POWERLONG
宝龙商业

寶龍商業管理控股有限公司
**POWERLONG COMMERCIAL
MANAGEMENT HOLDINGS LIMITED**

Incorporated in the Cayman Islands with Limited Liability
Stock Code: 9909.HK

2024

ENVIRONMENTAL,
SOCIAL AND GOVERNANCE REPORT

CONTENTS

01
Operational Service Management

02
Creating a Green Environment Together

03
Emphasising Human Resources

04
Sincerely Giving Back to Society

Report Description

Powerlong Commercial Management Holdings Limited (stock code: 9909.HK) (the **"Company"** or **"Powerlong CM"**) and its subsidiaries (together, the **"Group"**) is delighted to publish its sixth Environmental, Social and Governance Report (the **"Report"**). The Report details the Group's performance in terms of environmental, social and governance (**"ESG"**) and its future planning and goals.

The Group has disclosed most of the key performance indicators with descriptions to establish baselines for assessment to facilitate comparisons. For details of the Group's businesses, please refer to the Annual Report 2024 of Powerlong CM.

Reporting Period and Scope

Unless otherwise specified, the Report covers the period between 1 January 2024 and 31 December 2024 (the **"Reporting Period"**), with part of the content suitably extended. The content of the Report is determined based on operational control, which covers all business sectors under the Group, including commercial operational services and residential property management services.

Reporting Guidelines

The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Code (**"ESG Reporting Code"**) under Appendix C2 of the Rules Governing the Listing of Securities (**"Listing Rules"**) on The Stock Exchange of Hong Kong Limited (**"Stock Exchange"**), and is based on the reporting principles of Materiality, Quantitative, Consistency and Balance. The contents covered herein comply with the disclosing requirements provided in the ESG Reporting Code, the provisions of the "mandatory disclosure requirements" and the "comply or explain" set therein.

During the preparation of the Report, the Group applied the following reporting principles according to the ESG Reporting Code:

- Materiality: The Group's material issues for the Reporting Period were determined with reference to the 2024 materiality assessment results[1] from Powerlong Real Estate Management Holdings Limited (**"Powerlong Holdings"**), thereby the Report is prepared by focusing on the confirmed material issues;

- Quantitative: The standards and methods of the data calculation in the Report, the applicable assumptions and calculation tools are disclosed;

- Consistency: The preparation method of the Report is fundamentally consistent with the previous year, and the changes in the disclosure on the data reporting scope and calculation method are specifically explained;

- Balance: The Report provides an unbiased picture of the Group's performance during the Reporting Period to avoid the selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.

Reporting Declaration

The Report highlights the management process and emphasises on its materiality, quantitative, balance, and consistency to provide a comprehensive overview of the Group's philosophies and policies. The Group guarantees the reliability, authenticity, objectivity, and timeliness of the Report, and is intended to strengthen communications with stakeholders through issuing the Report, so as to further promote sustainable development of the environment, society and economy. The disclosed content of the Report is determined by the results of stakeholder engagement processes. Please refer to the chapter "Responsibility Management—Stakeholder Communication" in the Report for details of the process.

Confirmation and Approval

The Company's board of directors (the **"Board"**) has approved the Report on 26 March 2025 to ensure the contents of the Report is authentic, accurate and complete. The Board is responsible for the Group's ESG strategy and report, and is responsible for assessing and determining the Group's ESG-related risks to ensure the Group's ESG risks and internal management and control system are implemented appropriately and effectively.

Report Acquisition and Feedback

The Report can be accessed and downloaded from the Company's website at www.powerlongcm.com or the HKEXnews of the Stock Exchange at www.hkexnews.hk.

The Group welcomes any comments and suggestions regarding the Report or ESG-related matters through email at boardteam9909@powerlong.com.

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[1] Powerlong CM is a subsidiary of Powerlong Holdings. As the business nature and the reporting scope of the two companies are similar, the material issues for the Report were referenced from the 2024 materiality assessment results of Powerlong Holdings.

Group Overview

As a subsidiary of Powerlong Holdings and a leading commercial operational service provider in the People's Republic of China (**"PRC"**), the Group focuses on the Yangtze River Delta region, especially city clusters with vast potentials for economic development. Based on local demand, it is committed to creating good city living. The Group has been offering commercial operation services to developers, tenants, and owners of retail commercial properties since 2007, while providing property management services to residential properties, office buildings and serviced apartments, and was successfully listed on the Main Board of the Stock Exchange on 30 December 2019, being the first commercial management operational service provider under an asset-light business model listed on the Stock Exchange.

With the corporate mission of **"creating space full of love"**, the Group adheres to its corporate philosophy of **"simple, truthful, prosper together, forward forever"**, with a view to becoming a well-respected, century-lasting and world-leading operator of city space, thereby creating more room for value enhancement for customers and investors on an ongoing basis.

Our Businesses

Commercial Operation Services

The Group's commercial operational services include full-chain services covering positioning, tenant sourcing, opening, operation and management for shopping malls and shopping streets, which primarily included:

Market research and positioning, tenant sourcing and opening preparation services to property developers or property owners during the preparation stage before the opening of retail commercial property;

Commercial operation and management services to property owners or tenants during the operation stage of a retail commercial property;

Property leasing services with respect to units located within the shopping streets and shopping malls.

