrating Golden Autumn" event, inviting clients to jointly celebrate the festival. Through diverse festive activities, clients were able to experience traditional culture and joyful holiday atmosphere amidst their busy work and personal lives, while feeling the warm care from property services.



Improvement of Customer Satisfaction

Jinke Services strictly complies with laws and regulations including the *Consumer Rights Protection Law of the People's Republic of China*, always focusing on customer needs as the core of its services, respecting and protecting customer rights, and committed to improving customer satisfaction in multiple dimensions. Through standardized management, Jinke Services refines its services, enhances employees' service awareness, and continuously optimizes service quality. The Company values customer satisfaction feedback, regularly conducts satisfaction surveys, specifically improves its satisfaction management system, promptly identifies service pain points and challenges to enhance customer experience, and incorporates customer satisfaction into performance evaluations to promote service brand upgrading and establish a good service reputation.

In 2024, Jinke Services' residential service satisfaction exceeded 90%, while satisfaction for corporate service and group catering service exceeded 95%.

Responding to Customer Demands

Communication Mechanism

Jinke Services actively listens to customer demands and has established a multi-channel customer communication mechanism.

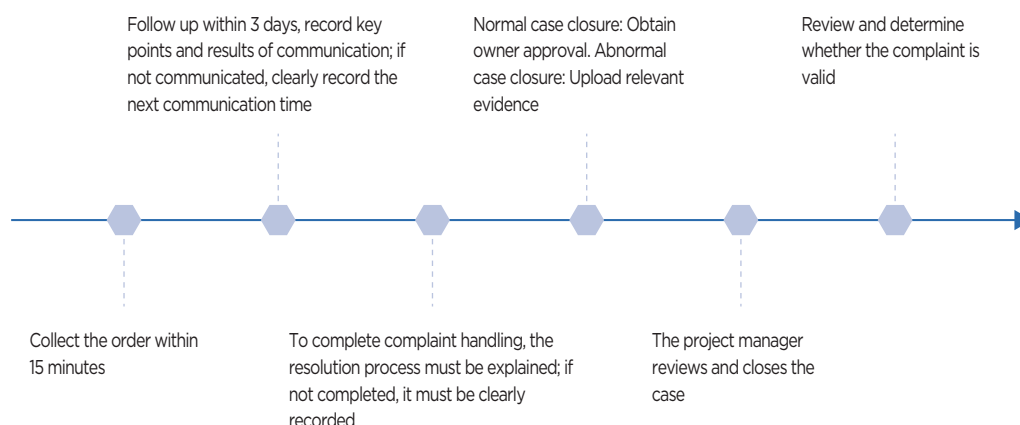
We have established 7x24-hour customer feedback channels through dedicated butler services, a proprietary online service platform for clients, and a cloud-based customer service center to ensure timely responses to various customer needs. In 2024, the IFM group catering service created a seamless communication channel connecting "customers-projects-regions-headquarters", implementing closed-loop management of customer feedback. Additionally, we introduced the *Operation Guidelines for Government and Corporate Group Catering Customer Feedback Channels* to facilitate customers in providing feedback efficiently.

Simultaneously, we uphold the philosophy of proactively listening to customer feedback and actively conduct satisfaction surveys through diverse methods such as telephone interviews, home visits, and QR code surveys. We design service evaluation questionnaires based on common touchpoints in property owners' lives, actively inviting customers to express their opinions and suggestions. This enables us to deeply explore potential directions for service optimization, continuously enhancing service quality to provide customers with a superior and more satisfying service experience.

Complaint Management

Jinke Services continuously improves its complaint management mechanism to ensure that customer complaints are responded to and handled quickly and with high quality, thereby enhancing customer satisfaction. Currently, Jinke Services has established a comprehensive complaint handling process, strictly implementing complaint management, responding within the stipulated time, completing complaint communication on time, and recording the entire complaint process.

Complaint Handling Process



In 2024, Jinke Services residential service department processed approximately 320 complaints, while the IFM Group Catering division handled 8 complaints. Guided by our service principles such as "address emotions before issues", "timely response", "every case is responded" and "empathic consideration", we achieved a 99% timely complaint acceptance rate and 100% complaint resolution rate.

After resolving a complaint, we assess customer satisfaction with the complaint handling through one-on-one follow-ups, linking complaint issues, and sending satisfaction surveys, inviting customers to provide valuable feedback. The overall complaint handling satisfaction rate for 2024 reached 99%.

Follow-up Optimization

Based on satisfaction survey results and customer feedback, Jinke Services fully considers the characteristics and needs of different businesses to tailor specific measures for improving satisfaction in each business segment.

Residential Services	<ul style="list-style-type: none"> Continuously optimize satisfaction management by refining management checkpoints and enhancing the indicator management system, in accordance with the <i>Measures for the Satisfaction Management of Residential Services</i>. Promptly collect customer feedback, implement 360-degree evaluation management, and incorporate survey results into supplier management assessments to monitor project service quality in real-time. Analyze property owners' feedback, identify service pain points and challenges, and continuously improve the customer experience.
Corporate Services/ IFM – Group Catering	<ul style="list-style-type: none"> Standardize satisfaction management, and improve the indicator survey system and execution standards. According to the <i>Measures for the Management of Satisfaction of Jinke Services' Major Government and Corporate Customers</i>, conduct special satisfaction surveys for various service types and provide targeted improvement plans. Based on the business expansion process, include special satisfaction surveys for new service types to achieve full coverage of managed projects. In 2024, Jinke Services newly introduced the <i>Operational Manual for Government and Corporate Group Catering Campus Data Research</i>, the <i>Guidelines for Store Opening/Closing Inspection of Group Catering</i> and the <i>Management Rules for Project Managers in Government and Corporate Group Catering Business Segment</i>. Regularly communicate to understand needs and feedback through meetings, phone calls, and online surveys, promptly follow up on issues and complaints, and provide feedback and solutions. Enhance employee training to improve professional competence and skill levels.



Improving Customer Service Capabilities

Jinke Services continuously enhances the standardization and professionalism of customer service. Through service skills training, benchmarking studies, and skill competitions, we continuously improve the overall quality and service capabilities of the customer service team.

Customer Service Training

Jinke Services regularly conducts various customer service training sessions, covering topics such as "Post Behavior Etiquette Training", "Meeting Reception Service Training", "Meeting Setting and Practical Training", "Training on Room and Office Area Layout Standard", "Training on Standards of Dormitory Safety, Hygiene and Usage", "Business Etiquette Training", "Ten Prohibitions for Government and Corporate Services", "Customer Relationship Management", and other multi-dimensional professional service content for various customers. These sessions comprehensively enhance professional service skills, improve employees' service awareness, and promote the enhancement of service quality.

In 2024, Jinke Services conducted a total of 2,144 customer service trainings, with 22,489 participants.

Benchmark Learning

To effectively enhance employees' service capabilities and strengthen quality management awareness, Jinke Services actively explores and takes initiative by organizing employees to engage in benchmark learning.

Within the Company, Jinke Services launched the *Jinke Smart Services Government and Corporate Superstar Operations Team Evaluation* to identify outstanding frontline service cases. This initiative fostered a healthy environment for benchmarking and mutual learning across projects and regions, effectively motivating employees to proactively enhance their professional capabilities and driving steady improvements in service quality. In 2024, Jinke Services recognized 4 outstanding regional companies and 14 exemplary cases, issuing 3 commendation notices covering 12 projects.

Simultaneously, Jinke Services conducts benchmarking exchange and learning activities with outstanding peers. By gaining an in-depth understanding of the current management levels of these peers, analyzing their management models and service characteristics, we accurately capture potential improvement directions to broaden our work ideas and draw on advanced experiences, injecting new vitality into the enhancement of our service level and the overall quality management of the Company.



Case: "Competing to Excel, Striving to Lead" Benchmarking and Collaborative Learning

In 2024, Jinke Services organized 28 employees from regional corporate services department to visit five representative high-end commercial office projects in Xi'an, including the Glodon Xi'an Building, Yongwei Times Center, Maike Center, Yongli Financial Center, and Nanfei Hong•Lehui Center. Through this observational study tour, the employees gained deeper understanding and insights into tour route design for high-end commercial projects, customer touchpoint development, and equipment room standardization.



Skills Competition

To fully stimulate employees' enthusiasm for service and enhance their service skills, Jinke Services adopts a "training through competition" model, organizing skills competitions to strengthen employees' service capabilities through competition.



• Case: Residential Service Skills Competition

In 2024, the residential services department successfully conducted a service skills competition. After six months of selection and preliminary rounds, 15 elite teams comprising over 180 service professionals from 10 competition zones nationwide stood out from tens of thousands of employees and gathered in Chongqing, the "Mountain City", for intense competition. Through diverse skill contests including team knowledge competitions, customer service skill trials, security skill tests, engineering skill assessments, and environmental maintenance skill challenges, employees enhanced their mastery of service standards and refined their professional competencies in this stimulating competitive environment.



• Case: IFM Project Management Competition

In 2024, the government and corporate service department successfully launched the "Jinyue Corporate Services All-Round Star Program" IFM Project Management Competition. Through intense selection, 45 project management elites from 9 competition zones gathered at the national finals of the IFM Project Management Competition. They competed for team and individual awards through five segments: style display, project management discussion competition, knowledge quiz, project management debate competition, and online examination. In the fierce competition, all contestants demonstrated their outstanding professionalism, collectively enhancing Jinyue Corporate Services' industry influence. Meanwhile, the competition served as a training platform, further igniting employees' passion for service excellence.



2.2 Customer Safety and Health

Jinke Services prioritizes customer safety and health by establishing comprehensive safety management systems, standardizing safe production operations, and emergency response plans for unexpected incidents, implementing multi-dimensional safety management actions to ensure customer safety and health comprehensively. During the Reporting Period, Jinke Services did not experience any major safety production accidents.

Safety Management System

Jinke Services attaches great importance to customer safety and health, strictly complies with laws, regulations and standards including the *Law of the People's Republic of China on Work Safety*, *Fire Protection Law of the People's Republic of China*, *Basic Norms for Enterprise Work Safety Standardization*, and has formulated and continuously optimized a series of safety management systems such as *HSE Compliance Management Measures*, *Management Regulations for IFM Food Safety*, *Chemical Compliance Management Regulations for Catering Services*, to guide all business segments in effectively implementing safety management. In 2024, for the IFM group catering service segment, Jinke Services issued *Management Regulations for IFM Safety*, *Management Manual for IFM Personal Protective Equipment (PPE)*, *Management Regulations for IFM Work Injury*, *Operating Guidelines for First Aid Kit*, improved the HSE system and risk early warning management mechanism, filled 4 regulatory gaps, upgraded 11 systems, further refined safety management, and established comprehensive safety controls covering food ingredient procurement, storage, processing, meal supply, practitioner standards, environmental hygiene requirements, facility equipment maintenance, operational standards, and supervision inspections.

Meanwhile, to respond to emergencies, Jinke Services has developed the *Operational Guidelines for Prevention and Control of Common Major Safety Hazards*, *Operating Guidelines for Residential Fire Safety Management*, *Guidelines for Combing and Responding to Burglary Paths in the Park*, *Manual for Government and Corporate Group Catering Emergency Rescue of Jinke Services (Comprehensive Plan)*, *Emergency Special Response Plan for Government and Corporate Group Catering Food Safety of Jinke Services*, *Special Emergency Response Plan for Government and Corporate Group Catering Fire Safety of Jinke Services*, *Special Emergency Response Plan for Government and Corporate Group Catering Public Health of Jinke Services*, *Special Emergency Response Plan for Government and Corporate Group Catering Infectious Disease Outbreak of Jinke Services*, *Special Emergency Response Plan for Government and Corporate Group Catering Utility Interruption (Power/Water/Gas) of Jinke Services*, *Special Emergency Response Plan for Government and Corporate Group Catering Extreme Weather of Jinke Services*, *Special Emergency Response Plan for Government and Corporate Group Catering Accidental Injury of Jinke Services* and other related emergency management plans to enhance the emergency management system.

Safety Management Actions

Emergency Management

Jinke Services strengthens emergency management by equipping managed projects with emergency facilities and conducting emergency drills.

We have installed first aid kits in all managed projects and equipped some projects with AED devices. We also proactively invite external organizations to conduct specialized first aid training to ensure that necessary medical assistance can be provided promptly in emergencies.

Additionally, we actively conduct fire emergency drills and common operational safety emergency drills for managed projects, covering but not limited to fire escape, initial firefighting, use of firefighting equipment, park intrusion prevention, elevator entrapment, and operational safety. This not only enhances employees' ability to respond to emergencies and ensures customer safety but also allows participating customers to learn and master emergency safety knowledge through practice, preparing them adequately for unexpected situations.



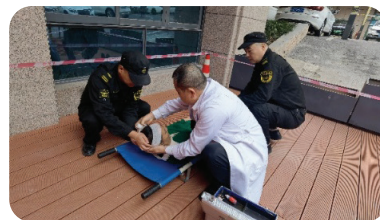
In 2024, the residential services department conducted a total of 1,394 fire emergency drills, with participation exceeding 90,000 people, effectively enhancing the fire safety awareness and emergency response capabilities of the public and corporates.



