

(Incorporated in Hong Kong with limited liability) Stock Code : 6626



# **CONTENTS**

SUSTAINABLE DEVELOPMENT MANAGEMENT	14
Sustainable Development Strategies and Goals	14
ESG Governance	17
Stakeholder Communication	18
ESG Materiality Assessment	20
ESG Performance Appraisal	25
	20

APPENDICES	132
Appendix I - 2024 Annual ESG KPIs	132
Appendix II - List of ESG Policies	138
Appendix III - Indexes for the ESG Indicators and Content	142
Appendix IV - Indexes for Reference Indicators of ESG Special Report of Listed Companies	
Controlled by Central Enterprises	150
Appendix V - Feedback Form	159

BUSINESS INTEGRITY
Building Robust Governance Building a Prosperous Eco-System
PEOPLE-ORIENTED
Building a Harmonious Workplace

26	LOW-CARBON AND SMART MANAGEMENT	70
29	Building a Sustainable Future	73
44	Building a Smart Life	101
48	PROSPERITY WITH THE COMMUNITY	104
51	Building a Better Life	107
	Creating Value for the Community	126

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About This Report Company Profile Chairman's Message Sustainable Development Performance Honours and Recognitions Statement from the Board

# **ABOUT THIS REPORT**

This report is the fourth independent Environmental, Social and Governance ("ESG") Report ("ESG Report" or "this Report") released by Yuexiu Services Group Limited (the "Company"). This Report sets out the philosophy, management practices, indicators and targets of the Company and its subsidiaries (collectively, "Yuexiu Services" or the "Group") in relation to ESG issues in 2024 (the "Year").

### **Preparation Basis**

This Company has prepared this Report pursuant to the following:

- The Environmental, Social and Governance Reporting Code (the "ESG Reporting Code") as set out in Appendix C2 to the Rules ("Listing Rules") Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the "Stock Exchange")
- The Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) issued by the Global Sustainability Standards Board ("GSSB")
- Disclosure indicators based on the ESG Special Report of Listed Companies Controlled by Central Enterprises issued ٠ by the State-owned Assets Supervision and Administration Commission ("SASAC")

### **Reporting Principles**

Principle	Response
Materiality	The Group engaged a third-party professional agency to identify material ESG issues, by reviewing relevant business and industry characteristics and using their expert evaluation. Such review was then submitted to the board of directors of the Company (the "Board") for review and confirmation. Such review and confirmation by the Board was the basis of this ESG Report's finalisation and subsequent actions to improve the Group's relevant ESG issues.
Quantitative	The Group has established and continuously improved its data collection tool and data access and review mechanism, through the coordination of its ESG committee and ESG working group. Where applicable, a comparison of this year and previous year's data is disclosed in this Report, to enable stakeholders to understand the Group's ESG-related progress.
Balance	This Report discloses the Group's ESG performance without bias. It discusses both the Group's achievements and issues that require improvement.
Consistency	To the extent reasonably possible, the quantitative information in this Report is calculated and disclosed in a manner consistent with the ESG Reports published in previous years, to facilitate stakeholders' analysis and assessment of the Group's performance over time. Where there have been material changes to the scope of data collection, data updates or measurement methods, the Group has provided corresponding explanations for stakeholders' reference.

### Scope of this Report

This Report is an annual ESG report for the period from 1 January 2024 to 31 December 2024 (the "Year"), with certain contents relating to an extended period where appropriate. This Report should be read together with the Group's 2024 annual report.

Unless otherwise specified in this Report, the policy documents, statements, operating and social data referenced in this Report covers the scope of the Group's operation.

### Data Sources

All data disclosed in this Report have been procured from public data, internal statistical statements, third-party surveys, administrative documents and reports and other relevant documents. The monetary amounts in this Report are denominated in RMB.

### **Approval of this Report**

This Report was reviewed and approved by the Board on 20 March 2025.

### Access to this Report

The electronic copy of this Report can be accessed from the Stock Exchange's website (https://www.hkexnews.hk) or the Company's website (https://www.yuexiuservices.com)

This Report has been prepared in traditional Chinese and English versions for readers' reference. In case of any discrepancy between the Chinese and English versions, the Chinese version shall prevail.

### **Response to this Report**

The Group's continuous improvement of its ESG performance is assisted by your feedback. For any questions or feedback in relation to the Group's ESG-related activities or this Report, please complete the Feedback Form (set out at Appendix V of this Report) or email the Group at ir@yuexiuproperty.com.

## **ABOUT THIS REPORT**

3

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About This Report | Company Profile | Chairman's Message | Sustainable Development Performance | Honours and Recognitions | Statement from the Board

# **COMPANY PROFILE**

Yuexiu Services was established in 1992 and was listed on the main board of the Hong Kong Stock Exchange in 2021. It is a leader in integrated property management and comprehensive provider of urban services in the Greater Bay Area. As one of the first companies in China to obtain the Class I national gualification for property management, Yuexiu Services currently serves as the standing director unit of the China Property Management Institute, the vice president unit of the Guangdong Property Management Industry Institute, and the president unit of the Guangzhou Property Management Association. It was ranked TOP12 amongst the Top 100 Property Management Companies in China in 2024 by the China Index Academy.

Yuexiu Services has been focusing on its mission of "Where Good Service Starts (用心•成就美好生活)". It has leveraged new technologies to create an innovative "Yue+" service model, by applying its extensive experiences in the entire value chain of the residential property management, specialised operation of commercial properties and integrated property management of transit-oriented developments ("TOD"). Focusing on the four major business sectors of residential buildings, office buildings and industrial parks, mass transportation, and public premises, Yuexiu Services continues to meet the diverse needs of its customers and end users in an all-round and multi-dimensional manner by enhancing their customer experience, while also continuing to improve business value and expand the scale of the Group's relevant businesses, thereby ensuring both sustainable development and community prosperity.

As of 31 December 2024, the Group had extended its geographical market coverage to 48 cities within China (including Hong Kong), with the Greater Bay Area as its core market and strong presences in eastern, central, western and northern China. It currently provides property management services for more than 437 projects, with approximately 69.31 million square meters of gross floor area (GFA) under management. It manages various properties, including residential properties, TOD properties, office buildings, shopping malls, wholesale markets, exhibition centres, government affairs centers, industrial parks and other urban facilities. With multiple platforms such as car park management, equipment maintenance, various operation, and catering, the Group provides its customers with full cycle of services from property management, asset management and operations management, and continues to build its reputation as a high-end provider of a wide range of property management and operational services, helping customers build a better urban life.





Yuexiu Services Group Limited

# CHAIRMAN'S MESSAGE

About This Report Company Profile Chairman's Message Sustainable Development Performance Honours and Recognitions Statement from the Board

### **CHAIRMAN'S MESSAGE**

During the Year, Yuexiu Services continues to focus on its brand mission of "Where Good Service Starts (用心 ● 成就美 好生活)", and implemented the management philosophy in relation to ESG issues by fully integrating such issues into corporate development, aiming to achieve improvements in both sustainable development and social value. Based on its ESG strategy with the theme of "Shared responsibilities and Yuexiu-ValueCo" and centered around four strategic pillars of "Business integrity, People-oriented, Low-carbon and smart management, and Prosperity with the community", the Group effectively fulfilled its social responsibilities, actively responded to stakeholders' requests and expectations, and remained committed to high-quality development.

The Group has achieved excellent ESG performance. During the Year, the Group again received an MSCI ESG rating of A - the highest rating awarded to property management companies in China currently. As of 2 September 2024, the Group's S&P Global CSA score was among the top 4% in the world. Additionally and during the Year, the Group received the "Award of Excellence in ESG" at "The Hong Kong Corporate Governance and ESG Excellence Awards", co-organised by the Chamber of Hong Kong Listed Companies and the Centre for Corporate Governance and Financial Policy at Hong Kong Baptist University, and also received the "ESG Report of the Year", the "Best in Reporting" and the "Best in ESG" in the "BDO ESG Awards" in the same period.

### Upholding integrity and pursuing sound operation

The Group has set up a comprehensive and efficient ESG governance structure, led by the Board and supported by the ESG committee, the leadership group and the working group through collaboration. The Group reports ESG-related practices to the Board twice a year, to discuss ESG supervision and industry trends, the integration of ESG strategy and the overall business, and reviews the progress of ESG-related goals.

The Group always regards integrity as its core value and foundation, sticks to compliant operations, continues to improve its internal control system and strengthens legal and compliant management to monitor all aspects of its operation. Meanwhile, the Group focuses on fostering a culture of integrity and cultivating the awareness of integrity among its employees to build a transparent and fair operating environment. During the Year, the Group organised 24 training sessions on integrity, with anti-corruption training covering 100% of Directors and employees.

The Board is also responsible for assessing and determining the nature and extent of risks to which the Group is willing to expose itself in meeting its strategic objectives and ensuring that the Group establishes and maintains appropriate and effective risk management and internal control system. In the face of a complicated and volatile market environment, the Group has effectively addressed various challenges by optimising its internal control system and strengthening risk management. By enhancing its operational efficiency and combining special audit and risk assessment, the Group has identified and resolved key problems in a timely manner, thus consolidating the foundation for its steady development. During the Year, the Group conducted 13 special audits with 100% rectification rate.

### People-oriented and empowering growth

Upholding its people-oriented development philosophy, the Group remains committed to establishing a stable and efficient organisational structure. The Group optimised the management hierarchy to improve its organisational operation mode, while at the same time continuously upgrading its talent and training system to create a workforce with high quality and stability. During the Year, the turnover rate of the Group's employees decreased by 8.53 percentage points to 19.76%.

In addition, the Group has built diverse development paths for its employees, providing them with space to develop. During the Year, the average training hours of the Group's employees amounted to 41 hours, with a total of 180,436 participants. The Group encourages its employees to advance their skillset while on the job. During the Year, our staff obtained 614 new certificates. Multi-dimensional talent cultivation and incentive mechanisms effectively enhanced employees' expertise, stability and satisfaction, generating strong impetus for the Group's high-quality development.

The Group attaches great importance to the protection of employees' rights and interests, by continuously optimising the remuneration and benefit system and improving its internal occupational health and safety management system, in an effort to ensure that every employee can work in a harmonious and healthy working environment without concerns. During the Year, the Group relocated its headquarters to comprehensively improve employees' workplace experience and its new headquarters office obtained the WELL Platinum certification through scientific layout and optimisation of health facilities. During the Year, safety training covered 100% of all employees (including part-time and contractors), and coverage of work-related injury insurance reached 100%.

### Low-carbon vision and innovation-driven

In active response to the national strategic call of "carbon peak and carbon neutrality", the Group has taken concrete actions to practice its green development mission. The Group established a smart energy management system to improve the efficiency of equipment operation and reduced energy consumption; vigorously promoted the application of renewable energy, and clean energy such as solar and wind power; and in terms of water resources management, the Group promoted a pilot smart irrigation system to improve utilisation rate of water. The Group also handled wastes properly. During the Year, hazardous waste and non-hazardous waste emission intensity (in terms of revenue) reduced by 32% and 60% year on year, respectively.

Moreover, the Group actively pursued smart community development to provide more convenient and efficient service to its customers. The Group managed to enhance community safety, convenience and management efficiency by various measures, such as intelligent patrol, smart access, smart parking space and intelligent elevator management.

### Join hands with the community to create harmony

The Group considers community an important factor for high-quality services, and therefore adheres to a customeroriented approach to continuously refine and manage service quality. During the Year, the Group launched special actions for basic service quality improvement, completed 316 community renovation projects and carried out 104 actions for commercial property service quality improvement, thereby enhancing customers' happiness and sense of belonging, with the satisfaction rating with residential and commercial property services reaching 91.0 and 97.6, respectively. The Group also places immense importance on customer health and safety. With outstanding professional capabilities and fast response, during the Year, 23 fire incidents were efficiently handled, with an average extinguishing time of 5 minutes to consolidate safety protection.

## **CHAIRMAN'S MESSAGE**

>

100%

3.500

100%

100%

100%

0

0

689

100%

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About This Report | Company Profile | Chairman's Message | Sustainable Development Performance | Honours and Recognitions | Statement from the Board

### **CHAIRMAN'S MESSAGE**

Under the "Yue Neighborhood (越友鄰)" community cultural system, the Group organised more than 2,200 community cultural activities and more than 1,100 public convenience activities across the country, with a total of 120,000 property owners participating in, thereby creating a harmonious and friendly atmosphere.

In 2025, the final year of the 14th Five-Year Plan, the Group aims to become a leading and trustworthy smart service provider. With ESG as the core driving force and focusing on Four Strategic Pillars, the Group continuously strengthened internal control management, optimised its risk mechanism and enhanced its risk resistance. In collaboration with its stakeholders, the Group aims to pursue steady progress on the path of high-quality development, and contribute to the long-term prosperity of the industry and the overall social well-being.

Mr. Zhu Huisong

Chairman of the Board

## **Ratings and Performance** Α MSCI ESG rating **BUSINESS INTEGRITY Building Robust Governance** participating rate of Directors and all employees for integrity publicity and business ethics training conducted 32 training sessions on compliance and legal knowledge, with 3,500 participants conducted 13 special audits with 100% rectification rate O violation against the Code of Conduct, including but not limited to money laundering, insider trading, corruption

training coverage of employee information security courses

rate of employees signing the Customer Information

the number of removed unqualified suppliers

signing rate of Integrity Agreement by suppliers

no information security accident or intellectual property

#### LOW-CARBON AND SMART MANAGEMENT

litigation, etc.

Confidentiality Undertakings

infringement case

**Building a Prosperous Eco-System** 

Building a Sustainable Future				
First	JSTAINADLE FUTURE Guangzhou IFC has become the first commercial building honoured with the "Star Green Building Label with Current National Standards" in Guangdong Province			
First	Yuexiu iPARK Industrial Park has obtained the first "Double Zero" Certification for Zero Carbon and Zero Energy Consumption in South China			
15,405 thousand square feet	WELL Certification (including WELL Building Standard and WELL Health-Safety Rating)			
1.57 MWh	completion of the replacement with dual-luminance LED lamps in 20 parking garages on residential projects, expected to save 1,570,000 kWh of electricity per year			
<b>50,000</b>	purchased 50,000 kWh of green electricity per year			
60%	non-hazardous waste emission intensity (by revenue) decreased year-on-year			
32%	hazardous waste emission intensity (by revenue) decreased year-on-year			
Building a Smart Life				
67	realized smart access in 67 projects			
3	facial recognition application takes only 3			

gate verification takes only 20 seconds

8

# SUSTAINABLE DEVELOPMENT PERFORMANCE



9

About This Report | Company Profile | Chairman's Message | Sustainable Development Performance | Honours and Recognitions | Statement from the Board

# **HONOURS AND RECOGNITIONS**



lonours	Awarded by	
OP 12 among the 2024 Top 100 Property Management Companies in China (2024中國物業服務百強企業TOP12)		
OP 6 among China's Exceptional Property Management Companies in terms of ESG Development for 2024 (2024中國物業服務ESG發展優秀企業TOP6)		
024 China's Leading High-end Property Service Company		
(2024中國高端物業服務領先企業) 024 China's Leading Property Management Companies in terms of Characteristic Servic	Service	
- Community Operation Services (2024中國特色物業服務領先企業-社區運營服務)	eristic Service China Index Academy	
024 Exceptional Commercial Property Management Company (2024商業物業管理優秀企業)		
024 Guangzhou TOP 1 Property Management Company in terms of		
Comprehensive Strength (2024廣州市物業服務企業綜合實力TOP1) 024 China's Leading Property Management Companies in terms of Service Quality	ality	
(2024中國物業服務質量領先企業) eading Property Management Company in Guangdong-Hong Kong-Macao Greater		
Bay Area for 2024 (2024粵港澳大灣區物業服務市場地位領先企業)		

Best in ESG

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## **HONOURS AND RECOGNITIONS**

生企业 保公司 でかれる でののであったのであったのであったのであったのであったのであったのであったのであ	2024广东物业行业综合实力企业 广州越秀物业发展有限公司	
	Awarded by	
perty Management Industry 诚信標杆企業)		
Il Employment for 2024	Guangdong Property Management Industry Association	
ay Area (2024大灣區物業服務品牌企業)		
ong Property Management Industry		
Hong Kong-Macao Greater Bay		
企業)	CRIC Property Management, China	
in Terms of Service Capability	Property Management Research Institution (中物研協)	
	The Chamber of Hong Kong Listed	
	Companies and the Centre for	
	Corporate Governance and Financial Policy, Hong Kong Baptist University	
	BD0 Limited	

About This Report | Company Profile | Chairman's Message | Sustainable Development Performance | Honours and Recognitions | Statement from the Board

# **STATEMENT FROM THE BOARD**

The Board of the Group prioritises sustainable development management. Pursuant to the Stock Exchange's ESG Reporting Code, the Group has established and constantly improved a multi-tier ESG management system to continuously emphasise the Board's supervision and involvement in ESG-related matters, with the aim of promoting the Group's sustainable development.

### **ESG Governance Structure**

The Board is the highest authority responsible for decision-making regarding the Group's sustainable development management. It assumes full responsibility for the Group's ESG matters. In 2022, the Group established an ESG Committee under the Board, consisting of one non-executive Director, one executive Director, and three independent non-executive Directors. This ESG Committee oversees the Group's vision, goals, strategies, and management structure and policies concerning ESG issues. This includes supervising and controlling matters related to climate change, reviewing and evaluating ESG-related risks and opportunities, and deliberating and reviewing ESG-related goals and performance.

Under the ESG Committee, the Group formed an ESG leadership group led by the Chief Executive Officer (CEO) and comprising key business leaders. This group is responsible for supervising and implementing ESG-related practices. Additionally, the Group established an ESG working group, which includes heads from functional departments at the headquarters and regional company leaders. This working group is tasked with implementing and improving ESG mechanisms, concepts, and measures. Recognising the impact of climate change, the Group also set up a climate change execution team under the ESG working group. This team coordinates the overall implementation of strategies, tactics, and goals related to climate change. Their responsibilities include assessing specific climate-related physical and transition risks and opportunities, developing specific measures, monitoring the management of climate-related risks and opportunities, reviewing the performance of climate risk management, and reporting to the ESG Committee.

The Group emphasises the Board's responsibilities and supervision concerning climate change issues. Board members actively participate in discussions on climate change to enhance their understanding and facilitate relevant decisionmaking. During the Year, the Group reported twice to the Board on ESG-related matters, including climate change. The Board then reviewed the Group's climate information disclosure plan, the identification and management of climaterelated risks and opportunities, and other relevant information, including progress in meeting relevant targets.

### **ESG Risk Management**

The Board is also tasked with overseeing the Group's risk management framework, including ESG-related risks such as those associated with climate change and health and safety. The Group regularly reviews its database of ESG issues, taking into account industry risk trends, regulatory reguirements, and macro policies. This review process involves conducting materiality assessments of ESG issues through stakeholder research, expert evaluation, and Board deliberation. When necessary, the Group formulates risk management and response plans for ESG-related issues.

In 2024, the Board prioritised various ESG issues based on their materiality. This involved participating in the materiality assessment process, reviewing, approving, and confirming the results, and providing guidance on the Group's ESG management priorities. The Board's active involvement ensures that the Group's ESG strategies are aligned with the most significant and relevant issues, thereby enhancing the effectiveness of its risk management and sustainability efforts.

### **ESG Target Management**

The Board regularly reviews the Group's ESG targets setting, including reviewing and approving targets and improvement plans for management of emissions and waste, energy and water consumptions. The Board has reviewed the Group's achievement of ESG targets for 2024, and approved the ESG targets set for 2025.

This Report was reviewed and approved by the Board on 20 March 2025.

12

### **STATEMENT FROM THE BOARD**

Sustainable Development Strategies and Goals | ESG Governance | Stakeholder Communication | ESG Materiality Assessment | ESG Performance Appraisal

# SUSTAINABLE DEVELOPMENT STRATEGIES AND GOALS

The Group has focused on six key responsibilities of sustainable development, embedding ESG principles into its corporate strategy and daily operations through a top-down approach. By establishing a comprehensive and efficient ESG risk management and internal control system, the Group has implemented sustainable development initiatives and continuously enhanced its management capabilities in this area. This approach not only generates economic benefits but also contributes positively to the sustainable development of society.

### **ESG** Philosophy

The Group adheres to the sustainable development philosophy and embeds it in all aspects of its business operations. The Group is also committed to achieving and balancing its six key responsibilities of sustainable development (i.e. economic, service, employee, supply chain, environmental and social responsibility) with the aim of creating a sustainable future.

> Improving sustainable development policies and regulations

The Group views a sound management system as a key cornerstone for achieving sustainable development goals. The Group continues to improve and strengthen its internal management and compliance systems, standards and controls, to ensure that the Group's operations not only comply with laws and regulations, but also continues to maintain good market practice.

> Exploring sustainable business models

Based on property management service scenarios, the Group explores the unique needs of different customers and leverages technologies to continuously optimise its business model, with the aim of improving resource utilisation efficiency and reducing environmental impact while improving the quality of its services.

> Disclosing sustainable development information regularly

The Group regularly shares information related to sustainable development through various channels, such as ESG reports, the Company website, and official social media accounts, to maintain transparency and address stakeholder concerns. By conducting regular reviews and assessments, the Group ensures that its sustainable strategic goals, actions, and practices align with market expectations. Additionally, the Group has established an ESG information management system to optimise the collection and analysis of ESG-related indicators, enabling timely monitoring and evaluation of its ESG performance.

> Constantly raising awareness of sustainable development

Raising awareness of sustainable development among management and employees is key to achieving the Group's long-term goals. The Group organises dedicated internal ESG training at least annually for learning about ESG regulatory trends and industry best practices, regularly analyses challenges to its ESG efforts, and implements detailed plans for improvement with respect to its ESG efforts.

# SUSTAINABLE DEVELOPMENT STRATEGIES AND GOALS

### **ESG Strategy**

The Group maintains its commitment to sustainable development, deeply embedding the philosophy of "Value co-creation and shared responsibility" into every aspect of its business operations. The Group is dedicated to enhancing brand service capabilities through technology empowerment and mutual responsibility, taking concrete actions to foster efficient, green, humane and quality living spaces for urban communities. To this end, the Group has formulated an ESG strategy centred on "Yuexiu-ValueCo, Eco-friendly and Service Excellence". By implementing a "Three-step Plan" and focusing on "Four Strategic Pillars", the Group is systematically implementing its sustainable development goals.



ESG Strategy

#### **Three-step Plan**

#### Foundation-building phase (2025-2026):

leveraging digital technology to upgrade property management services and establish replicable property service standards

### Breakthrough phase (2027-2028):

integrating low-carbon philosophy across all community service, promoting innovative "property + livelihood" practices with other stakeholders in communities and business ecosystems

#### Leadership building phase (2029-2030):

creating a long-term brand operation mechanism through establishing an industry benchmark for sustainable property management service

14

Sustainable Development Strategies and Goals | ESG Governance | Stakeholder Communication | ESG Materiality Assessment | ESG Performance Appraisal

## SUSTAINABLE DEVELOPMENT STRATEGIES AND GOALS

#### Four Strategic Directions

		low-carbon and	Prosperity with
Business integrity	People-oriented	smart management	the community
Business ethics	Health and safety	Response to climate change	Service quality
Robust and compliant operation	Training and development	Green property management	Community communication and integration
Sustainable supply chain	Rights and interests and employee care	Smart property management	
Economic responsibility	Employee responsibility	Environmental responsibility	Service responsibility
Supply chain responsibility			Social responsibility
12 RESPONDENCE AND PROJUCTION		6 CIEAN HATER AND SAMIFAREN	1 <sup>אט</sup> ענווי <b>אַיָּאַיָּאַיָּא</b> וּ
16 REACE LISTICE AND STRONG NUTURIDAS	4 EDUCATION	7 AFFORMARE AND CLEAN NAMEDY	2 ZERO HUNGER
			4 COLUMPT EDUCATION
	8 BEEST WORK AND ECONOMIC EROWTH	13 CLIMATE	9 MONTRY INVOLUTION AND INFLASTRUCTURE
		15 UFF ON LAND	
			12 RESPONSELE DORGUMPTION AMPRODUCTION
	Business ethics Robust and compliant operation Sustainable supply chain Economic responsibility Supply chain responsibility	Business ethicsHealth and safetyRobust and compliant operationTraining and developmentSustainable supply chainRights and interests and employee careEconomic responsibilityEmployee responsibilitySupply chain responsibilityImployee careImployee imployee imployeeImployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee imployee 	Business ethicsHealth and safetyResponse to climate changeRobust and compliant operationTraining and developmentGreen property managementSustainable supply chainRights and interests and employee careSmart property managementEconomic responsibilityEmployee responsibilityEnvironmental responsibilitySupply chain responsibilityImage: ComplexibilityImage: Complexibility </td

The Group has set up a vertical ESG governance structure, comprising of the ESG Committee, the ESG leadership group and the ESG working group (with a climate change execution team set up under the ESG working group). Such structure forms a coherent and efficient ESG risk management system and internal monitoring mechanism for the Group, covering strategic decision-making, supervision and coordination, and execution.

In order to maintain a forward-looking and adaptable ESG governance structure, the Group will further review and optimise such structure to ensure that it continues to be in line with the Group's business development strategy and regulatory requirements. The Group will simultaneously strengthen the Board's supervision of ESG issues, to ensure that its ESG execution plan is integrated with the Company's overall strategy and can be effectively implemented.

Responsibilities of each level of the ESG governance structure are as follows:



Major activities of the ESG Committee during the Year include:

- Identified and managed ESG (including climate change) related risks and opportunities
- Reviewed ESG (including climate change) work performance
- Reviewed climate information disclosure plan
- Reviewed ESG goal setting and progress
- Reviewed the ESG Report and climate-related information disclosures

16

# **ESG GOVERNANCE**

- To review and approve the vision, goals, strategies and management policies on ESG (including To review and assess the adequacy and effectiveness of the management framework for ESG
- To review and assess ESG (including climate change) related risks and opportunities that have
- an impact on the Group's operation

• To regularly check and review the ESG (including climate change) related objectives and their progress To review ESG reports and climate-related information disclosures

• To monitor, review and report to the Board the latest ESG (including climate change) related regulatory requirements and policies

To establish and improve ESG (including climate change) related working mechanisms • To monitor and assess ESG (including climate change) related risks and opportunities that have

 To coordinate ESG (including climate change) related works and regularly monitor and review related work performance and goals

• To organise ESG (including climate change) research, training, communication and promotion To coordinate ESG (including climate change) operation management and performance management • To prepare annual ESG reports and climate-related information disclosures

- To implement ESG management related work and report on a regular basis • To monitor and follow up on ESG-related information and data, and
- review the implementation of goals
- To make suggestions on improving daily management
- To coordinate climate-related risk policy systems and working mechanisms • To be responsible for the overall implementation of climate change
- related strategies and goals
- To assess specific climate-related physical and transition risks and opportunities, and develop specific countermeasures
- To review the performance of climate risk management

# **STAKEHOLDER COMMUNICATION**

The Group considers communication with stakeholders a crucial aspect of its ESG management. To this end, it regularly organises various stakeholder engagement activities, such as property owner satisfaction surveys, employee forums, supplier conferences, and industry exchange meetings. These activities are designed to gather opinions and suggestions from stakeholders, allowing the Group to respond promptly to their expectations and demands. This feedback serves as a vital foundation for refining and enhancing the Group's sustainable development strategy and planning, ultimately helping to achieve the Group's long-term goals.

To improve the efficiency and quality of communication, the Group utilises a variety of information dissemination channels, including its official website, social media platforms, and WeCom. By showcasing its performance and achievements in the ESG field to stakeholders and the public, the Group aims to enhance transparency and build trust in its operations.

Stakeholders	Key ESG issues	Main communication methods and responses	
Property owners	Service quality	Regular visits	
	Customer information and privacy protection	Satisfaction survey	
	Customer safety and health	Complaint hotline	
	Customer satisfaction	Property management staff around the clock	
	Energy management	Property owners' WeChat group	
	Water management	The Group's mobile APP	
	Waste management	Community themed activities	
	Advocacy of low-carbon lifestyle		
	Smart property services		
	Community integration		
Customers	Service quality	Customer satisfaction survey	
	Customer information and privacy protection	Customer complaint mechanism	
	customer information and privacy protection		
Employees	Service quality	Direct communication	
Employees		Direct communication Employee mailbox/hotline	
Employees	Service quality		
Employees	Service quality Employees' remuneration and benefits	Employee mailbox/hotline	
Employees	Service quality Employees' remuneration and benefits Employees training and development	Employee mailbox/hotline Training programmes feedbacks	
Employees	Service quality Employees' remuneration and benefits Employees training and development Occupational health and safety	Employee mailbox/hotline Training programmes feedbacks Employee activities	
Employees	Service quality Employees' remuneration and benefits Employees training and development Occupational health and safety Employees' rights and interests and	Employee mailbox/hotline Training programmes feedbacks Employee activities Employee forums	
Employees	Service quality Employees' remuneration and benefits Employees training and development Occupational health and safety Employees' rights and interests and employee care	Employee mailbox/hotline Training programmes feedbacks Employee activities Employee forums	
Employees	Service quality Employees' remuneration and benefits Employees training and development Occupational health and safety Employees' rights and interests and employee care Green office	Employee mailbox/hotline Training programmes feedbacks Employee activities Employee forums	

Stakeholders	Key ESG issues
Government or regulators	Service quality Energy management Water management Waste management Response to climate change Advocacy of low-carbon lifestyle Business ethics Prevention of child labour and for Intellectual property protection
Suppliers/partners	Sustainable supply chain manage Business ethics Anti-corruption
Investors/shareholders	Service quality Business ethics Anti-corruption Sustainable development manage
Industry associations/ chambers of commerce	Industry exchange and developme
Social organisations/ NGO	Industry exchange and developme Charity
Media	Service quality Anti-corruption Business ethics

18

## **STAKEHOLDER COMMUNICATION**

#### Main communication methods and responses

Regular visits Policy communication Discussion/communication meetings Bidding and tendering cooperation Taxation information submission

#### rced labour

ment	Supplier review, meeting and assessment Regular visits Project cooperation
ement	Information disclosure Investor conferences and roadshows Investor hotline/mailbox
ent	External exchange and cooperation Attending industry seminars Participation in formulation of industry standards
ent	Communicating with social organisations Jointly hosting and participating activities
	Press conferences Media interviews Regular communications Public opinion feedback

Sustainable Development Strategies and Goals | ESG Governance | Stakeholder Communication | ESG Materiality Assessment | ESG Performance Appraisal

# **ESG MATERIALITY ASSESSMENT**

The Group recognises the importance of identifying and analysing material ESG issues as a crucial guide for preparing its annual ESG report, setting long-term sustainable development goals, and maintaining effective communication with stakeholders. Considering the Group's business model, industry trends, national policies, capital market rating focuses, and the results of previous years' material ESG issue analyses, the Group has conducted an extensive stakeholder questionnaire survey to identify and shortlist various material ESG issues for the Year.