The Group provides high-quality commercial operational services under its four brands, namely **"Powerlong One Mall"**(寶龍一城),**"Powerlong City"**(寶龍城), **"Powerlong Plaza"** (寶龍廣場) and **"Powerlong Land"**(寶龍天地).

As of 31 December 2024, the business operation team of the Group consists of approximately

3,802 personnel

The number of retail commercial properties in operation across the country reaches

98

An aggregate gross floor area (**"GFA"**[2]) in operation of approximately

11.1 million square meters (**"sq.m."**)

[2] Unless otherwise specified, all "GFA" of commercial properties in the Report refers to areas including car parks.

Contracted to provide commercial operational services for

132 retail commercial properties

An aggregate contracted GFA of approximately

14.5 million sq.m.

The Group's brand enjoys considerable recognition in the markets where it operates, and has been awarded various types of honours in 2024, such as **"Annual Commercial Real Estate Leading Enterprise"**(年度商業地產領軍企業)awarded by Winshang.com, **"Top 100 New Quality Property Brands of 2024"**(2024 年新質物業品牌價值 100 強) awarded by Leju Finance Research Institute, and **"Excellence in Commercial Management Company of the Year 2024"**(2024 年度商業管理公司卓越榜) awarded by China Shopping Centre Association, among other various accolades.

Residential Property Management Services

The Group provides residential property management services for residential properties, office buildings and serviced apartments that cover various aspects as below:

Pre-sale management services to property developers during their pre-sale services, such as cleaning, security and maintenance of pre-sale display units and sales offices;

Property management services to property owners or property owners' associations at the post-delivery stages, such as security, cleaning, gardening, and repair and maintenance services;

Other value-added services to property owners, tenants or residents of properties under management, such as predelivery preparation and trash handling services, management services for common area, advertising space and car park.

As of 31 December 2024, the Group's residential property management services had delivered

131 projects

Contracted to manage

145 projects

An aggregate GFA delivered of approximately

24.0 million sq.m.

An aggregate contracted GFA of approximately

31.4 million sq.m.

2024 ESG REPORT

Report Description

Group Overview

Responsibility Management

Operational Service Management

Creating a Green Environment Together

Emphasising Human Resources

Sincerely Giving Back to Society

Performance Summary

Content Index

Responsibility Management

Statement of the Board

The Group recognises the critical importance of robust corporate governance, particularly in addressing Environmental, Social, and Governance (ESG) factors, which play a pivotal role in driving sustainable development. We firmly believe that the integration of ESG principles into the Company's overarching strategy, policies, and business plans is essential for achieving sustainability objectives. To this end, the Group has established a comprehensive ESG governance framework tailored to its operational characteristics, including the formation of a dedicated ESG working group. This specialised team supports the Board in providing strategic guidance and oversight for ESG-related initiatives, thereby ensuring a well-defined and operationally effective ESG governance structure. The Board assumes a central role in overseeing and approving ESG management policies and strategies, setting ESG goals, and conducting regular reviews of progress. Additionally, the Board actively participates in the identification, assessment, prioritization, and management of critical ESG matters.

The Group treats the evaluation of ESG issues as a key annual activity, acknowledging their profound implications for the Company's sustainable development. The Board rigorously examines and approves assessment outcomes to ensure that critical ESG considerations are seamlessly integrated into the Group's overall strategy. Additionally, the Board maintains ongoing oversight of the performance related to these ESG issues. To support these efforts, the Group has established a specialised task force responsible for developing and implementing ESG policies and measures. This task force provides regular progress updates to the Board, ensuring steady advancement toward sustainability goals.

In order to effectively cope with risks, the Group has established a stringent risk management and internal control system. An independent Internal Control Department has been established to oversee the identification and supervision of risks across the organisation. Relevant findings and recommendations are directly reported to the Board for review and decision-making. We recognise that the integration of ESG risk management into the corporate strategy is vital to business success. Therefore, the Group is committed to establishing an appropriate and effective ESG risk management and internal monitoring system. Through comprehensive risk identification and assessment processes, the Group ensures accurate identification of key ESG risks while maintaining continuous monitoring and improvement of risk management strategies, thereby safeguarding the Company's sustainable development.

Looking ahead, the Group will continue to further strengthen and improve our governance structure to ensure effective oversight and control various potential operational risks. We will continuously identify and analyse ESG risks and optimise our ESG risk management and internal control systems. Moreover, the Group will establish more specific environmental targets and actively promote low-carbon operations, ensuring steady progress along the path of sustainable development and generating long-term value for all stakeholders.

Stakeholder Communication

The Group is keenly aware of the importance of effective communication with its stakeholders and considers it to be the key to driving the Group's sustainable development. Therefore, the Group identifies key stakeholders who have strong relationships with the Group's operation and communicates constantly with key stakeholders through various channels to proactively understand and response to their demands and expectations. The Group interacts with our shareholders, employees, customers, suppliers, communities and government organisations through regular surveys, seminars and online questionnaires to ensure that their views and suggestions are well received. At the same time, the Group also reports the Group's progress and achievements to various stakeholders in a timely manner to enhance mutual trust.