Emergency Rescue Cabinet



First Aid Training Drill



Fire Emergency Drill



Safety Training and Capacity Building

Jinke Services continuously enhances the safety service awareness of property management personnel and improves their professional safety service capabilities, building a solid and reliable safety defense line to provide comprehensive and maximum protection for the life and property safety of customers.

We regularly organize safety production training for employees, including safety knowledge education, safety operation training, and emergency drill training, to enhance employees' safety service skills and empower customer safety management. In 2024, Jinke Services issued the *Notice on Strengthening Work Safety Management in Jinke Services*, further specifies safety operation requirements for security personnel, environmental management staff, and engineering professionals, while establishing a standardized employee safety training framework accompanied by detailed implementation plans. Additionally, it establishes comprehensive monitoring and evaluation mechanisms for work safety to ensure effective implementation of all safety measures.

In 2024, Jinke Services organized a total of 2,253 employee work safety trainings, with participation exceeding 110,000 people. The coverage rate of managed projects exceeded 90%, with residential service projects achieving a 100% coverage rate.

For IFM group catering services, Jinke Services has undertaken the development of a professional group catering company HSE talent pipeline this year. Through diverse empowerment approaches and a comprehensive assessment mechanism, we have formed a closed loop in talent pipeline development. We encourage employees to use fragmented time to solidify their HSE foundation through online HSE courses. We also conduct trial runs of HSE assessments, incorporating HSE training into the probation evaluation system to enhance the development of a high-quality talent pipeline.

In addition, we conduct safety knowledge training for customers, regularly organize health lectures and medical check-up activities, focusing on the physical and mental health of property owners, and strengthening customer safety and health awareness. In 2024, Jinke Services organized a total of 1,209 customer safety training sessions at the regional and project levels, with cumulative participant attendances exceeding 23,000.

Employee Work Safety Training



Safety Knowledge Training



Professional Operation
Guidance Training



Food Safety Training



Safety Hazard Identification and Rectification

Jinke Services adopts multi-dimensional measures to implement safety management actions at the project level:

- **Hazard Self-Inspection Ledger:** Develop the *Hazard Identification and Risk Assessment Form* in accordance with quality, environmental, and occupational health and safety management system certification standards to monitor hazards in a timely manner and prevent risks.
- **Safety Inspections:** Implement a three-tier inspection mechanism, conducting safety hazard checks through project self-inspections, headquarters inspections, and joint inspections. Third-party quality and safety undercover inspections are also used to identify and address gaps.
- **Security Booth Deployment:** For projects with high pedestrian traffic and complex external personnel, security booth are set up at the project perimeter in collaboration with the community.
- **Park Area Disinfection:** Conduct park area disinfection for residential communities, carrying out disinfection four times a month during mosquito-active seasons to prevent the spread of germs from the source. In 2024, park area disinfection have achieved full coverage of residential communities.
- **Community Smart Transformation:** Actively promote community smart transformation, empowering community safety management through multiple advanced technologies.

Cloud Parking System	Through intelligent recognition technology, the system enables quick passage and efficient management of vehicles entering and exiting the community. This system not only significantly reduces vehicle queue waiting times but also effectively prevents unauthorized vehicle entry, enhancing the community's security level.
Cloud Monitoring System	Utilizing high-definition cameras and intelligent analysis technology, the system provides round-the-clock, comprehensive monitoring of the community. It can automatically identify abnormal behaviors, effectively preventing theft, vandalism, and other security incidents. Additionally, the cloud monitoring system features data storage and playback functions, providing strong evidence support for community security management.
Cloud Access Control System	Through biometric technologies such as facial recognition, precise management of community entrances and exits is achieved. This system can accurately identify the identity information of community residents, effectively preventing unauthorized access by outsiders, thereby further enhancing community security. Currently, the usage rate of the Cloud Access Control System has reached over 98%, receiving unanimous praise from property owners.



2.3 Information Security and Privacy Protection

Jinke Services places high importance on customer information security and privacy protection. The Company strictly complies with relevant regulations including the *Cybersecurity Law of the People's Republic of China* and the *Provisions of the Supreme People's Court on Certain Issues Concerning the Application of Law in the Trial of Civil Cases Involving Processing of Personal Information Using Facial Recognition Technology*. Additionally, Jinke Services has established the *Regulations for Butler Work Mobile Phone Usage of Jinke Services* to standardize the promotion and application of facial recognition technology, improve confidentiality systems, and effectively enhance information security management standards.

Jinke Services fully understands that customer information involves personal privacy, and the Company has the obligation and responsibility to make every effort to prevent customer data leakage. To this end, the Company has adopted multiple rigorous and effective measures to comprehensively ensure the security and privacy of customer information.

Controlled Using of Mobile Phones	<ul style="list-style-type: none"> All customer information on employees' work phones is strictly prohibited from being leaked, and methods such as screenshots for external transmission are forbidden. Violations will be handled according to the Company's confidentiality policy.
Definition of Facial Recognition Promotion Requirements	<ul style="list-style-type: none"> Inform and publicize, optional if not necessary: The bulletin board informs about multiple channels for identity verification, allowing customers to choose by themselves. The Company will not actively collect or process personal information such as the facial features of property owners and visitors. Property owners voluntarily choose and authorize record retention: It is strictly prohibited to force or indirectly compel users to authorize the use of facial recognition collection service products. Additionally, related authorization records must be traceable.
Strict Authorization Control	<ul style="list-style-type: none"> A strict customer relationship network is established for customer information. Only authorized key leaders and customer management personnel have access to project customer information. Authorized personnel must strictly adhere to confidentiality agreements and take appropriate measures to protect customer information from unauthorized access or disclosure.



2.4 Sustainable Supply Chain Management

Jinke Services focuses on collaborative coexistence, aiming to build a better future with suppliers and create more value. Jinke Services adheres to the principles of openness, transparency, and fairness in procurement and selection, committed to establishing a healthy and comprehensive supplier management system. In our operational development, we continuously improve supplier selection standards, aiming to achieve sustainable development with suppliers. The Company also actively identifies potential social and environmental impact factors in the supply chain, conscientiously fulfilling corporate responsibility.

Supply Chain Management Mechanism

Jinke Services strictly adheres to the *Law of the People's Republic of China on Tenders and Bids* and the *Implementation Regulations of the Bidding and Tendering Law of the People's Republic of China*, and other laws and regulations. We have established a comprehensive supplier management standard that is continuously optimized and improved. In 2024, we optimized and updated the *Regulations for Supplier Management of Jinke Services*, *Regulations for Bidding Management Regulations of Jinke Smart Services* and the *Regulation for Procurement Management Regulation of Jinke Services*, further enhancing comprehensive control from guidelines to execution, and improving management standards and execution strength.

We conduct full lifecycle management for suppliers, establishing standardized management processes and mechanisms for each stage. We actively identify environmental and social risks at each stage of the supply chain and take proactive measures to mitigate or eliminate these risks, ensuring compliance, transparency, and efficient operation of the supply chain.

Entry Threshold

We actively investigate suppliers' risks to avoid risk transfer.

- Conduct a preliminary review of all suppliers' business qualifications and use multiple risk management tools to identify various potential risks. Finally, partners are confirmed and introduced in a standardized manner according to different procurement methods. In 2024, new supplier inspection and registration rules were established.

Maintenance Management

We conduct dynamic management of suppliers, continuously optimize the supplier structure, and improve service quality.

- We have established a comprehensive supplier rating system, conducting annual evaluations of ongoing suppliers. Based on the evaluation results, we implement corresponding reward and punishment mechanisms. We eliminate suppliers who do not meet qualifications, have been deregistered, blacklisted as dishonest entities, exhibit abnormal operations, or have been uncooperative over the years.
- We maintain the increase and decrease of the four major categories of supplier databases on a quarterly basis.

Supplier Evaluation

We implement differentiated management and evaluate the effectiveness of implementation.

- Based on annual assessment data, suppliers are categorized and managed differently. The usage principles for each supplier level are standardized, with a focus on supporting the Company's strategic suppliers to promote collaborative progress and continuously drive the Company's development.
- At the project level, we conduct quarterly performance evaluations to assess suppliers' performance based on actual implementation results and supervise the rectification and implementation. In 2024, a total of four quarterly performance evaluations for environmental and order business were conducted, identifying 64 non-compliant projects. A total of 25 rectification notices or advisory letters were issued, with an actual rectification rate exceeding 90%.



During the Reporting Period, Jinke Services had a total of 619 suppliers, all located in Mainland China. Among them, 172 were ISO9001 certified, 166 were ISO14001 certified, and 165 were ISO45001/OHSAS18001 certified.

Jinke Services 2024 Supplier Quantity Overview

Indicator	Unit	Quantity
Total Number of Suppliers	Companies	619
- Environment	Companies	121
- Order	Companies	73
- Mechanical and Electronical Maintenance	Companies	57
- Others	Companies	368
Number of Suppliers in Mainland China	Companies	619
- Southwest	Companies	346
- East and South China	Companies	70
- Central China	Companies	71
- Others	Companies	132
Number of Overseas and Hong Kong, Macau, Taiwan Suppliers	Companies	0
Number of Suppliers Certified with ISO9001	Companies	172
Number of Suppliers Certified with ISO14001	Companies	166
Number of Suppliers Certified with ISO45001/OHSAS18001	Companies	165



Sustainable Procurement

Sustainable procurement is one of the key strategies for enterprises to achieve long-term development and fulfill social responsibility. Jinke Services also adheres to the trend of sustainable development by consciously incorporating factors such as energy-saving technologies and equipment, labor rights protection, social responsibility fulfillment, and business ethics into supplier selection. This involves making corresponding adjustments to procurement requirements, aiming to enhance supply chain resilience and risk response capabilities.

Green Procurement

Jinke Services actively responds to the national call for energy conservation and emission reduction by promoting the application of energy-saving technologies and equipment, as well as green materials. This year, we have promoted the widespread implementation of elevator energy feedback equipment, strictly assessing equipment performance during the procurement process to ensure the purchase of energy-saving equipment.

In addition, we practice green procurement in various aspects. For example, we strictly require landscaping suppliers to use efficient, low-toxicity, and low-residue agents, and we require cleaning suppliers to adopt environmentally friendly cleaning methods.

Transparent Procurement

To further implement the Company's value of "Integrity and Diligence as Honor, Corruption and Indolence as Shame", and to establish a concept of integrity in procurement and bidding, in 2024, Jinke Services' procurement system held one integrity briefing and two integrity conduct training sessions. These sessions deeply promoted the Company's integrity policies and requirements, communicated the national integrity baseline, continuously strengthened the awareness of procurement and bidding integrity risks, and used examples of integrity in bidding to warn all parties. We also supervised the execution of compliant procurement and bidding practices.

We have included the "Integrity Agreement" as an attachment in the supplier contracts, requiring suppliers to complete the signing when the contract is signed. This year, the signing rate of the supplier "Integrity Agreement" was 100%.

Supplier Communication

Jinke Services regards solid supplier partnerships as an important component of the Company's sustainable development, focusing on strengthening supplier cooperation intentions and consolidating partnerships. We have established an efficient and transparent communication mechanism. Through the "Jinke Services" WeChat official account, we have built an open communication platform for suppliers, opening communication channels between suppliers and the Company, responding promptly to supplier demands, and providing an objective basis for dynamic contract management in the later stages. In addition, to increase awareness of the complaint channels for major business suppliers, the Company has printed the QR code for the supplier complaint channel on contracts and tender documents for public disclosure.



Chapter 3

People-Oriented Promotion of High-Quality Development

- 3.1 Enhancing Employee Welfare
- 3.2 Empowering Employee Growth
- 3.3 Caring for Employee Health and Safety



3.1 Enhancing Employee Welfare

Employees are the cornerstone for long-term development of a company. Jinke Services always regards employees as the most precious wealth. We attach importance to the growth of talents, and adhere to the talent concept of "talents are the primary resource and cadres are the key minorities". We recruit talents widely, build a healthy, inclusive and fair working environment, and create a diversified talent development management system, to improve business capabilities of employees, listen to their true aspirations, and work together with them to promote the high-quality development of the enterprise.

Attracting Talents Widely

Jinke Services implements a three-tier recruitment mechanism alongside a double-track recruitment system to continuously improve recruitment efficiency and select high quality talents for the enterprise.

Under the three-tier recruitment mechanism, the headquarter formulate unified recruitment policies, processes, and standards which ensure the standardization and consistency of recruitment work at all levels including the Company's headquarters, business units, professional companies, and regional offices. With the internal and external recruitment channels, and expansion of database, the double-track recruitment system also ensures talent acquisition is in high accuracy and efficiency.

Campus Recruitment	Jinke Services set up two recruitment brands "Star Student" and "Starlight Trainee" for college graduates. In 2024, Jinke Services rebranded its campus recruitment with the theme "Winning the Future, Meeting at the Summit," which expanded the recruitment scope, adopted multi-channel recruitment, created 27 private domain communities, and held more than 20 community events to attract more outstanding graduates to join. In 2024, Jinke Services recruited a total of 146 fresh graduates.
Network Recruitment	Through "Joint happiness all the way" online promotion, social groups, new media live telecast recruitment and other Internet channels, Jinke Services expands the scope of recruitment, attracts the attention of outstanding talents, enhances the influence of recruitment, and introduces external supplier talent resources to enrich its talent pool. By the end of the Reporting Period, there are over 350,000 resumes accumulated in the Company's online talent pool.
Internal Referral	Internal referral of employees is an important way to obtain high quality talents. According to the policy "All employees are talent scouts", Jinke Services encourages all employees to refer talents to the Company, and offers bonuses to employees who are successful in internal referral. In 2024, the proportion of recruitment through internal referral accounted for 15% of the total recruitment of Jinke Services.