In this report, the Group has made targeted disclosures of key material issues and continues to enhance its ESG management to better meet stakeholder expectations.

#### Materiality analysis process:

#### Step 1: Identification of stakeholders

The key stakeholders identified by the Group were: property owners, tenants, customers, employees, government or regulators, investors/shareholders and industry associations/chambers of commerce.

#### Step 2: Identification and selection of issues

Based on the analysis of material ESG issues from the previous year, and considering the Group's business model, national policies, local and international ESG disclosure standards, ESG ratings, and industry ESG disclosure trends, the Group has identified 25 key ESG issues for the year. These issues are as follows:

6	16	3
Environmental issues	Social issues	Governance issues

### Step 3: Stakeholder research

The Board actively participated in assessing material ESG issues. Every two years, the Group conducts stakeholder questionnaire surveys targeting various stakeholders, including investors, suppliers, government and regulators, property owners, tenants, employees, media, industry associations, and social organisations. The most recent survey, which lasted for one month, gathered a total of 2,170 responses. This extensive feedback enabled the Board to gain a thorough understanding of the opinions of both internal and external stakeholders regarding the Group's material ESG issue assessment for the year. Additionally, it collected the expectations and suggestions from different types of stakeholders concerning the Group's ESG efforts.

### Step 4: Materiality analysis

The Group gathered insights into stakeholders' concerns and priorities through guestionnaire responses. Considering the Group's commitment to high-quality sustainable development, ESG issues were prioritised based on two key areas: "materiality to corporate development" and "materiality to stakeholders." A matrix of material issues was then developed following the principle of materiality.

Additionally, the Group conducted over 20 interviews with management and employees to gain a deeper understanding of their perspectives, requests, and management practices. This effort was aimed at facilitating a more thorough assessment of the materiality of each issue in relation to the Group's sustainable development.

The Board and the Group's management reviewed the above results for the Year and confirmed the materiality matrix and rankings, to determine the areas of focus for enhancing ESG management and disclosure.

### Step 5: Management confirmation



Materiality to the Group

Social Issues



20

### **ESG MATERIALITY ASSESSMENT**

### ESG Issue Materiality Matrix for 2024

•- Service quality
Employees' remuneration Customer information Customer information and privacy protection Response to climate change Customer safety and health Energy Customer safety and health Customer safety and health Customer safety and safety Services
ghts and interests
development • t Sustainable supply chain management n lifestyle
• Prevention of child labour and forced labour
on and integration



Sustainable Development Strategies and Goals | ESG Governance | Stakeholder Communication | ESG Materiality Assessment | ESG Performance Appraisal

### **ESG MATERIALITY ASSESSMENT**

The material issues identified by the Group after reviewing the materiality assessment results are set out as follows:

### **Environmental dimension**

Issue system	Description
E.1 Resource consumpt	ion
Energy management	The Group emphasises energy conservation and consumption reduction in all aspects of daily operations. It pilots and promotes the use of new energy and utilises energy-saving equipment and technologies to improve energy efficiency.
Water management	The Group attaches importance to water conservation and water recycling in all aspects of its operations, and takes measures such as daily inspections and installation of water-saving equipment to improve water efficiency.
E.2 Pollution preventior	and control
Waste management	The Group implements measures such as waste management, waste classification, recycling and reuse to reduce waste-related environmental impacts.
E.3 Climate change	
Response to climate change	The Group sets GHG emission targets, identifies climate risks and potential opportunities faced by different businesses of the Group, and improves its capability in addressing climate risks.
E.5 Resource and enviro	onmental management policies and measures
Promote low-carbon lifestyle	The Group actively advocates green and low-carbon lifestyle, mobilises stakeholders to participate in environmental activities, and enhances their environmental protection awareness.
Green office	The Group reduces energy and paper consumption in daily office activities and encourages recycling and reuse to reduce waste generation, thereby mitigating the negative impact of its operations on the environment.

### **Social dimension**

remuneration and benefitsappraisal system, and provides state and benefitsEmployees' rights and employee careThe Group adheres to equal er employees, values well-being of establishes multiple employee careEmployee training and developmentThe Group continuously allocate with knowledge and skills training development opportunities.Occupational health and safetyThe Group optimises employee eliminates safety hazards, imp assessment, to ensure employee and partners from employing chill and inclusionDiversity, equity and inclusionThe Group continues to build a d cultures and experiences, creat employees, and ensures that the improves the property manage continuously improves service quityService qualityThe Group adsecution of child labour and forced labourService qualityThe Group develops differentia improves the property manage continuously improves service quityCustomer satisfactionThe Group assesses the impact and health.Customer information and privacy protectionThe Group provides safe, conv integrated application of new intelligence, the Internet of Thing and developmentIndustry exchange and developmentThe Group actively takes part in integrated application of new intelligence, the Internet of Thing		
Employees' remuneration and benefitsThe Group provides competitive re appraisal system, and provides stat appraisal system, and provides statEmployees' rights and employee careThe Group adheres to equal er employees, values well-being of establishes multiple employee careEmployee training and developmentThe Group continuously allocate with knowledge and skills trainin development opportunities.Occupational health and safetyThe Group optimises employee eliminates safety hazards, imp assessment, to ensure employee and partners from employing chiDiversity, equity and inclusionThe Group continues to build a d cultures and experiences, creat employees, and ensures that the Service qualityService qualityThe Group develops differentia improves the property manage continuously improves service qualityCustomer satisfaction and healthThe Group complies with releval and develops safety managementCustomer information and privacy protectionThe Group complies with releval and develops safety management and health.Customer information and privacy protectionThe Group provides safe, conv integrated application of new intelligence, the Internet of Thing and developmentIndustry exchange and developmentThe Group actively takes part in it carries out research and develop	Issue system	Description
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Labour and forced labourand partners from employing chilDiversity, equity and inclusionThe Group continues to build a di cultures and experiences, creat employees, and ensures that theS.2 Product and servicemagementService qualityThe Group develops differentiat improves the property manage continuously improves service qualityCustomer satisfactionThe Group values customer expl improves its business based on of 		The Group optimises employee eliminates safety hazards, impl assessment, to ensure employee
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and privacyprotection, clarifies the compliar formulates emergency plans to proprotectionformulates emergency plans to proSmart propertyThe Group provides safe, conv integrated application of new intelligence, the Internet of ThingIndustry exchange 	2	The Group assesses the impact of and develops safety management and health.
servicesintegrated application of new intelligence, the Internet of ThingIndustry exchange and developmentThe Group actively takes part in in carries out research and development	and privacy	The Group complies with relevan protection, clarifies the compliant formulates emergency plans to pro
and development carries out research and develo		The Group provides safe, conve integrated application of new intelligence, the Internet of Things
		The Group actively takes part in ir carries out research and develop and development of the industry.
protection ensures fair competition, prever		The Group complies with intellect ensures fair competition, prevent the legitimate rights and interests

22

### **ESG MATERIALITY ASSESSMENT**

emuneration packages, improves its incentive based performance atutory and non-statutory benefits to all employees.

mployment, protects the legitimate rights and interests of employees, organises diversified employee care activities, and ommunication channels to effectively address their requests.

es resources in employee development, provides employees ngs that match their job responsibilities, and provides career

e health and safety management systems, identifies and proves employees' safety awareness through training and e safety in an all-encompassing manner.

ant laws and regulations and strictly prohibits any members ild labour and forced labour.

liversified employee team with different genders, races, ages, es an equal, friendly and inclusive working environment for y enjoy equal opportunities and fair treatment.

ated service standards based on property characteristics, ment service system, strengthens quality supervision, and uality.

erience, conducts regular customer satisfaction surveys, and customer feedback.

of its products and services on customer safety and health, nt systems and emergency plans, to ensure customer safety

ant laws and regulations on information security and privacy nce requirements for personal information at each stage, and otect the security and privacy of customers' personal information.

venient, efficient and smart property services through the generation information technologies such as artificial gs, big data and mobile Internet.

industry exchanges and the formulation of industry standards, opment of innovative products, contributing to the prosperity

tual property laws and regulations, improves internal policies, nts and strictly prohibits any form of infringement, to protect ts of the Company and other entities.

### **ESG MATERIALITY ASSESSMENT**

Issue system	Description		
S.3 Supply chain security and management			
Sustainable supply chain management	The Group is deeply involved in its suppliers' full life cycle management process, in order to effectively identify supply chain risks, reduce environmental, social and safety risks, and to form a regulated, transparent and sustainable supplier management system.		
S.4 Social Contribution			
Community communication and integration	The Group takes seriously its role as a primary service provider in urban living, by strengthening interaction with communities, promoting harmonious neighbourhood relations, and facilitating community integration.		
Charity	The Group actively fulfils its corporate social responsibilities by organising public welfare and volunteer activities or through corporate donations.		

### **Governance dimension**

Issue system	Description
	egy and organisational structure ons and Risk Management
Business ethics	The Group emphasises the combination of business spirit and ethics, values honest cooperation with partners, and prevents unfair competition, with the aim of creating a mutually beneficial, fair and transparent business environment.
G.2 Standardised gove	ernance
Anti-corruption	The Group promptly investigates integrity risks through regular audit and monitoring, supports reporting and handling of corruption cases, and organises trainings related to prevention of bribery and corruption.
G.5 Compliant Operati	ons and Risk Management
Sustainable development	The Group promotes the integration of sustainable development into its operations and management, establishes efficient ESG risk management and internal monitoring systems,

and actively responds to stakeholders' requests and expectations.

Based on the Group's existing organisational structure and considering the disclosure standards of regulators, evaluation systems of external agencies, and other relevant factors, the Group has undertaken the following actions:

- Formulated plans to improve ESG management
- Allocated the overall task of sustainable development to each business department
- Clarified the annual ESG work focuses, goals, and responsibilities
- management

The Group has also established a mechanism that links the remuneration of Directors, the CEO, and other senior executives with sustainability indicators. This involves incorporating ESG factors into the remuneration performance appraisal, with specific indicators including both quantitative and qualitative measures such as customer satisfaction, energy consumption management, health and safety, employee development, and business ethics. This approach aims to further strengthen the promotion of the ESG strategy and action plan.

management

# **ESG PERFORMANCE APPRAISAL**

• Required all departments to integrate sustainable development requirements into their daily operations and



## **Our Philosophy**

Responsibility of sustainable development	Material Issues	SDGs		HKEX ESG Indicators
Economic	Anti-corruption	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	B5
responsibility	Business ethics	CO		B5.2
Supply chain	Intellectual property			B5.3
responsibility	protection			B5.4
	Customer information			B6
	and privacy protection			B6.3
	Sustainable supply chain			B6.5
	management			B7
				B7.1
				B7.2
				B7.3

### Material issues, guidelines and indicators addressed in this chapter

# **OUR STRATEGY**

Our Strategy	
Compliant Operations	Comply with applicable laws and regulations as well as regulatory requirements and continuously improve its compliance management system from three aspects – i.e. compliance policies improvement, compliance training and information disclosure enhancement
Risk Management and Internal Control	Establish three defence lines for risk management and integrate ESG factors into comprehensive risk management
Adherence to Business Ethics	Adopt a "zero tolerance" policy against any form of corruption and bribery, and contin- uously improve integrity rules and regulations
Intellectual Property Protection	Acquire, maintain, apply and protect intellectual properties in accordance with applicable laws, and respect partners' intellectual properties
Sustainable Supply Chain Management	Actively promote the sustainable transformation of the supply chain, implement the sustainable supply chain management, identify and manage environmental and social risks in the supply chain at an early stage, and advocate green and transparent procurement

### **Compliant Operations**

Compliance is the cornerstone of the Group's sound operations. The Group strictly adheres to both domestic and international laws and regulations, as well as its internal policies, to ensure that all business activities are compliant and that corporate governance is robust. By continuously improving compliance policies, strengthening compliance training, and enhancing the disclosure of compliance information, the Group constantly optimises its compliance management system. These efforts enhance the Group's capabilities in compliance management and risk prevention and control, thereby ensuring the lawful and compliant operation of the Group.

#### (I) Management

The Group attaches great importance to corporate governance standards. The Group strictly abides by the Listing Rules, Companies Ordinance (Cap. 622 of the Laws of Hong Kong), the articles of association of the Company (the "Articles of Association") and other applicable laws and regulations. The Group continuously optimises its governance framework in accordance with the Articles of Association, and has established a corporate governance system with clear structure and responsibilities.

During the Year, with the assistance of the five committees (namely, the Audit Committee, the Remuneration Committee, the Nomination Committee, the Investment Committee and the ESG Committee) within the scope of their respective authorisation, the Board efficiently performed its duties in compliance with relevant laws and regulations to ensure the transparency of the Group's governance and operational efficiency.

Please refer to the Corporate Governance Report in the Company's 2024 Annual Report for further details in relation to the Group's corporate governance.

#### Improving compliance management system

The Group has developed a comprehensive compliance management system, which includes a series of internal protocols such as the Contract Management Rules. Legal Affairs Management Measures. Implementation Rules for Managing Legal Disputes, and Safety Risk Control Guidelines for Projects from Third Parties. In response to changes in applicable laws and regulations, enhanced management requirements, and business development, the Group promptly reviews and assesses the relevance of existing systems, updating or supplementing the compliance management system as necessary.

#### Strengthening compliance training

In order to strengthen employees' compliance awareness and legal risk prevention capabilities, the Group has established a multi-level legal compliance training model to enhance the legal literacy of all employees and mitigate potential operational risks.

- thereby enhancing their ability to identify and resolve legal risks.
- "Learning laws through case analysis (以案普法)": The Group launched the innovative "learning laws through employees better understand legal provisions and their practical applications.

28

# BUILDING ROBUST GOVERNANCE

• Legal training: The Group regularly organises specialised legal training sessions for front-line employees. These sessions include introductions to industry laws and regulations, as well as analyses of typical cases. The aim is to improve employees' understanding of commonly used laws and regulations in the property management industry,

case analysis" programme. This initiative involves an in-depth examination of recent court decisions on typical cases, providing employees with insights into the legal knowledge relevant to these cases. The programme helps

### **BUILDING ROBUST GOVERNANCE**

#### Enhancing compliance information disclosure

The Group prioritises the disclosure of information to shareholders, investors, and the public, adhering strictly to principles of truthfulness, compliance, and timeliness. This commitment ensures transparency regarding the Group's financials, operations, ESG governance, and other significant matters. Upholding the highest standards of integrity and responsibility, the Group values investor relations management. The Group continually optimises its communication channels with investors and the public, enhancing the transparency and standards of information disclosure to protect investors' rights and interests.

Please refer to the Corporate Governance Report in the Company's 2024 Annual Report for further details in relation to the Group's information disclosure.

#### (II) Actions and practices

Case Compliance lecture: Law training on property management

Based on its business needs, the Group organised legal training in areas such as shared revenue, fire safety management and contract management, to ensure compliance of business operations and reduce operational risks.



Legal lectures

### **Case: Strengthening compliance training**

During the Year, the Group introduced the "learning laws through case analysis" programme, and has published 28 episodes so far, which shared in-depth analysis of key issues in the course of property management. By analysing new court precedents in recent years, the programme revealed risks and provided professional and practical advice.



#### (III) Indicators and targets

**32** training sessions conducted 32 training sessions on compliance and legal knowledge

30

### **BUILDING ROBUST GOVERNANCE**

3,500 participants

3,500 persons participated in training sessions on compliance and legal knowledge

### **BUILDING ROBUST GOVERNANCE**

#### **Risk Management**

The Group places significant importance on risk management and internal controls, making continuous efforts to build and optimise its risk management system and internal control mechanisms. Following its internal policies, such as the Risk Management Measures, the Group has developed a robust risk management framework and established a partner risk detection model. This model proactively identifies potential operational risks, regularly collects risk information, reports risk events guarterly, and monitors the rectification of risk issues to manage risks consistently.

Annually, the Group reviews and assesses the effectiveness of its risk management system and internal controls. The Audit Committee and the Board, which include members with extensive experience and professional skills in financial and risk management, receive semi-annual reports from management on the latest risk management requirements and best practices. They review and discuss the development, implementation, and monitoring of risk management and internal control systems to detect potential risks promptly and enhance the systems further.

#### (I) Management

The Group has established a two-way interactive risk management framework to clearly define risk management processes and responsibilities. Please refer to the Risk Management Report in the Company's 2024 Annual Report for further details in relation to the duties and principal responsibilities of different levels under the risk management framework.

#### Risk management process

The Group systematically conducts risk management based on industry characteristics, corporate strategy, and business objectives. By identifying risk factors that could affect the achievement of these objectives, analysing the causes of each specific risk in depth, and assessing the likelihood and potential impact of these risks, the Group reviews and records specific measures for identified risks. It continuously monitors changes in risk and promptly adjusts risk management measures according to the specific situation, ensuring that risk assessment results are consistent with the Group's actual conditions.

The Group has implemented a risk management process that comprises of five stages - i.e. risk identification, risk analysis, risk response, risk evaluation and risk tracking. Please refer to the Risk Management Report in the Company's 2024 Annual Report for further details in relation to the main steps of the risk management process.

#### Embedding ESG factors into risk assessment

The Group thoroughly considers ESG-related factors in its business risk assessments. It incorporates commitments or clauses related to employee interests, clean operations, environmental protection, operational safety, and occupational health into contracts with suppliers, contractors, and service providers. Moving forward, the Group will continue to promote the deep integration of ESG risks within its comprehensive risk management process to enhance its capabilities in risk prevention, control, and response.

- and pay required amounts such as social security contributions, wages, labour protection welfare, etc.;
- employee insurance for their employees;
- up construction waste in a timely manner;
- debt defaults, major litigations and administrative penalties;
- with the Supplier Cooperation Agreement.

32

### **BUILDING ROBUST GOVERNANCE**

Security Guard Service Contract: service providers are required by law to sign labour contracts with their employees

Daily Cleaning Service Contract: service providers are required to purchase third-party liability insurance and

 Construction Contract: contractors are required to sign labour contracts with their employees to ensure lawful employment, purchase relevant commercial insurance and social insurance including work-related injury insurance for all employees. During the construction period, the contractors shall strictly comply with the standards and regulations on safe construction and civilized construction issued by the national and local governments, and clean

 Establish a Partner Risk Monitoring Model: constantly improve the model's effectiveness in light of business changes to enable regular risk management of partners, with a focus on monitoring key risks such as their credit ratings,

 Supplementary Agreements: Suppliers are required to sign the Integrity Agreement, Commitment Letter for No Arrears of Wages for Workers, the Work Safety and Environmental Protection Responsibility Agreement, Safety Production Commitment Letter, the Waste and Other Pollutant Discharge Management Regulations, and Agreement on Responsibility for Safe Production, Environmental Protection and Management of Construction Projects, along

### **BUILDING ROBUST GOVERNANCE**

#### Management of internal control

The Group fully supports the audit team to perform its duties independently to ensure the independence and effectiveness of internal controls, while consistently improving the efficiency of its internal control by various measures, including improving its internal control guidelines, strengthening compliance review and conducting targeted audit.

The Group's Audit and Legal Department actively performs its internal audit function, conducts special audits on all business management on a regular basis, including business ethics, which cover all locations where it operates at least once every three years.

The management held multiple special meeting to advise audit works, with an aim to improve the Group's audit mechanism that features a combination of comprehensive rectification and issue specific rectification and one that closely tracks the progress of rectification, promoting the Group's compliant operations.

- Special audits: conducted special audits focusing on key areas such as material procurement, contract performance • by outsourced suppliers, utilization of space resources and parking lot charges, and put forward targeted management suggestions to optimise management processes.
- Audit of the incentive system: optimised the assessment plan, and completed the annual performance audit of all subsidiaries during the Year to verify the accuracy of the indicator achievement.

#### (II) Actions and practices

Case: Full life cycle risk management and control of projects from third parties

During the Year, the Group comprehensively improved the quality of projects from third parties through enhanced risk control capabilities by focusing on five key aspects, including counterparty credit assessment, preassessment, incentive review, counterparty monitoring, and subsequent review.

- · Counterparty credit assessment: Released the "Guidelines for Reviewing the Creditworthiness of Counterparty and Key Project Matters for Projects from Third Parties"
- Pre-assessment: Established a project from third parties assessment team to assess project feasibility, risk exposure and profitability from multiple dimensions
- Incentive review: linked incentives to the effectiveness of project risk management
- Counterparty monitoring: Established a model to monitor risks related to counterparty's creditworthiness of projects from third parties
- Subsequent review: Reviewed the quality and compliance of work at each stage of project development and put forward suggestions for improvement

#### (III) Indicators and targets

# 100%

completed 13 special audits with 100% rectification rate

### **Business Ethics**

The Group strictly adheres to the Anti-Money Laundering Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, the Interim Provisions on the Prohibition of Commercial Bribery, and other relevant laws and regulations. With a zero-tolerance policy towards corruption and bribery, the Group actively combats corruption, bribery, extortion, fraud, money laundering, monopoly, and obstruction of fair competition in all forms.

To foster a culture of integrity, the Group continuously enhances its rules and regulations, implements an annual accountability system for clean governance, and upholds the principle that "no one dares to be, can be, or wants to be corrupted." The Group organises integrity education and training, promotes honesty and integrity among its staff, and deepens the sense of integrity and self-discipline. Additionally, the Group optimises its internal accountability systems and reporting channels, enforcing a "zero violation" policy against any regulations and disciplines across all subsidiaries throughout the Year. This policy is directly linked to management's annual performance assessments, thereby creating a corporate atmosphere that promotes integrity and sound governance from the top down.

#### (I) Management

Adhering to the principle of high standards of integrity and self-discipline, the Group has built a top-down governance structure. The Board assumes leadership responsibility for supervising the anti-corruption initiatives and business ethics.

Department	Responsibility
Board	Maintaining and establishing a ensure a proper and effective in business ethics
Rectification Task Force	Following up the progress on issu found during inspection, and inve quarterly and targeted meetings
Accountability Task Force	Coordinating functional departme corruption work, and embedding a

#### Management system construction

In strict compliance with the measures formulated by Guangzhou Yue Xiu Holdings Limited\* (廣州越秀集團股份有限公 司) ("Yuexiu Group") - i.e. the Measures for the Administration of Discipline Inspection Work of Affiliated Enterprises of Yuexiu Group (Trial) and the Measures for Internal Supervision of the Discipline Inspection System of Yuexiu Group (Trial) and the Several Regulations on Integrity of State-owned Enterprises Leaders and other related regulations, the Group has comprehensively strengthened the construction of its business ethics management and supervision system, and clearly defined misconducts such as corruption and conflicts of interest. In addition, the Group has formulated an Anti-Corruption Policy applicable to all businesses of the Group. Details of the policy are available on the official website of the Company.

### **BUILDING ROBUST GOVERNANCE**

comprehensive anti-corruption management structure to internal control system and implement high standards of

sues reported in targeted audits, issues of key business lines vestigation results regarding various types of complaints at

ents and subsidiaries of the Group in the management of antianti-corruption and integrity concepts into daily operations

### **BUILDING ROBUST GOVERNANCE**

In terms of management structure, the Group has set up a comprehensive supervision matrix of risk prevention and control mechanism by horizontally integrating three tiers of "business departments + functional departments + the Audit and Legal Department", and vertically integrating three tiers of "projects + regions + headquarters" that ensures seamless connection of supervision across the entire chain from the project level to the headquarters, so as to achieve a comprehensive risk prevention and control. Meanwhile, the Group reviews its anti-corruption policies and coordinates the preparation of seven Guidelines for Preventing Integrity Risks at Positions focusing on system establishment, job responsibilities and risk prevention and control, to instil the concept of integrity practice in every position.

#### External certification of business ethics

The Group has applied the ISO 37001:2016 Anti-bribery Management System to prevent, identify and effectively respond to corruption and bribery, ensuring that the Group's operations comply with the anti-corruption laws, regulations and voluntary commitments.

In addition, the Group has obtained the SA 8000 Social Responsibility Management System Certification. In addition to providing a fair, safe and equal working environment, it also ensures that behaviours and activities in the workplace comply with relevant human rights policies and work procedures.

#### ISO 37001 certification:

Guangzhou Yuexiu Property Development Co., Ltd.

#### SA 8000 certification:

Guangzhou Yuexiu Property Development Co., Ltd.

#### Avoid ethical pitfalls

 Conflict of interest management: In strict accordance with the Several Regulations on Preventing Conflict of Interest among State-owned Enterprises Leaders in Guangzhou, the Group has defined 12 situations and 63 specific examples involving conflict of interest and provided policy guidelines for the management on the prevention, supervision and enforcement of conflict-of-interest behaviours. Management involved in conflict-of-interest behaviour will be treated as breach of discipline and violation of rules and regulations, and will be held accountable by the Office of the Commission for Discipline Inspection. To effectively avoid ethical pitfalls and promptly address potential conflict of interest, the Group regularly conducts targeted self-inspection for its management personnel.

studies and develops corresponding internal control mechanisms and prevention measures.

#### Promoting integrity culture

The Group has been carrying out discipline education and integrity education, and actively organises trainings on business ethics including integrity advocacy, with relevant activities covering 100% of Directors and all employees (including parttime and contractors). The Group embedded its integrity culture in employees through diverse means of organising centralised integrity education, case sharing, etc.

- its employees to "learn, get to know, understand and abide by discipline".
- account on major holidays, to effectively strengthen the supervision of employees outside of working hours.
- Diversified integrity promotion:
  - newsletters on its official account "Clean and Integrity (清風廉建)".
  - cultivation of the "Better Yue Integrity (悦廉越好)" integrity culture brand.

### **BUILDING ROBUST GOVERNANCE**

 Enhancement of accountability for supervision: The Group has established integrity files for management and reviews them on a periodic basis, strictly implements the integrity talk mechanism, and immediately reports any problem found for handling. The Group has implemented the supervision matrix mechanism to further enhance the supervision and accountability on integrity issues, with specific measures including informal chats with management, peer supervision involving the Office of the Commission for Discipline Inspection, and targeted supervision in coordination with the Audit Department for inspection and rectification. The Office of the Commission for Discipline Inspection proposes suggestions for integrity risk prevention and control through case reports and problem disclosures, comprehensively reviews the risk status and main risk manifestations of key business process in the property management segment,

• Discipline learning: The Group organised themed trainings on integrity. With "people and events around us" as examples and through a series of discipline learning activities and discussions on integrity issues, the Group guided

• Daily integrity education: During the Year, the Office of the Commission for Discipline Inspection issued four batches of integrity-related learning materials and organised 24 integrity culture learning sessions. Meanwhile, the Group disseminated integrity reminders to all employees through various channels including emails and WeChat official

1) E-platform: Made full use of the network platforms to improve the quality and efficiency of information reporting. During the Year, the Group published 2 special bulletins on "Exposure Platform (曝光台)" and 28

2) Innovative forms of education: Launched the "Integrity Talks (青廉説)" short videos series on integrity education, which deeply analyse typical cases in an innovative and interesting way to strengthen the

3) Promotion of integrity culture among front-line employees: Adopting the mode of Office of the Commission for Discipline Inspection at the headquarters + integrity culture lecturer in regions, the Group organised 26 integrity culture lectures for front-line employees to strengthen their awareness of integrity in practice.

4) "Case-based learning" integrity promotion: In accordance with the Group's requirement of "case-based analysis and review (一案一剖析、一件一複盤)", the Group has organised a total of 26 integrity promotion activities for the management, with the number of participants reaching 965. In order to further strengthen the educational warning, the Group organised educational films and confessions, covering nearly 450 individuals.

### **BUILDING ROBUST GOVERNANCE**

#### Whistleblower protection policy and measures

The Group has formulated whistleblower protection policies in strict accordance with relevant regulations in relation to the scope of application, management department, investigation process, accountability and other contents, and published its whistleblowing policy on its official website. The Group's whistleblower protection policy provides detailed guidelines on the investigation and handling of related incidents, clarifying requirements for record keeping, approval procedures, and investigative actions. Additionally, an independent system is utilised to manage whistleblower leads, overseeing and documenting the entire process of case handling.

• Reporting channels: advocate "Cracking down on Corruption with Transparency (開門反腐)" and encourage internal staff and third parties to report bribery through various reporting channels.