The Group will continue to optimise its communication mechanism with stakeholders to ensure that their voices are fully taken into account in decision-making, with the aim of achieving a win-win situation.The Group determines whether the relevant person or group is a key stakeholder through the following three key points:

Whether the person or group has invested or will invest in the Group

Whether the person or group has an influence on the Group's business operation

Whether the person or group has gained interests or been impacted by the Group's businesses, products, services, and its relationship with the Group

Key Stakeholders	Expectations and Requests	Frequency	Responses
Government and regulators	• Policy implementation • Tax contribution • Environmental protection • Information disclosure	• Regular or irregular	• Accept government supervision and inspection • Proactive tax payment • Disclosure of information on a regular basis • Green operation
Investors (Shareholders)	• Return on investments • Risk control • Operational regulation • Sustainable development	• Regular or irregular	• Annual General Meeting • Annual report and periodic reports • Company website • Corporate communication • Delegations • One-on-one conference • Investment banking forum • International roadshow

Key Stakeholders	Expectations and Requests	Frequency	Responses
Employees	• Remuneration and benefits • Occupational health • Career development • Equal opportunities	• Regular or irregular	• Annual dinner • Employee training • Employee physical examinations • Employee activities
Customers	• Product and service quality • Information protection • Safety and environmental protection	• Irregular	• Client satisfaction surveys • Customer privacy protection policies • Interactive activities with clients • Emergency and disaster relief drills • Waste separation and recycling
Suppliers and partners	• Business integrity • Mutual benefit and win-win • Transparency and equality	• Regular or irregular	• Bidding policy • Supplier selection system • Consider environmental and social factors in supplier reviews
Communities and the Public	• Community environment • Maintaining stability • Harmonious development • Poverty alleviation	• Irregular	• Public donation • Community building • Community activities • Rural revitalisation
Media	• Timely communication	• Regular	• Organise media events on a regular basis
Commercial tenants	• Mutual benefit and win-win • Transparency and equality • Timely communication	• Regular or irregular	• Examine and verify commercial tenants before settlement • Screening of commercial tenants • Commercial tenant activities

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service   Creating a Green   Emphasising   Sincerely Giving   Performance   Content
Management   Environment Together   Human Resources   Back to Society   Summary   Index

Importance Assessment of ESG Issues

The Group referred to the materiality assessment results of the parent company, Powerlong Holdings, for the fiscal year 2024, and identified the key issues that need to be disclosed in the 2024 ESG Report. Based on our business model, we consider various dimensions such as national policies, capital market rating standards, international ESG disclosure standards, industry comparisons, and issues of concern to stakeholders, to conduct an annual materiality assessment of ESG issues. The assessment results are reviewed and confirmed by the Board to ensure their accuracy and completeness. For the fiscal year 2024, the steps for the materiality issue analysis are as follows.

Step 1: Identify and Update the ESG Issue List

Identify and update the list of priority issues by sorting out the multidimensional importance of topics:

- Policy Trend Analysis: Closely following the national strategy, in-depth research on national and provincial policies and regulations, combined with industry operation and regulatory requirements, to analyse the sustainable development trends of the industry;
- Group Development Plan: Integrating development strategies, operational strategies, and annual plans, identify issues of significant importance to the Group's development;
- Disclosure Standard Analysis: Comprehensive reference to the ESG Reporting Code of the Hong Kong Stock Exchange, the United Nations Sustainable Development Goals (SDGs), etc.;
- Capital Market Analysis: Refer to the focus of the capital market, ESG-related ratings, and the important issues covered by the indices;
- Benchmarking Analysis: Compare with the sustainable development reports of leading domestic and international peers to identify the issues of concern in the industry;
- Analysis of Past Topic Assessment Results: A thorough review and re-evaluation of the applicability of previous ESG topic survey results.

Step 2: Gather Opinions from Senior Management and ESG Professional Advisors

- Gather opinions from senior management of the Group and members of the ESG working group to fully understand the assessment of the importance of the issues by internal stakeholders;
- Gather opinions from ESG professional consultants to ensure the professionalism and scientific nature of the assessment of ESG importance issues.

Step 3: Review the Analysis of Materiality Issues

- Based on the above opinions, international standards, and peer attention, a materiality issues analysis result review list is formed to identify and analyse the degree of importance of each issue to the Group and its stakeholders, and to compile an importance issues matrix.

Step 4: Confirmation of Materiality Issues

- The Board reviews and approves the results of the materiality analysis for the year, confirming the matrix of ESG issues and their ranking in order of materiality as a focus for ESG management enhancement and disclosure.

In 2024, the Group optimised the names and list of issues, forming 20 ESG issues for the year, including 7 environmental issues, 10 social issues, and 3 governance issues. The list of issues and matrix of materiality are shown as follows.