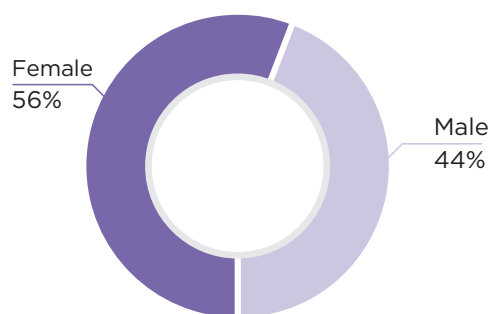
Meanwhile, Jinke Services has created a "One-Stop Delivery Center" to address diverse position requirements, launched the digital HRSSC system, and fully streamlined talent supply chain, achieving integrated recruitment operations and improving the recruitment efficiency.

During the recruitment process, Jinke Services gives full consideration to the background of employees in terms of culture, experience, specialty, quality, etc. to positively promote a diverse employee team. We also strive to recruit candidates with different backgrounds through external channels to enrich the diversity of our employees and continue to expand our talent team.

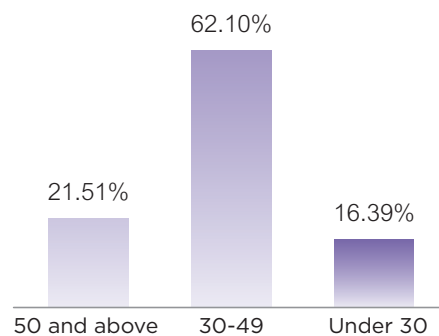


As of the end of 2024, Jinke Services had 11,550 official employees, including 5,074 male employees and 6,476 female employees. The number of female employees accounted more than 50% of the workforce. There are 7,184 management employees and 4,366 general employees, and all of them are in Mainland China.

Gender Structure of Employees



Age Structure of Employees



Employee Rights

Jinke Services strictly adheres to laws and regulations such as the *Labor Law of the People's Republic of China*, *Labor Contract Law of the People's Republic of China*, *Employment Promotion Law of the People's Republic of China*, and *Law of the People's Republic of China on the Protection of Minors*. The Company also formulates and implements internal management policies: *Jinke Services Recruitment Management Measures*, *Jinke Services Employee Rights and Interests Protection Management Policy*, *Jinke Services Employee Relations Management Methods* and other internal management policies to improve the compliance of the employment environment, and comprehensively protect the legitimate rights and interests of employees.

Employment Compliance

Jinke Services strictly adheres to all applicable labor standards, maintaining zero tolerance for child labor and forced labor. We adopt a dual approach of prevention and strict punishment to eliminate such incidents. We have revised the *Jinke Smart Services Recruitment Management Measures*, clearly stipulating the employment age and strictly prohibiting the employment of workers under the age of 18 in any form. We rigorously screen the basic information submitted by candidates to verify their age. Additionally, we have established a direct complaint channel at the headquarters, and any discovery of misuse of child labor or any form of forced labor will be dealt with zero tolerance.

At the same time, Jinke Services strictly implements relevant laws, regulations, and internal management policies to ensure compliance and legality upon employment. We sign labor contracts with all employees and strictly stipulate working hours in the contracts, striving to promote a balance between work and life for employees.

During the Reporting Period, there was no violation of laws and regulations related to child labor or forced labor.

Diversity and Equality

Jinke Services continuously improves internal employee management policies, committed to creating a diverse, equal, and harmonious working environment to support employees' growth and development. We value the legal rights of different groups, firmly oppose workplace discrimination and harassment, treat every employee equally, and pay attention to special employment groups.

Equality and Anti-Discrimination

Jinke Services consistently adheres to the principle of equality in employee recruitment, salary formulation, talent training, and internal promotion, firmly opposing discrimination based on gender, region, religion, age, marital status, disability, and other differences. We strictly comply with the *Jinke Services Recruitment Management Measures* to standardize the entire recruitment process and eliminate any discriminatory behavior. We implement the *Jinke Services Cadre Management Measures* to standardize talent selection and ensure fair and just promotions.

Caring for Special Employment Groups

Jinke Services attaches attention to special employment groups to actively promote employment and contribute to social stability. We proactively recruit a certain proportion of special employment groups to help them adapt their job positions and realize their self-worth.

As of December 31, 2024, Jinke Services had over 6,000 employees having rural household registration, while there was a total of nearly 1,000 veterans, disabled individuals and registered individuals from impoverished households.



Caring for the Growth of Female Employees

Jinke Services pays attention to the growth of female employees. We actively protect the legitimate rights and interests of female employees, strictly adhere to the *Constitution of the People's Republic of China*, the *Law on the Protection of Women's Rights and Interests*, the *Provisions on Labor Protection for Female Employees* and other relevant laws and regulations, fully implement the three-stage protection of female employees. Meanwhile, Jinke Services also advocates that female employees should have the same labor rights and social security rights, and be treated equally with male employees in terms of promotion and training. We value the growth and development of female employees, and set clear requirements for the proportion of female employees in management and the frontline services.

In addition, under the guidance of Chongqing Women's Federation, Jinke Services established the first Women's Federation of a listed company in Chongqing, further striving for more rights and opportunities for tens of thousands of female employees, allowing more women to contribute "She-power" in the workplace and in life. Jinke Services will continue to focus on the growth and development of female employees, uniting women's strength to continuously empower the long-term development of the enterprise and the progress of social equity.

Remunerations and Benefits

Jinke Services is committed to building a fair and attractive compensation system to attract more high-quality talents and improve talent retention. Jinke Services has formulated and implemented the *Jinke Smart Services Remunerations and Benefits Management Measures*, *Jinke Smart Service Performance Evaluation Measures*, and *Jinke Smart Services Employee Relationship Management Measures*, and other relevant policies, to standardize compensation assessment, performance evaluation, and benefits management, respecting employee value.

Salary assessment	Jinke Services assesses and regularly adjusts employee salaries according to factors such as post, level, performance and working years in the Company based on company rules, allowing every personnel to have reasonable and fair remuneration.
Performance Evaluation	Jinke Services continuously improves the employee performance evaluation system, sets corresponding performance management requirements for employees of different business, levels, and positions, reasonably allocates annual performance bonuses and target responsibility incentives, tests the work effectiveness of employees in multiple dimensions, and evaluates employee performance in a comprehensive way.
Employee Reward	To retain and motivate outstanding talents and increase the Company's competitiveness in the recruitment market, Jinke Services uses part of the income obtained from the purchase of the Company's H shares in the secondary market as a reward to the Company's key personnel to encourage employees to take more initiative. Jinke Services also provides timely rewards, special incentives and innovative and rational rewards to employees with outstanding contribution.
Benefits	Jinke Services implements a multi-level welfare system. We put into practice the <i>Labor Law of the People's Republic of China</i> , the <i>Social Insurance Law of the People's Republic of China</i> , <i>Regulations on Paid Leave of Employees</i> , and other relevant policies, pay social insurance for employees, purchase commercial insurance for employees (including interns), and ensure covering for statutory holidays such as annual leave, marriage leave, and maternity leave, enhancing employee well-being.



Employee Care

Jinke Services cares about the lives of employees. We are committed to creating a warm working atmosphere for employees. We organize a variety of festive activities and consistently support employee's growth in their everyday lives, enhancing their sense of belonging and happiness.

Holiday Activities

We organize a series of enriching employee care activities based on seasons and holidays, such as winter and summer greetings and holiday events. We also organize family activity days to extend our care to employees' families.

• Case: Comfort in Hot Summer; Warmth in Winter

Jinke Services has thoroughly implemented the cultural concept of "Love is Everywhere" by organizing the "Happy at JK, Sweet Summer Sweep" summer heat relief activity and the "Hello, Striving" winter warmth program. Through these practical initiatives, the Company demonstrated care for employees who remain dedicated to their posts despite extreme cold or heat, allowing them to experience the Company's summer breeze and winter sunshine, thereby enhancing their sense of well-being.



• Case: "HOLD the Full Moon, ON Golden Autumn" Mid-Autumn Festival Party

On the occasion of the Mid-Autumn Festival in 2024, Jinke Services held a fair event themed "HOLD the Full Moon, ON the Golden Autumn". Through engaging interactive mini-games, employees experienced the charm of traditional Chinese culture, making the care more meaningful.



• Case: “Colorful June 1st, Joyful Journey” Parent-Child Colorful Run

On Children's Day 2024, Jinke Services organized a Family Activity Day with the theme “Colorful June 1st, Joyful Journey”. The colorful run was full of excitement, serving not only as a parent-child sports experience but also as a transmission of family affection and a sharing of joy.



Caring for Female Employees

Jinke Services continuously cares for female employees by building a comprehensive lifecycle care system tailored to their different needs. This includes customized care plans such as childbirth congratulatory bonuses, health check-up benefits, reasonable work arrangement adjustments for employees in their three phases, and providing operational guidelines for care during these phases. Additionally, we regularly conduct outreach activities for frontline female employees, organize exclusive holiday events, and recognize outstanding female employees to enhance their sense of belonging and happiness.

• Case: “Women's Power, Striving for Glory” Outstanding Female Employee Commendation

Women Blooming, Advancing with Determination. On the occasion of International Women's Day 2024, the Jinke Services Party Committee held the “Women's Power, Striving for Glory” Outstanding Female Employee Commendation Conference to recognize and motivate outstanding female employees who are dedicated, courageous, and excel in their work, highlighting the power of women and enhancing the sense of honor and belonging among female employees.



• Case: “Golden Rose, Striving for Glory” JKS Goddess Festival Event

Fearless of time, moving forward beautifully. On March 8, 2024, Jinke Services held the JKS Goddess Festival event, where the goddesses participated in activities such as DIY crafts and label tearing. They showcased unique brilliance amidst flowers and applause, depicting ideals with hard work and dedication, and writing a beautiful chapter of confidence and strength.



Daily Care

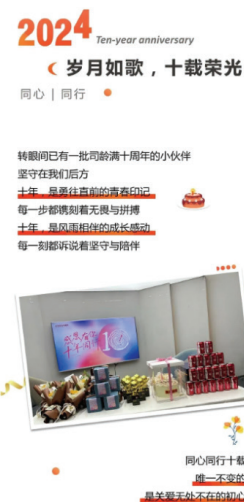
In addition, Jinke Services ensures that employees feel constant care in their daily work and life by organizing activities such as employee birthday parties and sending caring messages.



Employee Birthday Party



Employee Care Post



Smooth Communication

Jinke Services consistently listens to employees' voices, ensuring smooth, effective, and timely communication channels. A complaint mechanism is also established to accept supervision from all employees, collaboratively creating a transparent, healthy, safe, and happy workplace environment.

We have established diverse communication and feedback channels for employees. Employees can consult and provide feedback on human resources-related issues such as compensation and social security through the SHR-Employee Self-Service Platform, ensuring smooth and uninterrupted information flow. Additionally, department heads regularly engage in face-to-face communication with employees to deeply understand their needs, closely monitor their growth, and provide timely and necessary support and assistance.

In addition, we have established a fair and transparent employee complaint mechanism. In the face of any form of unreasonable behavior, employees can file a complaint verbally or in writing to their immediate supervisor and department leader. The Company ensures that employee complaints are taken seriously and that all complaint receive a response and are properly resolved, safeguarding employee rights.

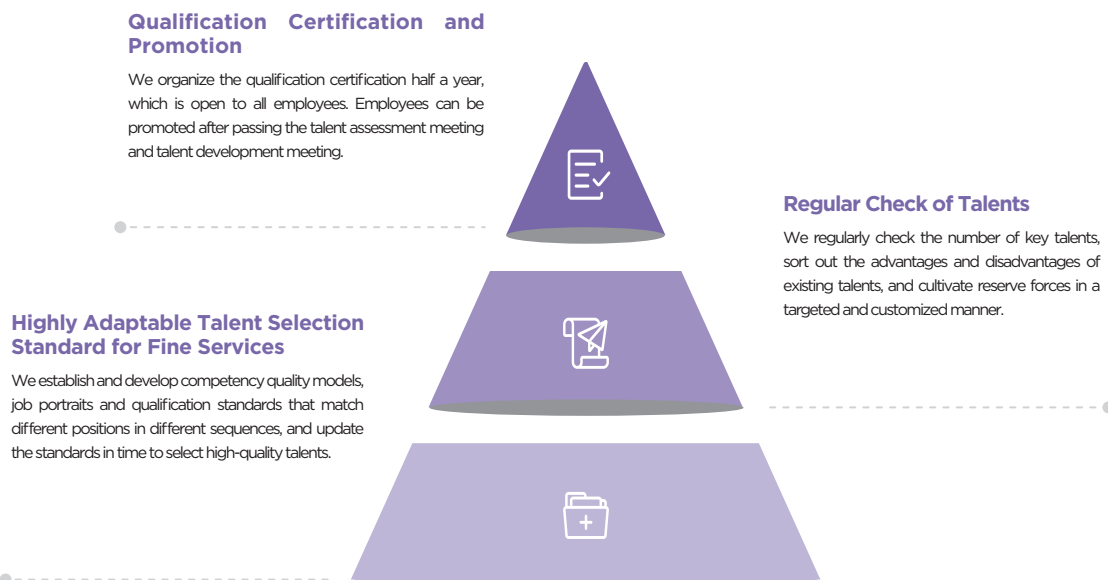


3.2 Empowering Employee Growth

According to different talent growth paths, Jinke Services builds a diversified and targeted talent development management system, develops a multi-level and comprehensive internal talent training system, and formulates training programs that support the rapid and high-quality growth of diverse talents. This enables mutual progress between the Company and talents, laying a solid foundation for sustainable development.