#### Hotline: 020-87540002

Email: yxwf\_jd@yuexiuproperty.com

Letters and Visits: Office of the Commission for Discipline Inspection, 43/F, Yuexiu Financial Tower, No.28 Zhujiang East Road, Tianhe District, Guangzhou

- Protection of whistleblower: the Group is dedicated to safeguarding the information of all whistleblowers, including ٠ employees, suppliers, and other third parties. It standardises the procedures for handling reports and designates staff to manage the information. Retaliation against whistleblowers is strictly prohibited to ensure their interests are effectively protected.
- ٠ Report handling procedures:



All employees of the Group can also inquire about relevant ethical issues (including corruption, conflict of interest and others) through the above hotline, emails, WeCom and meetings, which will be handled in a timely manner by relevant department in accordance with internal management procedures.

#### (II) Actions and practices

- system.
- measures were proposed with the rectification rate of the problems identified at the meetings reaching 95%.
- case being identified as a corruption lawsuit and transferred to judicial proceedings.

#### (III) Indicators and targets

# 19,619 hours

anti-corruption training hours for Directors and employees amounted to 19,619 hours in total

# 0 lawsuit

O violation against the Code of Conduct, including but not limited to money laundering, insider trading, corruption litigation, etc.

38

### **BUILDING ROBUST GOVERNANCE**

 Integrity practice education: Convened four meetings to promote the Guidelines for Preventing Integrity Risks at Positions, and conducted interviews and discussions with 1,570 individuals regarding the integrity accountability

 Targeted supervision on "Four Coordinations": Convened four meetings specifically designated for crossdepartmental collaborative supervision work and during the meetings, a total of 19 refinement and optimization

Complaint handling: During the Year, the Group received a total of 82 complaints, reports and problem clues, with no

24 learning programmes organised 24 learning programmes on integrity culture

### **BUILDING ROBUST GOVERNANCE**

#### Information Security and Privacy Protection

In strict compliance with the Cyber Security Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China, the Data Security Law of the People's Republic of China, the Electronic Commerce Law of the People's Republic of China and other relevant laws and regulations, the Group has formulated and implemented the Information Security Management Measures (Trial), the Guidelines on Information Security Practices for Employees and the Management Guidelines for Network Security Emergency Response and other internal rules and regulations. The Group requires all employees who need to access private information in their operational work to sign the Customer Information Confidentiality Undertakings. In addition, the Group arranges dedicated persons to classify and manage customer information and security, conducts data security testing and assesses information security on a regular basis to effectively protect customer privacy and information security.

#### (I) Management

In order to enhance information and privacy management, the Group has established the Smart Property Digital Management Committee led by the Executive Director and Chief Executive Officer, who both have extensive experience in information technology and digital transformation. For biographies of the Directors, please refer to the "Profiles of Directors and Senior Management" in the Company's 2024 Annual Report.

The Committee is responsible for promoting professional digital construction, reviewing medium- and long-term digital strategic plans, while the Information Security Task Force under the Committee is responsible for supervising the implementation of the strategy. Meanwhile, the Committee teamed up with the Digital and Intelligent Management Center, the Audit and Legal Department, the Human Resources Department and the Administrative Office to jointly take the responsibility of protecting information security and privacy.



#### Information security management system

The Group has developed and implemented the Management Guidelines for Network Security Emergency Response. It manages corporate data and customer information using a five-level event classification system, which ranges from general to catastrophic security events. The Group applies tailored data protection measures based on the sensitivity of the data. Additionally, it conducts regular security tests on its information systems, including guarterly vulnerability scans, an annual emergency drill, and a penetration test every two years. These measures ensure the security of the physical environment of the equipment and maintain ongoing cyber stability.

#### External certifications of information security

#### ISO 27001 certification:

Guangzhou Yuexiu Property Development Co., Ltd., Guangzhou Yuexiu Yicheng Business Operation Management Co., Ltd., Guangzhou Yue Xiu City Construction Jones Lang Lasalle Property Services Co., Ltd.

#### Information security construction and assessment

During the Year, the Group continued to improve information security in all aspects of daily operations through the following key initiatives:

Dimension	Measures
Use of customer information	<ul> <li>Conducted the tracking and r management system, which</li> </ul>
	<ul> <li>established a comprehensive a elimination</li> <li>Any organisation or individual work or job nature was required</li> <li>Deployed dedicated persons to manner</li> </ul>
	<ul> <li>Integrated customer informati agreement in relation to such in</li> </ul>
Security terminal construction	<ul> <li>Reinforced security terminals computers, implemented an i internal network arising from the</li> </ul>
Software platform construction	<ul> <li>Enabled customer information encrypted backend data during</li> <li>The Group signed agreements information collected and update the knowledge of property own</li> </ul>
Vulnerability scanning and drills	<ul> <li>Conducted early security sca potential error codes in the dev</li> <li>Prevented business interruption network protection and emerged</li> </ul>

40

### **BUILDING ROBUST GOVERNANCE**

management of customer files with a customer relation h obtained Grade 2 certification for data security, and audit tracking mechanism for data recording, upgrading and

who has access to or acquires customer information due to ed to sign Customer Information Confidentiality Undertakings to sort, categorise and file customer information in a timely

tion into the membership system, and updated the privacy information

on a phase-by-phase basis, installed a control system on integrated security terminal strategy to prevent crash of the spreading of infection

ion verification, conducted dual-factor verification, and g storage

with external parties to limit the scope of use of customer lated the privacy agreement on the Group's mobile APP for ners

anning regularly and identified system vulnerability and velopment process in advance to prevent malicious use ions caused by malicious cyber-attacks through deploying jency plans in advance

### **BUILDING ROBUST GOVERNANCE**

Facial information encryption	<ul> <li>Facial information of property owners was encrypted throughout the transmission, and such information was stored in an OSS (Object Storage Service) secure manner</li> <li>The management platform has obtained the grade protection certification and has a comprehensive security protection mechanism, providing comprehensive protection for property owners' personal information</li> </ul>
Information security assessment	Included information security management in the performance appraisal based on the following five dimensions:
	<ul> <li>Organisational security: subsidiaries were required to sign security undertakings and included no occurrence of security cases in annual appraisal requirements</li> <li>Data security: subsidiaries were required to prevent data security accidents such as data leakage, commercial secret leakage, negative public opinion, key data loss or failure of servers and key network equipment</li> </ul>
	• Asset security: subsidiaries were required to establish a key information register list, check regularly to ensure its authenticity, and hold monthly security review meeting
	<ul> <li>Wireless cyber security: strengthened the management of wireless network in office area and installed security assistants to avoid malicious attack on computer terminals</li> </ul>
	<ul> <li>Personnel security: organised regular information security training and assessment to raise the awareness among employees</li> </ul>

#### Information security training

- Compulsory training for new employees: All new employees are required to take compulsory courses on information security, complete the course hours and pass the exam before they become regular employees
- Irregular training: The Digital and Intelligent Management Center prepares thematic trainings and employees participate in the trainings as needed
- Annual training: All employees are required to take the online training programme on information security ٠
- Monthly exam: All employees are required to take the monthly exam on confidentiality and information security • matters
- Information security month: Conduct information security education and promotion before major holidays to ensure • the office environment and the handling of confidential events meet the requirements

#### (II) Actions and practices

#### **Case: Strengthening the privacy security construction for property owners**

During the Year, the Group comprehensively applied advanced technology and management measures to protect the property owners' privacy and ensure their information security. Specific measures are as follows:

- Encryption and desensitisation of key information: Masked the key personal information (such as name, address, telephone number, identity card number, etc.) of the property owners on the information system platform. For the facial information in the smart access system, encryption and feature coding are adopted in the data storage and transmission process to ensure the security and confidentiality of biometric data.
- Strict data access and export management: For property owners' information in the information system, employees can only export critical data in bulk after submitting the relevant applications and undergoing stringent review. The Group has established a regular inspection mechanism to monitor the excessive use of information, thereby eliminating unauthorised access and export of data.

#### (III) Indicators and targets

# 100%

information security training sessions covered 100% of employees

# 100%

signing rate of Customer Information Confidentiality Undertakings reached 100%

#### **Intellectual Property Protection**

#### (I) Management

The Group attaches great importance to intellectual property protection, and strictly complies with 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 the People's Republic of China and other relevant laws and regulations. The Group acquires, maintains, applies and protects intellectual properties in accordance with all such laws and regulations.

The Group complies with the principles of centralised management and standardised use. According to internal rules and regulations such as the Legal Affair Management Measures, the Digital and Intelligent Management Center is responsible for protecting and managing intellectual properties such as trademarks, patents and commercial secrets, handling relevant legal affairs and providing legal advice. The Group has recorded details on intellectual properties to reinforce prevention and response against legal disputes on intellectual property. While protecting its own intellectual property, the Group also highly respects the intellectual properties of its partners, including by using partners' intellectual properties within the scope of authorisation, strictly complies with relevant laws and regulations and avoids any infringement of others' intellectual properties.

#### (II) Indicators and targets

127 pieces of intellectual properties held a total of 7 trademarks. 104 software patents and 16 patents as of 31 December 2024

### **BUILDING ROBUST GOVERNANCE**

## 0

information security accident

intellectual property infringement

# **BUILDING A PROSPEROUS ECO-SYSTEM**

### **Sustainable Supply Chain Management**

#### (I) Management

The Group continuously strengthens its supplier management by establishing a standardised system based on the principles of open, fair, and impartial bidding and procurement. Throughout the Year, the Group has actively promoted the sustainable transformation of its supply chain by incorporating ESG criteria into supplier evaluations, identifying and managing environmental and social risks at an early stage, and advocating for green and transparent procurement practices.

The Group prioritises suppliers who demonstrate exceptional energy-saving performance, uphold ESG principles, and actively support China's "30-60" dual carbon goals when conditions are equal. During collaborations with various suppliers, the Group continually refines its product categories to ensure that its operations at all levels align with the development path towards a low-carbon economy and the adoption of new energy sources.

#### Supply chain management mechanism

The Group is committed to continuously improving its Supplier Management Implementation Rules, Work Safety Management Systems, and other internal policies applicable to all approved suppliers. The Group optimises the tendering process, regularly reviews its supplier pool, categorises suppliers for better management, and clearly defines supplier inspection and performance evaluation standards. These efforts aim to monitor supply chain risks and enhance the quality of supplier management on an ongoing basis.

Additionally, the Group has developed and published the Supplier Code of Conduct to inform suppliers of the relevant requirements. This ensures that all approved suppliers comply with standards in employee health and safety management, environmental management, business ethics, and product guality control.

Dimension	Measures
Admission approval	In order to accurately adapt to project needs, the supplier pool is divided into two classes: regular pool and high-end project pool, each applying different selection criteria. Suppliers are required to present complete corporate credentials, as well as professional qualifications and proved service quality, financial strength and historical performance matching the tender requirements upon admission. The Group ensures the authenticity of information provided by suppliers through site visits, on-the-spot inspections, and professional assessments. During the Year, based on supplier admission standards, the Group incorporated social, environmental, and business relevance scoring criteria into the supplier entry evaluations for corresponding categories, which include "Greening Maintenance (Metro)", "Energy Conservation Renovation", "Cleaning Services", "Cleaning Equipment", "Greening Services" and others.
Contract fulfilment evaluation	Supervision of procurement activities is conducted through methods such as on-site assessments (conducted by independent auditors or company employees) and desk assessments in accordance with relevant management systems. For supplier evaluation, whether desk-based or on-site, the Group follows the generally accepted industry standards and methods or those advocated by diverse stakeholders. To ensure the quality of the supplier pool, the Group conducts supplier performance evaluations on a monthly, quarterly, and project milestone basis, setting assessment requirements for suppliers across multiple dimensions, including product quality, on-site service, cooperation history, safety management, response speed, after-sales service, and pricing. The evaluator needs to complete and submit the evaluation questionnaire and related information forms in accordance with the pre-set timeline, and the system automatically generates the fulfilment evaluation report. In addition, the Group incorporates third-party satisfaction surveys into its monthly supplier performance evaluations, with all suppliers subject to annual unified reviews.

Dynamic management In accordance with the Supplier M adopts the lockdown, removal management of suppliers with p fulfilment of contracts. In particu Grade D in the annual performanc will not be eligible for re-admiss same category within one year fro		
	Dynamic management	adopts the lockdown, removal management of suppliers with p fulfilment of contracts. In particu Grade D in the annual performanc will not be eligible for re-admiss

#### Managing ESG risks for the supply chain

The Group is committed to building a sustainable supply chain and places significant emphasis on controlling ESG risks within it. During the Year, the Group formulated and published the Sustainable Procurement Policy, aiming to contribute to sustainable development through its procurement activities. The Group encourages all business partners, including affiliates, contractors, and suppliers, to adhere to responsible procurement strategies. Sustainable development principles are integrated into both the selection of new suppliers and the ongoing management of existing suppliers. The Group has required all suppliers to have anti-corruption policies and measures in place and regularly reviews their compliance.

To further enhance ESG management within the supply chain, the Group implements full life-cycle management for suppliers. The Tendering and Procurement Centre is responsible for addressing issues reported by suppliers during the contract performance process and ensuring strict compliance with relevant industry standards and business ethics. This approach helps maintain long-term strategic partnerships with suppliers.

Dimension	Measures
Green procurement	<ul> <li>In the Notification to Relate providers, project contractors free, safe and effective ma equipment, and advanced cou- lt is strictly prohibited to use equipment that have been h construction, necessary meas wastewater and hazardous w disposed of. In addition, measu occupational diseases</li> <li>Introduced suppliers that pu- category of product offerings a</li> </ul>
Transparent procurement	<ul> <li>The Group has provided integreporting mailboxes in the ten of fraud, underhanded operation.</li> <li>Require suppliers to develop inspections and random check with suppliers involve corrupti.</li> <li>Clarify eight compliance may (including regulations related to integrity is maintained.</li> <li>Require all its suppliers to seclauses into contracts. Such prompetition behaviours, thereit.</li> <li>Regularly organise integrity a promptly remove those who performance management.</li> </ul>

44

### **BUILDING A PROSPEROUS ECO-SYSTEM**

Management Implementation Rules, the Group progressively I from the pool and blacklisting approach for dynamic poor fulfilment or involved in other risk situations affecting cular, the Group will remove ungualified suppliers (rated as ce evaluation) from its supplier pool. Moreover, such suppliers ssion to the supplier pool in the same region and under the om the date of removal.

ed Parties, the Group encourages material and service s and other related parties to give preference to pollutionanufacturing techniques, production and construction onstruction methods in their production and construction. e manufacturing techniques, production and construction banned by the state or local governments. During the sures shall be taken to reduce pollution from noise, dust, vaste, and waste at the construction site shall be properly sures must be taken to ensure employee safety and prevent

ursue green procurement, and continuously refined the and worked towards low-carbon and new energy initiatives

grity reporting channels and disciplinary and supervision ndering and procurement system to eliminate the possibility ions and illegal transactions

their own anti-corruption policies, and conduct quarterly ks on suppliers to review whether the business interactions tion

atters in exchanges between employees and suppliers to gifts, entertainment and other hospitality), to ensure that

sign the Integrity Agreement and incorporates integrity provisions strictly prohibit bribery, fraud, and other unfair by preventing violations from the outset

activities, discussions and interviews with suppliers, and are uncooperative, non-compliant, or loose in contract

### **BUILDING A PROSPEROUS ECO-SYSTEM**

Review of	<ul> <li>As an appendix to the relevant cooperation agreement, the Group requires its suppliers</li> </ul>
environmental	to sign the Integrity Agreement, the Work Safety and Environmental Protection
and social	Responsibility Agreement, the Notification to Related Parties, and the Waste and Other
performance	Pollutant Discharge Management Regulations, which clarify the social and environmental
	responsibilities of suppliers, to minimise ESG risks in the supply chain
	The Group conducts performance review and evaluation of all suppliers on a semi-annual
	basis, covering non-compliant use of equipment, safety risk events, credit issues, labour
	disputes, and protection of employees' rights and interests. Based on the review result,
	the suppliers will be treated as qualified, restricted, unqualified, or removed from the

supplier pool

#### Supplier training and empowerment

The Group views strong partnerships with suppliers as fundamental to its sustainable development. It maintains efficient communication with suppliers based on principles of openness and transparency. Regular and in-depth exchanges are held, including annual supplier conferences, to foster mutual trust and collaboration.

To achieve shared growth and continuous improvement, the Group offers regular professional training to its suppliers. This training covers contract performance standards, integrity requirements, employee safety measures, and more, thereby enhancing professional and safety standards throughout the supply chain. For suppliers who do not meet the Group's standards, the Company provides rectification guidance, which may include interviews, targeted training, and support for rectification plans, depending on the severity of the issues. A reasonable period is also given for suppliers to make the necessary corrections.

#### (II) Actions and practices

During the Year, the Group further clarified risk management and control, strengthened the management of supplier performance evaluation, and removed 689 unqualified suppliers, thereby improving the quality of its supplier pool.

#### Case: Supplier Development Month (供應商共建月)

In April 2024, the Group launched the "Supplier Development Month" campaign, during which a series of activities were organised for all suppliers, such as sharing of exemplary cases, presentations on the application of new technologies, and training sessions on integrity, to facilitate technological innovation and management optimisation among suppliers.



#### **Case: Green Supply Chain Practices**

The Group encourages suppliers to use clean energy wherever possible in their production and operations, thereby reducing their reliance on traditional energy sources.

- powered cleaning equipment
- for high-altitude pruning, overall operational efficiency and quality have been improved
- reduced paper consumption

#### (III) Indicators and targets

# 100%

signing rate of Supplier Integrity Agreement reached 100%

### **BUILDING A PROSPEROUS ECO-SYSTEM**

• In terms of community daily cleaning, the Group has increased investment in the "human-machine integration" model and rechargeable cleaning equipment, while phasing out the use of outdated diesel-

• In terms of greening maintenance and pruning, the Group has established an intensive professional greening team and increased the allocation of high-efficiency equipment and tools. By using laser machines

• In terms of material procurement, the Group has upgraded its practice to adopt paperless digitalized electronic invoices, which avoided the mass printing and use of traditional paper invoices, and therefore



### Material issues, guidelines and indicators addressed in this chapter

Material issues	SDGs		HKEX ESG Indicators
Employees' rights and	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	B1
interests and employee	-/v/\$		B1.1
care			B2
Diversity and inclusion		8 DECENT WORK AND ECONOMIC GROWTH	B2.3
Prevention of child	<b>I I</b>		B3
labour and forced labour			B3.1
Employees'			B3.2
remuneration and			B4
benefits			B4.1
Occupational health and			B4.2
safety			
Employees training and			
development			

# **OUR STRATEGIES**

Our Strategy	P.
Protection of employees' rights and interests	Respect and fully protect employees' rights and interests, and provide comprehensive employee care
Diversity, equality and inclusion	Create a workplace that is diverse, equal and inclusive, ensuring that employees of different backgrounds, genders, ages, cultures, and capabilities are respected and given equal opportunities
Occupational health and safety	Strictly adhere to health and safety related regulations. Arrange regular safety training, health checks and emergency drills to fully protect each employee's health and well-being
Employee development and retention	Attract and retain high-caliber talents with a well-established training mechanism, tailored career development plans and competitive remuneration packages

### **Protection of Employees' Rights and Interests**

#### (I) Management

#### Respecting employees' labour rights and interests

The Group respects and supports international covenants, regulations or principles on human rights, such as the Convention concerning Discrimination in Respect of Employment and Occupation, the Abolition of Forced Labour Convention, the International Labour Organisation (ILO) Constitution, and the Ten Principles of the UN Global Compact. The Group strictly follows laws and regulations related to employment and labour management, such as the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, and the Employment Ordinance of Hong Kong SAR. The Group is committed to upholding the core conventions of the International Labour Organisation, and has simultaneously implemented internal policies and quidelines such as the Detailed Rules for the Management of Talent Allocation, the Management Measures for Recruitment, the Management Measures for Recruitment Channels, and the Management Measures for Labour Contracts.

During the Year, the Group improved and updated the Position Management Measures, the Performance Management Measures, the Management Implementation Rules for Remuneration and Benefits, the Reward and Penalty Management Rules and other institutional documents to protect employees' labour rights and interests, and was committed to creating an equal and fair employment environment and development platform for employees and comprehensively protecting their legal rights and interests.

#### Equal employment

The Group has always adhered to the principles of "equity, fairness, and openness", striving to provide equal employment and career development opportunities. In each employment decision, including recruitment, appointment, transfer, training and promotion, the Group treats all candidates equally, selects the right persons in strict accordance with the job requirements, ensures objective, rational, and consistent recruitment process and selection standards, and strives to optimally match employees with job requirements and enable each employee to realise their full potential.

#### Anti-discrimination and anti-harassment

The Group respects individual difference of each employee and recognises their contribution to the Group. The Group undertakes not to discriminate against anyone on the basis of their race, skin colour, gender, age, nationality, region, cultural background, religious belief, political affiliation, marital status, citizenship, disability, veteran status or any other factors protected by law. The Group strives to create a harmonious and inclusive environment where its employees work together efficiently and will not tolerate illegal discrimination or harassment in any form.

In addition, the Group encourages employees to report workplace discrimination and harassment and undertakes to provide necessary protective measures for whistleblowers to prevent any form of retaliation. For cases of discrimination or harassment that are confirmed through investigation, the Group will impose severe disciplinary punishment, including termination of employment.

During the Year, no incidents of harassment or discrimination occurred within the Group.

50

# **BUILDING A HARMONIOUS WORKPLACE**

### **BUILDING A HARMONIOUS WORKPLACE**

#### Respecting the freedom of association and collective bargaining

The Group recognises the importance of employees' freedom of association and collective bargaining rights and firmly supports their rights for freedom of speech and expression. Employees can exercise their right to organise, join, or refrain from joining the labour union, employee representative councils, and other employee organisations in accordance with relevant local laws and regulations, without fear of retaliation, intimidation, or other harassment.

During the process of signing the Group's collective agreement, the Group fully respects the views of its employees. Collective contracts are signed based on the trade union organisation. Before the collective agreement is finalised, an employee congress is convened, where representatives of the Group and employee representatives discuss the main terms and conditions of the agreement clause by clause. Once mutual agreement is reached, the collective agreement is publicised for 15 days, during which any comments or feedback can be raised. If no objections are received, the agreement becomes effective upon submission to the relevant department for signing and sealing after the publication period ends. In the event of the agreement's expiry or significant changes to its content, the procedure for signing the collective agreement will be reactivated.

#### Democratic communication

The Group highly values the opinions and feedback of employees and is committed to maintaining open and smooth communication channels to protect employees' rights to information and participation. In order to promote direct communication between the management and general employees, the Group has set up diverse communication forums. including informal chats, monthly meetings, management meetings, performance meetings, employee talks, new employee orientation, face-to-face communication with the management, and employee representative meetings. These forums help the Group to understand requests, give timely feedback and help solve difficulties in work, so as to constantly improve employees' satisfaction and sense of belonging.

In addition, employees can report their opinions through channels such as the "Yue Work Live (悦工作)" platform and hotline, or engage in face-to-face communication with the Human Resources Department or indirect superiors across different hierarchical levels. The Human Resources Department has developed relevant management guidelines and provided the contact information of the persons in charge. Employees' opinions or feedback will be followed up and handled by dedicated personnel, and if necessary, will be reported to the superior management to ensure accurate delivery of information and adequate protection for the security of employees' privacy.

#### Prohibition of child labour and forced labour

The Group strictly prohibits any form of child labour and forced labour, and firmly follows the Provisions on the Prohibition of Using Child Labour, the Employment Ordinance of Hong Kong SAR, and the requirements of other laws and regulations. The Group has signed employment contracts with all regular employees and signed service contracts with interns and temporary workers to fully safeguard their legal rights and interests. Additionally, the Group has strengthened human rights training, to equip its employees with a better understanding of their rights and help them identify behaviours that may infringe on the human rights of others.

The Group focuses on the prevention of such behaviours. If any child labour or forced labour cases noted in each of the Group's operating sites, the Group will promptly investigate and take remedial measures, including suspending the relevant person, arranging for them to undergo physical examination to assess their health status, and notifying the local labour bureau. With the consent of the relevant department, the Group will send the individuals involved (in the case of child labour) to their original place of residence or school and contact their parents or guardians. During the Year, the Group had no event of child labour or forced labour.

The Group has adopted a zero-tolerance policy towards the use of child labour and forced labour by its suppliers. To enforce this policy, the Group has publicly posted the Supplier Code of Conduct on its official website, outlining the human rights and labour management standards that suppliers must adhere to. The Group rigorously assesses suppliers' compliance with these human rights standards. If a supplier is found to be in violation, particularly involving child labour or forced labour, the Group will take immediate corrective actions. These actions may include issuing warnings, imposing penalties, or terminating the partnership with the offending supplier if necessary. Through these measures, the Group ensures that labour practices within its supply chain meet ethical standards and legal requirements, and it works collaboratively with its partners to promote responsible business practices.

#### Physical and mental care for employees

The Group prioritises the physical and mental health and wellbeing of its employees, actively fostering a warm and caring environment that feels like a home for its staff. To fully understand the needs and ideas of its workforce, the Group conducts job satisfaction and engagement surveys for its employees, continuously striving to enhance the employment experience based on the results of the satisfaction surveys.

To address employee retention, the Group includes the employee turnover rate as a key performance indicator for regional companies and relevant positions. It conducts exit interviews and guestionnaire surveys to gain a deeper understanding of the reasons behind employee resignations. The Group then undertakes targeted actions to rectify the issues raised by departing employees, aiming to improve talent retention and maintain a robust talent pool for the Company's sustainable development. During the Year, the overall turnover rate of the Group's employees decreased by 8.53 percentage points to 19.76%.

52

## **BUILDING A HARMONIOUS WORKPLACE**

### **BUILDING A HARMONIOUS WORKPLACE**

In addition, the Group organised a series of caring activities for all employees, aiming to help them achieve a balance between work and life, enhance their happiness and sense of belonging, and strengthen team cohesiveness.

Physical checks: Organise yearly health checks for all employees.

Recreational and sports activities: Such as badminton, football, basketball, and yoga, on a regular basis.

Welfare on festivals: Organise celebration activities and distribute gifts during major festivals.

Care for females: Give special gifts on and organise activities for Women's Day, organise special physical checks for female employees, and make available nursing rooms.

- Welfare in the summer: Enhance labour protection in high temperature days and provide cooling items to front-line workers.
- Care for health: Organise representatives to visit employees when a child is born, a family member passes away or is hospitalised.
- Care for daily life: Provide employees with air conditioners, microwave ovens, refrigerators, etc., to improve their accommodations.

Mental health: Pay attention to employees' mental health, and provide special and positive psychological development counselling, newly formed teams and other teams as needed.

Night-shift allowance: Carry out night-shift reform for engineering team, which improves the efficiency at project level and increases employee income through night shifts.

#### (II) Actions and practices

#### **Case: Provide warm care for employees**

During the Spring Festival, the Group distributed a targeted relief fund of RMB1,000 to each employee with serious illnesses.

In addition, the Group visited the employees on duty during the Spring Festival, and brought them food such as milk, biscuits and self-heating hot pots for more than 3,340 employees.

External recognition

#### Award

Guangzhou AAAA Enterprise with Harmonious Labour Relations

Guangzhou Grade-3A Female Staff Rest and Breastfeeding Room Demonstration Site (廣州市3A級女職工休息哺乳室示範點)

Innovation Workshop for Female Employees of Guangzhou Federation of Trade Unions (廣州市總工會女性職工創新工作室)

#### (III) Indicators and targets

## 0

strikes/lockouts in the past three years

54

## **BUILDING A HARMONIOUS WORKPLACE**

Accredited unit

Guangzhou Yuexiu Property Development Co., Ltd.

Guangzhou Yuexiu Property Development Co., Ltd.

Zhou Zhanyan Women Workers' Innovation Workshop (周展言女職工創新工作室)



### **BUILDING A HARMONIOUS WORKPLACE**

### **Diversity, Equality and Inclusion**

#### (I) Management

### Employment Diversity

A diverse workforce is essential for driving innovation and development within an enterprise. The Group is dedicated to fostering an equal and inclusive working environment with diverse backgrounds, ensuring a balanced distribution among team members in terms of gender, age, region, and other dimensions.

The Group strictly adheres to laws and regulations, prohibits any form of illegal employment, and upholds the principle of equal pay for equal work regardless of gender. As of 31 December 2024, women accounted for 41.42% of the Group's employees (2023: 40.62%) and 36.51% of management positions (2023: 35.93%).

To attract and select outstanding talent, the Group has established a robust recruitment management system and standardised recruitment processes. By utilising diverse channels such as social recruitment, campus recruitment, and internal referrals, the Group continuously sources talent to strengthen its talent pool. Additionally, the Group promotes the "Yuxiu Sheng (毓秀生)" talent training programme to attract capable fresh graduates, thereby injecting new talent into the Group's long-term development.

#### Integration of Diversity, Equality and Inclusion into Management

The Group strives to integrate the concepts of diversity, equality and inclusion into the workplace culture, and proactively promotes gender equality, prevention of sexual harassment in the workplace, respects employees of different cultures and fosters cross-cultural integration through systematic training and continuous publicity.

The Group carefully considers the diversified needs of employees in the design of office space and facilities, as evidenced by setting up baby care rooms for female employees, providing parental leave and other supporting measures. In addition, the Group has added barrier-free facilities in office areas, such as wheelchair ramps, to ensure that all employees can work in a comfortable and convenient environment.

#### (II) Actions and practices

#### **Case: Recruitment Sessions for Veterans**

During the Year, the Group actively teamed up with relevant authorities and institutions to organise a number of recruitment sessions for veterans, continuously assisting their employment.