Category	Issues Name	Issues Connotation
Environment	Waste management	Strengthen the management of waste disposal during production and operational processes, such as reducing emissions of waste gases, managing wastewater, treating solid waste, and controlling noise pollution. Properly dispose of waste materials and promote source reduction, waste classification, and recycling to minimise waste generation
	Greenhouse gas (**"GHG"**) emission reduction	Establish greenhouse gas emission targets to reduce emissions generated during operations
	Energy management	Focus on energy conservation and cost reduction in daily operations. Pilot and promote the use of new energy sources, adopt energy-efficient devices and technologies, and improve energy efficiency
	Water resource management	Emphasise water conservation and recycling in all operational stages. Conduct regular inspections and install water-saving equipment to achieve water efficiency
	Response to climate change	Identify climate-related risks and opportunities facing different business units within the Group and enhance climate risk management capabilities
	Biodiversity conservation	Plan and utilise land and other natural resources rationally during development processes. Actively practice and advocate for biodiversity conservation
	Development and operation of green projects	Adhere to green building evaluation standards, integrate environmental protection concepts into design and construction, manage the building's environmental footprint throughout its lifecycle, and maximise resource conservation while minimising environmental impact
Society	Employee compensation and benefits	Continuously optimise the employee compensation and benefits system to offer competitive market-based salaries. Improve the performance appraisal system with incentives and provide all employees with both statutory and non-statutory benefits
	Occupational health and safety	Establish robust systems for employee health and safety management. Conduct hazard identification and mitigation efforts, provide safety awareness and skills training, and ensure comprehensive employee safety

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service Management   Creating a Green Environment Together   Emphasising Human Resources   Sincerely Giving Back to Society   Performance Summary   Content Index

Category	Issues Name	Issues Connotation
Society	Employee training and development	• Continuously invest in employee development by providing training programs tailored to employees' job responsibilities and offering excellent career advancement opportunities
	Protection of employee rights and interests	• Adhere to equal employment principles, comply with statutory working hour requirements, and safeguard employees' legal rights and interests. Foster a fair and equitable workplace and establish multiple communication channels to resolve employee concerns
	Diversity and inclusion	• Foster a diverse and inclusive employee team by integrating differences in gender, race, age, culture, and experience. Value individual differences, create an equal and welcoming work environment, and ensure a workplace free from discrimination
	Supply chain management	• Clearly define the full lifecycle management process for supplier onboarding, evaluation, and exit. Identify supply chain risks, mitigate environmental, social, and occupational safety hazards, and establish a standardised, fair and unified sustainable supplier management system
	Product and service quality	• The whole process of project design, development, and construction takes comprehensive consideration of the design concept, material quality, and construction safety. Continuously improve the customer service management system to ensure the quality of products and property operation services, and provide better service experience
	Health and safety of clients	• Assess the impact of our products and services on client health and safety. Establish safety management systems and emergency response plans to protect client health and safety
	Client information and privacy protection	• Comply with applicable laws and regulations on information security and privacy protection. Clearly define compliance requirements for personal information throughout the data lifecycle and establish incident response plans to ensure the security and privacy of clients' personal information
	Public welfare	• Enhance community engagement, build harmonious neighbourhood relationships, and promote community cohesion. Actively fulfil corporate social responsibilities by organising employees to participate in community volunteer activities and supporting corporate donations

Category	Issues Name	Issues Connotation
Governance	Anti-corruption and anti-bribery	• Conduct regular internal audits and monitoring to identify and mitigate integrity risks. Strengthen reporting and resolution mechanisms for corruption cases, and offer anti-bribery and anti-corruption training
	Business ethics	• Focus on integrating business principles and ethics, emphasising integrity in partner relationships to avoid unfair competition. Foster a mutually beneficial and transparent business environment
	Corporate governance	• Adhere to legally compliant and sustainable operations. Continuously improve information disclosure practices to ensure all business activities balance environmental, social, and economic considerations