Talent Development

Jinke Services continuously improves the talent development management system, and manages talents in a multi-dimensional and dynamic approach. By setting highly tailored standards for talent selection and development, conducting regular check of talents, and implementing qualification certifications, we carefully identify and nurture right talent while supporting employee development.



In 2024, Jinke Services adheres to the philosophy of “focusing on talent quality and enhancing organizational efficiency”, further iterating and improving the talent development management system to provide strong talent support for the enterprise’s sustainable and healthy development.

Regarding talent standard iteration, Jinke Services has updated talent standards to align with business development. For both management and professional sequences, they have established job profiles, competency models, and qualification standards.

Regarding talent inventory and development, Jinke Services focused on the core management team in 2024, conducting two phases of talent inventory work. We assessed the number of key talents needed by the organization and analyzed the strengths and weaknesses of existing talents and teams. Feedback and development suggestions were provided to each employee, along with one-on-one feedback sessions. High-potential individuals were included in the reserve pool for development, with recommendations to participate in backup class learning resources and certification opportunities. This not only helps employees better understand their self-worth but also provides effective references for organizational talent development.

Regarding qualification certification and promotion, to focus on talent quality and enhance organizational efficiency, Jinke Services revised the “Qualification Management Measures” this year. Employees who meet the corresponding talent standards are encouraged to voluntarily apply to participate. Through precise identification of high-quality reserve talents and after review by the Talent Review Committee and the Talent Development Committee, employees will obtain the qualification certification for the corresponding role.

Additionally, Jinke Services continued to deepen the **talent selection** and **internal circulation mechanism** in 2024. During the year, two special talent selection events were held, attracting 18 outstanding employees to compete, with 10 ultimately standing out and entering the reserve pool, among whom 2 directly received promotion opportunities. At the same time, a total of 179 management personnel were circulated between headquarters functions and regions throughout the year, greatly stimulating individual potential, enhancing team vitality, and improving overall work efficiency.







Talent Training

Jinke Services adheres to systematic, institutional, proactive, diversity, and efficiency principles to comprehensively establish a talent development system. It also researches and formulates specific management methods such as the *Jinke Smart Services Training Management Measures* and the *Jinke Smart Services Lecturer Management Detailed Guideline* to standardize talent training, laying a solid foundation for creating a learning-oriented and growth-oriented company.



Diverse Training System

Jinke Services has developed a comprehensive and targeted training plan to support employees in different positions and with varying experiences to achieve diverse growth together.

Training Direction	Training System	Description
 Reserve Talent Training	"Star" Plan	"Spark Program" - Supervisor Reserve, "Starshine Program" - Manager Reserve, "Nebula Program" - Director Reserve, aimed at cultivating and selecting reserve cadres to develop a professional and leadership-oriented talent team for the Company.
 Young Talent	"Young Guards Talent Program"	Focus on cultivating young talent, aiming to select and nurture young individuals with character, literacy, and ability, providing quality resources and platforms to help employees develop their potential and strengthen the Company's "backbone force".
 New Employees	"Training of New Force"	For new employees, organize training on general workplace knowledge within the Company to help them quickly adapt to their roles and truly integrate into the Jinke Services family.
	"HI-PO" Training Camp "Star" Training Camp	Accelerate onboarding and professional development for new graduates, while fostering cultural alignment and organizational commitment within Jinke Services.
 Workplace General Knowledge	"U+S Lecture Hall"	Aim at all employees, intended to enhance their workplace general knowledge skills.
 Professional Skills	"PAE Grand Classroom" "PAE Training Camp"	Focus on the growth of frontline employees and cultivating professional talents, the Company mainly provides channels for professional enhancement and comprehensive development for frontline employees. By starting from various business lines and combining work needs, tailored professional courses are offered for different positions to comprehensively improve employees' professional skills and accelerate the Company's efficiency improvement.
	"Jinke Golden Key" Certification Program	Focus on frontline service positions in the IFM field, the program refines service details and cultivates high-quality service talents to comprehensively enhance employees' service capabilities. Additionally, the "Jinke Golden Key" Certification Program is applied for separately and has obtained a name patent.
 Lecturer Incubation	"Rainbow Project"	Provide differentiated training, continuously enhancing capabilities based on the teaching level of different lecturers, and recommend outstanding internal teaching works to participate in external competitions, comprehensively improving the capabilities of internal lecturers and building a stable internal lecturer team.

In 2024, Jinke Services introduced three new training programs. Among them, the "Finance and Tax Regulations" empowerment training aims to enhance employees' awareness and capabilities in finance and tax regulations; the "Golden Talent Scout" aims to improve interviewers' professionalism and expertise during interviews, establishing a good employer brand image; the onboarding guidance certification aims to standardize the actions of onboarding guides, enhancing the level of professionalism.



We adopt diverse training methods to ensure that employees can learn conveniently, efficiently, and effectively.

- **Combining Online and Offline Training:** We fully utilize the Talent Training Institute's learning platform for online learning, while integrating offline practical exercises, case studies, and scenario simulations to enhance training effectiveness and ensure the combination of theory and practice.
- **Combining Internal Lecturers and External Experts:** We invite internal diamond-level lecturers to share practical experience, while also inviting external industry experts to conduct special lectures, introducing advanced external concepts and technologies to further broaden employees' horizons.

Additionally, we have established a scientific evaluation and feedback mechanism to continuously optimize training courses and methods based on the evaluation feedback results.

- **Training Effectiveness Evaluation:** After training, we conduct a comprehensive evaluation of employees' training outcomes through various methods such as exams, practical verification, and project defenses to ensure the quality and effectiveness of the training.
- **Employee Feedback Survey:** We regularly conduct employee feedback surveys to gather opinions and suggestions on training content, methods, timing, and effectiveness. This allows us to promptly adjust training plans to meet employees' personalized needs and continuously optimize the training system.



Supporting for Academic Advancement

Building on a meticulously developed and diverse internal training system, Jinke Services also encourages employees to proactively expand their learning channels by participating in external learning activities to continuously improve themselves and enhance their abilities. We provide support for academic advancement to employees, helping them improve their overall quality and achieve mutual growth with the Company.

In 2024, Jinke Services has further optimized and adjusted the academic advancement mechanism:

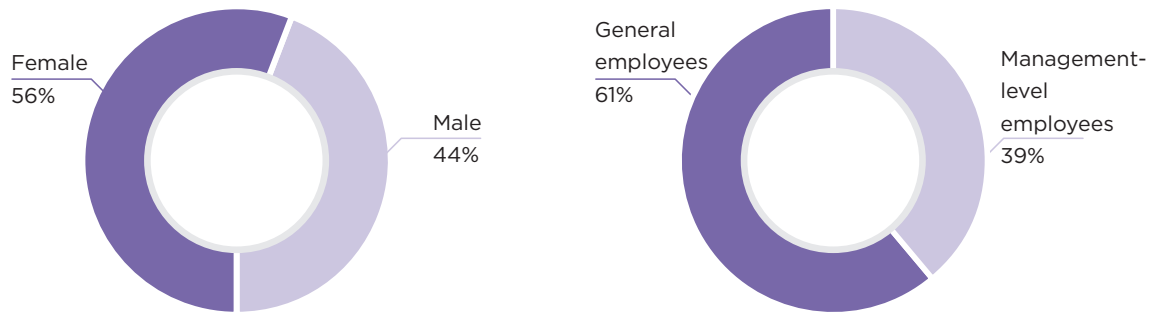
Tuition Assistance: To alleviate the financial burden on employees, Jinke Services provides a certain percentage of tuition assistance to employees who enroll in academic advancement courses and obtain relevant graduation certificates. This encourages employees to actively pursue higher academic levels and self-improvement.

Collaborative Education and Joint Training: To maintain continuous learning among employees, Jinke Services establishes and maintains long-term, close partnerships with educational suppliers. Based on the individual situations of employees, we have established tailored educational pathways such as high school to college, college to bachelor's, and postgraduate programs, providing foundational support for employees' personal development and growth.

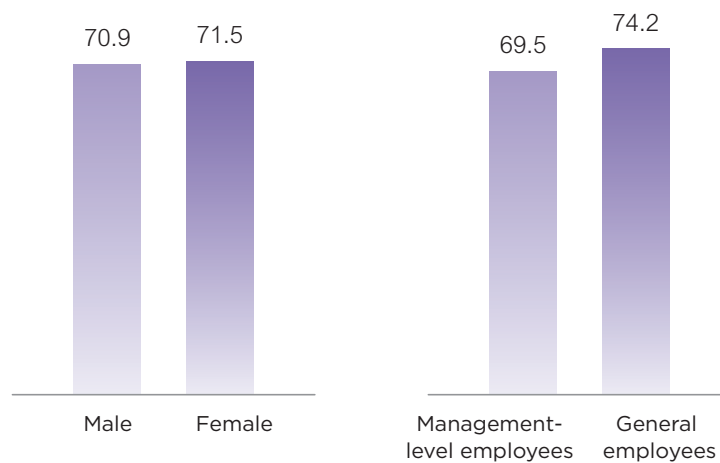


In 2024, all employees of Jinke Services participated in training, accumulating a total of 823,155 training hours, with an average of 71.3 hours per employee.

Percentage of Employees Trained (By Gender and Employee Category)



Average Training Hours
(By Gender and Employee Category, Unit: hours/person)



3.3 Caring for Employee Health and Safety

Jinke Services pays attention to the health and safety of employees. We are committed to providing employees with a comfortable, safe, healthy and friendly working environment. Jinke Services abides by laws and regulations such as *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*. The Company constantly improves the internal system construction with reference to documents such as *Quality Management System*, *Environmental Management System*, and *Occupational Health Safety Management System*, to create a green, harmonious, comfortable, healthy, clean and safe working environment for employees.

Jinke Services emphasizes proactive presentation and integrated management approach to minimize potential risks. In the event of labor-related risks, cross-departmental teams response quickly and efficiently, ensuring safe working environment for employees. Simultaneously, we actively integrate green management concepts to reduce environmental pollution, create a comfortable office environment, and ensure the physical and mental health of employees.

In addition, Jinke Services advocates for deeply integrating a healthy lifestyle into the corporate culture by formulating and implementing the *Jinke Services Employee Health Management Measures*. This allows employees to discover the beauty of life through exercise, balancing work and leisure, and gathering strong momentum for progress. In 2024, Jinke Services organized a series of activities such as health check-ups and hiking for all employees, demonstrating our commitment to employee health through practical actions.

Currently, Jinke Services is certified with the ISO45001 Occupational Health and Safety Management System.



In 2024, Jinke Services recorded 44 work-related injury incidents, with no work-related fatalities occurring, resulting in a total of 336 lost days due to injuries. Jinke Services actively implements safety measures at project sites, enhances practical and safety training, organizes comprehensive safety drills for employees, and conducts safety inspections to minimize the likelihood of similar incidents, prevent recurrence, and ensure employee safety.

Table: Jinke Services Work-related Injury and Fatality Situation 2022-2024

	Unit	2024	2023	2022
Number of Work-related Fatalities	Persons	0	1	0
Work-related Fatality Rate	%	0	0.008 ¹	0

¹ Due to the correction of the calculation method, the data of the work-related fatality rate for 2023 has been adjusted.

Chapter 4

Optimizing Management Mechanism and Prudent Business Operation

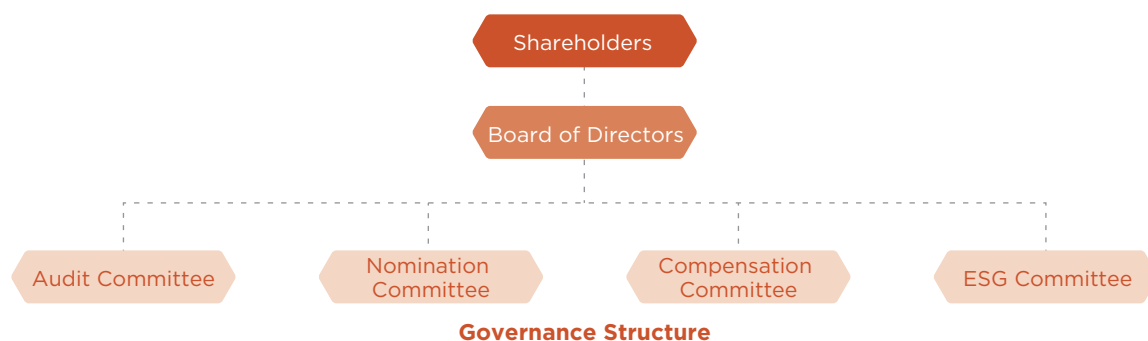
- 4.1 Compliance Operation
- 4.2 Risk Control
- 4.3 Business Ethics
- 4.4 Intellectual Property Protection
- 4.5 Responsible Marketing



Jinke Services adheres to the concept of sustainable development management, constantly optimizes ESG management in practice, and promotes business sustainability through targeted approaches. We always operate in compliance with laws and regulations, constantly improve the corporate governance system, continuously improve the level of governance and increase the management efficiency, and strive to achieve a high level of corporate governance. We also attach importance to the development of anti-corruption culture, advocate honest management, take risk management as the starting point, form a strict, effective and high-quality internal control system, consolidate corporate governance and lay a solid foundation for the Company's long-term development.