Participated in the recruitment sessions for veterans from Guangzhou, Foshan, Zhongshan, Zhaoging and Qingyuan organised by the Guangdong Department of Veterans Affairs



Cooperated with Guangzhou Yuexiu District Veterans Affairs Bureau and Guangzhou Tianhe District Veterans Affairs Bureau to carry out special visits and study and recruitment sessions for veterans



Joined the live broadcast for veteran recruitment jointly organised by the Guangdong Department of Veterans Affairs and Zhaopin.com



## **BUILDING A HARMONIOUS WORKPLACE**

### **BUILDING A HARMONIOUS WORKPLACE**

#### **Case: School-Enterprise Cooperations**

During the Year, the Group launched autumn recruitment sessions for graduates in key cities such as Guangzhou, Wuhan and Xi'an, receiving more than 10,000 resumes from more than 10 interview sessions.

In addition, the Group entered into school-enterprise cooperation agreements with Guangzhou Public Utility Technician College, Guangzhou City University of Technology and other colleges in Guangzhou, recruiting more than 20 professionals in the fields of customer service and hotel management, etc.; entered into a 3-year school-enterprise cooperation framework agreement with Guangdong Industry Polytechnic University, and entered into the "Tailor-made Class Cooperative Training Agreement (《訂單班合作培養協議》)" with Guangdong Vocational Institute of Public Administration, with effective from October 2024. During the Year, the Group received 232 interns from school-enterprise cooperations.







Project site visit

Campus presentation



The composition of such employees by gender, age group and region is shown below:





58

### **BUILDING A HARMONIOUS WORKPLACE**

new employees recruited during the Year

Environmental, Social and Governance Report 2024

59

### **BUILDING A HARMONIOUS WORKPLACE**

### **Occupational Health and Safety**

#### (I) Management

#### Improvement of the management system

The Group has strictly followed the Law of the People's Republic of China on Prevention and Control of Occupational Diseases and other laws and regulations, formulated and implemented internal policies and guidelines, such as the Management Guidelines for Prevention and Control of Occupational Diseases, Detailed Rules for Management of Employees' Occupational Health and Hygiene, Guidelines on Occupational Health Management for Related Parties, Safety Manual for Employees, which are applicable to all employees of the Group and related parties, to regulate the health and safety management of all employees. For employees of related parties, the Group has formulated and issued the Notification to Related Parties to set forth specific requirements on the management of employees' work safety.

The Group has incorporated work safety into performance assessments in the form of weighted indicators. In the event of major work safety or quality incidents, certain points will be deducted from appraisal results of the subsidiaries. In the event of a material work safety incident as stipulated in the Regulations on Reporting, Investigating and Handling Work Safety Accident (Decree of the State Council [2007] No. 493), variable compensation will be deducted from the remuneration package.

The Group has formulated and issued safety management policy documents in accordance with the Company's safety risk management and control process and relevant laws and regulations. Such documents are revised and updated in a timely manner to reflect opinions from front-line staff. During the Year, the Group comprehensively revised and improved the safety clauses in the five major SOP manuals, i.e. integrated management, security, engineering, customer service and environment maintenance. The Group updated the Work Safety Responsibility to further clarify the safety management responsibilities of each level and standardise the occupational health monitoring. It also set up a dual prevention mechanism that features tiered management of safety risks and hidden safety hazards identification and control with a focus on high-risk operations. At the same time, the Group has formulated the Detailed Rules on Work Safety Rewards and Punishments to specify types of rewards for safety actions, so as to encourage employees to actively participate in safety works and give priority to rectification of safety hazards.

#### External certification

#### Members with ISO 45001 certification:

Guangzhou Yuexiu Property Development Co., Ltd. Guangzhou Yuexiu Yicheng Business Operation Management Co., Ltd. Guangzhou Yue Xiu City Construction Jones Lang Lasalle Property Services Co., Ltd. Guangzhou Metro Environmental Engineering Co., Ltd. Guangzhou Metro Property Management Co., Ltd. Yue Xiu Property Management Limited Yue Xiu APT Parking Limited

#### Conduct regular review

The Group establishes and improves its internal occupational health and safety management system, and engages professional external third-parties to conduct health and safety evaluation every three years to ensure the effective operation of the system.

- rules and regulations, work safety operation guidelines, etc..
- and safety.
- Providing safety equipment: Employees are provided with protection equipment needed for work.
- education and training for new employees.
- Punishments, to mobilise all employees to participate in safety management.

#### (II) Actions and practices

#### WELL program

#### Case: Headquarters office obtained the WELL Platinum

During the Year, the Group relocated and its new headquarters the WELL Platinum certification - the highest level of WELL certi scientific layout, optimisation of health facilities and polishing of Kev measures include:

- Green office: Increase greenery; maximize the use of environmentally friendly decoration.
- Waste management: Install categorized trash bins; use eco-friendly meal boxes.
- Water conservation measures: Install sensor faucets leakage sensors.
- Energy-saving measures: Adopt Grade 1 energy-efficient office appliances; turn off equipment not in use on weekends.
- Comprehensive enhancement of employee experience: Introduce 3M direct drinking water system, ergonomic workstations, air quality monitors and intelligent lighting to ensure that the ten major health indicators, including drinking water safety, temperature and humidity comfort, and air guality, are up to standard; equip a maternal and child room.

60

## **BUILDING A HARMONIOUS WORKPLACE**

• Standardised operation requirements: Employees are required to strictly abide by labour discipline, work safety

• Creating a safe environment: Regular inspection of the working environment in the office area is carried out by the safety management department, which covers all the employees, to eliminate potential risks to occupational health

 Organising safety training: Regularly organise health and safety trainings to all employees (including part-time and contractors), and adopt consistent safety standards for safety trainings to suppliers. Improve employees' occupational safety awareness through themed meetings, internal notifications and regular bulletins, and safety

Improving welfare protection: Commercial medical insurance enrolled and health check arranged for all employees.

 Work Safety Accident Accountability System: Safety performance indicators such as major work safety accidents, casualties, and fire accidents are linked to the salaries and bonuses of senior executives and employees, and accountability and penalties are implemented in accordance with the Detailed Rules on Work Safety Rewards and

n Certification		
s office obtained ification through details.		
	YUEXIU SERVICES HEAI	DQUARTERS
	GUANGZHOU, CHI	INA
f natural light;	HAS FULFILLED THE REQUIREMENTS OF THE FOLLOWINI ESTABLISHED BY THE INTERNATIONAL WELL BU IN THE WELL BULDING STANDARD" AND VERIFIED BY GREEN	ILDING INSTITUTE"
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s; install water	<u> </u>	ð

WELL Platinum Certification

61

### **BUILDING A HARMONIOUS WORKPLACE**

#### Raise safety awareness

The Group continuously conducts various safety-related thematic training sessions, aiming to comprehensively promote and implement standardised operating procedures for all employees (including part-time and contractors), raise safety awareness, and reduce the occurrence of accidents.

<ul> <li>Work safety month</li> <li>In June 2024, the Group organised all employees to watch the promotional video under the theme of "Work Safety Month" and the warning education video titled with "Shoulder the Work Safety Responsibility (安全生產責任在肩)", with a view to enhancing the safety awareness and the professionalism of project managers. A total of 12,058 person times participated.</li> </ul>	<ul> <li>Safety courses for the General Manager and project managers</li> <li>Safety courses for the General Manager: promotes the government's decision-making arrangements on work safety, work safety laws and regulations, work safety arrangements, etc</li> <li>Safety courses for project managers: clarifies the safety management duties of project managers, and regulates the safety management measures in aspects of organisational structure, policy system, education and training, hazard identification, emergency management and accountability system.</li> </ul>
<ul> <li>Firefighting skill practical trainings</li> <li>Regularly conducts fire evacuation drills and various forms of firefighting training to improve employees' ability to acquire basic skills for extinguishing the fire at early stage and organise evacuation.</li> <li>Conducts practical trainings for all firefighters at least once a month, and provides practical trainings for and carries out assessment on employees in fire control room on a quarterly basis. In 2024, a total of 3,784 employees in fire control room participated.</li> </ul>	<ul> <li>Work safety education and training</li> <li>New employees recruited are required to receive strict pre-job safety education and training.</li> <li>Conducts training for all employees on a twice-yearly basis, with safety training covering 100% of all employees (including part-time and contractors).</li> <li>Conducts safety educational training for employees in key positions at least once a month.</li> </ul>
<ul> <li>Safety educational training for related parties</li> <li>Includes managers of related parties in the scope of the Group's safety training, and requires related parties to carry out safety training for their employees and special type operators and ensure proper shift handover on work safety.</li> </ul>	<ul> <li>Thematic training on safety</li> <li>For property butlers: provides them with CPR training, including theoretical knowledge, operational skills and the use of AED facilities.</li> <li>For security personnel, cleaning staff, and monitoring personnel: organises safety examinations.</li> <li>For the hotel segment: conducts thematic training on safety for all employees, covering topics including prevention of cyber fraud, identification of hidden</li> </ul>

cameras and gas safety.

0.086

lost time injury rate

#### (III) Indicators and targets

100% safety training coverage

0 work-related fatality

### **Employee Development**

#### (I) Management

The Group has developed a stable and efficient talent cultivation system, continuously optimised its management system and operational models, and improved assessment and incentive mechanisms to enhance organisational efficiency.

To support this, the Group has formulated and implemented the Detailed Rules for Management of Talent Cultivation and Training. During the Year, several policies were revised, including the Annual Training Guide and the Employee Orientation/ Transfer Training Guide. These documents outline the management of training, the role of internal trainers, and the course system, establishing a standardised and efficient talent cultivation framework. Additionally, the Group has introduced special rewards for internal talent development, such as incentives for course creation and the cultivation of project managers. These initiatives aim to improve employees' professional skills and competencies through the accumulation and dissemination of knowledge, experience, and capabilities.

#### Core training system

The Group has developed a robust training system that spans the entire life cycle of talent development. This system offers tailored training programmes for employees at various levels, including fresh graduates, junior staff, functional department employees, and management. This approach establishes a multi-tiered and comprehensive succession planning and development strategy.

Leadership training, skill development, and professional knowledge training are continuously provided to all employees, including part-time and contractors. The Group also offers customised and diverse career development plans and pathways to enhance employees' professional skills, expand their career opportunities, and attract and retain professional talent. This comprehensive approach helps build a strong talent pipeline, effectively supporting the Group's ongoing development.

	Build a talent pipeline to effectively														
Business Empowerment								E	chel	on C	onstr	uc	tion		
	New Employee Orientation			On-	On-the-job training						Ivy P	rogram	me		Cultivat
<u>م</u>	Eng	mai	ŝ	man	Servi		а-т				Kapok	Progra	mme		<ul><li>Action</li><li>Mento</li></ul>
Customer	Engineering	Environment maintenance	Security	Sales office management	Service quality		Human resource			D	andelic	on Prog	ramme	ŀ	<ul> <li>Obse comm</li> </ul>
	ŭ	nt		nte.	ality		Ű					iu Shen Iltivatior			<ul> <li>Class</li> <li>Air class</li> </ul>
	Online learning map									fessiona iing Car		Ľ	<ul> <li>Evalu</li> </ul>		
Project visits and communications Competition for post/flowing water plan (活							1 (活水言								
Skills competition Face-to-face communication with the mana							manager								
Star certifications for professional qualifications New employee integration/Yuxiu Sheng tra							eng traini								
System building: trainer system (Tao Li Cup (桃李杯)), resource syste															
					Diatte	orm t	oole -	and av	tornal	ree	ource	e. Vu		rni	na On

62

## **BUILDING A HARMONIOUS WORKPLACE**



**BUILDING A HARMONIOUS WORKPLACE** 

#### Talent echelon construction

The Group has established multi-level comprehensive succession plan and development plan for employees at different levels to ensure that there are always sufficient reserves for key positions in the Company. In addition, the Group has specifically launched the Ivy Programme, the Kapok Programme and the Dandelion Programme, which provide management, leadership and professional ability training primarily for employees at middle management level and above, thus providing a strong foundation for the Group's continuing development and the realization of its strategic goals.

The Group places significant emphasis on long-term talent strategy and, as part of this focus, recruits 100 talented fresh graduates annually through campus recruitment to join the "Yuxiu Sheng (毓秀生)" talent training programme. This programme is a vital component of the Group's succession plan, aiming to develop a cohort of young graduates with deep expertise and leadership potential. Over a period of three to five years, these graduates undergo systematic training and practical exercises to prepare them for future leadership roles within the Group.

	Target participants	Training forms	Purpose of training	Annual performance
lvy Programme	Regional management department heads	Course training, exchange seminars, challenging practical exercises	Strengthen overall thinking, operation management awareness and team cultivation capabilities	<ul> <li>Conducted three phases of thematic trainings on home decoration services, service design and integrated environmen management, as well as "lean management training"</li> </ul>
Kapok Programme	Project managers	Course training, senior management tutoring, action learning, observation and communication	Focus on project scenarios to strengthen business understanding, problem solving, resource coordination, team management and other capabilities	<ul> <li>Covered a total of 147 trainees, with the participation rate of 99%</li> <li>Internal cultivation rate of project managers reached 51%</li> </ul>
Dandelion Programme	Associates /assistant managers	Course training, superior tutoring, observation and communication, case study outputs	Improve professional capabilities, problem-solving capabilities and team management skills	• Covered 100 employees, with 45 trained as high-potential reserves and 21 employees participating in the flowing water plan (活水計劃)
Yuxiu Sheng Cultivation	Yuxiu Sheng	Course training, mentor tutoring, observation and communication, job rotation	Provide training on corporate culture, basic management and business knowledge and offer job rotation to help quickly integrate into corporate development and cultivate future managers	<ul> <li>Organised a 6-day training camp, covering all 100 management trainees</li> </ul>
Professional Training Camp	Frontline employees	Course training, observation and communication, on-the-job learning	Focus on project scenarios to improve professional skills	100% completion rate in new employee orientation

#### Talent special training

According to the needs of business development, the Group conducted special training for key positions with the aim of enhancing the professional competence of backbone staff and fostering talent for the Group talent echelon construction project. During the Year, the Group has improved the efficiency of its business operations by building an effective employee empowerment platform based on special training with a focus on the lean operation system.

- Launched the "Morning Star Learning Programmes": Invited industry experts to analyse market trends and embedded the industry vision into corporate development
- Established the "Service Design Workshop": 67 regional management and project managers, participated in customer-oriented service design competition to put forward service solutions
- Organised "Integrated Environmental Management Training": Provided training for 253 project managers to enhance ٠ customer satisfaction with a focus on integrated environmental management

#### Talent qualification assessment

The Group supports and encourages on-the-job continuing education of all employees (including contractors) based on their professional backgrounds, enabling them to pursue higher academic degrees, obtain gualification certifications, advance skillset, and broaden the direction of career development. Moreover, in accordance with policies such as the Employee Certificate Management Measures (Trial) and Employee Self-improvement Management Measures, the Group provides reimbursement and financial support based on the employee's learning progress and qualification attainment.

The Group has added 23 types of certificate in its educational assistance list, including certificates for certified safety engineers and pest controllers, etc. During the Year, the Group's staff have obtained 614 new certifications.

#### Industry leader talent pool

To enhance its core competitiveness, the Group focuses on building up its industry leader talent pool with the following specific measures:

Measures	Key actions
Talent Pool of Key Positions	<ul> <li>Optimised and adjusted key p of key talents</li> </ul>
COE Expert Team Building	<ul><li>Introduced business experts f</li><li>Introduced renowned busines</li></ul>
Key Project Manager for Imparnant Cities	Focused on the introduction of leading property management

#### Unblocked promotion channels

Under the principle of "fair, impartial, scientific and merit-based selection", talents recognising the Group's corporate culture and meeting development needs will be promoted. To this end, the Group has formulated a series of policies, including the Position Management Measures, the Employee Promotion Management Measures, and the Management Promotion Measures, to provide clear guidance for promotion management. In addition, the Group regularly reviews its talent structure and organises internal job competitions to stimulate the potential of employees and maintain a healthy competition environment.

The Group is dedicated to refining its appointment, dismissal, and promotion processes by establishing clearer and more transparent criteria. This approach opens up promotion opportunities for employees who demonstrate exceptional performance. Additionally, the Group implements a comprehensive career development plan that spans both management and professional fields. This plan facilitates inter-departmental mobility based on corporate development needs, ensuring fair promotion practices and stable employee development.



64

## **BUILDING A HARMONIOUS WORKPLACE**

positions and Classes A and B management to build up a team

from top property management companies ess experts across industries

of aspiring project managers with extensive experience from ent companies

### **BUILDING A HARMONIOUS WORKPLACE**

#### (II) Actions and practices

#### Case: Yuxiu Sheng (毓秀生) Exchange

In August 2024, the Group brought together 100 Yuxiu Sheng from across the country for a face-to-face meeting with senior management. During this meeting, senior management provided a detailed introduction to the Group's cultivation programme and development plan for Yuxiu Sheng, providing clear guidance for their career development.



Yuxiu Sheng face-to-face meeting

#### Case: 2024 "Tao Li Cup" (桃李杯) Course Development and Internal Tutor Certification Campaign

During the Year, the Group launched the "Tao Li Cup"(桃李杯) course development and internal tutor certification campaign for 2024. A total of 43 tutors were certified.

Meanwhile, the Group provided subsidies and incentives for self-developed courses to encourage employees' active participation and innovation.







### (III) Indicators and targets

**180,436** person times employees training

### **Employees' Remuneration and Benefits**

#### (I) Management

The Group is committed to providing employees with competitive remuneration packages in strict compliance with the provisions of the Labour Law of the People's Republic of China in respect of working hours, wages and benefits. By actively monitoring the external market trend and internal fairness, the Group continuously optimises the remuneration and benefit system and improves incentive mechanism for employees to attract and retain capable talents, and encourages employees to continuously improve themselves and fully realise their value.

#### Share option scheme

To further optimise its governance structure, improve the medium to long-term incentive mechanism and fully motivate the core management, the Group has adopted a share option scheme and formulated relevant appraisal and management measures in 2022. Share options in aggregate representing 1% of the Shares in issue were conditionally granted to 39 members of the senior management and key business personnel. For details of the share option scheme, please refer to the announcement and circular of the Company dated 30 December 2022 and 26 January 2023, respectively, and the 2023 Annual Report. Subject to the Vesting Conditions, all share options granted under the Initial Grant Proposal are vested in three tranches. The Vesting Conditions of first tranche have been satisfied.

### **BUILDING A HARMONIOUS WORKPLACE**

# 100%

Coverage of management capability training for all levels of management

### **BUILDING A HARMONIOUS WORKPLACE**

#### Compensation system and performance appraisal

The Group has formulated a series of performance management policies, such as the Management Measures for Performance, the Management Measures for Employees' Remuneration and Benefits, Management Measures for Performance Appraisal of the Management of Subsidiaries, and Management Measures for Performance Appraisal of Project Managers. It has established a compensation structure of "basic salary + performance bonus + variable income" to mobilize and engage all employees. The Group's performance evaluation methods include KPI management, multidimensional performance appraisal, team-based performance evaluation and agile conversations, with evaluations conducted at least twice a year.

To fully motivate employees through performance appraisals, the Group has established a comprehensive performance management system to ensure that the performance of each employee is fairly evaluated and appropriately rewarded. This system includes:

- Mid to high-level management: Building on the existing performance appraisal framework, the Group has upgraded the personal value creation evaluation system, which is centered on "2+3+N" quantitative indicators ("2" for core value creation indicators, "3" for key outputs and "N" for supplemental indicators), and is further detailed using KPI and OKR tools.
- Functional department employees: The Group conducts regular performance appraisals with a result-oriented approach to enhance work efficiency and service quality.
- Frontline employees: The Group implements a points-based appraisal system that gives comprehensive consideration to employees' performance, behaviour, growth, culture and creativity. Points are awarded based on the employees' work performance and contributions, serving as the basis for their immediate rewards and promotions.

In addition, the Group has implemented a leading compensation strategy specifically for project managers during the Year:

- Remuneration system: This system includes basic salary, performance bonus, project commission and operating performance incentives, ensuring that project managers' income aligns closely with their performance.
- Salary adjustment mechanism for outstanding project managers: A dedicated salary adjustment mechanism is in place for project managers who excel in indicators such as financial performance, collection rate and overall satisfaction evaluation.
- Project manager compensation progression system: Project managers are encouraged to proactively take on challenging tasks and manage multiple projects, enabling them to not only receive financial rewards but also gain more opportunities for career advancement.

The Group incorporated non-financial indicators such as customer satisfaction, energy consumption management, health and safety, employee development and business ethichs which were put as weighted indicators or plus/deduction items, in the performance appraisal of employees and functional departments.

During the performance appraisal process, employees who believe that they have been treated unfairly or are dissatisfied with the appraisal results may directly appeal to the Human Resources Centre and complete the Performance Appraisal Appeal Form during the appraisal period or within 3 working days after being notified of the appraisal results. The performance appraisal team will then verify and adjust data, and submit for approval before providing feedback or making adjustments, as applicable.

#### Benefits

The Group continuously optimises and improves its internal welfare mechanism and system. In addition to statutory benefits, the Group has established other special benefits for its employees.

Benefits	
Statutory benefits	<ul> <li>In accordance with applicable national statutory holidays</li> <li>Social insurance: including unemployment insurance, material statutory benefits</li> </ul>
Basic benefits	<ul> <li>All employees enjoy:</li> <li>Leave entitlements in addition injury leave, marriage leave days), paternity leave (15 day leave (10 days), home leave, r</li> <li>Cash gift or present for the Cl festivals</li> <li>Birthday cash gift or present</li> <li>Meal allowance</li> <li>Communication allowance</li> <li>Commercial medical insurance</li> </ul>
Special benefits	<ul> <li>Employees who meet applicable of</li> <li>Enterprise annuity</li> <li>Work-related injury</li> <li>insurance</li> <li>Supplementary</li> <li>commercial insurance</li> <li>Accident insurance</li> <li>Employee dormitory</li> </ul>

#### (II) Indicators and targets

100% coverage of work-related injury insurance

68

### **BUILDING A HARMONIOUS WORKPLACE**

tional or local regulations, all employees enjoy:

ing basic endowment insurance, medical insurance, naternity insurance and work-related injury insurance

on to statutory holidays, including annual leave, work-related e, prenatal checkup leave (10 days), maternity leave (≥98 ays), personal leave, funeral leave (3 days), single child care nursing leave and parental leave (10 days)

Chinese New Year, Mid-autumn Festival, and other traditional

#### nce

conditions enjoy:

- Housing allowance
- High-temperature allowance
- Heating allowance
- Title allowance
- Seniority allowance

- Assignment allowance
- On-duty/night-shift allowance
- Healthcare subsidies for female employees


# **LOW-CARBON AND SMART**

Material issues, guidelines and indicators addressed in this chapter

			HKEX ESG
laterial Issues	SDGs		Indicators
nergy management	6 CLEAN WATER AND SAN[TAT]ON	7 AFFORDABLE AND CLEAN ENERGY	A1
/ater management		-00-	A1.5
/aste management			A1.6
reen office	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES	13 CLIMATE ACTION	A2
romoting low-carbon			A2.3
lifestyle			A2.4
mart property	15 LIFE ON LAND		A3
			A3.1
			A4
			A4.1

# **OUR STRATEGIES**

Green property management	Continue to take actions to mitigate potential negative impacts of business operations on the environment, guided by the green low-carbon concept
Green office	Advocate for the green office concept, formulate and implement the relevant policies and regulations, to create a green and low-carbon workplace
Green leasing	Promote "Green Pacts" and paperless leasing for projects under management
Smart property management	Promote living convenience and quality for property owners, empowered by digital technology
Response to climate change	Continuously promote the comprehensive assessment, analysis and management of climate risks to strengthen the response to climate change

### **Green Property Management and Operation**

#### (I) Management

The Group strictly abides by the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China, and other laws and regulations. It closely follows the national green development strategy and implements the green concept in its property management and daily operation, striving to develop a highquality and sustainable property management system. During the operation and management process, the Group promotes green operation by energy conservation and consumption reduction, utilising water resources efficiently, and disposing of waste properly.

The Group has obtained environment management system certification and energy management system certification. Multiple projects under the Group's management have been certified as green buildings.

#### ISO 14001 certification:

Guangzhou Yuexiu Property Development Co., Ltd., Guangzhou Yuexiu Yicheng Business Operation Management Co., Ltd., Guangzhou Yue Xiu City Construction Jones Lang Lasalle Property Services Co., Ltd., Guangzhou Metro Environmental Engineering Co., Ltd., Guangzhou Metro Property Management Co., Ltd.

#### ISO 50001 certification:

Guangzhou Yuexiu Property Development Co., Ltd., Guangzhou Yuexiu Yicheng Business Operation Management Co., Ltd., Guangzhou Yue Xiu City Construction Jones Lang Lasalle Property Services Co., Ltd.

### Green building certifications for projects under management:

Projects with Sustainable Building Index: Guangzhou IFC, Guangzhou Yuexiu Financial Tower, Guangzhou ICC, Guangzhou Victory Plaza, Guangzhou Fortune Plaza, Guangzhou City Development Plaza

LEED: Guangzhou IFC, Guangzhou Yuexiu Financial Tower, Wuhan Yuexiu Fortune Centre

WELL: Guangzhou IFC, Guangzhou Yuexiu Financial Tower, Guangzhou ICC

BOMA: Guangzhou IFC

One Star Green Building Label: Guangzhou IFC

Zero Energy Building and Zero Carbon Building: Yuexiu iPARK Industrial Park

72

## **BUILDING A SUSTAINABLE FUTURE**

73

#### Energy management

The Group has formulated and implemented internal policy quidelines such as Guidelines for Energy Consumption Management and Control. Energy Management Measures, and Business Guidelines for the Compilation of Energy Management Implementation Rules, which provide guidance on standardized operations of major energy-consuming equipment in the public areas of property projects, including elevators, lighting systems, central air-conditioning systems, water pumps and other equipment, covering measurement, raw data processing, meter reading, and energy consumption analysis.

The Group has developed an advanced energy management platform designed for rapid and accurate detection and anomaly diagnosis. By actively implementing smart management measures, the Group identifies opportunities for energy savings, undertakes energy-saving renovations on managed projects, and regularly assesses progress to continually enhance energy use efficiency.

In addition, the Group promotes the use of clean energy sources, such as solar and wind power, in its managed projects. It actively explores the application of green energy and increases investment in the research, development, and application of new technologies to strengthen sustainable energy management.

The Group identifies and explores potential improvements in energy efficiency and sets clear, quantitative targets to systematically advance energy-saving efforts. It also establishes specific energy-saving control targets for key projects under management and implements an appraisal system linked to annual performance evaluations.

#### Water management

The Group strictly abides by the Law of the People's Republic of China on the Prevention and Control of Water Pollution, Regulations on Urban Drainage and Sewage Treatment and other relevant laws and regulations. The majority of the water used by the Group is sourced from the public water supply system, with a limited amount from rainwater recycling. The Group's water consumption mainly involves daily services, property management services, office and greening activities.

The Group has improved water resource management through regular assessments of water consumption, setting clear goals for reducing water usage, and identifying solutions to enhance water utilisation. This process involves three stages: reducing water use at the source, managing water consumption, and recycling water. These efforts have helped to prevent unnecessary water wastage caused by leaks and broken pipes due to ageing equipment.

During the Year, the Group did not encounter any difficulties in accessing suitable water resources. Should any water stress or risk of shortages be identified in the future, it will be incorporated into the Group's risk assessment system and reported to the ESG Committee or the Board of Directors as appropriate.

Water use reduction	Plant drought-tolerant local plants to reduce water usage. Control the water used for greening within a reasonable level, according to climate and seasonal changes. Use sensor faucets in toilets in public areas. Upgrade water conservation equipment to reduce water wastage at source. Put up slogans to improve employees' and residents' awareness for water conservation. For newly built projects, integrate automatic sprinkler irrigation facilities to replace manual irrigation; for aging projects, use mobile pipe nozzles to reduce water waste and avoid uneven irrigation.
Water usage control • • •	Monitor water usage at all times. Use variable frequency water pumps, sensor faucets, cooling towers with low rate of water loss, and sensors for use of water for sanitary purposes. Sub-meters installed at main points of water supply to provide usage data for water usage management. Targeted water-saving measures are activated on a timely basis in case of abnormal water consumption.



#### Waste management

The Group complies with laws and regulations such as the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, and strictly implements the Notice on the Comprehensive Implementation of Domestic Waste Sorting in Prefecture Level and Above Cities in China issued by the Ministry of Housing and Urban-Rural Development. It has formulated and implemented internal policy guidelines such as Solid Waste Management Regulations, Hazardous Chemicals List, Solid Waste List, and Hazardous Solid Waste Disposal Registration Form, to standardise waste handling and disposal in its property management and operation, to reduce the impact of waste on the environment.

The Group has set the targets related to waste and made plans to manage and reduce waste correspondingly, while providing employees with related training and advocacy on reducing waste and reuse of waste. Through methods such as reduction at source, recycle of waste and investment in innovation, the Group strives to minimise the generation of waste.

The main non-hazardous solid wastes generated during the Group's daily operations are domestic waste, garden waste, waste furniture and kitchen waste. To properly handle and dispose of such non-hazardous wastes, the Group has set up regular and overtime dumping stations in the projects under management to centralise waste collection and has engaged qualified third-party agencies to transport and dispose of the waste.

The hazardous solid waste generated during the Group's daily operations are mainly waste light tubes, waste batteries, waste ink boxes, waste toner cartridges and waste electronic equipment. For proper disposal, the Group has set up designated recycling stations for hazardous wastes such as waste batteries, waste light tubes and waste ink boxes in multiple projects under management and strengthened waste management through waste classification for collection, labelling, storage and management, in order to reduce and avoid environmental pollution caused by hazardous waste during collection and transportation.

The Group classifies and manages solid waste in three categories - i.e. non-recyclable solid waste, hazardous waste, and recyclable solid waste.