Powerlong Holdings Environmental, Social, and Governance Materiality Matrix

Materiality to stakeholders

Materiality to the Group

• Environmental Issues   • Social Issues   • Governance Issues
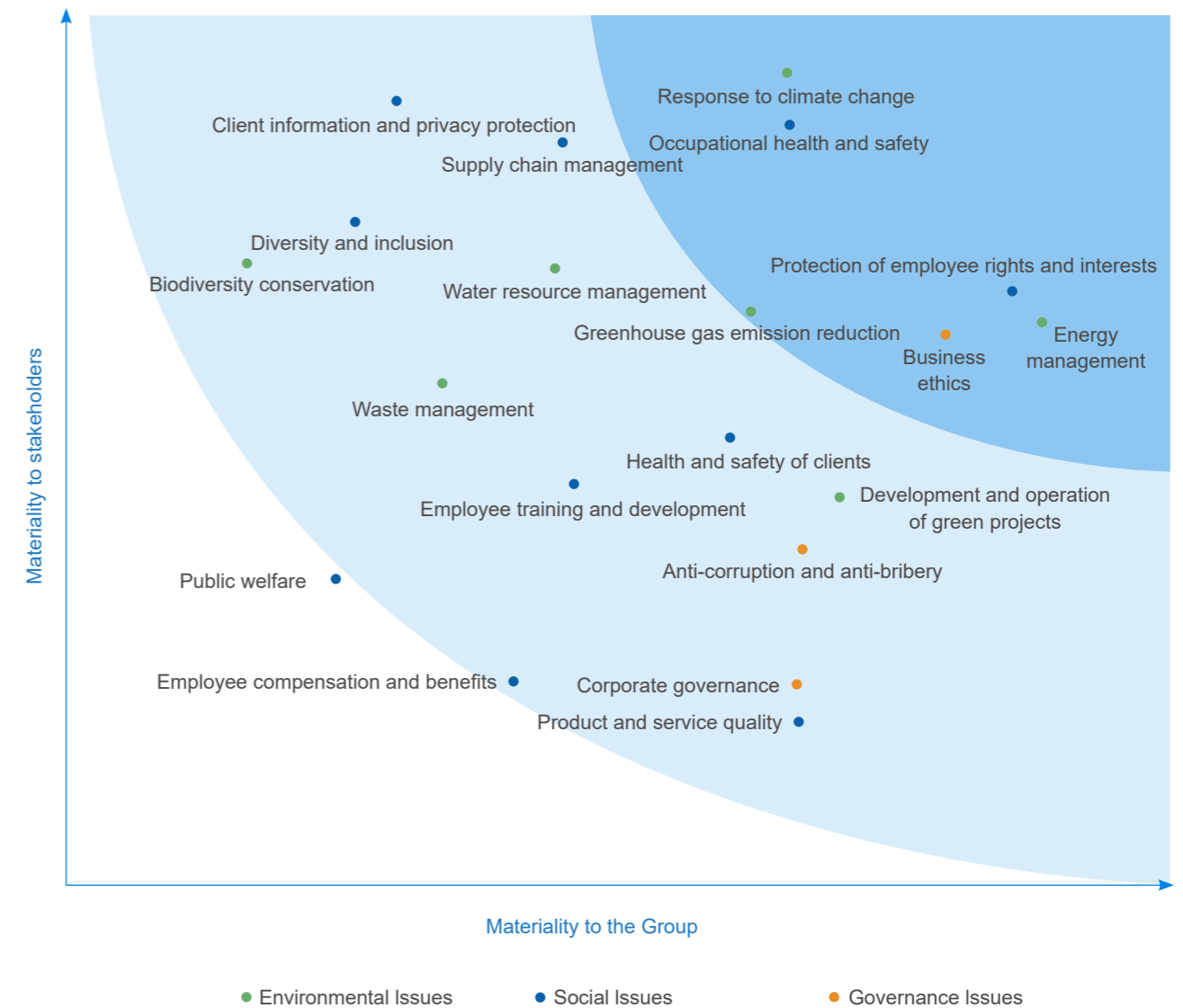
01 Operational Service Management

The Group aims to provide high-quality products and services, adhering to the philosophy of "customer always comes first" and promoting the sustainable development of our business. Following the *Brand Management Mechanism Compilation*, we have established a comprehensive brand management system to ensure a clear, distinct, and consistent brand image. In our business operations, the Group strictly abides by the *Trademark Law of the PRC*, the *Law of the PRC on the Protection of Consumer Rights and Interests*, the *Advertising Law of the PRC*, and the *Patent Law of the PRC*, and other regulations. We respect and protect the patents of suppliers and partners, maintain the confidentiality of information obtained in business activities, and safeguard the intellectual property rights of relevant entities.

- Quality Customer Service
- Commercial Operations
- Digital Operations
- Property Management
- Consumer Rights
- Intellectual Property Protection
- Supply Chain Management

Quality Customer Service

High-quality service constitutes the cornerstone of the Group 's sustainable business development. We systematically align with evolving client requirements, continually refining operational processes to deliver attentive and value-added services. Selected subsidiaries have secured ISO 9001 quality management system certification, underscoring our stringent adherence to service excellence standards. To further elevate product and service quality, Powerlong CM rigorously analysed client expectations across diverse business sectors throughout the Reporting Period and executed a multi-channel customer satisfaction assessment.

Customer satisfaction survey

Annual client satisfaction survey	"Mysterious client" raid investigation	Visit clients in person or make client calls

Environment maintenance inspection at the residential properties	On-site survey during client events

The Group attaches great importance to customer service quality, stipulating that all customer service personnel involved in commercial operations and property management must meticulously document customer complaints, suggestions, and related service evaluations. According to the *Customer Complaint Handling Process* established by Powerlong CM, relevant matters shall be referred to the respective departments for follow-up and resolution, ensuring that legitimate customer needs are addressed.
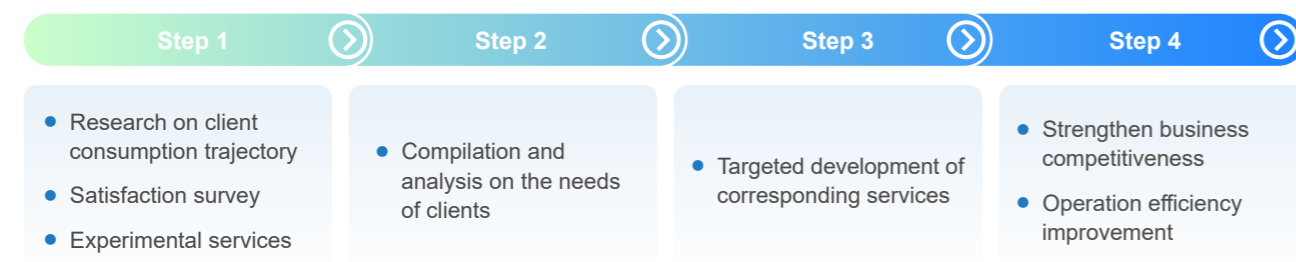
During the Reporting Period, the Group received a total of 2,876 complaints related to products and services, and all complaints have been resolved in a timely manner.