4.1 Compliance Operation

Jinke Services is convinced that compliance is the key factor to ensure the normal operation of the Company. We always strictly comply with the requirements of the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Listing Rules*, and other rules and regulations, constantly improve the internal management system, and actively carry out compliance training in order to effectively reduce operational risks. Jinke Services has established a clear corporate governance structure, including the Board of Directors, the Audit Committee, the ESG Committee, the Remuneration Committee and the Nomination Committee. All members of these Committees perform their duties in strict accordance with relevant policies and regulations and form a sound governance structure.



Jinke Services formulates and actively implements a series of compliance management policies, and flexibly adjusts relevant policies according to changes in laws and regulations, strategic direction and business development. We conduct regular compliance training covering all levels from the management to the front-line employees, so as to enhance their awareness of compliance operation. By standardizing contract management and actual operation, we strengthen the compliant development of various business lines and ensure that the operations are carried out within the framework of legal compliance.

Diversity of Board of Directors

The diversification of the Board of Directors is a key for sustainable development of the enterprise. To ensure the balanced and diversified development of board members, Jinke Services comprehensively considers many factors, such as specialty, experience, skills, knowledge, gender, age, cultural and educational level, ethnicity, years of service, etc. when selecting members of the Board of Directors, so as to achieve diversification of the Board of Directors, and improve the corporate governance, ensuring more balanced decision-making by the Board of Directors. During the Reporting Period, the Board of Directors of Jinke Services has 9 members, including 3 female members, accounting for 33.33%.

Compliance Information Disclosure

Jinke Services actively fulfills its information disclosure obligations, adhering to the principles of truthfulness, timeliness, and compliance, and disclose information on major matters such as finance, operation, personnel, and ESG governance to all shareholders, investors, and the public. The Company consistently maintains a commitment to integrity, attaches great importance to investor relations, ensure smooth communication channels between stakeholders and the public, and constantly improves its management of investor relations to protect the legitimate rights and interests of investors.



4.2 Risk Control

Risk control is the key to achieve stable operations and creating long-term value. Jinke Services continuously strengthens its internal risk control system, formulating relevant policies such as the *Jinke Services Risk Management System*, *Jinke Services Internal Audit Charter*, *Jinke Smart Services Accountability Management Measures*, and *Jinke Smart Services Audit Rectification Management Measures*, to define risk management objectives, risk identification, risk assessment, risk management, and monitoring. the Company has established a risk management committee to comprehensively standardize risk management, and improve the Company's risk avoidance ability, promoting high-quality and stable growth.

Risk Management System

Jinke Services has built a multi-level risk management framework, implementing a "Three Lines of Defense" management model. Under the supervision and guidance of the Board of Directors, the Company gradually enhances its risk management capabilities. Jinke Services enforces risk management from top to bottom, continuously strengthening the management's ability to identify and monitor risks, and promptly adjusts the risk management system to implement risk management practices from headquarters to various business levels.

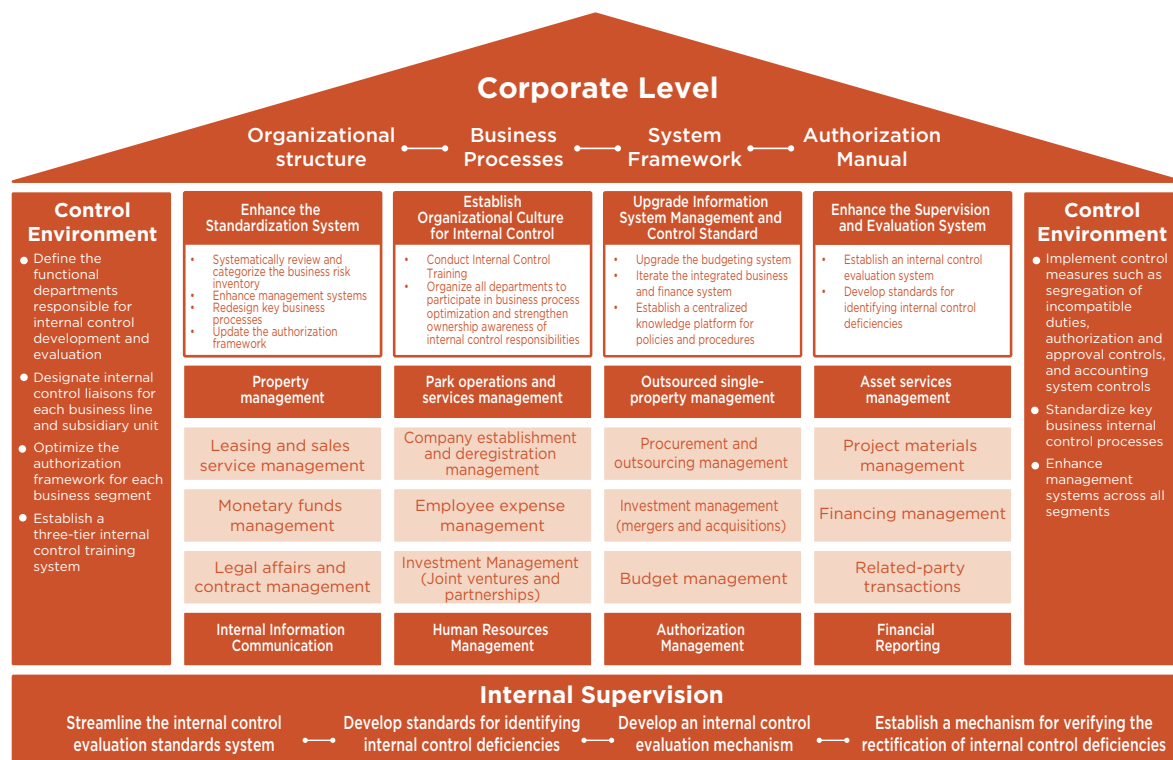
"Three Lines of Defense" Risk Management Model

Level	Management Department	Management Responsibilities
First Line of Defense	Frontline Business Segments and Subordinate Departments	Responsible for Risk Management Related to Each Business: Risk Identification: Proactively identify risk within the scope of responsibilities during daily operations. Control Execution: Implement internal control measures to ensure business process compliance. Risk Reporting: Timely report risk events or potential vulnerabilities.
Second Line of Defense	Professional Departments such as the President's Office, Operations Center, Financial and Capital Center, Legal Affairs Department	Guide and supervise the risk management work of the first line of defense: Guide business departments to implement risk control measures and conduct compliance reviews to ensure that business operations comply with laws, regulations, and internal systems; link undesirable behavior with performance evaluations, and conduct special scoring assessments for senior management, regional offices, and companies on safety management and violations.
Third line of defense	Internal Control and Audit Department	Establish the company's risk management system and framework, and conduct independent audits and evaluations of the work carried out by the first and second lines of defense, including: <ul style="list-style-type: none"> • Responsible for promoting a robust internal audit system; • Establish a coordination mechanism to assess the effectiveness of the first two lines of defense and verify whether risk control measures are adequately implemented; • Conduct special investigations into major risk management loopholes and propose corrective actions; • Monitor improvement progress and ensure each unit completes the implementation of corrective measures.



Internal Control Management

In 2024, Jinke Services focused on risk management and compliance management, continuously optimized and improved the Company's internal control system, policy management, process management, authorization management, and evaluation mechanism. As such, the Company has gradually set up a stringent, standardized, comprehensive, and effective internal control system.



Establish a comprehensive internal control system:

Enhance management systems by thoroughly reviewing internal control, risk, and compliance management-related systems, and promptly transforming external statutory requirements into the Company's internal rules and regulations.

Strengthen Company's control by clarifying the internal control responsibilities of each level and improving the enterprise's internal control system and mechanism.

Develop a robust supervision and evaluation system, coordinate and advance the supervision and evaluation of internal control, risk and compliance management, and establish standards for identifying internal control deficiencies, risk assessment standards, and compliance evaluation standards that integrate qualitative and quantitative approaches.

Strengthen the Execution of Internal Control System:

Enhance daily management in key areas, focus on critical business, regularly review and analyze the execution of related internal control systems, identify any deficiencies in policies or process flaws, and make timely improvements.

Strengthen authorization management and balances of authority, strictly regulate the responsibilities and authorities of key positions and personnel according to the internal control system requirements, such as segregation of incompatible duties and authorization approval control.

Strengthen Information Management Control:

Enhance the informatization level of the internal control system by strengthening the construction of internal control informatization. The Company aims to integrate and apply group control information systems in areas such as investment and project management, finance and assets, material procurement, comprehensive risk management, and human resources. Gradually connect and integrate the internal control system with business information systems, embedding internal control measures into various business information systems to automatically identify and terminate actions beyond authority.

Enhance supervision and evaluation:

Strengthen the Company's supervision and evaluation. The internal control and audit department formulates an annual internal control evaluation plan, focusing on main businesses, critical links, and key positions, so that it can evaluate the Company's internal control system effectively;

Fully utilize the evaluation results, and put more efforts to supervise and rectify, guide the evaluated parties to clearly define the responsible department, individuals, and completion deadline. Check and evaluate the effectiveness of the rectification and establish a sound assessment mechanism linked to the supervision and evaluation results of the internal control system.

Control Measures

Jinke Services established a comprehensive risk management mechanism covering the front-end, mid-end and back-end processes. The Company implemented a risk list classification management system and graded management approach for internal control deficiencies, forming a closed loop from problem identification to problem solving, with regular tracking to ensure continuous risk management.

Audit

Jinke Services is committed to enhancing internal control compliance management and service business development. Through comprehensive audits and special audits, the Company conducts compliance reviews to prevent the occurrence of risks. In 2024, Jinke Services organized and implemented 4 comprehensive audit projects and 3 special audit projects, revealed 12 significant internal control defects, promoting the improvement of 6 company rules and regulations, and formed a risk list of 1 item, recovered financial loss of RMB5,598,000, avoided economic losses of RMB891,000, and held 10 people accountable for violations of rules and disciplines.

Comprehensive Audit	We comprehensively evaluate the operation quality and efficiency and management compliance of regional companies, and provide constructive suggestions for the business development of regional companies.
Special Audit	We focus on key business areas and prevent key risks.

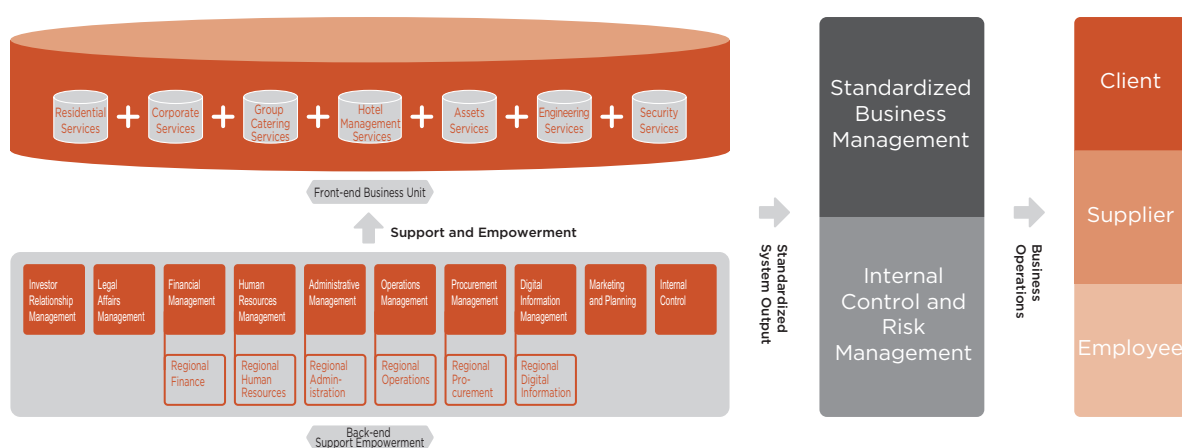
In response to audit findings, Jinke Services actively implements corrective measures to further reduce business risks and enhance control effectiveness.



Standardized Construction

Through standardized construction and the promotion of information technology development, Jinke Services improves management efficiency and enhances management compliance, reducing the probability of risk occurrence. We continuously deepen standardization efforts by issuing management systems such as the *Jinke Services Regulations Management System* and the *Jinke Smart Services Group Decision-Making Process Management System* to standardize business processes and authorization standards across various sectors.