Recyclable solid waste •	Regularly sort out rec of Waste and Used Ar with the Measures for
Non-recyclable solid waste •	Dispose of such waste protection authorities.
Hazardous waste •	Adopt more compreh third parties with haz solid waste in accorda Record the disposal Hazardous Solid Wa management.

### **BUILDING A SUSTAINABLE FUTURE**

• Collect and use rainwater for toilet flushing, garage washing, landscape water

- Install air-conditioning condensate recovery devices to collect condensate, which
- Collect and use the reclaimed water for cleaning the cooling tower after device

cyclable solid waste, fill in the Approval Form for Disposal rticles and Equipment, and dispose of them in accordance r the Disposal of Waste and Used Articles and Equipment.

e in accordance with the regulations of local environmental

hensive management measures, and engage professional zardous waste business licenses to dispose of hazardous lance with relevant national and local laws and regulations. method, guantity and type of hazardous waste in the aste Disposal Registration Form and archive for future

#### Emissions management

In addition to strictly complying with the Law of the People's Republic of China on the Prevention and Control of Air Pollution, the Law of the People's Republic of China on the Prevention and Control of Water Pollution and other relevant laws and regulations, the Group has formulated and implemented internal policy guidelines such as the Pollutant Control and Management Measures Table and the Waste and Other Pollutant Discharge Management Regulations, to regulate the management of GHG, waste gas, wastewater, noise and other emissions and reduce the negative impact of daily operation on the environment.

Dimension	Measures
GHG emissions	<ul> <li>GHG emissions arising from energy consumption in the public areas of projects under management and office areas are the main source of GHG emissions from the Group's operations.</li> <li>In order to minimise these emissions, the Group has strengthened its efforts in energy conservation and consumption reduction, please refer to the sub-section headed Energy Management in this chapter for details.</li> </ul>
Waste gas management	<ul> <li>The Group has installed fume extractors in employees' canteens and air purifiers in certain renovation sites.</li> <li>The Group has used unleaded gasoline for corporate vehicles, to reduce waste gas emissions and improve indoor air quality in operating sites.</li> </ul>
Wastewater management	<ul> <li>The Group has set up a rain &amp; sewage diversion system to ensure wastewater discharge is in compliance with the relevant standards.</li> <li>Domestic sewage is discharged into municipal pipeline networks after biochemical treatment, while oily sewage is filtered and treated through the grease traps, and with regular inspection and maintenance.</li> <li>The Group requires that cleaning agents used for the cleaning of special equipment for depots and stations should meet environmental protection requirements and the emissions standards to reduce water pollution.</li> </ul>
Noise management	<ul> <li>The Group specifies reasonable periods for property owners to renovate their apartments in accordance with the relevant decoration management agreements, and encourages environmentally friendly materials and processes.</li> <li>The Group uses noise-reducing materials for the pumps of manhole covers of water collection wells. In addition, the Group controls noise levels through public announcements regarding noise control, patrols and other measures, and responds to property owners' feedback regarding noise control.</li> </ul>

#### Promoting the sustainable development of tenants

Based on optimising its internal green operation and management, the Group actively launches diversified green and lowcarbon activities for residents and tenants to promote a low-carbon lifestyle.

Dimension	Measures
Advocating low-carbon transportation	<ul> <li>The Group has reserved some parking spaces for installing charging equipment for electronic vehicles and new energy vehicles to enhance the preference of owners and tenants for clean energy vehicles.</li> <li>The Group has earmarked bicycle parking spaces to encourage green and low-carbon commute.</li> </ul>
Promoting green leasing	<ul> <li>The Group has advocated the Green Environmental Protection Initiative to be signed by the tenants of multiple office buildings under its management, to encourage the use of eco-friendly decoration materials.</li> <li>The Group encourages, monitors and inspects the use of energy-saving lamps.</li> </ul>

Dimension	Measures
Encouraging low-carbon lifestyle	• The Group has encouraged prop
Strengthening environmental protection publicity	<ul> <li>Environmental initiatives such a promoted through various cha company websites, and public areas. In public areas, the Group has s to create a smoke-free office bu</li> <li>Reminder signages are placed in</li> </ul>

### Case: A "Roof Farm" urban space in Guangzhou Yuexiu Financial Tower

A "roof farm" was built on the roof of Guangzhou Yuexiu Financial Tower, which forms a multidimensional urban space that integrates ecosystem, environmental protection, socialising and leisure. The roof farm of 250 square meters was divided into five major themed functional areas, including planting, leisure and photo spots, vertical vegetable farming, event hosting, recreation and socialising.

Since the launch of a unique activity themed "Delightful Roof Farm (樂享天際農場)" in 2022, Yuexiu Financial Tower has taken the lead in developing ESG standards with practical actions. Through the organisation of a number of diverse community activities covering cultural co-creation, personal growth and workplace wellbeing, the Group truly transforms the concept of "pressure relief in buildings" into services and builds a new model of "carbon-friendly" building services.



"Roof Farm" in Guangzhou Yuexiu Financial Tower

76

### **BUILDING A SUSTAINABLE FUTURE**

perty owners to sort waste and recycle materials.

- as World No Tobacco Day and used clothing donation will be annels, including multimedia platforms, tenant handbooks, accounts.
- set up no smoking signs and assigned public smoking areas uilding.
- in the peripheral grassy areas to protect the lawns.

### (II) Actions and practices

#### Energy management

Category	Type of upgrade	Achievement
Energy equipment upgrade	<ul> <li>Commercial projects:</li> <li>Promotion of the use of radar sensor dual- luminance LED lamps in the parking garage.</li> <li>Replacement of the old chiller unit consumes with magnetic levitation centrifugal units and variable frequency screw machine units, renovation of central air-conditioning room into a high-efficiency machine room.</li> <li>Transducers added in the air handling units of shopping malls, which enables the operating frequency adjustments of the air handling units according to the site requirements, and therefore reduces the electricity consumption.</li> </ul>	
	Residential projects: • Replacement with dual-luminance LED lamps.	• Completed upgrade in 20 parking lots, expected to save 1,569,000 kWh of electricity per year.
Smart energy management	<ul> <li>Establishment of smart energy platform to strengthen its digital management of energy.</li> <li>Promotion of "air conditioning flexible loading management system", to enable switch to centralized air conditioning loads in case of a power shortage.</li> </ul>	<ul> <li>8 commercial projects have applied the smart energy management and control platform.</li> </ul>
New energy application and green electricity procurement	<ul> <li>Installment of supercharging piles and building of integrated photovoltaic carports in the earth stations to convert solar energy into electricity.</li> </ul>	<ul> <li>Nansha Yuexiu International Finance Center has installed supercharging piles (one kilometre per second), with a photovoltaic installed capacity of 25.52kW, and an annual power generation capacity of 20,000 kWh, which can meet the energy needs of approximately 1,000 electric vehicles.</li> </ul>
	• Procurement of green electricity and acceleration of the scaled application of clean energy.	• Purchased 50,000 kWh of green electricity per year to reduce the use of fossil power.

#### Case: Suzhou YueFu Mansion's Energy Transformation Plan

In collaboration with the Institute of Energy Conversion, Chinese Academy of Sciences, Suzhou YueFu Mansion has developed an energy transformation plan:

- Energy saving in buildings: Add air curtains in the rear access to reduce air conditioning load.
- Energy saving of air conditioning and lighting: Add a multi-line centralised control system to turn off air conditioners in time.
- Smart management system: Add electricity meter subsystems and set up an energy management platform to refine energy management and control.

After implementing the energy-saving and consumption-reduction plan, it is estimated that approximately 323.34 MWh of electricity will be saved per year, which translates into an annual carbon emission reduction of approximately 224.72 tonnes of CO2e.

### Water management

Category	Type of upgrade	Achievement
Water use reduction	<ul> <li>Replaced with high-efficiency cooling towers with low rate of water loss for the Victory Plaza to reduce water loss and improve the cooling towers' heat dissipation efficiency.</li> </ul>	<ul> <li>Saved approximately 3% of electricity in cooling sources and reduced 10% of water consumption in cooling towers.</li> </ul>
	<ul> <li>Repaired underground water pipes with leakage at Wuhan Yuexiu International Financial City.</li> </ul>	<ul> <li>Reduced water leakage losses by approximately 13,000 m<sup>3</sup> per month.</li> </ul>
Water usage control	<ul> <li>Promoted water-saving irrigation technologies such as mobile sprinkler trays, drip irrigation belts, and micro- sprinklers in multiple residential projects.</li> </ul>	<ul> <li>Completed renovations in 117 projects, improving irrigation efficiency and reducing water wastage.</li> </ul>

### Case: Smart irrigation at Guangzhou Starry Haizhu Bay

During the Year, the Group implemented a pilot smart irrigation system at the Guangzhou Starry Haizhu Bay project. The system monitors soil moisture through the Internet of Things, and uses photovoltaic power supply to accurately control irrigation in combination with plant habits and weather trends. It is expected that such system can save 1 tonne of water per year and improve the ornamental value of plants.



Smart irrigation project at Guangzhou Starry Haizhu Bay

78

### **BUILDING A SUSTAINABLE FUTURE**

### Waste Management

Category	Type of upgrade	Achievement	
Waste sorting	Guangzhou IFC continued to carry "Waste Sorting and Recycling" ca classifying wastes into multiple wa for construction waste, dry waste, re waste, and kitchen waste, and weig recording the recycling of categories metals, paper, plastics, glass, lamps, to improve the utilisation rate of wast	aste bins ecyclable hing and s such as batteries	
Case: Guangzhou IF	C Obtained One Star Green Building	g Label	
Guangzhou IFC was	again honoured with the national One uilding in Guangdong Province honoure	uthoritative certifications of BOMA, LEED, and e Star Green Building Label in 2024, being the ed with the "Star Green Building Label with Cu	e first
Power conservation	management		
health, and weat	ther conditions. kWh of electricity (approximately the m	system to refine control for cooling metering, p nonthly electricity consumption of 1,500 house	
Water conservation r	management		
<ul><li>reducing buildin</li><li>Recycled 3,150</li></ul>	g water consumption by 20% compared	and outdoor efficient water-saving irrigation sy to the baseline. (equivalent to approximately the monthly w	
Waste management			
Put forward eco innovative desig stock items, suc significantly red Implemented wa During the Yea	n. House delivery with decoration was r h as flexibly modifying the layout of lam uce the use of new carpets by 60% and r aste sorting and furniture recycling:	26 tonnes of cardboard, 1.74 tonnes of books	n with ets to

#### (III) Indicators and targets

Target area	Targets	Targets and Progress for 2024	Targets for 2025
Emissions management	<ul> <li>Encourage the use of public transportation and reduce the use of corporate vehicles to lower waste gas emissions.</li> <li>Enhance equipment maintenance and improve fuel efficiency.</li> <li>Gradually reduce the intensity of GHG emissions through intelligent and refined management as well as use of clean energy, etc.</li> </ul>	<ul> <li>Continously promote environmental protection awareness, advocate green travel, strengthen equipment maintenance and improve energy use efficiency.</li> </ul>	<ul> <li>Encourage green travel and reduce the use of corporate vehicles.</li> <li>Enhance equipment maintenance and improve fuefficiency.</li> <li>Gradually reduce the polluta emissions through intelligen management as well as use clean energy, etc.</li> </ul>
Energy management	<ul> <li>Energy consumption intensity reduced by 5% year-on-year.</li> <li>Promote energy-saving equipment and upgrade high-energy-consuming appliances to improve energy efficiency.</li> <li>Develop renewable energy such as photovoltaic power, explore zero carbon emissions in certain scenarios, and create low-carbon neighbourhoods.</li> <li>Promote green travel and online meetings to reduce the frequency of travel.</li> </ul>	<ul> <li>Residential projects: completion of the replacement with 60,000 dual-luminance lamps in the parking garages, expected to save 1,570,000 kWh of electricity per year.</li> <li>Commercial projects: upgraded energy equipment, expected to save approximately 2,330,000 kWh of electricity per year.</li> </ul>	<ul> <li>Reduce energy consumption intensity by 3% year-on-year</li> <li>Promote energy-saving equipment and upgrade high energy-consuming appliance to improve energy efficiency</li> <li>Promote intelligent means and strengthen digital management of energy.</li> <li>Promote green travel and online meetings to reduce th frequency of travel.</li> <li>Develop renewable energy such as photovoltaic power, explore zero carbon emissio in certain scenarios, and crei low-carbon neighbourhoods</li> </ul>
Water management	<ul> <li>Water consumption intensity reduce by 5% year-on-year.</li> <li>Strengthen water management of the energy consumption platform and reduce water consumption risks of running, dripping, leaking and seeping via real- time monitoring.</li> <li>Raise awareness of water conservation among employees/stakeholders and improve utilisation rate of water.</li> </ul>	<ul> <li>Completed water conservation reformation in 117 projects.</li> <li>Carried out the smart irrigation pilot project.</li> </ul>	Actively advocate water conservation and improve utilication rate of water
Waste management	<ul> <li>Set up 100 new waste sorting stations.</li> <li>Promote waste sorting, recovery and recycling.</li> <li>Promote paperless office work and reduce office waste.</li> </ul>	<ul> <li>Non-hazardous waste emission intensity (in terms of revenue) reduced by 60% year on year.</li> <li>Hazardous waste emission intensity (in terms of revenue) reduced by 32% year on year.</li> </ul>	<ul> <li>Promote waste sorting, recovery and recycling.</li> <li>Promote paperless office an reduce office waste.</li> </ul>

### **BUILDING A SUSTAINABLE FUTURE**

- reduced by 32% year on year.

### **Biodiversity Protection**

Biodiversity is the cornerstone of the community of life on earth and has been incorporated into the Group's sustainable development strategy. Adhering strictly to the regulatory frameworks such as the Environmental Impact Assessment Law of the People's Republic of China, and the Outline for the Protection of Nature of the People's Republic of China, the Group has established a systematic ecological protection mechanism and formulated the following five criteria:

### Selection of Plant Species

When choosing plant species, their adaptability to the local environment and their potential impact on the ecosystem will be considered. The Group aims to avoid the introduction of alien species to prevent damage to the local ecosystem.

### Soil Protection

The Group aims to understand the nutritional status and pollution levels of the soil. If soil quality is found to be declining, relevant measures shall be taken, such as applying organic fertilizers or altering planting patterns.

#### Pesticide Use

Pesticide use will be minimised, especially those that are harmful to the environment and human health. When pesticides must be used, they will be applied according to proper methods, such as avoiding spraying in windy and raining days to prevent pesticide drift or water pollution.

#### Water Body Protection

The use of pesticides or fertilizers shall be avoided near water bodies to prevent water pollution. Water quality will be checked regularly, and if pollution is detected, immediate measures should be taken for cleaning.

#### Protection of Ancient and Valuable Trees

Ancient trees will be particularly protected, due to their ecological value and historical and cultural significance. For example, prohibiting the felling of ancient trees, and regular maintenance and treatment can be conducted.

### **Green Office**

#### (I) Management

The Group actively advocates green office concept, and has formulated and implemented the Office Power Conservation Management System and other policies and practices. It encourages employees to save water, electricity, and paper in daily office activities, recycle office supplies where possible, reduce the use of disposable products and advocate for green commuting, thereby creating a green and low-carbon workplace.

Green workplace	<ul> <li>Increase indoor greening to impro</li> <li>Properly design office space to ma</li> <li>Use environmentally friendly mate</li> </ul>
Waste management	<ul> <li>Set up sorting trash cans to dis categorized recycling for meal box</li> <li>Arrange a resource sharing area supplies for recycling.</li> </ul>
Water conservation measures	<ul> <li>Equip restrooms in new office are</li> <li>Regularly check the faucets in tea</li> <li>Set preference for telephone or vio</li> <li>Provide no bottled water for regularies</li> </ul>
Energy-saving measures	<ul> <li>Energy-saving equipment: Newly etc.) with grade 1 energy efficiency</li> <li>Standby management: Turn off u energy consumption.</li> </ul>
Paper saving	<ul> <li>Limit the scope of personnel with</li> <li>Implement real-name printing and electronic display of meeting mate</li> <li>Encourage employees to obtain so the office automation (OA) system.</li> <li>Encourage employees to use digita</li> <li>Install smart office equipment management system, and cloud of</li> </ul>

• Take measures to improve form efficiency and implement online use for multiple forms.

82

### **BUILDING A SUSTAINABLE FUTURE**

ove air quality.

- naximise the use of natural light.
- terials for decoration.
- stinguish kitchen waste from other waste, and conduct oxes.
- in the office and encourage employees to share idle office

ea with sensor faucets.

- a rooms for leakage and install water leakage sensors.
- ideo conferences.
- lar meetings.
- equipped office appliances (refrigerators, water purifiers, cy labels to reduce office energy consumption.
- unused devices (air purifiers, etc.) on weekends to reduce

access to colour printing.

- nd photocopying, encourage printing on both sides, and the terials.
- senior approval and communicate with each other through
- tal office tools.
- nt, such as smart lighting control system, smart file office system.

### (II) Actions and practices

### **Case: Special campaign of "Document Management"**

During the Year, the Group launched a special campaign of "Document Management" to promote the export of information through information technology, thereby reducing paper submissions. During the Year, a total of 111 documents were optimised, with an overall optimisation rate of 34.37%, further improving operational efficiency and promoting green office.



1,268,996 kWh

electricity consumption in office areas

185.135 toppes water consumption in office areas

Types

Number

110 forms reduced to 74 forms

**323** files reduced to **212** files

### **Report on Analysis of and Response to Climate Change Risks**

Climate change is a significant risk that affects the long-term well-being of humanity, and the urgency of addressing it has become a global consensus. The risks associated with climate change include not only the immediate impacts of extreme weather events but also their complexity and uncertainty, which may threaten the long-term operations of businesses. However, the fight against climate change also presents opportunities, driving breakthroughs and developments that help companies transform into green and sustainable entities.

The Group recognises the importance of climate issues and takes proactive measures to assess and mitigate the potential negative impacts of climate risks on business operations, strategic planning, and financial performance. Concurrently, the Group is actively exploring and implementing green development strategies to promote its low-carbon transformation. During the Year, in line with the recommendations set out in Part D of the Stock Exchange's Appendix C2, the Group conducted further quantitative and qualitative assessments of physical risks, transition risks, and opportunities, as well as heat map analysis. Additionally, the Group disclosed climate-related information regarding governance, strategy, risk management, and indicators and targets to better respond to climate-related risks and opportunities.

#### (I) Governance

The Board is accountable for overseeing climate-related risks and opportunities, taking full responsibility for the Group's climate-related matters. The governance structure includes the ESG Committee, the ESG Leadership Group, the ESG Working Group, and the Climate Change Execution Team, each serving distinct roles:

- Governance Level: The ESG Committee
- Supervision and Coordination Level: The ESG Leadership Group and the ESG Working Group •
- Execution Level: The Climate Change Execution Team

These groups collectively monitor, assess, and manage climate-related risks and opportunities. Detailed descriptions of their roles and responsibilities in climate governance can be found in the section titled "ESG Governance Structure" in this Report.

Governance	The Board takes full responsibility in r
Strategy	Address the actual and potential imp business, strategy, and financial plann
Risk management	Identify and assess business risks br climate risks.
Performance and Targets	Assess the effectiveness of managi progress regularly.

### (II) Strategy

The Group recognises its responsibility for carbon management and low-carbon operations of buildings and acknowledges the potential risks climate changes pose to its operational strategies and financial performance. The increasingly frequent extreme weather events, such as floods, hurricanes and droughts, along with changes in long-term climate trends like rising sea levels and temperature fluctuations, may expose the Group to business interruptions and operational difficulties. Moreover, climate change also presents transition risks, including policies, legal and market risks. However, climate change also brings new opportunities. With the establishment of carbon emission trading markets, and shifts in market structures and demands triggered by climate change, the Group is well positioned to enhance resource efficiency through innovation and thereby seizing the substantial developmental opportunities brought by the transition to a lowcarbon economy.

### **BUILDING A SUSTAINABLE FUTURE**

monitoring and guiding climate change-related work.

pacts of climate change-related risks and opportunities on nnina

rought about by climate change, and take actions to reduce

ging climate-related risks and opportunities and disclose

The Group has formulated short-term, medium-term and long-term climate management strategies to further clarify the priorities of climate change-related issues, so as to flexibly respond to the challenges brought by climate change.

Short-Term	2024-2025
	Conduct climate-related risk assessments and financial impact analysis, and adjust response
	measures based on the results
Medium-Term	2026-2030
	Comprehensively implement climate change strategies to ensure they are consistent with latest
	industry standards, policy guidelines, customer needs, and the Group's overall business strategy
Long-Term	2031 and beyond
	Promote the transformation of green and low-carbon value chains

#### Risk identification and assessment

In accordance with the recommendations set out in the Part D of the Stock Exchange's Appendix C2, the Group identifies climate risks and opportunities that may arise in the short-term and medium-to-long-term business development. During the Reporting Period, the Group engaged a third-party professional agency to select suitable climate scenarios and parameters based on the Group's business characteristics and development trends, and further identified and assessed the Group's climate-related risks through qualitative and quantitative analysis methods.

#### • Scenario analysis

The Group conducted a systematic review of its business and assets, selected the Network for Greening the Financial System (NGFS) Scenarios<sup>1</sup>, and adopted gualitative and guantitative approaches for detailed assessments of the risks and opportunities faced by the Group's business operations under the two warming scenarios of 1.5°C and 3°C.

Scenario setting	Scenario	Temperature increase	Scenario description
NGFS	Orderly	Limit temperature increase to 1.5°C by 2100	To limit global warming to $1.5^{\circ}$ C through stringent climate policies and innovations, reaching net zero CO <sub>2</sub> emissions around 2050
	Hot house world	Limit temperature increase to 3°C by 2100	Assuming the current policies are implemented without executing the target plan of the "Nationally Determined Contributions (NDCs)"

#### Introduction of scenario models

In the scenario analysis, the main parameters/assumptions considered include:

- ✓ Macroeconomics: the driving force of economic growth and energy demand, capital accumulation and investment, international trade, consumption and welfare effects
- $\checkmark$ of buildings, industry and transportation, GHG emissions, carbon sequestration
- ✓ Climate system: GHG concentration, radiative forcing, change in global average temperature
- ✓ Land use: agriculture and forestry, bioenergy supply, GHG emissions, carbon sequestration
- Physical risk assessment

Most of the Group's business operations are located in the buildings, which will have a direct or indirect impact on its property management business if affected by physical risks. Therefore, the Group analyses not only the physical risks of the Group's own assets, but also that of the physical assets in the location its property management business.

### **BUILDING A SUSTAINABLE FUTURE**

Energy system: primary energy, energy conversion technology, technological change and learning, energy demand

The NGFS climate scenarios integrate the Representative Concentration Pathways (RCPs) and Shared Socioeconomic Pathways (SSPs) scenarios set by the Intergovernmental Panel on Climate Change (IPCC), with the characteristics of scientific rationality, wide availability, and data availability. They are widely used in climate risk assessment. In the process of risk assessment, the Group selected two NGFS reference scenarios of "Orderly" and "Hot

house world" for analysis.

Based on scenario analysis, the Group adopted the REMIND<sup>2</sup> (REgional Model of Investment and Development) for quantitative analysis, taking into account various factors such as the geographical location of the physical assets held and climate change, to assess the impact of physical risks on the Group's assets under different scenarios, and determine the exposure of each key physical risk.

Possible physical risks identified are shown in the table below:

#### **Risk type: Extreme heat**

Key risk drivers: As global temperatures rise, the frequency and intensity of hot days and scorching heat may increase

Impact period: Short-term, medium-term, and long-term

#### Potential risks:

- Extreme heat can directly damage the human body's own thermoregulation system through factors such as temperature and humidity, leading to serious diseases and even death, thereby reducing labour productivity and availability, or affecting the efficiency of production processes
- Need more water and electricity for refrigeration, and at the same time reduce the efficiency of the cooling system
- Extreme heat increases the demand for water and energy, which may put more pressure on water pipes, finally • resulting in water pipe bending and water supply problems
- Increase expenditures for high temperature subsidy, environmental improvement and procurement of protective equipment, etc.

### Potential impact:

- Decrease in production, operation capacity and revenue
- Increased consumption of resources and energy in the replacement or maintenance of water supply equipment, and high temperature subsidies, could lead to an increase in operating costs

#### **Risk type: Extreme cold**

Key risk drivers: The frequency and intensity of cold air and extreme cold weather may increase Impact period: Long-term

#### Potential risks:

- productivity and availability
- Operational efficiency of assets and equipment could decrease Potential impact:
- or increase in costs

#### **Risk type: Extreme rainfall**

Key risk drivers: As the climate warms, the atmosphere can accommodate more water vapor before saturation, increasing the possibility of extremely heavy precipitation; the combined effect of typhoon, topography, atmospheric circulation and other factors could lead to extreme rainfall Impact period: Short-term, medium-term, and long-term Potential risks:

- interrupted transportation and telecommunications, resulting in delays or interruptions of production
- Disruption of roads, flooding or damage to facilities in low-lying areas and open spaces ٠ Potential impact:
- ٠ Interruption of operations and decline in revenue
- Increase in equipment repair and maintenance costs ٠

88

### **BUILDING A SUSTAINABLE FUTURE**

• The human body dissipates a lot of heat in a cold environment. Improper protection will lead to a drop in local or whole body temperature, a decrease in working ability, and even cold injury, resulting in a decrease in labour

Decrease in production and operation capacity (per capita production capacity) could lead to reduction in income

• Extreme rainfall often leads to flash floods, collapsed reservoirs, overflowing rivers, collapsed houses, and • The water sourced is turbid and contains a large amount of sediment, which affects the water use for operation;

<sup>2</sup> The REgional Model of Investment and Development (REMIND) is a numerical model developed by the Potsdam Institute for Climate Impact Research (PIK) to analyze the future effects of the interactions between energy, land use, economy and climate systems, representing the future evolution of the world economies with a special focus on the development of the energy sector and the implications for the world climate. REMIND is a general equilibrium model with perfect foresight, i.e. the model can predict changes that occur within the time span of modeling, to simulate the interaction between various systems in a closed economy. It also takes into account the regional trade characteristics of goods, energy fuels and emissions allowances.

### **Risk type: Tropical cyclone**

Key risk drivers: Business locations may be exposed to more frequent and severe tropical cyclones Impact period: Short-term, medium-term, and long-term

### Potential risks:

- Higher probability of damage brought by tropical cyclones
- Business disruption due to tropical cyclones

### Potential impact:

- Impairment of damaged assets
- Business interruption and increased operating costs ٠

### **Risk type: Coastal flooding**

Key risk drivers: Assets in coastal areas may be affected by continued sea level rise Impact period: Long-term

### Potential risks:

- Increased number of assets affected by coastal flooding
- The need to construct flood prevention and control facilities
- Damage to machinery and facilities, resulting in increased maintenance costs and weaker performance of related assets
- Assets damaged by floods require repairs and maintenance

### Potential impact:

- Impairment of damaged assets
- Increased operating costs resulting from the construction of facilities ٠
- Decrease in revenue due to decline in asset operational capabilities

### Risk type: Fluvial flooding

Key risk drivers: Excessive rainfall or melting snow could cause river water levels to rise Impact period: Medium-term, and long-term Potential risks:

- Mechanical damage caused by flooding requires additional maintenance costs and affects performance of the asset
- Operation suspension due to flood damage to assets .
- ٠ Water resources polluted by floods may cause freshwater shortages, resulting in a decline in productivity
- ٠ discharged
- Fluvial flooding may cause landslides and jeopardize work safety Potential impact:
- Impairment of damaged assets
- Increased operating costs resulting from the construction of facilities ٠
- ٠ Decrease in revenue due to reduced production efficiency

#### **Risk type: River low flow**

Key risk drivers: Global warming may lead to changes in precipitation patterns, resulting in reduced river flows; human activities such as groundwater over-pumping, farmland irrigation, and urban water use could cause water tables to fall, which in turn affects river flow Impact period: Long-term

### Potential risks:

- Low discharge of river leads to lower water tables, backflow of seawater and excess soil salinisation, which affects the normal growth of raw materials and results in a decrease in production
- River low flow may lead to water shortage, thus affecting production and causing financial losses Potential impact:
- Business interruption and increased operating costs

90

### **BUILDING A SUSTAINABLE FUTURE**

Extreme precipitation may increase the pressure of wastewater treatment and increase the amount of water

After identifying physical risks, the Group conducted risk impact hotspot analysis, covering the buildings involved in its operations. The Group prioritised the degree of risk exposure and impact through a combination of gualitative and quantitative analysis. Based on the location of its assets, the Group classified the likelihood of relevant physical risks it faces according to the degree of risk exposure and impact namely, low risk, medium risk, relatively high risk and high risk, which are disclosed as follows:

Physical risk type	Current scenario	1.5°C	3°C
Chronic: Extreme heat	Relatively high	Relatively high	Relatively high
Chronic: Extreme rainfall	Relatively high	Relatively high	Relatively high
Chronic: Extreme cold	Relatively high	Medium	Medium
Acute: Fluvial flooding	Medium	Medium	Medium
Acute: Tropical cyclone	Low	Low	Low
Acute: River low flow	Low	Low	Low
Acute: Coastal flooding	Low	Low	Low
Risk level	5	relatively Medium 🦲 igh 🖲	Low 🖲

#### Transition risk assessment

#### Classification and Identification of Transition Risks under warming Scenario

As an important operator of modern urban architecture and promotor of low-carbon city, property management companies play an important role in the implementation of carbon management and low-carbon operations of buildings. Transition risks such as the low-carbon transition of the national economy and the market preference for low-carbon products will have a substantial impact on the operation of property management companies. Therefore, based on the characteristics of the property management industry and the Company's current situation, the Group analyses industry transition risk categories, and identifies its transition risks.