Customer satisfaction rates exceeding

97.07 %

Commercial Operations

As a leading commercial operation service provider in China, the Group fully recognises that delivering high-quality and considerate service is essential to fulfilling customer needs and regards customer satisfaction as the core principle of commercial property operations. Through the implementation of the **"Customer-oriented Programme"**, the Group continuously engages with and promptly addresses customer demands while maintaining close communication with clientele.

To further enhance service quality, the Business Operations Centre of the Group routinely invites third-party organisations to conduct customer surveys for various business projects. By aggregating customer feedback and suggestions concerning management and service aspects, we implement corrective actions, adopt preventive measures, manage operational risks, refine service content, and optimise service quality, thereby ensuring sustained improvement. Through this systematic process, we aim to establish a self-reinforcing cycle of operational efficiency and benefits for commercial properties:

Step 1	Step 2	Step 3	Step 4
• Research on client consumption trajectory • Satisfaction survey • Experimental services	• Compilation and analysis on the needs of clients	• Targeted development of corresponding services	• Strengthen business competitiveness • Operation efficiency improvement

Case   Shanghai Fengfa Powerlong Plaza

On 27 December 2024, Shanghai Fengfa Powerlong Plaza grandly opened, bringing a brand-new living experience to local residents with an innovative business model and diverse business formats. The total construction area of the project reaches 60,000 square meters, radiating a region with a population of over 100,000 people, effectively filling the regional commercial gap. By combining local policy dividends and economic strength, it accurately positions the target customer group and promotes regional commercial iteration. Shanghai Fengfa Powerlong Plaza has introduced many well-known and first-time regional brands, creating a commercial complex that integrates catering, entertainment, and fashion retail, fully meeting consumer needs. During the opening period, it held multiple themed activities for different groups and launched promotional events through strong collaboration with brand merchants, continuously bringing high-quality consumption experiences to consumers. It has become a commercial landmark in the local area, leading the trend of regional commercial development.

Shanghai Fengfa Powerlong Plaza Themed Activity

Shanghai Fengfa Powerlong Plaza Opening Ceremony

Case   Shengzhou Powerlong Plaza

On 20 December 2024, Shengzhou Powerlong Plaza grandly opened. As the first project of Powerlong CM in Shengzhou, it not only brought a brand-new consumption experience to the local residents but also became a new symbol of urban commercial transformation. Shengzhou Powerlong Plaza, with its commercial format of "MALL + District", has created a one-stop urban family gathering centre for young families. It has assembled hundreds of brands, 70% of which are making their first appearance, thus providing consumers with a whole new quality lifestyle.

During the opening period, Shengzhou Powerlong Plaza planned a series of themed activities, such as "Trend towards New Life Music Festival", second-dimensional interactive activities, etc., attracting young people to explore and check-in, adding vitality and a sense of fashion to the city. In addition, the project also features IP-themed exhibitions, themed mini-lands, and other check-in spots, focusing on art aesthetics and community socialising, creating a stress-free and relaxed experience field for consumers.

Shengzhou Powerlong Plaza Opening Ceremony

Shengzhou Powerlong Plaza Themed Activity

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service   Creating a Green   Emphasising   Sincerely Giving   Performance   Content
Management   Environment Together   Human Resources   Back to Society   Summary   Index
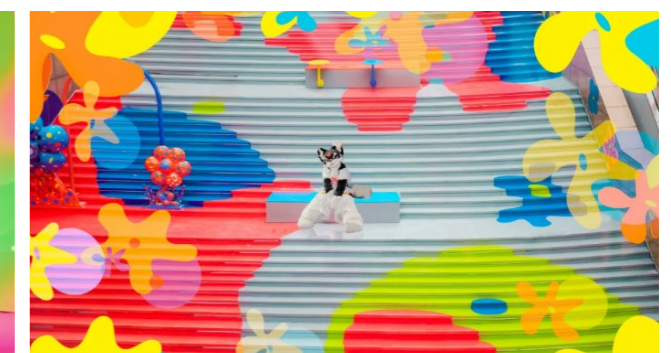
Digital Operations

The Group actively explores new technologies to enhance corporate operational efficiency and to drive the intelligent transformation of the commercial ecosystem as part of its commitment to sustainable development. Since 2018, the Group has entered into deep collaboration with partners such as Tencent in domains like smart retail and smart operations, jointly investigating cutting-edge applications such as digital payment systems, omnichannel marketing strategies, and AI-powered automated management solutions. Through these partnerships, we have developed digital AI employees, upgraded integrated online-and-offline services, and delivered an enhanced experience to millions of omnichannel users.