In 2024, Jinke Services established a top-down, horizontally coordinated standardized management mechanism. Guided by the Company's headquarters, all business units within the Company are unified in formulating and promoting management systems, with grassroots business units executing and following up to ensure the orderly implementation of management actions.



4.3 Business Ethics

Jinke Services consistently adheres to the core principles of legal compliance and integrity, upholding ethical standards of fairness, trust, and openness. The Company maintains zero tolerance for corrupt behavior, promotes the concept of integrity to all employees, and independently and impartially handles any violations and reports, fostering a culture of integrity and diligence within the Company.

Management System

Jinke Services strictly complies with laws and regulations such as the *Criminal Law of the People's Republic of China*, *Anti-Money Laundering Law of the People's Republic of China*, *Anti-Unfair Competition Law of the People's Republic of China*, the *Law of the People's Republic of China on Tenders and Bids*, *Interim Provisions on the Prohibition and Commercial Bribery by the State Administration for Market Regulation*, and the *Prevention of Bribery Ordinance of Hong Kong Special Administrative Region*. The Company has formulated the *Jinke Smart Services Integrity Management System* and the *Jinke Smart Services Employee Conduct Supervision and Management Measure*, and other management measures, which clearly define the core of integrity building efforts, eliminate any form of embezzlement, abuse of power for personal gain, or actions that harm the Company's interests, regulate employee conduct, and uphold the principle of integrity. In 2024, Jinke Services newly formulated the *Jinke Smart Services Group Leadership Cadre Dual Responsibility Management Measures*, strengthening the primary responsibility of leadership cadres in the establishment of integrity and work style, aiming to prevent and control corruption from the source.

Integrity Culture

Jinke Services continuously deepens the development of integrity, strengthens the integrity awareness of all employees by advocating honesty, integrity, and self-discipline, adherence to ethical boundaries, implements integrity education, and jointly creates an atmosphere of integrity in the workplace.

During the onboarding stage for new employees, Jinke Services signs an *Employment Commitment Letter* with employees, which includes clauses related to integrity in employment. In daily business operations, we address internal integrity and corruption risks from both audit risk control and disciplinary inspection and supervision, organizing regular audits and special inspections, and taking serious action upon discovery to eliminate any corrupt behavior. In 2024, Jinke Services investigated 93 cases of corruption internally, with 9 cases involving embezzlement being filed for investigation by public security authorities (3 have been sentenced, 6 have been under investigation); 37 employees were terminated according to company policy for accepting kickbacks or misappropriating business funds. Jinke Services adheres to the principle of opposing corruption and investigating any corrupt acts, continuously increasing investment in corruption investigation funds, demonstrating a firm determination to eliminate corruption and establish a fair and honest image.

At the same time, Jinke Services actively conducts integrity education, strengthens employees' awareness of integrity, and deepens the Company's integrity initiatives. We provide integrity training for all employees, especially focusing on new employees, with pre-job integrity training conducted quarterly to instill a sense of integrity and self-discipline. In 2024, Jinke Services conducted a total of 26 integrity lectures, with a total training duration of 65 hours, involving more than 30,000 participants, achieving a coverage rate of 98%, with a 100% coverage rate among directors.

2024 Jinke Services Integrity Training



Additionally, we issue pre-holiday warnings to all employees before major holidays and announce channels for collecting integrity-related information, ensuring comprehensive supervision.



Conduct Integrity Training

Whistleblowing Mechanism

Jinke Services encourages employees to participate in building the Company's integrity culture, committed to establishing a fair, transparent, and healthy workplace environment, and has specifically set up a dedicated whistleblowing mechanism to provide employees with diverse reporting channels.

According to Jinke Services' integrity development system, it is clearly stated that employees can directly report to the Company's Supervisory Board and the internal control and audit department with their real names, or they can report anonymously via phone, SMS, WeChat, and the internet. We publish reporting methods and channels through corporate WeChat pop-ups and the official website, and place integrity reporting signs at bidding events, external meetings, and other occasions to ensure diverse and smooth reporting channels.

Jinke Services implements a whistleblower protection mechanism, explicitly stipulating relevant regulations within the system, strictly maintaining the confidentiality of whistleblower information, and imposing severe penalties for any leaks.

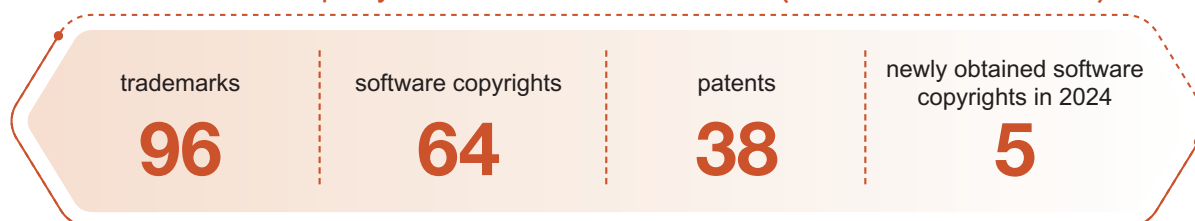


4.4 Intellectual Property Protection

Jinke Services pays attention to the protection of intellectual property and always adheres to the *Trademark Law of the People's Republic of China*, the *Patent Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, the *Civil Code of People's Republic of China*, and other rules and regulations, and carries out the acquisition, maintenance, application and protection of intellectual property rights in accordance with laws. Jinke Services has formulated the *Measures for Intellectual Property Rights Management*, which clearly stipulate the standards for intellectual property-related work. The Company integrates intellectual property protection into its daily operations, establishing normalized management processes. While safeguarding its own intellectual property, Jinke Services respects the intellectual property of others by carefully screening third-party intellectual property to eliminate infringement risks.

Jinke Services recognizes innovation as a core factor to promote sustainable development of an enterprise. It encourages employees to carry out innovative research and development. In 2024, Jinke Services focused on the independent controllability of IoT technology and completed the independent and controllable R&D upgrades of the cloud parking, cloud energy consumption, cloud monitoring, and elevator IoT systems.

Intellectual Property Portfolio of Jinke Services (As of the End of 2024)



4.5 Responsible Marketing

Jinke Services also attaches importance to responsible marketing and brand management to ensure the sustainable development of brands. We continuously improve the *Jinke Services Brand Management System*, focusing on areas such as communication management, public opinion management, community activity management, honor and intangible assets management. Through enhanced standardized brand management and adherence to relevant systems such as *Jinke Services Accountability System*, *Jinke Services Public Opinion Management System* and *Jinke Services Intangible Assets Management System*, we work to protect and enhance our brand.

Besides, Jinke Services has established a three-tier brand usage and management system consisting of “Group Headquarters – Branch/Subsidiary – Project Frontline”. Through unified management, the establishment of a company brand visual identity system (VI), standardized materials, spokesperson management, etc., we have achieved standardized management, formed an online brand database and implemented a strict review mechanism to ensure the consistency and authenticity of the brand communication, creating a responsible and high-quality brand image.



Chapter 5

Green Development and Low-Carbon Operations

- 5.1 Green Property Management and Operation
- 5.2 Green Office
- 5.3 Addressing Climate Change



5.1 Green Property Management and Operation

Jinke Services closely follows China's national green development strategy, embeds sustainable development principles into its corporate operations, and prioritizes building a high-quality, sustainable, and modernized property management system. By implementing efficient energy and resource management, proper waste disposal, and natural resource conservation measures, Jinke Services actively practices green operational principles. Currently, Jinke Services has obtained ISO 14001 Environmental Management System certification.



Energy Management

Jinke Services actively complies with and rigorously implements China's Dual Carbon goals, and recognize that the continuous refinement of energy management regulations will drive multiple positive transformations for businesses. We are driving progress toward sustainable operations and have proactively adopted energy-saving measures to upgrade projects within our portfolio, optimizing energy efficiency and continuously enhancing energy consumption management.

The main energy consumption items in the operation of Jinke Services are public facilities, such as lighting, elevators, and HVAC systems. In daily operations, Jinke Services strictly adheres to relevant laws and regulations, such as the *Law of the People's Republic of China on the Conservation of Energy Resources* and the *Environmental Protection Law of the People's Republic of China*, while establishing energy-saving standards and protocols tailored to the Company's current status and strategic direction, which ensure efficient energy management across all projects.

For residential projects, Jinke Services has formulated the *Jinke Services Management Measures for Residential Energy Consumption*, and developed management plans for the energy consumption of existing residential projects and projects to be taken over. These plans cover the measurement definition, management process specifications and responsibility assignment for energy resources such as water, gas, electricity and heat, aiming to effectively manage and reduce the energy consumption of residential projects. For corporate projects, Jinke Services has issued the *Corporate Services Energy Management Operation Manual*, which sets management requirements and detailed rules for equipment energy use, energy efficiency retrofits, and electricity billing. The manual provides actionable guidance to ensure the implementation of sustainable practices in daily operations.

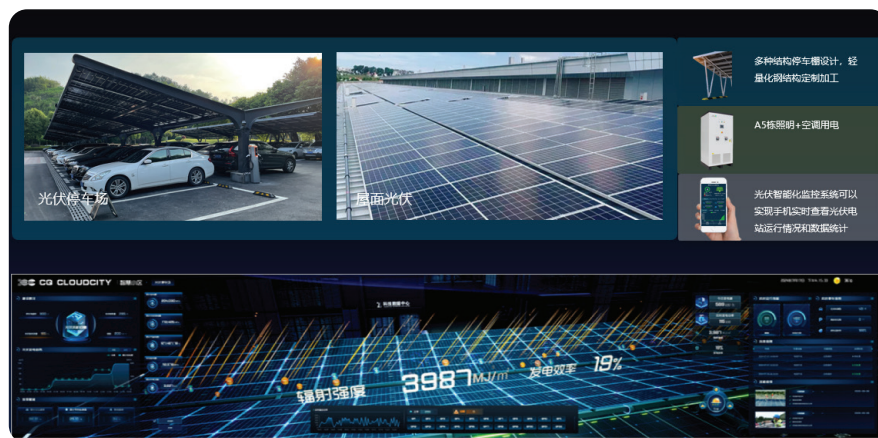
Under the guidance of management systems, Jinke Services has implemented multiple energy consumption management strategies across its managed projects to advance energy conservation and emission reduction at the operational level. For residential services, the Company continued to upgrade and refine managed projects in 2024 to reduce energy consumption. For corporate services, Jinke Services has established a dedicated energy management team to pilot standardized energy-saving management. Meanwhile, this year, Jinke Services organized energy data for managed corporate projects, established an energy management ledger. By analyzing energy usage patterns, we identified inefficiencies and waste, and implemented corresponding corrective measures to improve energy utilization efficiency. The closure rate for project issue rectifications exceeded 90% this year.

Jinke Services is actively exploring and implementing efficient energy-saving technologies in projects and operations to enhance building energy efficiency and promote the implementation of low-carbon measures.

Elevator Energy Feedback Devices: In 2024, Jinke Services conducted a pilot experiment on elevator energy feedback devices. Through rigorous simulation operations combined with detailed comparative metering data analysis, we verified the energy-saving effects and feasibility of implementing this measure. Based on these findings, we have implemented large-scale installation of elevator energy feedback devices this year, achieving measurable energy savings.

Smart Energy-Saving Solution: In 2024, Jinke Services actively promoted the development and application of various smart energy-saving solutions, such as elevator energy-saving retrofits, integrated smart HVAC controls, and smart basement drainage systems. We also implemented smart meter upgrades and centralized platform management in over 170 community projects. Among these, the elevator energy-saving retrofit, after a six-month pilot program, relied on dynamic data collection from energy consumption monitoring platform and operational data analysis. This formed a data-driven basis for the subsequent phased and classified advancement of smart energy-saving renovations for all projects managed by the Company.

Renewable Energy: Jinke Services has installed photovoltaic panels on the rooftop of the headquarters' smart parking lot, creating integrated PV carports with charging stations. This system not only supports electric vehicle charging but also feeds surplus electricity back into the grid, maximizing renewable energy utilization.



Parking Lot with Photovoltaic

• Case: Energy-saving Retrofit

In 2024, Jinke Services implemented several energy-saving retrofit measures in the public areas of managed residential projects. We upgraded the garage and corridor LED lighting fixtures to sensor-based LED lights, which can control the lights' on and off based on the presence of people, reducing unnecessary electricity consumption and achieving an annual electricity saving of 1,950,000 kWh. The control system of HVAC was optimized to achieve automatic energy-saving control through operating time and temperature controllers, resulting in an annual electricity saving of 1,520,000 kWh. The transformers were upgraded to parallel operation to reduce operational losses, achieving an annual electricity saving of 960,000 kWh.



LED with Lighting Sensor in Public Area

Water Management

Jinke Services primarily sources water from the municipal supply, with consumption allocated to landscape irrigation, property maintenance, facility services, and office operations. During the Reporting Period, the Company experienced no water shortages in its operations.

Jinke Services continuously implements energy-saving measures, conducting water-saving renovations and management for managed projects based on actual conditions.