### **Risk type: Policy and law**

#### Risk definition:

- Stricter environmental regulations and green and low-carbon building management regulations
- Climate-related litigation and legal risks ٠
- Stricter climate-related information disclosure requirements
- Introduction of carbon trading and carbon tax

Impact period: Short-term, medium-term, and long-term **Risk description:** 

- buildings, etc.
- ٠ insurance companies, and shareholders in recent years
- Tightened regulatory requirements for climate-related information disclosure
- Stricter carbon pricing mechanisms (including GHG emissions)

### Potential impact:

- development cost of green and smart technology used in property management, etc.
- Possibility of being held liable for failing to comply with relevant regulations, with higher risk of fines for violations
- ٠ Increased data testing costs, operating costs and compliance costs to meet regulatory requirements
- Increased operational costs due to the introduction of carbon trading caps and carbon tax ٠

#### **Risk type: Technology**

Risk definition: Transformation or technological innovation towards green, low-carbon operation with high efficiency Impact period: Long-term

#### **Risk description:**

- and hardware to reduce energy waste during operations
- lamps

#### Potential impact:

- consumption management may increase the operating and management costs
- The promotion of low-carbon products and technologies such as new energy vehicles and automated waste increase in operating costs, material procurement costs and maintenance costs
- ٠ standards may increase operating costs and cause higher depreciation

92

### **BUILDING A SUSTAINABLE FUTURE**

Governments and regulators may introduce more stringent policies on climate change, emissions, green

Increased number of climate-related lawsuits and claims filed in court by property owners, governments,

Increase in the renovation cost of community equipment for environmental protection purpose, research and

Low-carbon transformation requires property management companies to correspondingly upgrade software

• Property management companies may need to carry out energy-efficiency renovation such as installing new energy vehicle charging stations, solar power generation equipment, and promoting energy-efficient lighting

• Assessment, adoption and deployment of new energy conservation and emission reduction projects and energy

recycling may require renovation and replacement for property equipment and facilities, which may lead to an

Retirement and replacement of products that are energy-intensive and non-compliant with environmental

### Risk type: Market

#### Risk definition:

- Changes in customer demand for environmentally friendly products and services
- Changes in the price of energy, water or waste management

#### Impact period: Medium-term, and long-term

#### Risk description:

- Decrease in revenue if failing to meet customers' expectations for energy efficiency, water and electricity conservation, and green facilities, which in turn may affect market corporate competitiveness in the long term
- Tenant's requirement for higher transparency in data such as electricity consumption and water consumption Potential impact:
- The change of customer behaviour may lead to decreased demand for traditional products and services, and the corresponding revenue may decrease
- Phase-out of traditional "non-green" products and development of green property management service may lead to an increase in research and development, management and operating costs
- Inspection and analysis of energy-intensive equipment will lead to higher operational and management difficulty and an increase in maintenance and upgrade costs
- Operating expenses and compliance costs may increase due to changes in resource prices (e.g. energy, water) ٠ and emission requirements (e.g. waste, air emissions)

### **Risk type: Reputation**

#### Risk definition:

- The public's increased awareness of low-carbon transformation
- Increased interest and negative feedback from various stakeholders

Impact period: Short-term, medium-term, and long-term

#### Risk description:

- Failure to establish a green image or carry out sustainable operations may lead to negative public opinion
- Possibility of being held legally liable for failing to comply with relevant disclosure requirements, resulting in financial loss or damage to business reputation

#### Potential impact:

- Commitment to sustainable development and the implementation of environmental protection policies may have an impact on corporate reputation
- Failure to disclose in accordance with the Listing Rules and reporting guidelines of the HKEX or violating policies and regulations related to sustainable development, may increase reputation risks
- Improper handling or delayed response to climate-related events may damage corporate reputation

The warming scenario refers to the assumption that no further measures will be introduced in terms of policies, regulations, technology, etc. in addition to the implemented policies in 2023, which means no gradual tightening of policies and regulations, no major changes in technology or market demand. The world, including China, still mainly relies on fossil energy, and the investment in technology with low carbon emissions is insufficient. The Paris Agreement fails to achieve the expected results, and extreme weather events will become more frequent in the future. The Group will be mainly exposed to physical risks, while transition risks are relatively insignificant and thus no detailed description is provided.

#### Opportunity identification

The national "14th Five-Year Plan" proposes to comprehensively implement urban green planning, green construction, green operation and management, and promote the construction of low-carbon cities, resilient cities, sponge cities, and "waste-free cities". It is not only an important update to the concept of urban construction, but also an important opportunity to promote the development of the property management industry. These goals put forward higher requirements for the business innovation of property management companies, and at the same time foster new market demands and growth drivers. Based on its business development plans, the Group has identified the following potential opportunities:

Opportunity type	Opportunity description	Potential impact
Smart and green property management	Economic benefits brought by property upgrade and renovation, as well as increased market demands for low carbon and smart property management services	Energy-efficient renovation and upgrade of equipment, as well as the development of technologies such as internet of things (IoT), artificial intelligence (AI), EBA will further drive the Group to streamline its property management, improve service quality, and optimise operational costs. Meanwhile, green and smart property management services are embracing growing market demands, which present new growth opportunities for the Group to forge new competitive edge
Climate resilience	Implementation of climate resilience programmes	Plan ahead for local temperature, rainfall, snowfall and other factors, enhance climate resilience, and reduce losses caused by climate impacts
Shifts in customer preferences	Greater market demand for property management companies with comprehensive smart and green ancillary facilities	Provide comprehensive ancillary facilities to attract tenants and owners, thereby increasing revenue
Corporate reputation	Open, transparent and proactive disclosure to the public, to meet compliance requirements, actively listen to public feedback and improve accordingly	Establish a responsible corporate image and enhance public trust
Investor concern	Increased investor demand for green financing and investment	Enhance ESG performance and transparency and explore green finance tools, in an attempt to expand its financing channels, reduce financing costs, gain more recognition and attention from long-term investors

Under the 1.5°C warming scenario, the climate-related transition risks faced by the Group mainly stem from policies, regulations, technologies, markets, etc. Different transition risks present different risk levels due to their impacts on the Group with different time horizon.

### **BUILDING A SUSTAINABLE FUTURE**

Transition risk		2030	205
Policy and law	Possibility of increasing investment in equipment upgrade to respond to low-carbon policy	Medium	Relativel hig
	Increasingly stringent regulatory requirements on information disclosure may lead to an increase in operating costs, compliance costs and data costs	Relatively high	Relativel hig
	Possibility of being held legally liable due to non-compliance with the agreements with property owners, insurance companies, shareholders and public interest organisations to mitigate the impact of climate change	Low	Lov
	Possibility of non-compliance with policy requirements or violations of laws and regulations may result in increased risks of non-compliance and fines	Relatively low	Relativel lov
	Carbon trading caps and transaction fees may result in an increase in operating costs	Low	Relativel lov
	Compliance costs may increase due to the introduction of carbon tax	Low	Relative lo
Technology	Breakthroughs in green and low-carbon development require the introduction of smart technologies, which may lead to an increase in research and development costs	Medium	Relative hig
	Deployment of new energy conservation and emission reduction projects may increase management costs	Low	Relative lo
	Retirement and replacement of products that are energy-intensive and non-compliant with environmental standards may increase operating costs and cause higher depreciation	Medium	Relative hig
	The promotion of low-carbon products such as photovoltaic projects and new energy vehicles may lead to an increase in procurement costs	Low	Relative lo
	Upgrade and replacement of property equipment and facilities due to the introduction of advanced emission reduction technologies such as automated waste recycling and turning waste into resources, leading to an increase in operating and maintenance costs	Relatively low	Mediu
	Inspection and analysis of energy-intensive equipment may lead to higher operational and management pressure	Relatively low	Relative lo
	The development of energy-conservation solutions, such as maintenance or upgrading plans, may incur significant maintenance costs	Relatively low	Mediu
Market	Accelerated phase-out of traditional "non-green" products and increased investment in development of green ancillary facilities to meet customer demand may lead to an increase in material procurement, research and development, management and operating costs	Relatively low	Mediu
	Customer demand for traditional products and services decreases, coupled with lower market relevance, may lead to decline in the revenue and market share	Low	Relative lo
Reputation	Failure to disclose data on energy consumption, carbon emissions, etc. in accordance with the Listing Rules and reporting guidelines of the HKEX will increase corporate reputation risks	Relatively low	Mediu
	Improper handling of or delayed response to climate-related events may damage corporate reputation	Medium	Relative hig

#### Opportunity

Achieve long-term cost efficiency through smart upgrade of and energy-conservation and emission-reduction renovation

Enhance climate resilience. Plan ahead for new projects co and property operations with due consideration of risks as change, such as local temperature, rainfall, snowfall and to adapt to climate changes, and improve the corporate of context of frequent extreme weather events in the futur revenue

Greater market demand for companies with comprehens ancillary facilities. Provide comprehensive ancillary facili and owners, thereby increasing revenue

Open, transparent and proactive disclosure to the public to requirements, actively listen to public feedback and Establish a responsible corporate image and enhance public

Enhance corporate competitiveness and financing capabil investor demand for green financing and investment

Opportunity level High Relatively high Med

In the future, the Group will regularly review climate risks and opportunities and adjust its strategic direction in a timely manner to ensure an efficient utilisation of resources.

#### Financial impact assessment

Against the backdrop of the global transition towards a low-carbon economy, the Group is closely monitoring the impact of climate change on its business operations and financial performance. In accordance with the proposed framework for climate-related disclosures set out in the Part D of the Stock Exchange's Appendix C2 and based on the 1.5°C and 3°C warming scenarios, the Group has conducted a preliminary assessment of the impact of physical risks (such as extreme weather) and transition risks (such as changes in policies, regulations and technology) on the financial indicators including revenue and costs<sup>3</sup>. After analysis, the Group has identified that extreme weather events may increase operating costs, while low-carbon transition opportunities such as smart and green property development and shifts in customer preferences are expected to drive revenue growth. While the evolution of policies and regulations may increase compliance costs, it will also create new market niches. Going forward, the Group will continue to deepen its assessment of climate-related financial impacts, strengthen its risk management capabilities and capitalise on sustainability opportunities to ensure its competitive edge and financial resilience in the low-carbon transition.

96

### **BUILDING A SUSTAINABLE FUTURE**

	2030	2050
f property management	High	High
onstruction, renovation associated with climate ad other factors, so as competitiveness in the re, thereby increasing	Low	Medium
nsive smart and green ities to attract tenants	Medium	High
o meet the compliance improve accordingly. ic trust	Medium	High
ility to meet increased	Medium	High
dium 🔵 🛛 Relatively lo	w 🔍 Low 🖲	

Assessment of the impact of climate change on financial indicators				
Climate scenario	Mai	terial risks/opportunities	Revenue	Costs
3°C warming scenario		Extreme heat	_	+
		Extreme cold	_	+
	Physical risks	Extreme rainfall	_	+
	ical r	Tropical cyclone	_	+
	isks	Coastal flooding	_	+
		Fluvial flooding	_	+
		River low flow	_	+
1.5°C warming scenario	Tra	Policy and law	_	+
	Transition risks	Technology	_	+
		Market	_	+
	ks	Reputation	_	+
	Oppo	Smart and green property development	+	+
		Climate resilience	+	+
	Opportunities	Shifts in customer preferences	+	+
	ties	Corporate reputation	+	—
		Investor concern	+	/

Given the uncertainties and limitations of the existing climate risk assessment methods, the following assessment results are preliminary estimates. In general, as the physical risks are more pronounced under the 3°C scenario and the transition risks are more notable under the 1.5°C scenario, this financial impact assessment is a preliminary assessment of the potential financial impact of the physical risks under the 3°C scenario and the transition risks under the 1.5°C scenario, respectively.

### (III) Risk Management

In order to systematically address challenges posed by climate change to business operations, the Group has deeply integrated climaterelated risks into its ESG risk management framework and established a climate-related risk management system covering "risk identification and assessment - risk priority - risk management - monitoring and reporting" to enhance business resilience and lowcarbon transition capability. Specific management processes include:

#### Step 1: Risk identification and assessment:

Identify physical risks and transition risks based on business types and collect internal and external risk information on an ongoing basis, and manage risks dynamically

#### Step 2: Risk priority:

Use qualitative and quantitative methods to perform risk analysis, screening and integration based on the likelihood and impact of risks, identify management focus and priorities, and analyse the relationships among different risks and their impacts on operations

### Step 3: Risk management:

Establish a risk alert mechanism and major risk indicators, develop climate mitigation and response measures, and organise regular and routine training to ensure that major risks and emergencies are handled timely and properly

#### Step 4: Monitoring and reporting:

The ESG Committee oversees the implementation of ESG work at the execution level, and the Climate Change Execution Team reviews climate risk management performance and reports to the ESG Leadership Group and the ESG Committee

In response to the physical risks identified above, the Group has been improving its emergency management system by designating responsible departments and specifying their duties, working out regulation details on incident reporting, emergency response procedures, and rescue processes, and ensuring the availability of emergency materials and rescue team. Meanwhile, the Group also regularly conducts emergency drills, analyses problems and improves its contingency plans, to make sure it can rapidly respond and minimise losses in the event of major accidents such as extreme weather. In the future, the Group will actively carry out resilience assessment and implement mitigation measures for projects under management that may suffer severely from climate change.

#### Risk response measures

Response to physical risks	Risk assessment: The Group ass is located, and identifies possibl temperatures, etc.
	Risk screening: The Group formu rainstorms, scorching heat and c and hazards of climate risks in tar measures
	Emergency drills: Every year from carries out emergency drills in ad-
	<ul> <li>Protective measures:</li> <li>Before typhoons and heavy range of the flood contrange of the flood</li></ul>

98

3

### **BUILDING A SUSTAINABLE FUTURE**

sesses the climate characteristics of the area where the property ole climate risks, such as floods, typhoons, earthquakes, extreme

nulates emergency plans for different weather, including typhoons, other severe weather. It arranges annual surveys to identify risks argeted areas, evaluates their impacts and works out corresponding

m May to July when rainstorm and typhoon are frequent, the Group dvance

rains

- rol facilities such as gutters, roof drains, driveway trench drains, s and sewage pumps
- lities such as flood dikes, drainage systems, lightning protection istant supports
- the outdoor billboards and window cleaning machines to prevent damages

measures for outdoor fire facilities to prevent property damage or facilities due to the freezing of fire facilities

Response to transition risks

Closely monitor new policies, regulations and standards of national and local governments on climate change and environmental protection to ensure that the Group meets the latest requirements

Promote automation upgrade and energy conservation renovations to reduce waste of energy resources in operation

Implement water resources management strategies, such as rainwater harvesting, water-saving installations, etc., to cope with possible water resource shortages and cost increases

Continuously improve the management of energy consumption in properties and actively promote the use of renewable energy

Organise employee training to raise their awareness of climate change risks and to instruct them on how to implement energy-conservation and emission-reduction measures in their daily work

Include climate change factors into procurement, encourage the use of low-carbon and environmentally friendly materials, and strive to enhance the awareness of energyconservation and carbon emission reduction among employees, property owners, tenants, and suppliers

Work with suppliers to promote supply chain sustainability and reduce the impact of climate transition on supply chain stability

Research market trends, understand the tenant and resident's preference for green buildings and adjust the property management strategy to meet market demand

To grasp climate-related opportunities, the Group has been closely following national policies and industry development trends, improving energy management for properties under management and increasing the investments and application of smart technology. At the same time, the Group cooperates with professional institutions such as research institutes to provide customers with integrated low-carbon services covering the entire lifecycle of construction and renovation as well as back-end operations, including consulting, energy-conservation renovation, environmental protection and technology application and low-carbon operation.

In the future, the Group will explore the feasibility of carrying out overall energy assessment in properties under management and upgrade in public facilities, promote green home appliances among property owners and tenants and assist property owners with green leasing. Meanwhile, the Group will work with external professional institutions to carry out research on climate change and turn climate opportunities into new impetus for business development

#### (IV) Indicators and Targets

To help its stakeholders understand the Group's progress in addressing climate change and to review the effectiveness of its actions and plans, the Group has set goals to reduce the intensity of greenhouse gas emissions, the progress of which is described in the sections headed Sustainable Development Strategies and Goals and Green Property Management and Operation in this Report.

Going forward, the Group will consider setting longer-term, more detailed and higher standard emission reduction targets to contribute to China's "dual carbon" strategic goals.

### Smart Property Management

#### (I) Management

With a focus on digital management, people-oriented service and intelligent operation, the Group has built and continuously optimised its operation and management platform to integrate and connect three functions - i.e. customer service, employee management and equipment management - creating a digital value chain that is interconnected, efficient, robust and agile.

#### **Operation and Management Platform**



#### Smart community operation

Through the "Enjoy Club (悦秀會)" App and WeChat official account, the Group continues to promote six smart community service scenarios, helping to build a smart property service system that is time, effort and cost efficient.

Scenario	Application	P
Smart fee payment	<ul> <li>Bill notification</li> <li>Withholding contract</li> <li>Invoicing</li> <li>Exchange for property management fees</li> </ul>	
Convenience services	<ul> <li>Community information</li> <li>Government hotlines</li> <li>Convenience tools</li> <li>Service scope</li> </ul>	
Smart community announcement	<ul><li>Announcement</li><li>Emergency notice</li><li>Information disclosure</li></ul>	

100

### **BUILDING A SMART LIFE**

#### Performance Highlights

- Launched in approximately 200 projects across the country, saving 10 minutes of processing time on average
- Launched in approximately 200 projects across the country, saving 10 minutes for each borrowing and return
- Saved property owners 3 minutes of offline processing time on average
- 100% utilization rate of approximately 200 projects, with 13,000 community announcements being issued

### **BUILDING A SMART LIFE**

Scenario	Application	Performance Highlights
Smart information changes	<ul><li>Customer information</li><li>Visitor Management</li><li>Information updates</li></ul>	• Launched and promoted in all projects, saving 10 minutes of communication for property owners and 15 minutes of processing time for offline service centres on average
Smart decoration management	<ul> <li>Renovation application</li> <li>Online approval</li> <li>Electronic signature</li> <li>Deposit payment and refund</li> </ul>	<ul> <li>Saved 3 hours of offline application for property owners and 4 minutes of inspection time on average</li> <li>The automated renovation application rate reached 91.2%</li> </ul>
Smart access	<ul><li>Facial recognition</li><li>Application for access cards</li><li>Visitor management</li></ul>	<ul> <li>Facial recognition access has been put into pilot use in 67 projects</li> </ul>

#### Six smart service scenarios at residential compounds

During the Year, the Group continued to work on smart community development:

- Intelligent patrol: Created a safer living space by applying intelligent patrol technology
- Smart access: Resident information made available on Customer Data Platform (CDP) to facilitate registration for • facial recognition access, enhancing residents' convenience and satisfaction
- Smart parking space: Introduced a smart parking platform to 220 parking lots to handle payment and invoices for ٠ temporary parking, monthly rent, management fee etc.
- Intelligent elevator management platform: Developed an intelligent elevator management platform with Otis to monitor the operation status of elevators in real time, ensuring their safe and efficient operation
- Security construction: Upgraded remote monitoring system to strengthen its automated supervision function and increased project coverage, thereby improving the Group's emergency response capability. More surveillance cameras installed to monitor falling objects from height, aiming to enhance safety in residential compounds

#### (II) Actions and practices

#### Case: Smart access system renovation

In November 2024, the Group carried out a smart access system renovation in the Guangzhou Starry Bay Garden (廣州星匯灣花園). By installing more facilities such as face recognition terminals and face visual intercoms, and optimising its software system, the Group upgraded its access control system, As a result, the access efficiency of property owners, visitors, food delivery riders and couriers has been significantly improved, with the average passing time reduced to a few seconds.

During the Year, the Group received 29,500 applications for facial recognition access from property owners and 62,100 applications from food delivery riders and couriers. The total number of passing via smart access reached 2,846,800 person times.



Installation of access control system

### (III) Indicators and targets

67 projects

Smart access available in 67 projects, with facial recognition application of only 3 minutes and gate verification of only 20 seconds

102

### **BUILDING A SMART LIFE**

Smart access service



# **PROSPERITY WITH THE COMMUNITY**

Responsibility of sustainable	
development	Ma
Service	Sei
responsibility	Cu
Social responsibility	Cu
	hea
	Со
	Ind
	dev
	Ch

### HKEX ESG B6 rvice quality B6.2 stomer satisfaction B6.4 stomer safety and B8 alth B8.1 mmunity integration B8.2 dustry exchange and 10 INEQUALITIES velopment arity

### Material issues, guidelines and indicators addressed in this chapter

# **OUR STRATEGIES**

Our Strategy	e e e e e e e e e e e e e e e e e e e
Refined service management	Seek to meet customers' personalised, sophisticated, and diversified demands, with service quality improvement as its lasting goal
Customer satisfaction	Improve customer satisfaction management system, proactively identify deficiencies in services, and effectively address customer demands and problems
Customer health and safety	Focus on customer health and safety to create a safe, healthy and clean living environment
Charity	Actively assume social responsibilities and commit to giving back to the society with practical actions, contribute to social welfare
Community services	Promote community renewal and development, and create a harmonious and friendly community atmosphere for residents

### **Refined Service Management**

#### (I) Management

#### Service standardisation

Adhering to the customer-oriented concept, the Group is committed to providing personalised, sophisticated and diversified property services for its customers. In line with the industry development trend, the Group has established a comprehensive standardised service system tailored to different property types and continued to optimise its management standards and service guidelines.

### Residential property management

The Group has developed various service systems and service tiers represented by "Xiangyue (享越)", "Boyue (鉑越)" and "Zhenyue (臻越)", and formulated product, management, operation and handling manuals for the three major product lines to ensure the professionalism, refinement and personalisation of the service standards. During the Year, the Group revised and issued 55 policies and operation guidelines related to service quality management.

### Three major product systems: Zhenyue, Boyue and Xiangyue



#### Commercial property management

During the Year, based on the existing Visualised SOP Manual for Customer Services, the Group further refined its property management standards by different product systems and optimised its management structure at different levels, ensuring that its service mechanism fully meets the needs of customers. Meanwhile, the Group has also established professional property management team to strengthen its capability in execution and quality supervision to deliver quality service, thereby providing customers with better service experience.

106

## **BUILDING A BETTER LIFE**

product	Purpose
l and high-end professional + sonalised)	Create a warm ambiance featured by dignity and privacy with attention to details
vice products + refined)	Make residents happy through creating a united and inviting living space with a variety of cultural activities
	Make residents comfortable with professional property management service

#### 🖳 🖳 TOD integrated property management

The Group strictly abides by internal management systems such as Quality Management System, Detailed Rules on Rewards and Punishments for Service Quality Management, White Paper on Metro Station and White Paper on Metro Depots and the Service Quality Assessment Rules, to ensure its service quality for its TOD business.

#### Service Quality Improvement

The Group strives to constantly enhance service quality and optimise its service offerings through carrying out targeted programmes on quality improvement, quality supervision and building internal benchmark projects, aiming to create the "Yue +" premium service system.

### Residential property management

During the Year, the Group launched a series of service quality enhancement initiatives.

#### Property management service quality enhancement initiative

The Group has continued to launch service quality enhancement initiative, which focuses on the four major aspects of property management service, namely cleaning, safety, greening and engineering.

- Clean community: Focusing mainly on underground garages, garbage collection spots, hallways and wells, the Group optimised the cleaning process by strengthening the human-machine collaboration, to create a clean and tidy home for residents
- Safe community: The Group is committed to safeguarding the community through various measures such as stricter access control, quality supervision, intensive night patrols, management of motor vehicles and non-motor vehicles, and regular emergency evacuation drills
- Green community: The Group strives to enhance greening in residential compounds by launching four • major initiatives, namely, leaves removal, plants shaping, diversified planting and joint management
- Community renewal: The Group renewed facilities with an emphasis on lighting, pavements and exterior walls, recreational facilities, access control and elevators, to improve project infrastructure

### Commercial property management

- Customised services: enrich customer service offerings and introduce customised services such as office logistics and other services according to service needs of different customer types
- Service quality supervision: refine the service quality supervision mechanism, strengthen supervision and
- service standard system to empower new project
- implemented. Empower business teams of annual key projects to ensure high-quality delivery
- Service guality evaluation mechanism: set up feedback channels in service spots that are frequently visited by ensure a prompt response

TOD integrated property management

- management platforms
- team of strong technological and service capability

108

### **BUILDING A BETTER LIFE**

environment management, equipment and facility maintenance, security management and administrative and

 Promotion of service quality: hold regular meetings on service quality improvement to share best practices and experience of internal and external benchmark projects and promote communications among different projects

inspection, and conduct daily inspection to ensure the settlement of problems; conduct quarterly quality inspections, work with project teams to conduct on-site inspections to identify problems and analyse causes for rectification

High-end service quality construction: establish a high-end property management team and formulate a high-end

• Service guality enhancement program: establish a project training program to ensure its service standard is

customers, such as service counter, restroom, parking space, and maternal and child room; launch customer evaluation function on the Yuexianghui (悦享會) platform to obtain customer feedback in a timely manner and

• Continued to improve service efficiency with the "Yue-Quality (悦品質)" and "Yue-Butler (悦管家)" online

• Organised 400 hotline thematic trainings, on-site trainings on Yue-Butler, and regular trainings on SOP manuals • Strengthened quality supervision through daily inspection and feedback on rectification progress, assembling a

(109)

In order to enhance the service quality and identify areas for improvement, the Group closely follows up the progress of the ISO9001:2015 quality control system certification, engages third parties to conduct quality reviews on a regular basis, and organises the management team to participate in quality assurance to ensure the effective operation of the quality control system.

### ISO 9001 certification:

Guangzhou Yuexiu Property Development Co., Ltd. Guangzhou Yuexiu Yicheng Business Operation Management Co., Ltd. Guangzhou Yue Xiu City Construction Jones Lang Lasalle Property Services Co., Ltd. Guangzhou Metro Environmental Engineering Co., Ltd. Guangzhou Metro Property Management Co., Ltd. Guangzhou Baima Business Operation Management Co., Ltd. Yuexiu Property Management Limited Yue Xiu APT Parking Limited

#### Awards and Honours

Award	Accredited unit
Municipal Outstanding Projects (市優項目)	Guangzhou Starry Bay Garden (廣州星匯灣花園) Guangzhou Starry Golden Sands Yazhu (廣州星匯金沙雅築) Guangzhou Starry Wenhua (廣州星匯文華) Guangzhou Gold Arch Residence (廣州金亞花園) Guangzhou Paradiso Riverside (廣州可逸江畔) Nansha Tianlong Garden (南沙天龍花園) Guangzhou Joy River (廣州悦江上品) Wuhan International Financial City (Phase IV) (武漢國際金融匯 (四期)) Guangzhou Guangzhou Fortune Century Square (廣州財富世紀廣場)
Quality Environmental Sanitation Service Project	Xiajiao Depot on Guangzhou Metro (廣州地鐵廈滘車輛段) Guangzhou Metro Line 1 station (廣州地鐵一號線車站)
Guangzhou Residential Compound of First Class Service Standard for 2024	Guangzhou Paradiso Riverside (廣州可逸江畔)

### (II) Actions and practices

### Case: Escorting Children to School to Ensure Their Safety

In June 2024, upon taking over the management of Guangzhou Kecheng Village (廣州科城山莊), the Group immediately communicated with the Community Committee and the Property Owners' Committee to address the problems that affect the living experience of the residents, such as the damage of firefighting facilities, inefficient management of the public areas and poor environmental experience.

In particular, the Group set up a "Student Guard Position (護學崗)", arranging dedicated personnel to escort residents to and from school nearby at the road section. This initiative has enhanced the children's awareness in following traffics rules and the drivers' awareness of giving way to pedestrians.



Escorting children to school

110

### **BUILDING A BETTER LIFE**

Volunteer on guard

### **Case: Pilot Project of Human-machine Collaboration in Cleaning Work**

In March 2024, the Group launched a pilot program of human-machine collaboration for Nansha Binhai Juncheng projects, aiming to enhance the cleaning efficiency and reduce customer complaints.

In July of the Year, the Group extended the human-machine collaboration pilot project to 21 projects in 8 regions across the country, with an increase of 12% in cleaning area per capita and increasing customer satisfaction by 5.9 points year-on-year.

### (III) Indicators and targets

### 20

newly added benchmark projects

14.764

supervision tasks generated, with a completion rate of 90%

### 104

actions for commercial property service quality improvement, with a completion rate of 100%

## 316

completion of 316 renewal works

### **Customer Satisfaction Enhancement** (I) Management

The Group regards customer satisfaction as an important evaluation indicator to measure service guality, and has formulated internal management systems such as the Detailed Rules for Management of 400 Work Orders, the Property Operation and Management System and the Visualised SOP Manual for Customer Services to continuously improve the customer satisfaction management system. In addition, the Group has set clear customer satisfaction evaluation targets and regularly conducts customer satisfaction surveys for all projects under management, with a view to continuously optimising service management and improving customer experience.

#### Listening to customer's voices through multiple channels

The Group has established diversified channels to conduct customer satisfaction survey, including door-to-door visits, third-party anonymous visitor surveys at sales offices and customer reception activities and other measures, to achieve two-way communication between the Group and its customers and maintain a sound customer relationship.

#### Residential property management

A third-party agency is engaged to conduct satisfaction surveys annually on delivery time-point and regular bases. The forms of satisfaction surveys mainly include the random distribution of guestionnaires through the customer service platform, the "Enjoy Club (悦秀會)" service account.