Case   In-depth cooperation, jointly exploring digital operation

On 17 June 2024, Mr. Tang Daosheng, Senior Executive Vice President of Tencent Group, led a delegation to visiting Powerlong CM. Both parties held in-depth discussions on the application of AI automation and content innovation within commercial operations. Over the past year, Powerlong CM, through collaboration with Tencent's AI team and the development of a novel automated operating system by Yueshang Technology, has completed a transition from traditional ERP systems to AI-driven operations. Currently, the system integrates AI capabilities across multiple critical areas, including operational risk management and control, automated evaluation, investment promotion process oversight, and merchant performance analytics. Certain workflows have already implemented AI closed-loop management, enabling staff to prioritise high-value activities more effectively. Additionally, Powerlong CM and Tencent QQ co-created the industry's first joint intellectual property (IP): "QQ Longzai". This pioneering effort focuses on specialised offline IP operations and generates dynamic consumer experiences through immersive engagement scenarios.

In the future, the Group will continue to explore the blue ocean of AI application, fully deploying the financial-grade data decision-making capabilities in the digital transformation scenarios of commercial asset fields, jointly promoting the construction of a smart business ecosystem, and contributing to the sustainable development of the Group.

Tencent executives visit Powerlong CM

Tencent X Powerlong CM Joint IP Landing

Property Management

The Group is committed to elevating property management standards by actively integrating resident feedback and blending digital solutions with conventional services to deliver a holistic experience. Selected property teams leverage digital platforms such as WeChat Official Accounts to disseminate real-time community updates—including weather forecast, travel advisories, and infrastructure maintenance schedules—to ensure resident well-being and security. Additionally, the Group regular fire drills are conducted to sharpen emergency response capabilities and mitigate risks proactively. These efforts aim to enhance the living experience of residents and cultivate a positive community ecosystem.

Consumer Rights

The Group highly values the protection of customer rights, ensuring full respect for customers' personal privacy in its business operations. The Group commits that all customer information collected will be used solely for the purpose of service provision and will strict adhere to the *Law of the PRC on the Protection of Consumer Rights and Interests*, the *Criminal Law of the PRC*, and other relevant laws and regulations to ensure the security and confidentiality of customer data.

The Group has formulated and implemented internal guidelines such as the *File Management System*, the *File Borrowing Policy,* and the *Customer Information Security Management*, which clearly define the procedures and precautions for employees when handling important documents, and identify the risk of information leakage throughout the entire lifecycle of information transmission. Customer data is managed by designated personnel. Paper confidential documents are properly stored in storage rooms, and electronic customer data is encrypted to prevent data leakage. Access is limited to employees with appropriate permissions. In addition, the Group signs confidentiality agreements with employees and conducts regular training to strengthen employees' awareness of personal information security, preventing illegal use, leakage, or sale of customers' personal data.

Intellectual Property Protection

The Group has formulated and implemented an intellectual property management system. The legal affairs department is responsible for managing related intellectual property matters, ensuring the confidentiality of data obtained in business activities, and safeguarding the intellectual property rights of relevant units. We conduct intellectual property training during the onboarding training for new employees, introducing the Group's practices in intellectual property protection and management procedures, and enhancing employees' awareness of intellectual property protection.

The Group has established a **"No Fakes"** demonstration merchant alliance, holding regular training sessions on relevant content. All merchants operating in the commercial properties under the Group must have trademark registration certificates and closed-loop authorisation or sign trademark authorisation guarantees on a monthly basis. The products sold in the stores must be consistent with the brand. Any unauthorised products found will be required to be removed and rectified immediately.

Supply Chain Management

The Group adheres to a corporate value of symbiosis and mutual benefits, establishing and continuously optimising the supply chain management mechanism to achieve comprehensive and effective supply chain management. Suppliers play a crucial role in the Group's business operations and property management services. We value long-term cooperation with our suppliers and ensure the stability and sustainability of the supply chain through a series of measures.

To ensure the efficient operation and quality assurance of the supply chain, the Group selects high-quality suppliers based on strict criteria and establishes cooperative relationships with suppliers that meet the standards. We have formulated a series of internal procurement guidelines, including the *Cost Guidebook*, the *Regulation on Internal Supervision and Audit System* and the *Suppliers Approval Standards*, and follow these guidelines for procurement management of all suppliers. The guidelines clearly stipulate the principles for supplier access through a scoring mechanism and conduct strict reviews before suppliers are warehoused.

When selecting suppliers, besides meeting the Group's standards, we also prioritise establishing stable long-term cooperative relationships with suppliers who have outstanding performance in environmental and social aspects, and whose products and services demonstrate better environmental credentials, in order to manage governance, social, and environmental risks across the entire value chain.

The Group regularly assesses suppliers to ensure that the services and product quality they provide meet the standards. Should it be found that a supplier's product or service quality falls short of the standard, we require the supplier to make rectifications within a fixed timeframe. The Group has established diverse and reliable communication channels to maintain close contact with suppliers, solidifying cooperative relationships and ensuring that major delays, conflicts and other emergencies are reported promptly, thereby strengthening the stability of the supply chain and its resilience to risks.

The Group provides a fair, just, and open platform for suppliers, conducting all procurement activities in accordance with the established bidding system. We adhere to the *Bidding Law of the PRC* and incorporate the *Corruption-free Management Agreement* into contracts, clearly defining the integrity management responsibilities and penalty measures for both parties. At the same time, we list supervision and complaint phone numbers in the bidding documents, encouraging suppliers and other relevant units to report any corrupt practices to maintain the integrity and transparency of the supply chain and to jointly implement sunny procurement.