Rectified pipeline water leakage and seepage, resulting in annual water savings of

175,000
tonnes

Retrofitted landscape irrigation systems from traditional manual watering to automated sprinkler systems, achieving annual water savings of

87,000
tonnes

Upgraded restroom faucets by replacing conventional fixtures with sensor-activated water-saving models, realizing annual water conservation of

5,000
tonnes



Emission Management

Jinke Services adheres to the *Law of the People's Republic of China on Prevention and Control of Atmosphere Pollution* and the *Law of the People's Republic of China on the Prevention and Control of Water Pollution*, and other laws and regulations. We have formulated and implemented internal policy guidelines to control the management of greenhouse gases, waste gas, wastewater, noise and other emissions and reduce the negative impact of daily operations on the environment.

Emission Type	Management Measures
Greenhouse Gas Emissions	Jinke Services is committed to reducing the emissions of greenhouse gas. We mainly focus on the energy consumption of public areas and office areas of property projects. To this end, the Company continues to promote energy-saving upgrades for equipment, and uses environmentally friendly refrigerants with low global warming potential to reduce the emissions of greenhouse gas.
Waste Gas Management	In order to improve the indoor air quality in the operating places, Jinke Services installed air purifiers in the decoration places to exhaust hazardous emissions.
Wastewater Management	Jinke Services adopts rain and sewage diversion system to manage and supervise the discharge of wastewater.
Noise Management	Jinke Services manages noise emission actively. For instances, we set a reasonable renovation time period, encourage the use of environmentally friendly materials and processes, and monitor the noise level through on-site patrols, and listen to the opinions and requirements of the homeowners on noise control.

Waste Management

In operation and production, Jinke Services resolutely adheres to the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, conscientiously implements the guiding principles of *Opinions of the CPC and State Council on Implementation of Comprehensively Strengthening Ecological and Environmental Protection and Resolutely Fighting against Pollution Prevention and Control*, the *Notice of General Office of the State Council on Forwarding the Implementation Plan of Household Waste Sorting System of the National Development and Reform Commission and Ministry of Housing and Urban-Rural Development*, and follows the *Notice on Comprehensively Carrying out Household Waste Sorting in Cities at and Above the Prefecture Level* issued by the Ministry of Housing and Urban-Rural Development and other departments.

Waste generated in daily operations mainly include household waste, food waste, landscaping waste, recyclables, and hazardous waste. The Company has implemented strict and orderly waste management measures to reduce the impact of waste on the environment.



Household waste

Sorted waste recycling bins are provided in the Company to ensure the reasonable classification of household wastes. The Company assists the government to promote waste sorting in the project community and carry out waste sorting in pilot projects. In 2024, Jinke Services released the *Third Category Waste Removal Management Measures for Eastern Region Company*, which detailed granular control over the removal of waste furniture and other large waste items generated in daily operation.



Food Waste

We actively conduct standardized management and implemented internal safety regulations such as *Detailed Rules for Food Safety Management*, *Detailed Rules for Chemical Compliance Management* and *Food Safety and Hygiene Manual*, to handle the kitchen waste properly. The food waste, waste grease and other wastes in the kitchen were kept separately and clearly labeled for easy identification. We strictly review the qualifications of waste removal service providers, establish a disposal ledger, and record the waste removal process.



Hazardous Waste

We implement specialized recycling and disposal of hazardous waste through qualified vendors.



Environmental and Natural Resource Protection

Jinke Services has developed and implemented internal management systems such as the *Jinke Property Greening Maintenance Manual* to enhance greening efforts and promote environmental and natural resource protection. Through diversified measures such as preventing soil pollution, implementing biological control, protecting tree resources and strengthening greening construction, we actively contribute to the protection of natural resources such as the environment and the maintenance of a virtuous circle of biodiversity and ecological environment.



Scientific Maintenance

Develop maintenance plans tailored to different locations and seasons to enhance the community's climate ecology and oxygen levels, and improve plant retention rates and reduce vegetation damage through scientific maintenance.



Self-cultivated Flower and Nursery Base

Enhance cost-free green plant ground cover and continuously improve the integrity and diversity of the park's vegetation by establishing our own nursery base. Currently, the Company's self-cultivated nursery base covers approximately 15,000 square meters.



Standardization of Disinfection Work

Regulate the use of chemicals such as pesticides, herbicides, fertilizers, and agricultural chemicals, strictly adhere to national standards, prioritize the use of environmentally friendly chemicals, and avoid pollution to soil and groundwater environments.



Soil Maintenance

For soil conservation, carry out reasonable deep digging and drilling to adjust the nutrients and moisture in the soil to prevent scarcity of some nutrients or moisture imbalance; increase the application of organic fertilizer, plant green manure and apply chemical fertilizers reasonably to recover and enhance the soil fertility and improve the poor soil; improve the acid soil, alkaline soil and saline soil by means of chemical additives and irrigation.

Additionally, Jinke Services issued special environmental notices in spring, summer, autumn and winter, effectively improving the greening quality in the parks and creating a green and fresh living environment for customers. In addition, the Company actively organized environmental protection activities such as caring for green plants, sorting garbage, and protecting the environment, so as to convey the awareness and culture of green environmental protection to the homeowners, employees and other stakeholders, and jointly build a green ecological home.



5.2 Green Office

Jinke Services adheres to the concept of green office, implementing sustainable development practices in our day-to-day management. We have developed and implemented a series of internal management systems for energy conservation and control, with clear regulations on the conservation of energy and other resources, striving to reduce energy and natural resources consumption and promoting a green and sustainable business operating model. We optimize internal resource management by issuing the *Notice on Strengthening the Code of Conduct of Office Employees*, combined with the *85 Measures for Office Energy Saving and Consumption Reduction* and *5S Office Standard*, to control and reduce the energy consumption in work from details and enhance employees' awareness of energy saving.

In our daily office scenarios, we actively implement various green office measures, deeply integrating green actions into our daily operations.

Green Office Actions

Aspect	Green Office Measures
Energy Conservation	<ul style="list-style-type: none"> Primarily use natural light for office work, and turn on lights according to weather conditions as needed Set guidelines for air conditioning temperature settings Restrict the use of high-power electrical appliances
Water Conservation	<ul style="list-style-type: none"> Use long-lasting water-saving purifiers Enhance the maintenance of daily water-use equipment to avoid waste
Office Supplies	<ul style="list-style-type: none"> Advocate for paperless office Plan office supplies demand reasonably Conserve meeting supplies
Employee Canteens	<ul style="list-style-type: none"> Reduce takeaway boxes, encourage bringing your own lunch box Conduct regular inspections of suppliers



5.3 Addressing Climate Change

Governance

Facing global climate change risks, Jinke Services fully recognizes the impacts of climate change on business operations. In accordance with China's *National Climate Change Adaptation Strategy 2035*, the Company integrates climate governance into its ESG management framework, continuously improves its climate risk management system. We have established a climate change response mechanism led by the Board of Directors, supervised by the ESG Committee, executed by the ESG Working Group and supported by relevant departments to proactively address climate change.

Strategy

Jinke Services follows the disclosure methods and recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) framework to outline the management direction for addressing climate change, identify risks through the annual reporting process, and assess the time horizons of their potential impacts.

We identify climate change issues that may significantly impact the Company from four dimensions including legal and policy, technology, reputation, and physical risks, and develop short, medium, and long-term strategies to address climate change issues in different periods.

The short-term strategy prioritizes identifying the risks and opportunities that climate change may bring. It aims to discover potential opportunities that can bring long-term benefits to the enterprise while avoiding or dealing with the hidden dangers caused by extreme weather.

For the mid-term strategy, it aims to further improve the performance evaluation of energy control and environmental protection, realize the quantification of data, and analyze and choose a relatively better energy saving improvement strategy in combination with financial indicators.

For the long-term strategy, it aims to implement the policy of sustainable development. Jinke Services will actively explore the development path suitable for the Company's characteristics with the support of the mid-term strategy. As a high-quality third-party integrated service provider, Jinke Services will put the sustainable development strategy into practice in specialized service sectors.

Risk Category		Risk Description	Time Dimension	Response Measures
Physical Risk	Acute Risk	Power and water outages caused by natural disasters or extreme weather events such as typhoons, floods, and droughts, leading to disruptions in daily operations.	Short-term	Assess the impact of extreme weather on business operations and develop emergency plans for such events. Improve employees' disaster response capabilities through training and provide evacuation drills for employees and property owners.
	Chronic Risks	Changes in regional climate due to rising average temperatures and sea levels, etc., leading to increased risk of asset and business damage in coastal areas.	Mid-term to long-term	Conduct proactive risk identification and assessment of chronic climate risks, incorporating these into considerations for office site selection.



Risk Category		Risk Description	Time Dimension	Response Measures
Transition Risk	Policy and Regulatory Risk	Under the Dual Carbon goal, national and local environmental policies and laws are changing and tightening. As a major carbon emitter, the construction industry will face stricter environmental regulations. The cost of green and low-carbon transformation for enterprises will increase.	Mid-term to long-term	Strengthen energy management, implement energy-saving and carbon-reduction measures, use clean energy, practice energy conservation and emission reduction, improve energy use efficiency, and reduce carbon emissions.
		The increasing requirements from regulatory agencies for climate-related information disclosure have led to higher compliance costs for data monitoring and management.	Mid-term to long-term	Set carbon reduction targets and pathways, and enhance employees' professional knowledge in green low-carbon technology and management through training. Continuously monitor national regulations and policy developments related to climate change. Enhance communication and interaction with regulatory departments and agencies to promptly understand and strictly adhere to changes in relevant regulatory laws and regulations, ensuring product and service compliance.
	Technical Risk	The technology is transitioning and innovating towards green, low-carbon, and efficient directions. Property management companies may face the challenge of applying new green and low-carbon technologies and products in projects, necessitating project modifications.	Mid-term	Timely understanding of the government's incentive policies for green transition products. Timely understanding of customer demands for green transition products and services. Continuously integrate the concept of energy conservation and emission reduction into service and facility upgrade planning, and conduct feasibility analysis for implementation.
	Reputation Risk	Increase public attention to green and low-carbon transition.	Long-term	Focus on sustainable development and climate change-related disclosure requirements, and optimize the enterprise's social responsibility communication channels externally while ensuring compliance.
		Poor performance and negative news regarding environmental protection and climate change may impact the corporate's reputation.	Long-term	Develop a green and sustainable brand by engaging customers and property owners in green and environmental protection activities. Actively engage in climate risk identification and proactively disclose measures and achievements in response to climate change.



Objective

To enhance environmental management efficiency, Jinke Services has established four management objectives on emission reduction of greenhouse gases and waste, energy and water conservation.

Category	Objectives
Greenhouse Gas Emissions	Actively respond to the national goals of carbon peaking and carbon neutrality and implement green operations to reduce the overall emissions.
Waste Emissions	Minimize waste discharge and have 100% of hazardous waste treated harmlessly by qualified suppliers.
Energy Conservation	Optimize the energy efficiency of the project under management and the office.
Water Conservation	Minimize water usage during business operations.

Jinke Services strictly complies with national laws and regulations, and issues a series of management measures on energy saving, resource management, etc., so as to effectively reduce carbon emissions and practice the concept of green operation. During practical operation, the Company implements refined management, strengthens the energy-saving awareness of all employees, makes company members realize the potential risks that may be brought by climate change, and actively takes actions to provide customers with green and safe services.

Additionally, the Company has developed a set of prevention plans and emergency response measures to respond to extreme weather in an orderly manner. We file losses on record in accordance with the Company's *Public Emergency Handling Operation Guidelines*, to minimize the negative impact brought upon by climate change. For example, to deal with prolonged high temperatures, Jinke Services immediately activated the emergency response plan and arranged staff to conduct a thorough inspection of flammable materials in the managed communities, inspect various facilities and equipment, promptly eliminate potential safety hazards, and routinely conduct fire drills to ensure the safety of the park during hot seasons.



Appendix

Key Performance Table

Environment Performance Indicators

Environment Aspect	Unit	2024	2023
Air Emission			
Sulfur Oxides (SO _x)	Kg	0.47	0.38
Nitrogen Oxides (NO _x)	Kg	137	199
Particulate Matter (PM)	Kg	13	19
GHG Emission			
Direct GHG emission (Scope 1) ²	tCO ₂ e	4,195	3,965
Indirect GHG emission (Scope 2) ³	tCO ₂ e	264,088	274,202
Total GHG emission (Scope 1 & 2)	tCO ₂ e	268,283	278,166
GHG emission intensity	tCO ₂ e/million m ²	1,294	1,039
Waste			
Hazardous Waste			
Waste printer toner cartridges	Kg	459	605
Waste printer ink cartridges	Kg	97	72
Waste lamps	Kg	1,460	1,368
Waste batteries	Kg	144	170
Waste electronic products ⁴	Kg	311	905
Total hazardous waste	Kg	2,471	3,121
Hazardous waste intensity	Kg/million m ²	12	12
Non-Hazardous Waste			
Landscaping waste ⁵	Tonne	158,794	30,953
Food waste	Tonne	1,993	669
- From employee canteen	Tonne	450	669
- From group catering ⁶	Tonne	1,543	Added in 2024
Household waste ⁷	Tonne	22	21
Total non-hazardous waste	Tonne	160,808	31,643
Non-hazardous waste intensity	Tonne/million m ²	775	118

² Direct GHG emissions (Scope 1) of the Company originate from GHG emissions generated by direct energy consumption, including gasoline usage by company-owned vehicles, natural gas consumption for employee canteens, and office heating. The primary reason for the increase in direct GHG emissions in 2024 is the rise in natural gas consumption. For detailed explanations, please refer to Notes 10 and 11. The emission factors for gasoline and natural gas are referenced from the Guidelines for Greenhouse Gas Emission Accounting and Reporting for Enterprises-Power Generation Facilities (2022 Revised Edition) issued by the Ministry of Ecology and Environment of the People's Republic of China.