- online guestionnaire surveys are conducted within 30 days, 90 days, 180 days and 360 days upon delivery
- years ago through the Enjoy Club service account on a monthly basis
- decoration management, paid maintenance services and other aspects

The Group attaches great importance to the opinions and suggestions of residents. It arranges meetings with residents on a regular basis, focusing on residents' requests to pursue shared development. In particular, meetings to discuss major issues are held on a monthly basis, while meetings to discuss regular issues are held on a quarterly basis. Moreover, the Groups reports the progress of the major work performed in the period and listens to the feedback and requests of residents to ensure timely and smooth communication between both parties, and accordingly updates the list of property issues in a timely manner. All requests are recorded in the online work order system on the same day to ensure that the residents' concerns are responded to and properly resolved in a timely manner.

#### Commercial property management

During the Year, the Group also conducted online guestionnaire survey through the business customer service platform "Yuexianghui Plus (悦享會plus)". Offline in-depth face-to-face interviews were conducted for tenants with unusual survey data. The surveys cover decoration management, management fee and rental, brand influence, shopping mall activities, environment in public areas, air conditioning, parking lot guidelines and other aspects.

The Group has established an anonymous visitor mechanism, refined the audit items and standard content based on the key customer concerns to gain an insight into customer needs, thereby constantly improving the quality of customer service.

112

### **BUILDING A BETTER LIFE**

 Delivery time-point survey: for projects delivered over two years ago, surveys are carried out in the form of distributing questionnaires randomly on a semi-annual basis; for projects that are delivered in less than two years,

• Regular survey: guestionnaires are sent randomly to 50% of the customers for projects delivered more than two

 Survey content: The surveys cover overall property management services and safety management, cleaning and sanitation, greening maintenance, maintenance and repair of public facilities, parking lot management, pest control, community activity organisation and cultural atmosphere, overall performance of property management staff, home

The process for the Group's customer satisfaction surveys is as follows:



Based on the results of the satisfaction survey, the Group comprehensively reviews opinions and feedback from customers, to better understand and identify their demands and integrate such feedback into internal management, so as to address customer pain points and difficulties, and continuously improve the quality of services.

During the Year, the Group recorded customer satisfaction of 91.0 for residential properties and 97.6 for commercial properties, both remaining at high levels.

#### Timely response to customer complaints

The Group continuously enhances its ability and efficiency in responding to customer complaints, and has formulated the Management Rules for the Handling of Customer Complaint and Operation Guide on Customer Visit during the Year. Meanwhile, the Group strictly complies with the National 400 Integrated Command Centre Management Standards, Customer Complaint Handling Guidelines, Ungualified Service Management Procedures, Corrective and Preventive Measures Procedures and other internal policy guidelines, to ensure full-process management of complaints from prevention, identification, handling, and formulation of improvement plan.

Based on the contents and frequency, customer complaints are classified into three levels, namely material, important and general, and the handling process is standardised in terms of principles, procedures, follow-up evaluations and performance appraisals. The complaint handling process and complaint classification mechanism are as follows:

Receive a complaint	Record details	Dig out reasons	Handle within specified time	Complete and close the case	Follow-ups	
Complaint classification	Person in charge	Compla	aint handling			
General	Project manager	4 hour	Adhere to the "4-24-7" principle, which means taking a case within 4 hours, communicating with the customer within 24 hours, and providing feedback within 7 days			
Important	Regional Management The management is responsible for resource allocation, targete supervision and follow-up progress				Illocation, targeted	
Material	Regional Heads	If neces	Organise special meeting(s) to formulate solutions If necessary, establish a working group to handle on site immedia until the case is closed			

The Group has standardised the handling of customer complaints according to the Customer Complaint Handling Guidelines. During the Year, the Group further strengthened the management and control of the customer complaint handling mechanism to ensure timely response to customer complaints, while conducting training and practical exercises for customer hotline operators. The Group arranged dedicated personnel to verify based on the filing details, importance and the complexity of the complaint. The Group also followed up with each customer by phone calls, WeChat or face-toface communication if appropriate, to close the case.

The Group has set up online and offline customer complaint channels to comprehensively collect customer complaints and feedback. The specific channels are as follows:

#### Residential property management

Complaint channels: project butler, service counter, 400 complaint and supervision hotline, WeCom and the "Enjoy Club (悦 秀會)" platform

During the Year, the number of complaints received by the Group dropped significantly and the cumulative timely response rate was 99.4%.

Commercial property management

Complaint channels: customer service hotline, the Group's supervisory hotline and customer feedback system

During the Year, the Group recorded a 100% response rate and a 100% effective closure rate for customer complaints of commercial property.

#### (II) Actions and practices

### Case: Renewal campaign

During the Year, the Group conducted the "Community Renewal" special campaign to enhance the living experience of residents through various targeted measures, including the strict implementation of maintenance schedules, regular inspection and maintenance of facilities in equipment rooms, regular repainting of garage floors and walls, replacement of damaged floor tiles, as well as regular inspection.

During the Year, the Group rectified 2,136 recreational facilities and made quality improvement to 1,546 lift cabins and hall doors, with the satisfaction with public facilities increasing by 6.2 points.



Upgrading recreational facilities

114

### **BUILDING A BETTER LIFE**

Replacing damaged floor tiles

(115)

customer satisfaction of 97.6 for commercial properties,

with a 100% survey coverage rate

### **BUILDING A BETTER LIFE**

#### (III) Indicators and targets

# 91.0

# 97.6

customer satisfaction of 91.0 for residential properties, with a 100% survey coverage rate

### **Customer Health and Safety**

By strictly complying with the laws and regulations, standards and norms, including the Work Safety Law of the People's Republic of China, the Fire Control Law of the People's Republic of China and the Basic Norms for Standardisation of Enterprise Work Safety, the Group is committed to creating a healthy and safe living and working environment for its customers, and continuously strengthening the management of work safety. The Group has improved its work safety system and clearly defined safety management responsibilities to enhance its supervisory efficiency, thereby comprehensively strengthening safety protection for its customers.

#### (I) Governance

The Group has practically established a standardised work safety management system that covers all business segments and levels, with each department performing its own duties in a fully coordinated manner. The Group has also established a work safety responsibility system based on the principles of "one position with dual responsibilities, joint supervision and management, and accountability for dereliction of duty". The system sets out the compositions and responsibilities for work safety at different levels with the Executive Director and the Chief Executive Officer (CEO) being the primary persons responsible for the Group's work safety and occupational health strategy and practice. The Board is responsible for the work safety strategy and an "one- vote veto" mechanism is applied in work safety. Health and Safety performance is linked to the remuneration of the Chief Executive Officer (CEO) and senior executives.

The Group is committed to building a more efficient and coordinated work safety management system. As the supervisory body, the Safety Supervision Department coordinated and arranged safety-related tasks, and implemented safety management requirements jointly with the Property Management Center to further improve the decision-making, supervision and execution capabilities in terms of safety management, covering all operations of the Group. During the Year, the Group adjusted the Work Safety Committee and committee members list to ensure a match of safety management authorities and responsibilities and enable centralised management of safety management performance.

Safety management level	Composition	Safety management responsibilities
Board	Executive Director and the Chief Executive Officer (CEO)	Receive work reports from the Work Safety Committee, supervise the improvement and implementation of the work safety management system, and approve major decisions related to safety management
Work Safety Committee	Composed of Executive Directors, senior management, the heads of functional departments and regional heads	Formulate health and safety management systems and policies, hold regular safety meetings, review work safety reports of different levels, supervise the implementation of work safety mechanisms and execution
Office of the Work Safety Committee	The Safety Supervision Department, regional management responsible for work safety and regional funcitional head	Supervise work safety of all departments and units, implement graded management of safety risks and identification of hidden hazards, organise safety education and training, organise emergency drills and submit reports on work safety to the Work Safety Committee

#### (II) Strategy

#### Improving management system

The Group implements centralised management of health and safety matters, with the The Safety Supervision Department responsible for formulating a unified safety management system. The Group has released the Compilation of Work Safety Management Systems as a unified standard for centralised management across the Group, and reviewed safety-related systems on an annual basis. This system covers the full life cycle management of work safety, introducing standardised safety management regulations by process and type, laying down strict requirements for all employees and relevant parties, so as to effectively fulfil the primary responsibility for work safety. In case of any safety issues, prompt supervision and rectification will be conducted. Subsidiaries may formulate and establish detailed safety management systems based on actual situations. The Group has also developed a Group-wide Health and Safety Policy and disclosed it on the official website, and recommends and encourages its partners, suppliers and other business partners to adopt similar policies and measures.

116

### **BUILDING A BETTER LIFE**

The Group has developed the Visualised Standard Manual for Lean Safety Management, establishing multi-scenario standards to all employees for infrastructure, dangerous sites and other aspects involved in business operations, including a manual of visualisation standards for 10 major scenarios, a list of safety visualisation standards for facilities and equipment at 12 sites, and the creation of 20 safety benchmarking projects, with a total of 40 safety benchmarking projects completed across the country.

During the Year, in order to improve the level of standardised safety management, the Group revised and released a series of rules and regulations, including the Safety Management of Related Parties, Detailed Rules for the Identification and Management of Work Safety Accident Risks, Safety Risk and Safety Hazard Control Standards, Emergency Plan for Work Safety Accidents and Emergency Plan for Meteorological Disasters, to delegate the safety responsibilities of employees and departments at all levels, clarify the safety risk control standards and measures at all levels, regulate the hazard identification and management process, and improve emergency response capabilities, with a view to preventing work safety accidents.

#### Full life cycle management of work safety specified in Compilation of Work Safety Management Systems

Management of safety responsibility	Management Measures for Work Safety Responsibility Detailed Rules on Work Safety Rewards and Punishments Work Safety Accident Accountability System Work Safety Accident Reporting, Investigation and Handling System Work Safety Performance Assessment Management System
Management of safety practices	Management System for Work Safety Education and Training Management System for Investigation and Management of Work Safety Hazards Training Standards for Firefighting Skills of Firefighters Emergency Management System for Work Safety Guidelines on Office Area Safety Management Facility and Equipment Safety Management System Fire Safety Management Regulations Safety Management System for Related Parties High-risk Operation Management System Management Regulations on Suspended Platforms for Work-at-Height Management System for Protective Equipment
Management of safety risks	Detailed Rules for the Implementation of Graded Management of Safety Risks Detailed Rules for the Identification and Management of Work Safety Accident Risks Safety Risk Control Guidelines for Projects from Third Parties
Management of safety targets	Detailed Rules for Management of Work Safety Targets Management System for Work Safety Investment

### Management targets of work safety

In order to achieve the work safety targets of "Four Ensures and Five Zeros", the Group has established a framework for work safety management with respect to ten aspects - i.e. culture, organisation, regulations, safety standards, training, capabilities, dual prevention, emergency response, and assessment. The Group has also established and continuously deepened the "1441" work safety mechanism, to ensure work safety and orderly operations.

During the Year, the Group has achieved its annual work safety targets of "Four Ensures and Five Zeros" by implementing five major measures, including improving the safety responsibility system, enhancing employees' gualifications and capabilities, promoting a lean safety culture, strictly controlling facility risks, and strengthening emergency response capabilities.

#### "Four Ensures" Work Safety Incidents



118

### **BUILDING A BETTER LIFE**

#### "1441" Work Safety Mechanism

#### Inclusion in performance assessment

The Group continues to include the achievement of work safety targets within performance assessments for the Executive Director and the Chief Executive Officer (CEO), regional heads and the project manager level, with comprehensive assessments from three aspects: indicator assessment, management assessment, and on-site assessment.

The Group's Management System for Work Safety Performance Assessment establishes the basic principle of strictly implementing the "one-vote veto" mechanism. Depending on the nature and severity of work safety accidents, the performance assessment of the Executive Director and the Chief Executive Officer (CEO) as well as the senior management of the Group, including the regional heads, the work safety department, and the relevant region will be affected, while punishments and accountabilities will be imposed in strict accordance with the provisions of the Group's Detailed Rules on Rewards and Punishments for Safety.



#### Health and safety management of related parties

The Group engages a third-party professional institution to conduct regular review and issue assessment reports on the safety operation of projects under management. All projects are audited quarterly on a sampling basis. The assessment results are included in annual appraisal of project managers who are required to follow up with rectification and report based on the major hazards found.

The Group applies the same health and safety management standards for its suppliers, contractors and other related parties as it does for internal employees, and measures and discloses the safety performance of all such parties according to the same standards. When signing property management contracts (including outsourcing service contracts for cleaning, greening, maintenance and other services), suppliers are required to sign the Work Safety and Environmental Protection Agreement, urge their staff members to strictly comply with on-site safety regulations and management, and take guidance and accept supervision from the Group's Safety Supervision Department. Furthermore, the Group has included the safety management of the contractors in the performance appraisal of Safety Supervision Department.

The Group requires its suppliers to conduct regular publicity, training and assessment on work safety, and arrange work in accordance with the Group's requirements:

- work and ensure that they pass all tests before commencing on-site operation
- Suppliers must strictly abide by and comply with the on-site safety rules and strictly follow the regulations on safety permit is not allowed
- arrangements of their superiors during the rescue
- with relevant national regulations, and ensure the safe use of work tools and equipment
- various hazard sources
- perform operations is strictly prohibited

#### (III) Actions and practices

#### Building a work safety management team

During the Year, the Group continued to strengthen its work safety management team, including:

- Newly employed 8 certified safety engineers
- Required safety management staff to take certified engineer examinations and trainings

120

### **BUILDING A BETTER LIFE**

• Suppliers must arrange safety education and safety skills assessment for all employees according to their type of

production license. Dangerous operations such as the use of fire, temporary use of electricity and work at heights shall be performed after obtaining a permit in accordance with regulations and procedures, and working without a

 In the event of a work safety accident or a serious attempted safety accident, suppliers are required to report in a timely manner, proactively participate in emergency response, and act in accordance with the instructions and

• Suppliers must provide employees with qualified labour protection supplies and safety equipment in accordance

Suppliers must comprehensively identify the hazard sources, set up hazard warning signs as required, and inform on-site employees in advance of the preventive measures, escape techniques and emergency rescue measures for

Suppliers should employ employees in accordance with the Labour Law of the People's Republic of China and other laws, regulations and rules, and employment of child labour and persons with occupational contraindications to

121

#### Work safety training and capability building

The Group conducted regular publicity regarding safety knowledge to enhance the safety awareness and skills of its customers. At the same time, the Group actively strengthened its capabilities in four aspects, namely professional safety management, standardised safety training courses, smart safety infrastructure and efficient emergency response, and continuously enhanced the safety awareness of property management staff, to improve their safety management capability and protect customers.

#### Safety awareness promotion and training

During the Year, the Group organised various safety-related campaigns and training for customers and property management staff in different business segments.

### Residential property

- Released safety education videos covering seven common safety topics, including kitchen fire safety, electric bicycle safety, gas safety, and electricity safety
- Organised safety sessions and lectures covering traffic safety, disaster prevention and relief, etc.
- Disseminated safety tips through multiple channels, such as "Yuexiu Safety Talk (越説越安全)" themed posters, safety accident warnings and safety reminders
- Organised the "Elevator Safety in the Community" campaign to educate residents on elevator safety knowledge and emergency response methods in case of elevator failures, with a total of 163 occasions of education on proper elevator riding
- Organised the "Fire Safety in the Community" campaign, which includes conducting fire emergency drills, and releasing fire safety education videos via multiple channels such as community multimedia, electronic billboards, and WeChat groups

### Commercial property

- Organised the "Safety Education and Consultation Day" event, which includes AED first aid explanations, firefighting • equipment and escape experience, anti-fraud education, safety training, video viewing, etc.
- Organised safety education activities on different topics including but not limited to special equipment, safe use of electricity, safe use of gas, and re-decoration

#### Identification and management of safety hazards

The Group has comprehensively advanced safety hazard identification and management initiatives through a three-level supervision system (headquarters-department-project), and established a multi-level safety management mechanism from inspections by the business units, self-inspections by the projects, to third-party assessments. For problems found during safety inspections, the Group established a hazard management ledger to record key information such as the hazard details, location, responsible department, and person responsible for rectification, and ensure rectification on schedule. During the Year, the Group integrated the safety inspection function into the Yue Quality Work Order Online System so as to manage the hazard rectification progress in a transparent and efficient manner. At the same time, the Group strengthened its safety self-inspection capability to constantly improve the level of on-site safety management.

The Group has continuously optimized its accident handling procedures through laying down clear procedures for reporting, identifying and managing different types of accidents and establishing a standardized supervision and rectification mechanism for major safety hazards. For major safety hazards found in newly delivered projects, third-party projects and aged projects, the Group coordinated resources for rectification; for projects to be delivered, the Group put forward rectification proposals. During the Year, the Group identified and addressed approximately 15,000 safety hazards through third-party agencies, Safety Supervision Department and project managers, covering all projects and also exited a number of projects due to safety reasons.

In terms of emergency management, the Group has prepared various comprehensive plans, special plans and on-site plans in accordance with regulations, and organises emergency rescue drills on a regular basis to enhance its emergency response capabilities and handling capabilities. During the Year, a total of 2,383 emergency drills were conducted, involving 51,570 participants in total. The Group added 31 AED devices to 20 projects under management.

### Fire Safety Management

The Group has established the Firefighting Skills Training Standards for Front-line Firefighters to regulate firefighting skills training, which includes items such as putting on fire suits on the spot, connecting fire hoses, and relay races with a fire extinguisher. Practical training for all members of the fire brigades shall be arranged at least monthly for each project to effectively improve the emergency response capabilities of front-line staff.

In addition, the Group continued to improve its fire management mechanism, and enhanced its fire emergency response capabilities through multiple measures, including rearranging micro fire stations, optimising the management of fire exits and emergency keys, and strengthening practical emergency skills. Meanwhile, the Group actively organised inspections on fire safety hazards, removed blockages in fire exits and kept fire doors closed, and required fire equipment maintenance entities to carry out special improvement actions to ensure the well-functioning of equipment and timely elimination of main engine malfunctions.

122

### **BUILDING A BETTER LIFE**

During the Year, the Group organised fire drills for 35 projects with more than 8,000 participants and gas safety drills for 13 projects with 350 participants. 23 fire incidents were efficiently handled at the project level, with an average extinguishing time of 5 minutes.



Firefighting and emergency evacuation drill at GZIFC

Firefighting skills training

#### **Case: Special management of electric bicycles**

During the Year, the Group issued the Notice on the Special Management Campaign for the Safety of Electric Bicycles, pursuant to which, the Group identified nearly 1,100 electric bicycle parking lots in projects under management, equipped each parking lot with charging protection functions and firefighting facilities & equipment, with 100% video surveillance coverage and regular patrols by designated personnel.

In addition, the Group cleared more than 38,000 inappropriately placed electric bicycles, significantly improving electric bicycle management. During the Year, the Group recorded 6 cases of electric bicycle fires in projects under management, all of which were successfully extinguished with an average emergency response time of merely 3.5 minutes.



Equipped with water-based fire extinguisher

Set up simple spray and ultra-fine dry powder fire extinguishing device

### **Case: Recreation Facility Safety Management**

During the Year, the Group built Guangzhou Starry Sky City (廣州星匯雲城) into a benchmark project for safety management. The Group renovated children's playgrounds, and put on safety reminders and protective fences, inspected underground wells at least once every quarter, all in an effort to ensure public safety.



Safety reminders in public areas

#### (IV) Indicators and targets



invested in work safety

# 2,383

emergency drills with 51,570 person times participated

### 0

major work safety accident

### **BUILDING A BETTER LIFE**

Renovation of children's playground

# 2,598

work safety inspections with 100% rectification rate

# 202

third-party safety assessment projects

(125)

# **CREATING VALUE FOR THE COMMUNITY**

### **Community Integration**

### (I) Management

The Group is committed to creating a harmonious and inclusive community environment for residents by organising diverse and interesting cultural activities to meet the needs of different age groups, and promote communication and integration among residents, thereby enhancing the cohesion of the community.

### (II) Actions and practices

During the Year, under the "Yue Neighborhood (越友鄰)" community cultural system, the Group organised more than 2,200 community cultural activities and more than 1,100 public convenience activities across the country, with a total of 120,000 property owners participating in. Among them, the elderly and children accounted for a substantial proportion. Large-scale festival events, such as parent-child activities, festival fetes, community film festivals and handmade DIY, have received enthusiastic responses from property owners.

<b>9</b>	New Year Celebration: Festive decorations, fetes, lion dances, and Spring Festival couplets
6	Lantern Festival: Lantern night tour, fetes, and distribution of sweet dumplings
•	International Women's Day: Flower gifts
0	Arbor Day: Tree planting and DIY of potted plants
0	Photography Contest: Soliciting photography works from residents
6	International Children's Day: Stationery gifts and outdoor parent-child activities
\$	Dragon Boat Festival: Fetes and make rice dumplings
0	Mother's Day: Flower gifts
-0	Summer Lifestyle Festival: Summer vacation trips, parent-child activities, water gun battles, bubble carnivals, free cooling items and community movie shows
\$	Teachers' Day: Flower gifts
0	Mid-Autumn Festival: Festive decorations, fetes, lantern riddles and Mid-Autumn Festival galas
0	National Day: Fetes and decorations
0	Double Ninth Festival: Free medical consultations, visits to the elderly and tea parties
0	Winter Solstice: Make dumplings/sweet dumplings/breakfast/hot tea
ò	Public Convenience Activities: Small appliance cleaning, car washing, appliance repair, knife sharpening, free medical consultations, etc.

### **Case: Community cultural activities**



### Outdoor parent-child activities



DIY of potted plants

- increased by 15 points compared to 2021, marking the fourth consecutive year of improvement
- Business innovation: The Group has created a system of rights and interests for property owners, with a total of 70,000 participants during the Year

### **CREATING VALUE FOR THE COMMUNITY**

Lantern riddles

Tea parties

• Satisfaction survey: To ensure the quality of community activities, the Group conducts satisfaction surveys on community cultural activities every year. During the Year, satisfaction rate with community cultural activities

### **CREATING VALUE FOR THE COMMUNITY**

### Case: Summer Lifestyle Festival

For the first time, the Group organised tours with the theme of "Summer Lifestyle Festival", inviting property owners to visit public premises managed by the Group, including Guangdong Science Center, Guangzhou Cultural & Art Center, and Guangzhou Metro Museum.



Visited public premises managed by the Group

### **Case: Community renewal - Spring Breeze Action**

The Group has continued to support the renewal and renovation of public facilities in aged projects, with a view to improving the quality of life for residents.

During the Year, the Group launched the "Spring Breeze Action" community renewal programme across the country, investing a total of RMB25.2 million of maintenance funds in over 300 projects, covering garage renovation, smart access system upgrade, energy-conservation renovations of public areas, road repair, etc. with a completion rate of 100%.





### **CREATING VALUE FOR THE COMMUNITY**

### **CREATING VALUE FOR THE COMMUNITY**

(III) Indicators and targets

RMB25,871 thousand

invested in charity and community activities

### **Industry Exchange and Development**

### (I) Management

Upholding a philosophy of openness, cooperation and shared development, the Group actively shares its experience and exchanges views with other leading property management companies on optimization of management standards and efficiency enhancement and actively participates in the formulation of industry standards, contributing to the high-quality development of the industry.

### (II) Actions and practices

### Case: Showcased at the Guangzhou Property Expo

In September 2024, the Group participated in the Guangzhou International Smart Property Management Expo (the "Expo"). At the Expo, the Group showcased its full life-cycle product service system and introduced Yue Commercial Enterprise Services (悦商企服) – Integrated Facility Management ("IFM"), a comprehensive business solution. A number of special forums were held on site, where the Group discussed with industry experts on the new development path of "Property +".



Guangzhou Property Expo

### **Case: Participated in the formulation of industry standards**

In 2024, Yuexiu Services participated in the preparation of the standard "Property Services Part 1: Green Property Management" organized by the Guangzhou Municipal Market Supervision Administration to facilitate the development of the green property industry.

### Charity

#### (I) Management

The Group actively fulfills its social responsibilities and gives back to society with practical actions. To this end, the Group continues to expand its employee volunteer team, organise a series of voluntary services and public welfare activities such as caring for disadvantaged groups, the elderly and children, and encourage employees to actively take part in social welfare and continuously contribute to people's livelihood and well-being.

The Group actively responds to the national strategic guidelines on poverty alleviation, agricultural support and rural revitalisation, and leverages its own resources, technology and service strengths to support rural revitalisation with practical actions, contributing to the balanced development of society.

### (II) Actions and practices

## Case: Yue+Affability (越+親) Volunteer Service Team During the Year, the Group organised 65 "Yue+Affability 教秀・天明金》 (越+親)" volunteer service activities, including "Learning from Lei Feng" activity, Arbor Day events and community care activities, which collectively attracted 635 persons to participate, with a cumulative service duration totalling 130 hours.

(III) Indicators and targets



in public welfare activities and volunteer services

130

### **CREATING VALUE FOR THE COMMUNITY**

## **APPENDICES**

### Appendix I - 2024 Annual ESG KPIs

Aspect	ESG KPIs	Unit	<b>2024</b> <sup>5</sup>	2023
A Environmental				
A1 Emissions	A1.1 The types of emissions and respective emiss	ions data		
	NO <sub>x</sub> <sup>6</sup>	Tonne	0.18	0.16
	S0 <sub>2</sub> 7	kg	0.52	0.41
	Particulate matters <sup>6</sup>	kg	16.18	13.58
	A1.2 Direct (scope 1) and energy indirect (scope 2	) and scope 3 GHG em	issions and inte	nsity
	Total carbon dioxide emissions	Tonne	56,587	43,608
	Carbon dioxide emissions (scope 1) <sup>8</sup>	Tonne	1,106	88
	Carbon dioxide emissions (scope 2) <sup>9</sup>	Tonne	55,481	43,432
	Carbon dioxide emissions (scope 3 - business travel) <sup>10</sup>	Tonne	510	88
	Total emissions intensity	Tonne/1,000 m <sup>2</sup>	0.82	0.67
	Carbon dioxide Emissions intensity (scope 1)	Tonne/1,000 m <sup>2</sup>	0.016	0.001
	Carbon dioxide Emissions intensity (scope 2)	Tonne/1,000 m <sup>2</sup>	0.80	0.67
	Total emissions intensity	Tonne/RMB'000	0.03	0.03
	Carbon dioxide Emissions intensity (scope 1)	Tonne/RMB'000	0.0006	0.0001
	Carbon dioxide Emissions intensity (scope 2)	Tonne/RMB'000	0.03	0.03
	A1.3 Total hazardous waste produced and intensi	ty		
	Total hazardous waste produced	Tonne	6.44	7.72
	Waste selenium drums and ink cartridges	Tonne	0.73	0.88
	Waste modulator tubes	Tonne	4.19	5.64
	Waste electronic products	Tonne	1.53	1.20
	Hazardous waste emission intensity	Tonne/1,000 m <sup>2</sup>	0.0001	0.0001
	Hazardous waste emission intensity	Tonne/RMB'000	0.000003	0.000005

5 In 2024, Yuexiu Services recorded an increase in the area of projects under management, there was some increase in the environmental indicator values.

- NOx emissions and particulate matters emissions were mainly from the use of corporate vehicles, the emission factor was calculated by reference 6 to the Environmental KPI Reporting Guidelines under the ESG Reporting Code as set out in Appendix C2 of the Main Board Listing Rules of the Hong Kong Stock Exchange.
- 7 SOx emissions were mainly from the use of natural gas and corporate vehicles, the emission factor was calculated by reference to the Environmental KPI Reporting Guidelines under the ESG Reporting Code as set out in Appendix C2 of the Main Board Listing Rules of the Hong Kong Stock Exchange.
- 8 Carbon dioxide emissions (Scope 1) were mainly from the use of gasoline, diesel, canned LPG and natural gas, the carbon dioxide emission factor of direct energy was calculated by reference to the Guideline for the Accounting Methods and Reporting of Greenhouse Gas Emissions by Public Building Operators (Enterprises) (for Trial Implementation).
- 9 Carbon dioxide emissions (Scope 2) were mainly from the consumption of purchased electricity and purchased thermal energy, and their data sources were the relevant bills of payment and the administrative statistical ledger, and the GHG emission factor of purchased electricity was calculated by reference to the Announcement on the Release of Carbon Dioxide Emission Factors for Electricity in 2022 as released by the Ministry of Ecology and Environment.
- 10 Carbon Dioxide emissions (Scope 3 - business travel) were carbon emissions from business travel of employees by air, and data was provided by business travel platforms.

Aspect	ESG KPIs	Unit	<b>2024</b> <sup>5</sup>	2023		
A Environmental						
	A1.4 Total non-hazardous waste produced and intensity					
	Total non-hazardous waste produced	Tonne	269	540		
	Gardening waste	Tonne	209	207		
	Other non-hazardous waste	Tonne	56	328		
	Waste furniture	Tonne	3	5		
	Non-hazardous waste emission intensity	Tonne/1,000 m <sup>2</sup>	0.004	0.008		
	Non-hazardous waste emission intensity	Tonne/RMB'000	0.0001	0.0004		
	A1.6 Waste Recovery					
	Waste computers recycled	Tonne	0.71	0.55		
	Office paper consumption 11	Tonne	66.06	42.77		
A2 Use	A2.1 Direct and/or indirect energy consumption by type in total and intensity					
of resources	Total energy consumption <sup>12</sup>	MWh	108,451	76,559		
	Diesel	L	20,157	14,252		
	Gasoline	L	13,216	12,063		
	Canned liquefied petroleum gas (LPG)	kg	3,595	7,596		
	Natural gas	m3	468,367	371		
	Renewable energy consumption	kWh	65,838	7,200		
	Total electricity consumption	kWh	103,393,125	76,156,216		
	Energy consumption intensity	MWh/1,000 m <sup>2</sup>	1.56	1.17		
	Energy consumption intensity	MWh/RMB'000	0.058	0.051		
	A2.2 Total water consumption and intensity <sup>13</sup>					
	Total water consumption (excluding rainwater)	m <sup>3</sup>	2,604,230	1,640,862		
	Water consumption emission intensity	m <sup>3</sup> /1,000 m <sup>2</sup>	37.57	25.16		
	Water consumption emission intensity	m <sup>3</sup> /RMB'000	1.40	1.08		

- total non-hazardous waste produced.
- 12 The types of energy consumed by the Group consisted of gasoline, diesel, canned LPG, natural gas and renewable energy, purchased electricity and GB 2589-2008T General Rules for Calculation of the Comprehensive Energy Consumption.
- reimbursement records and administrative ledgers.