³ Indirect GHG emissions (Scope 2) of the Company are generated from purchased electricity and heat. The electricity emission factor is sourced from the Announcement on the Release of 2022 CO₂ Emission Factors for Electricity jointly issued by the Ministry of Ecology and Environment and the National Bureau of Statistics. The purchased heat emission factor is referenced from the Accounting Methods and Reporting Guidelines for Greenhouse Gas Emissions by Industrial and Other Enterprises (Trial).

⁴ The primary reason for the reduction in waste electronic products in 2024 was that the Company implemented light asset management and simultaneously adopted an equipment usage model based on leasing rather than purchasing.

⁵ The increase in landscaping waste in 2024 was mainly due to the increase in company self-managed landscaping projects (i.e., the increase in self-managed green areas), and the increase in frequency of landscaping services.

⁶ To more comprehensively reflect the Company's waste generation situation, the statistical scope of food waste was expanded in 2024 to include food waste generated from managed group catering projects.

⁷ To more comprehensively reflect the Company's waste generation situation, the scope of waste collection was expanded in 2024 to include household waste generated from office activities. Additionally, retrospective data collection has been conducted for the 2023 data.



Environment Aspect	Unit	2024	2023
Waste Recycling			
Recycled computer equipment	Unit	42	21
Paper Consumption			
Paper consumption	Kg	85,207	69,525
Paper consumption density	Kg/million m ²	7	5
Energy Consumption			
Purchased electricity	Million KWh	492	510 ⁸
Purchased heat	GJ	736 ⁹	4,870
Gasoline consumption	Tonne	23	19
Natural gas consumption ¹⁰	Nm ³	1,905,882	1,805,546
- For employee canteens ¹¹	Nm ³	131,098	54,368
- For office heating	Nm ³	36,807	22,955
- From projects	Nm ³	1,737,977	1,728,223
Comprehensive energy consumption	Million KWh	509	528
Comprehensive energy consumption density	MWh/million m ²	2,456	1,972
Water Resource Consumption			
Total water consumption	10,000 Tonne	911 ¹²	521
Water consumption density	Tonne/million m ²	43,919	19,457

⁸ In 2024, the statistical scope for purchased electricity was adjusted by excluding the non-self-used electricity. To ensure data consistency, the 2023 data was retrospectively revised accordingly.

⁹ The decrease in purchased heating amount in 2024 was primarily due to the reduction of office spaces and employee dormitories using municipal heating in northern regions.

¹⁰ To more comprehensively reflect the Company's energy usage, the scope of natural gas data collection was expanded in 2024. In addition to the natural gas consumed in employee canteens, we expanded the natural gas data collection by including the natural gas consumption for office heating and from projects where the Company has operational management authority over energy usage. To ensure data consistency, historical data for 2023 were retroactively collected.

¹¹ The main reason for the increase in canteen natural gas consumption in 2024 is that the operation of some employee canteens changed from an outsourced model to self-operation by the Company, resulting in an increase in natural gas usage under company management.

¹² The increase in water consumption in 2024 was mainly due to the prolonged high-temperature weather, which led to a significant rise in irrigation and landscaping water use.



Social Performance Indicators

Social Aspect	Unit	2024	2023
Employee Number			
Total Number of Employees	Person	11,550	12,955
Total Number of Employees (By Gender)			
Male	Person	5,074	5,707
Female	Person	6,476	7,248
For Female Employees (By Job Level)			
Management-level female employees	Person	319	/
General female employees	Person	6,157	/
Total Number of Employees (By Age)			
Aged under 30	Person	1,893	2,959
Aged 30-49	Person	7,173	7,110
Aged 50 and above	Person	2,484	2,886
Total Number of Employees (By Region)	Person		
Mainland China	Person	11,550	12,955
Total Number of Employees (By Job Level)			
Management-level employees	Person	7,184	7,672
General employees	Person	4,366	5,283
Employee Turnover Rate¹³			
Overall employee turnover rate	%	50.4%	54.8%
Employee Turnover Rate (By Gender)			
Male	%	47.5%	55.4%
Female	%	52.6%	54.4%
Employee Turnover Rate (By Age)			
Aged under 30	%	66.8%	73.6%
Aged 30-49	%	38.0%	42.4%
Aged 50 and above	%	68.6%	70.6%
Employee Turnover Rate (By Region)			
Mainland China	%	50.4%	54.8%
Training and Development			
Percentage of Trained Employees (By Gender)			
Male	%	43.7%	44.0%
Female	%	56.3%	56.0%
Percentage of Trained Employees (By Job Level)			
Management-level employees	%	60.6%	59.0%
General employees	%	39.4%	41.0%
Employee Training Hours			
Average training hours per employee	Hour	71.3	32.3
Average Training Hours (By Gender)	Hour		
Male	Hour	70.9	32.3
Female	Hour	71.5	32.3
Average Training Hours (By Job Level)	Hour		
Management-level employees	Hour	69.5	32.3
General employees	Hour	74.2	32.3
Occupational Health and Safety			
Number of work-related fatalities ¹⁴	Person	0	1
Work-related fatality rate	%	0.000%	0.008%
Number of work-related Injuries	Time	44	42
Lost days due to workplace injuries	Day	336	164

¹³ Employee turnover rate = (Number of separated employees of a certain category during the Reporting Period)/(Number of employees of this certain category at the end of the Reporting Period + Number of separated employees of this certain category during the Reporting Period) × 100%

¹⁴ In 2022, 2023, and 2024, the number of work-related fatalities was 0, 1, and 0 respectively, with corresponding work-related fatality rates of 0%, 0.008%, and 0%.



Content Index of the ESG Reporting Guide

Scope	Topic	Performance Indicator	Corresponding Section
Environment	A1 Emissions	General disclosure: On emissions of gases and greenhouse gases, effluent to water and land, generation of hazardous and non - hazardous wastes, etc. (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer.	Green Development and Low-Carbon Operations
		A1.1: Types of emissions and related emission data.	Green Development and Low-Carbon Operations Environment Performance Indicators
		A1.2: Direct (scope 1) and indirect energy (scope 2) GHG emissions and (in tonnes) and (where applicable) density (e.g. per unit of production or per facility).	Environment Performance Indicators
		A1.3: Total amount (in tonnes) and (where applicable) density of hazardous waste generated (e.g. per unit of production or per facility).	Environment Performance Indicators
		A1.4: Total amount (in tonnes) and (where applicable) density of non - hazardous waste generated (e.g. per unit of production or per facility).	Environment Performance Indicators
		A1.5: Description of emission targets established and the steps taken.	Green Development and Low-Carbon Operations
		A1.6: Description of methods for the treatment of hazardous and non - hazardous waste, and the waste reduction targets set and the steps taken.	Green Development and Low-Carbon Operations Environment Performance Indicators
	A2 Use of resources	General disclosure: Policies on effective using of resources (including energy, water and other raw materials).	Green Development and Low-Carbon Operations
		A2.1: Total consumption of direct and/or indirect energy (e.g. electricity, gas or oil) (type in 1,000 KWH) and density (e.g. per unit of production or per facility).	Environment Performance Indicators
		A2.2: Total water consumption and density (e.g. per unit of production or per facility).	Environment Performance Indicators
		A2.3: Description of energy efficiency targets set and the steps taken to achieve the targets.	Green Development and Low-Carbon Operations
		A2.4: Description of problems with access to applicable water sources, the water efficiency targets set and the steps taken to achieve the targets.	Green Development and Low-Carbon Operations
		A2.5: The total amount (in tonnes) of packaging material used in the finished product and (where applicable) the proportion of per unit of production.	Not Applicable
	A3 Environment and natural resources	General disclosure: Policies on reduction of the issuer's significant impact on the environment and natural resources.	Green Development and Low-Carbon Operations
		A3.1: Description of significant impacts of business activities on the environment and natural resources and actions taken to manage such impacts.	Green Development and Low-Carbon Operations
	A4 Climate change	General disclosure: Policies to identify and address significant climate - related issues that have and may have an impact on issuers.	Green Development and Low-Carbon Operations
		A4.1: Description of significant climate - related issues that have and may have an impact on the issuer and actions taken to manage such an impact.	Green Development and Low-Carbon Operations
Society	B1 Employment	General disclosure: On pay and dismissal, recruitment and promotion, working hours, leave, equal opportunity, diversity, anti - discrimination and other treatment and benefits: (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on listed companies.	People-Oriented Promotion of High-Quality Development
		B1.1: Total number of employees by sex, type of employment (e.g. full-time or part-time), age group and region.	People-Oriented Promotion of High-Quality Development Social Performance Indicators
		B1.2: Turnover rate of employees by sex, age group and region.	People-Oriented Promotion of High-Quality Development Social Performance Indicators
	B2 Health and safety	General disclosure: On emissions of gases and greenhouse gases, effluent to water and land, generation of hazardous and non - hazardous wastes, etc. (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer.	People-Oriented Promotion of High-Quality Development
		B2.1: The number and rate of work - related deaths in each of the past three years (including the reporting year).	People-Oriented Promotion of High-Quality Development Social Performance Indicators
		B2.2: The number of working days lost due to work - related injury.	People-Oriented Promotion of High-Quality Development Social Performance Indicators
		B2.3: Description of occupational health and safety measures adopted as well as relevant implementation and monitoring methods.	People-Oriented Promotion of High-Quality Development



Scope	Topic	Performance Indicator	Corresponding Section
Society	B3 Development and training	General disclosure: Policies on enhancing employees' knowledge and skills in performing their job duties. Description of training activities.	People-Oriented Promotion of High-Quality Development
		B3.1: The percentage of trained employees by sex and types of employees (e.g. senior management, middle management).	People-Oriented Promotion of High-Quality Development Social Performance Indicators
		B3.2: The average hours of training completed per employee by sex and type of employee.	People-Oriented Promotion of High-Quality Development Social Performance Indicators
	B4 Labor standards	General disclosure: On prevention of child labor and forced labor: (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer.	People-Oriented Promotion of High-Quality Development
		B4.1: Description of measures to review recruitment practices to avoid child labor and forced labor.	People-Oriented Promotion of High-Quality Development
		B4.2: Description of steps taken to eliminate the violation when it is discovered.	People-Oriented Promotion of High-Quality Development
	B5 Supply chain management	General disclosure: Policies on environmental and social risks of supply chain	Quality First and Building a Better Life Together
		B5.1: Number of suppliers by region.	Quality First and Building a Better Life Together
		B5.2: Description of practices relating to the employment of suppliers, the number of suppliers to whom the practices are performed, as well as relevant implementation and monitoring methods.	Quality First and Building a Better Life Together
		B5.3: Description of practices for identifying environmental and social risks at each link of the supply chain, as well as relevant implementation and monitoring methods.	Quality First and Building a Better Life Together
		B5.4: Description of practices for promoting more environmentally friendly products and services in the selection of suppliers, as well as relevant implementation and monitoring methods.	Quality First and Building a Better Life Together
	B6 Product responsibility	General disclosure: On health and safety, advertising, label and privacy matters and remedies for the products and services provided (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer.	Quality First and Building a Better Life Together
		B6.1: The percentage of product that must be recalled for safety and health reasons in the total products sold or shipped.	Not Applicable
		B6.2: The number of complaints received about products and services and ways to deal with them.	Quality First and Building a Better Life Together
		B6.3: Descriptions of practices related to the maintenance and protection of intellectual property rights.	Quality First and Building a Better Life Together
		B6.4: Description of quality verification process and product recovery procedures.	Not Applicable
		B6.5: Description of consumer data protection and privacy policies, as well as relevant implementation and monitoring methods.	Quality First and Building a Better Life Together
	B7 Anti - corruption	General disclosure: On prevention of bribery, extortion, fraud and money laundering; (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer.	Optimizing Management Mechanism and Prudent Business
		B7.1: The number and litigation outcome of corruption proceedings initiated and concluded against the issuer or its employees during the report period.	Optimizing Management Mechanism and Prudent Business
		B7.2: Description of prevention measures and complaint procedures, as well as relevant implementation and monitoring methods.	Optimizing Management Mechanism and Prudent Business
		B7.3: Description of anti - corruption training provided for directors and employees.	Optimizing Management Mechanism and Prudent Business
	B8 Community investment	General disclosure: Policies on community engagement to understand the needs of the community in which it operates and to ensure that its business activities take community interests into account.	Fulfilling Social Responsibility and Demonstrating Corporate Commitment
		B8.1: Areas of contribution with focus (e.g. education, environmental issues, labor needs, health, culture, sports).	Fulfilling Social Responsibility and Demonstrating Corporate Commitment
		B8.2: Resources (such as money or time) used in the area of focus.	Fulfilling Social Responsibility and Demonstrating Corporate Commitment



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