132

### **APPENDICES**

11 Office paper consumption refers to the amount of paper consumed in daily operations, not the disposal amount, and therefore is not included in the

purchased thermal energy, and the data sources were the relevant bills of payment and the administrative statistical ledger. Among others, the energy consumption coefficient was calculated by reference to the conversion factors provided by the International Energy Agency and to the national

13 The water consumed by the Group was mainly the water supplied by municipal pipeline networks, and the data sources were the utility bills, financial

Aspect	ESG KPIs	Unit	<b>2024</b> <sup>5</sup>	2023
B. Social				
B1 Employment	B1.1 Total workforce by gender, employment type	, age group and geogr	aphical region	
	Total number of employees	Headcount	10,42214	13,743
	By gender			
	Number of male employees	Headcount	6,105	8,161
	Number of female employees	Headcount	4,317	5,582
	By employment type			
	Number of full-time employees	Headcount	10,422	13,743
	Number of part-time employees	Headcount	0	0
	By age group			
	Number of employees aged 29 or below	Headcount	2,864	3,531
	Number of employees aged 30-49	Headcount	5,635	7,085
	Number of employees aged 50 or above	Headcount	1,923	3,127
	By geographical region (by workplace)			
	Number of employees in Mainland China	Headcount	9,705	13,086
	Number of employees in Hong Kong, Macao and Taiwan	Headcount	714	654
	Number of employees in overseas regions	Headcount	3	3
	By employee category			
	Senior management	Headcount	63	61
	Middle management	Headcount	643	556
	Junior employees	Headcount	9,716	13,126

Aspect	ESG KPIs	Unit	<b>2024</b> <sup>5</sup>	2023
B. Social				
	B1.2 Employee turnover rate by gender, age grou	p and geographical reg	gion	
	Employee turnover rate	%	19.76	28.29
	By gender			
	Turnover rate of male employees	%	19.45	28.02
	Turnover rate of female employees	%	20.19	28.68
	By age			
	Turnover rate of employees aged 29 or below	%	27.44	37.63
	Turnover rate of employees aged 30 to 49	%	16.70	23.42
	Turnover rate of employees aged 50 or above	%	15.51	26.46
	By geographical region			
	Turnover rate of employees in Mainland China	%	18.73	28.01
	Turnover rate of employees in Hong Kong, Macao and Taiwan	%	31.61	33.60
	Turnover rate of employees in overseas regions	%	0	0

(134)

<sup>14</sup> The change in the number of employees this Year was mainly due to adjustment of scope, and the disclosed number of employees was full-time employees.

Aspect	ESG KPIs	Unit		<b>2024</b> <sup>5</sup>	2023
B. Social					
B2 Healthand safety	B2.1 Number and rate of work-related fatalities occurred in each of the past three years, including 2024				
	Number of work-related fatalities		2024	2023	2022
		Headcount	0	1	1
	Rate of work-related fatalities	%	0	0.007	0.008
	B2.2 Lost days due to work injury				
	Number of work injuries	Case		9	6
	Total lost days due to work injury	Day		385	69
B3 Development	B3.1 The percentage of employees trained b	y gender and en	nployee catego	ory	
and training	Total headcount of employees trained	Headcount		10,422	13,743
	Percentage of total training	%		100	100
	By gender				
	Male employees	%		58.58	59.38
	Female employees	%		41.42	40.62
	By employee category				
	Junior employees	%		93.23	95.51
	Middle management	%		6.17	4.05
	Senior management	%		0.60	0.44
	B3.2 The average training hours of employe	es by gender an	d employee ca	tegory	
	Average training hours per employee	Hour		41	43
	By gender				
	Male employees	Hour		39	44
	Female employees	Hour		45	43
	By employee category				
	Junior employees	Hour		41	44
	Middle management	Hour		49	26
	Senior management	Hour		39	54

Aspect	ESG KPIs	Unit	<b>2024</b> ⁵	202
B. Social				
B5 Supply chain	B5.1 Number of suppliers by geographical region	1		
management	Suppliers in total	Number	4,233	3,54
	By geographic region			
	Suppliers in the Greater Bay Area	Number	2,665	2,37
	Suppliers in Eastern China	Number	890	59
	Suppliers in Northern China	Number	202	16
	Suppliers in Central China	Number	284	23
	Suppliers in Southwest China	Number	192	16
B6 Product	B6.2 Number of products and service-related cor	nplaints received		
responsibility	Number of products and service-related complaints received	Time	30,560	28,70
	Complaint handling rate	%	100	10
B7 Anti- corruption	B7.1 Number of concluded legal cases regarding the issuer or its employees during the reporting			
	Number of proposed or concluded corruption cases	Case	0	
	B7.3 Description of anti-corruption training provi	ded to directors and st	aff	
	The total duration of anti-corruption training for directors and staff	Hour	19,619	25,94
B8 Community	B8.2 Resources contributed (e.g., money or time)	to the focus area		
investment	Total investment in charity and community services	RMB'000	25,871	26,85
	Number of employees participating in activities			
	Number of employees participating in public welfare/volunteer activities	Headcount	794	89

(138)

Aspect	Major external legislations and standards	Major internal policies and guidelines
33 Developmentand training	Labour Law of the People's Republic of China; Labour Contract Law of the People's Republic of China; Social Insurance Law of the People's Republic of China	Annual Training Guide; Employee Orientation/Transfer Training Guide; Employee Certificate Management Measures (Trial); Employee Self-improvement Management Measures; Position Management Measures; Employee Promotion Management Measures; Management Promotion Measures; Detailed Rules for Management of Talent Cultivation and Training
4 Labour standards	Labour Law of the People's Republic of China; Labour Contract Law of the People's Republic of China; Law of the People's Republic of China on the Protection of Minors; Provisions on the Prohibition of Using Child Labour; Employment Ordinance of Hong Kong SAR	Cultivation and Training Management Measures for Recruitment; Management Measures for Recruitment Channels; Management Measures for Labour Contracts; Employee Rights Protection Policy
5 Supply chain management	Company Law of the People's Republic of China; Civil Code of the People's Republic of China; Bidding Law of the People's Republic of China; Regulation on the Implementation of the Bidding Law of the People's Republic of China; Government Procurement Law of the People's Republic of China	Supplier Management Implementation Rules for Guangzhou Yuexiu Property Development Co., Ltd.; Compilation of Work Safety Management Systems for Guangzhou Yuexiu Property Development Co., Ltd.; Sustainable Procurement Policy; Supplier Code of Conduct; Notification to Related Parties

(140)

### Appendix III - Indexes for the ESG Indicators and Content

Aspects, General		Disclosed	
Disclosures and KPIs	Description	or not	Section
A. Environmental			
Aspect A1: Emissions			
General Disclosure	<ul> <li>Information on:</li> <li>(a) the policies; and</li> <li>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</li> </ul>	Disclosed	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation Appendix II - List of ESG Policies
KPI A1.1	The types of emissions and respective emissions data.	Disclosed	Appendix I - 2024 Annual ESG KPIs
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	Disclosed	Appendix I - 2024 Annual ESG KPIs
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	Disclosed	Appendix I - 2024 Annual ESG KPIs
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	Disclosed	Appendix I - 2024 Annual ESG KPIs
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Disclosed	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Disclosed	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation

Aspects, General Disclosures and KPIs	Description	Disclosed or not	Section
A. Environmental			
Aspect A2: Use of reso	Durces		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Disclosed	Low-Carbon and Smart Management - Building Sustainable Future - Green Property Management and Operation Appendix II - List of ESG Policies
KPI A2.1	Direct and/or indirect energy consumption by type (e.g., electricity, gas or oil) in total (kWh in '000s) and intensity (e.g., per unit of production volume, per facility).	Disclosed	Appendix I - 2024 Annual ESG KPIs
KPI A2.2	Water consumption in total and intensity (e.g., per unit of production volume, per facility).	Disclosed	Appendix I - 2024 Annual ESG KPIs
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Disclosed	Low-Carbon and Smart Management - Building Sustainable Future - Green Property Management and Operation
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Disclosed	Low-Carbon and Smart Management - Building Sustainable Future - Green Property Management and Operation
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not Applicable	_

(142)

pects, General sclosures and KPIs Environmental		isclosed r not Section
ect A3: The Enviro	onment and natural resources	
eneral Disclosure	Policies on minimising the issuer's significant Di impacts on the environment and natural resources.	isclosed Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation Low-Carbon and Smart Management - Building a Sustainable Future - Biodiversity Protection Appendix II - List of ESG Policies
I A3.1	Description of the significant impacts of activities Di on the environment and natural resources and the actions taken to manage them.	isclosed Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation Low-Carbon and Smart Management - Building a Sustainable Future - Biodiversity Protection
pect A4: Climate ch neral Disclosure	Policies on identification and mitigation of significant Di climate-related issues which have impacted, and those which may impact, the issuer.	Management - Building a Sustainable Future - Report on Analysis of an
		Response to Climate Change Risks Appendix II - List of ESG Policies
4.1	Description of the significant climate-related issues Di which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	isclosed Low-Carbon and Smart Management - Building a Sustainable Future - Report on Analysis of an Response to Climate Change Risks

(144)

Aspects, General Disclosures and KPIs	Description	Disclosed or not	Section
B. Social			
Employment and Labo	ur Practices		
Aspect B2: Health and	safety		
General Disclosure	<ul> <li>Information on:</li> <li>(a) the policies; and</li> <li>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</li> <li>relating to providing a safe working environment and protecting employees from occupational hazards.</li> </ul>		People-oriented - Building a Harmonious Workplace - Occupational Health and Safety Appendix II - List of ESG Policies
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years, including the reporting year.	Disclosed	Appendix I - 2024 Annual ESG KPIs
KPI B2.2	Lost days due to work injury.	Disclosed	Appendix I - 2024 Annual ESG KPIs
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Disclosed	People-oriented - Building a Harmonious Workplace - Occupational Health and Safety
Aspect B3: Developme	ent and training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	People-oriented - Building a Harmonious Workplace -Employee Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g., senior management, middle management).		People-oriented - Building a Harmonious Workplace -Employee Development Appendix I - 2024 Annual ESG KPIs
KPI B3.2	The average training hours completed per employee by gender and employee category.	Disclosed	People-oriented - Building a Harmonious Workplace -Employee Development Appendix I - 2024 Annual ESG KPIs

Aspects, General Disclosures and KPIs	Description	Disclosed or not	Section
B. Social			
Employment and Labo			
Aspect B4: Labour sta	ndards		
General Disclosure	<ul> <li>Information on:</li> <li>(a) the policies; and</li> <li>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.</li> </ul>	Disclosed	People-oriented - Buildi a Harmonious Workp - Protection of Emplo Rights and Interests Appendix II - List of ESG Policies
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Disclosed	People-oriented - Buildi a Harmonious Workp - Protection of Emplo Rights and Interests
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	People-oriented - Buildi a Harmonious Workp - Protection of Emplo Rights and Interests
<b>Operating Practices</b>			
Aspect B5: Supply cha	in management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	Business Integrity – Bui a Prosperous Eco-Sy - Sustainable Supply Chain Management Appendix II - List of ESG Policies
KPI B5.1	Number of suppliers by geographical region.	Disclosed	Appendix I - 2024 Annu ESG KPIs
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Disclosed	Business Integrity - Bui a Prosperous Eco-Sy - Sustainable Supply Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Disclosed	Business Integrity - Bui a Prosperous Eco-Sy - Sustainable Supply Chain Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Disclosed	Business Integrity - Bui a Prosperous Eco-Sy - Sustainable Supply Chain Management

(146)

Aspects, General Disclosures and KPIs	Description	Disclosed or not	Section	Aspects, General Disclosures and KPIs	Description	Disclosed or not	Section
. Social				B. Social			
Operating Practices				<b>Operating Practices</b>			
Aspect B6: Product r	esponsibility			Aspect B7: Anti-corru	ption		
General Disclosure	<ul> <li>Information on:</li> <li>(a) the policies; and</li> <li>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling</li> </ul>	Disclosed	Business Integrity - Building Robust Governance - Information Security and Privacy Protection Prosperity with the	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud, and money laundering.	Disclosed	Business Integrity - Buil Robust Governance - Business Ethics Appendix II - List of ESG Policies
	and privacy matters relating to products and services provided and methods of redress.		Community - Building a Better Life - Customer Health and Safety Prosperity with the Community - Building	KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Disclosed	Business Integrity - Build Robust Governance - Business Ethics Appendix I - 2024 Annua ESG KPIs
			a Better Life - Refined Management of Service Quality	KPI B7.2	Description of preventive measures and whistle- blowing procedures, and how they are implemented and monitored.	Disclosed	Business Integrity - Build Robust Governance - Business Ethics
			Prosperity with the Community - Building a Better Life - Customer Satisfaction Enhancement Appendix II - List of ESG P olicies	KPI B7.3	Description of anti-corruption training provided to directors and staff.	Disclosed	Business Integrity - Buil Robust Governance - Business Ethics Appendix I - 2024 Annua ESG KPIs
		NL 1		Community			
(PI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Applicable	-	Aspect B8: Community	y investment		
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Disclosed	Prosperity with the Community - Building a Better Life - Customer Satisfaction Enhancement Appendix I - 2024 Annual ESG KPIs	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Disclosed	Prosperity with the Community - Creating Value for the Commun Community Communication and Integration Prosperity with the
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	Business Integrity - Building Robust Governance - Intellectual Property Protection				Community - Creating Value for the Commur Charity Appendix II - List of ESG Policies
(PI B6.4	Description of quality assurance process and recall procedures.	Disclosed	Prosperity with the Community - Building a Better Life - Refined Management of Service Quality	KPI B8.1	Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sports).	Disclosed	Prosperity with the Community - Creating Value for the Commun Community Communication and Integration
(PI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Disclosed	Business Integrity - Building Robust Governance - Information Security and Privacy Protection				Prosperity with the Community - Creating Value for the Commun Charity
			Appendix II - List of ESG Policies	KPI B8.2	Resources contributed (e.g., money or time) to the focus areas.	Disclosed	Appendix I - 2024 Annu ESG KPIs

### Appendix IV - Indexes for the ESG Reporting Indicators of Listed Companies **Controlled by Central Enterprises**

Level 1 Indicators	Level 2 Indicators	Level 3 Indicators	Disclosure responses
E.1 Resource	E.1.1 Water resources	E.1.1.1 Fresh water consumption	Appendix I - 2024 Annual ESG KPIs
consumption		E.1.1.2 Recycled water consumption	_
		E.1.1.3 Proportion of recycled water consumption	_
		E.1.1.4 Water consumption intensity	Appendix I - 2024 Annual ESG KPIs
	E.1.2 Materials	E.1.2.1 Consumption of non-renewable materials	Appendix I - 2024 Annual ESG KPIs
		E.1.2.2 Consumption of toxic and hazardous materials	Appendix I - 2024 Annual ESG KPIs
		E.1.2.3 Material consumption intensity	Appendix I - 2024 Annual ESG KPIs
	E.1.3 Energy	E.1.3.1 Consumption of fossil energy	Appendix I - 2024 Annual ESG KPIs
		E.1.3.2 Consumption of non-fossil energy	Appendix I - 2024 Annual ESG KPIs
		E.1.3.3 Proportion of non-fossil energy utilisation	Appendix I - 2024 Annual ESG KPIs
		E.1.3.4 Total energy consumption	Appendix I - 2024 Annual ESG KPIs
		E.1.3.5 Energy consumption intensity	Appendix I - 2024 Annual ESG KPIs
	E.1.4 Packaging	E.1.4.1 Packaging material usage	Not Applicable
	materials	E.1.4.2 Reduction of packaging materials through packaging lightweight	Not Applicable

Level 1 Indicators	Level 2 Indicators	Level 3 Indicators	Disclosure responses
E.2 Pollution	E.2.1 Wastewater	E.2.1.1 Wastewater discharge compliance	Not Applicable
prevention		E.2.1.2 Wastewater management and discharge reduction measures	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
		E.2.1.3 Wastewater discharge	Not Applicable
		E.2.1.4 Discharge of wastewater pollutants	Not Applicable
		E.2.1.5 Discharge concentration of wastewater pollutants	Not Applicable
	E.2.2 Waste gas	E.2.2.1 Waste gas emission compliance	Not Applicable
		E.2.2.2 Emissions of waste gas pollutants	Appendix I - 2024 Annual ESG KPIs
		E.2.2.3 Emission concentration of waste gas pollutants	Appendix I - 2024 Annual ESG KPIs
	E.2.3 Solid waste	E.2.3.1 Solid waste treatment compliance	Low-Carbon and Smart Management - Building a Sustainable Future - Greer Property Management and Operation
		E.2.3.2 General industrial solid waste management	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
		E.2.3.3 Amount of general industrial solid waste disposed	Appendix I - 2024 Annual ESG KPIs
		E.2.3.4 Hazardous waste management	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
		E.2.3.5 Amount of hazardous waste disposed	Appendix I - 2024 Annual ESG KPIs

Appendix I | Appendix II | Appendix III | Appendix IV | Appendix V

Level 1 Indicators E.3 Climate change	Level 2 Indicators E.3.1 Greenhouse gas emissions	Level 3 Indicators         E.3.1.1 Sources and types of greenhouse gas         E.3.1.2 Greenhouse gas emission management	Disclosure responses         Appendix I - 2024 Annual ESG KPIs         Low-Carbon and Smart Management -         Building a Sustainable Future - Green
	°	greenhouse gas E.3.1.2 Greenhouse gas emission	Low-Carbon and Smart Management -
		-	Ű
		management	Building a Sustainable Future - Green
			Property Management and Operation
		E.3.1.3 Scope 1 emissions	Appendix I - 2024 Annual ESG KPIs
		E.3.1.4 Scope 2 emissions Appendix I - 2024 Annua	Appendix I - 2024 Annual ESG KPIs
		E.3.1.5 Scope 3 emissions	Appendix I - 2024 Annual ESG KPIs
		E.3.1.6 Greenhouse gas emission intensity	Appendix I - 2024 Annual ESG KPIs
	E.3.2 Emission	E.3.2.1 Greenhouse gas emission	Low-Carbon and Smart Management -
	reduction	reduction management	Building a Sustainable Future - Green
	management		Property Management and Operation
		E.3.2.2 Amount of greenhouse gas	Low-Carbon and Smart Management -
		emission reduction	Building a Sustainable Future - Green
			Property Management and Operation Appendix I - 2024 Annual ESG KPIs
	E.3.3 Environmental	E.3.3.1 Participation in the market	Not Applicable
	equity	for carbon emissions trading	. Protect
	transactions	E.3.3.2 Participation in the market	Not Applicable
		for energy, water and	
		emission permits trading	
		E.3.3.3 Participation in green power trading	Low-Carbon and Smart Management -
			Building a Sustainable Future - Green
			Property Management and Operation
	E.3.4 Climate risk management	E.3.4.1 Climate risk management	Low-Carbon and Smart Management - Building a Sustainable Future - Report on
	management		Analysis of and Response to Climate Change
			Risks
E.4 Biodiversity	E.4.1 Impacts of	E.4.1.1 Impacts of manufacturing,	Low-Carbon and Smart Management -
	manufacturing,	services and products on biodiversity	Building a Sustainable Future - Biodiversity
	services and		Protection
	products on biodiversity		

(152)

	Disclosure responses
of low-carbon development ic measures	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
tion management	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
ge management	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
and energy ent	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
ng and carbon ring, statistical report and em	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
ction	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
ology innovation	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
ng transformation	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
and operation	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
rement and green hagement	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
tal protection public	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
tal management on	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
w-carbon enterprise	_
of green and low carbon vices	Low-Carbon and Smart Management - Building a Sustainable Future - Green Property Management and Operation
olan for nergencies	Low-Carbon and Smart Management - Building a Sustainable Future - Report on Analysis of and Response to Climate Change Risks
laws and regulations ironment	-

Indicators L	Level 2 Indicators	Level 3 Indicators	Disclosure responses
oyee S	recruitment and employment	S1.1.1 Enterprise recruitment policy and its implementation	People-oriented - Building a Harmonious Workplace - Protection of Employees' Rights and Interests
		C110Walface constitut	People-oriented - Building a Harmonious Workplace - Diversity, Equality and Inclusion
		S1.1.2 Workforce composition	People-oriented - Building a Harmonious Workplace - Diversity, Equality and Inclusion
		S1.1.3 Avoidance of child labour and People-oriented - Building a Harmonious	
		forced labour	Workplace - Protection of Employees' Rights and Interests
ç	remuneration and benefits	S1.2.1 Remuneration philosophy and policy	People-oriented - Building a Harmonious Workplace - Employees' Remuneration and Benefits
		S1.2.2 Working hours, rest and holidays	People-oriented - Building a Harmonious Workplace - Employees' Remuneration and Benefits
		S1.2.3 Remuneration and welfare guarantee	People-oriented - Building a Harmonious Workplace - Employees' Remuneration and Benefits
		S1.2.4 Employee democratic management	People-oriented - Building a Harmonious Workplace - Protection of Employees' Rights and Interests
S	and safety	S1.3.1 Employee occupational health and safety management	People-oriented - Building a Harmonious Workplace - Occupational Health and Safety
		S1.3.2 Employee safety risk prevention and control	People-oriented - Building a Harmonious Workplace - Occupational Health and Safety
		S1.3.3 Response to safety accidents and work-related injuries	People-oriented - Building a Harmonious Workplace - Occupational Health and Safety
		S1.3.4 Employee care and help	People-oriented - Building a Harmonious Workplace - Protection of Employees' Rights and Interests
ç	S1.4 Staff development and training	S1.4.1 Employee motivation and promotion policies	People-oriented - Building a Harmonious Workplace - Employee Development
		S1.4.2 Employee education and training	People-oriented - Building a Harmonious Workplace - Employee Development
		S1.4.3 Employee career planning and post change support	People-oriented - Building a Harmonious Workplace - Employee Development
S	S1.5 Employee satisfaction	S1.5.1 Employee satisfaction survey	People-oriented - Building a Harmonious Workplace - Protection of Employees' Rights and Interests
		S1.5.2 Labour disputes	-
		S1.5.3 Employee turnover	Appendix I - 2024 Annual ESG KPIs

(154)

Level 1 Indicators	Level 2 Indicators	Level 3 Indicators	Disclosure responses	
S3 Supply chain security and management	S3.1 Supplier management	S3.1.1 Supplier selection and management	Business Integrity - Building a Prosperous Eco-System - Sustainable Supply Chain Management	
		S3.1.2 Number and distribution of suppliers	Appendix I - 2024 Annual ESG KPIs	
	S3.2 Supply chain management	S3.2.1 Supply chain management policies and measures	Business Integrity - Building a Prosperous Eco-System - Sustainable Supply Chain Management	
		S3.2.2 Supply chain security assurance and emergency plan	Business Integrity - Building a Prosperous Eco-System - Sustainable Supply Chain Management	
		S3.2.3 Significant risks and impacts (supply chain)	Business Integrity - Building a Prosperous Eco-System - Sustainable Supply Chain Management	
S4 Social	S4.1 Tax payment	S4.1.1 Tax payment	2024 Annual Report	
contribution	S4.2 Prosperity with the community	S4.2.1 Policies and measures in building local community	Prosperity with the Community - Creating Value for the Community - Community Communication and Integration	
		S4.2.2 Contribution to and impact on local community	Prosperity with the Community - Creating Value for the Community - Community Communication and Integration	
	S4.3 Social welfare activities	S4.3.1 Policies and measures for participating in social welfare activities	Prosperity with the Community - Creating Value for the Community - Charity	
		S4.3.2 The input and effectiveness of participating in social welfare activities	Appendix I - 2024 Annual ESG KPIs	
		S4.3.3 Barrier-free environment construction	-	
	S4.4 National strategic response	S4.4.1 Industrial transformation	Low-Carbon and Smart Management - Building a Smart Life - Smart Property Services	
		S4.4.2 Rural revitalisation and regional coordinated development	Prosperity with the Community - Creating Value for the Community - Charity	
		S4.4.3 The Belt and Road and overseas responsibilities	_	
		S4.4.4 Industry characteristics and other social responsibility performance	Prosperity with the Community - Creating Value for the Community - Industry Exchange and Development	

Level 1 Indicators	Level 2 Indicators	Level 3 Indicators	Disclosure responses
G1 Governance policy and organisational structure	G1.1 Governance policies and processes	G1.1.1 Governance strategy formulation	Business Integrity - Building Robust Governance - Compliant Operations
		G1.1.2 Governance strategy monitoring process	Business Integrity - Building Robust Governance - Business Ethics
		G1.1.3 Governance strategy approval and review process	Business Integrity - Building Robust Governance - Compliant Operations
		G1.1.4 Leadership of the Party building	Business Integrity - Building Robust Governance - Business Ethics
	G1.2 Organisational structure and functions	G1.2.1 Ownership duties	Business Integrity - Building Robust Governance - Compliant Operations
		G1.2.2 Organisational structure and functions of the Board, the Supervisory Committee and management	Business Integrity - Building Robust Governance - Compliant Operations
		G1.2.3 Appointment procedures and composition of the Board, the Supervisory Committee and management	Business Integrity - Building Robust Governance - Compliant Operations
	G1.3 Remuneration management	G1.3.1 Remuneration plan for directors and supervisors	2024 Annual Report
		G1.3.2 Transparency of board remuneration	2024 Annual Report
		G1.3.3 Rationality of the remuneration of management	2024 Annual Report
G2 Standardised governance	G2.1 Internal control	G2.1.1 Internal audit	Business Integrity - Building Robust Governance - Compliant Operations
		G2.1.2 Internal control structures, mechanisms and processes	Business Integrity - Building Robust Governance - Risk Management
	G2.2 Integrity building	G2.2.1 Integrity building system standard	Business Integrity - Building Robust Governance - Business Ethics
		G2.2.2 Effectiveness of integrity building measures	Business Integrity - Building Robust Governance - Business Ethics
	G2.3 Fair competition	G2.3.1 Fair competition system regulations	Business Integrity - Building Robust Governance - Business Ethics
		G2.3.2 Effectiveness of fair competition measures	Business Integrity - Building Robust Governance - Business Ethics
G3 Investor relations management and shareholder equity	G3.1 Investor relations management	G3.1.1 Investor relations management strategy	Sustainable Development Management - Stakeholder Communication
		G3.1.2 Investor communication	Sustainable Development Management - Stakeholder Communication
		G3.1.3 Construction of investor relations management department	Business Integrity - Building Robust Governance - Compliant Operations
	G3.2 Shareholders'	G3.2.1 The shareholders' (general) meeting	2024 Annual Report
	equity	G3.2.2 Shareholder communication	Sustainable Development Management - Stakeholder Communication
		G3.2.3 Shareholders' rights to information, and participation in decision-making	Sustainable Development Management - Stakeholder Communication
	G3.3 Creditors' equity	G3.3.1 Credit information	-
		G3.3.2 Performance of obligations in the bond market	2024 Annual Report

(156)

Level 1 Indicators	Level 2 Indicators	Level 3 Indicators	Disclosure responses
G4 Transparency of information disclosure	G4.1 Information disclosure system	G4.1.1 Financial information disclosure G4.1.2 Non-financial information disclosure	2024 Annual Report Appendix I - 2024 Annual ESG KPIs
	G4.2 Quality of information disclosure	G4.2.1 Regular monitoring, audit and evaluation of all disclosures	Business Integrity - Building Robust Governance - Compliant Operations
G5 Compliant operations and risk management	G5.1 Compliant operations	G5.1.1 Compliant operation system	Business Integrity - Building Robust Governance - Compliant Operations
		G5.1.2 Compliance system construction	Business Integrity - Building Robust Governance - Compliant Operations
		G5.1.3 Specific process of compliance review	Business integrity - Building Robust Governance - Compliant Operations
	G5.2 Risk management	G5.2.1 Risk identification and early warning	Business Integrity - Building Robust Governance - Risk Management
		G5.2.2 Risk control and tracking	Business Integrity - Building Robust Governance - Risk Management
		G5.2.3 Risk reporting and management	Business Integrity - Building Robust Governance - Risk Management

### **Appendix V - Feedback Form**

Dear reader,

Thank you for reading the 2024 Environmental, Social and Governance Report of Yuexiu Services. The Group welcomes your feedback on this Report.

If you have any opinions or suggestions on this Report or the Group's ESG activities, please complete and email the following form to: ir@yuexiuproperty.com

Subject: Yuexiu Services Group Limited 2024 ESG Report Feedback Form

Name		_
Company		_
Position		_
Telephone		_
Email		_
Your comme	nts on this Report: (please mark " $\checkmark$ "	in the corres
		Excellent
-	k this Report highlighted key ation for the Group?	
disclosed in	k the information and indicators n this Report were clear, nd complete?	
	k the organisation of content and n of this Report were ndly?	

Which part of this Report were you most interested in?

What other information would you like to know and that were not included in this Report?

What suggestions do you have on the Group's future ESG reports?

158

### **APPENDIX**

sponding box)

Good	Average	Poor	Very Poor