To ensure service quality, suppliers must achieve a score of

over **70** points to be warehoused
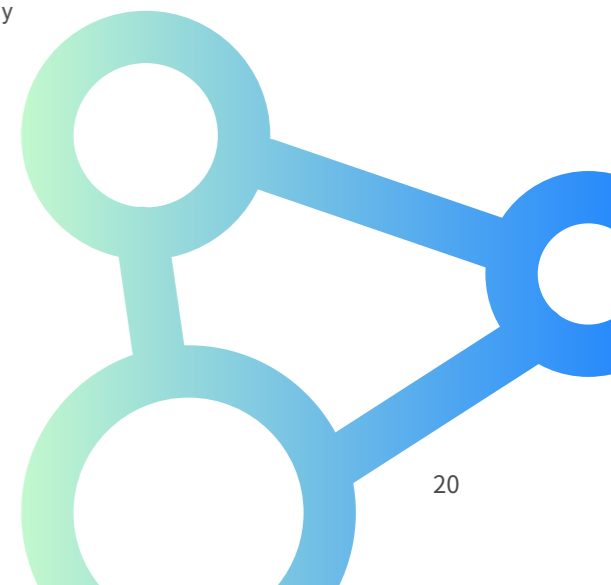
02 Creating a Green Environment Together

The Group actively responds to the national environmental protection policies and strictly adheres to the *Environmental Protection Law of the PRC*, the *Law of the PRC on Environmental Impact Assessment*, and other relevant laws and regulations. We are committed to integrating the concept of greenness into our business operations and property management, aiming to reduce the environmental impact of our operations. We aim to strengthen the management of energy conservation, water conservation, greenhouse gas emissions reduction, and waste reduction in multiple dimensions, promoting green development and supporting the nation's goal of peaking carbon dioxide emissions by 2030 and achieving carbon neutrality by 2060 - the **"Dual Carbon"** targets.

The Group, in accordance with national and local business operation standards, and integrating the requirements of the ISO 14001 environmental management system, has formulated and continuously optimised environmental policies. Through **"PDCA[3]"** model, we assess the progress of policy implementation to ensure the sustainable improvement of environmental performance. Some subsidiaries of the Group have developed emergency response plans and have conducted regular drills to address climate-related risks such as extreme weather. For detailed data and performance regarding environmental performance, please refer to the **"Performance Summary"** section of this report.

- Emission Reduction Operations
- Sustainable Office
- Addressing Climate Change

[3] That is, Plan (Planning), Do (Execution), Check (Assessment), Act (Optimisation).

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service
Management   Creating a Green
Environment Together   Emphasising
Human Resources   Sincerely Giving
Back to Society   Performance
Summary   Content
Index

Emission Reduction Operations

The Group generates a certain amount of air pollutants, greenhouse gases, and waste during its operations, as well as consume energy and water resources. The Group is committed to reducing the environmental impact caused by its business activities and actively addresses the potential impact of climate change on our business operations. The Group actively introduces sustainable operation models and contributes to energy and resource conservation, as well as reduction of air emissions and greenhouse gas emissions, by implementing various internally developed energy-saving and emission-reduction policies and systems, thereby responding to climate change. The Group carries out comprehensive energy classification management in aspects such as lighting, heating, cooling, domestic water use, and power distribution through the formulation of internal management policies like the *Guidelines for Energy Management*. In the daily operations of the projects under the Group, refined management is implemented, and a director of engineering is appointed to oversee the overall energy management, striving to achieve energy saving and emission reduction goals.

Energy Conservation

The Group has adopted the following measures in the commercial and property management projects, aiming to improve energy efficiency and reduce operational energy consumption.

Energy-saving Measures	
Intelligent lighting	LED bulbs replace traditional light bulbs and are equipped with sound-activated, infrared, or light-sensitive sensors as well as timers for automatic adjustment of the lighting system.
Automatic Sensing Escalators	Some projects have installed escalators with an automatic sensing system, which will enter standby mode when not in use.
Energy Consumption Intelligent Management	Install a series of intelligent systems to reduce resource usage during operation, including the installation of building automation systems in commercial projects, comprehensive monitoring of temperature and brightness within the projects, and remote control of lighting and air conditioning systems based on actual conditions.
Equipment Operation	Strengthen equipment management, as well as maintenance and cleaning, to keep equipment running at peak efficiency and reduce energy consumption.

To effectively and comprehensively assess the environmental performance of the project, the Group has adopted a mature energy consumption monitoring system. It requires the project to record the energy consumption of air conditioning daily and analyse the collected data to adjust the operation mode of the air conditioning system in order to achieve energy-saving effects.

Water Conservation

Based on the nature of the business of the Group, the operational process does not involve large-scale water usage. All the operating properties held use municipal water supply, so the issue of seeking appropriate water sources does not apply. However, the Group still actively takes water-saving measures.

In commercial operations, the Group has installed auto-closing and sensor-activated taps in the public restrooms of the project, and equipped them with automatic toilet flushing systems. In terms of property management, we have renovated the fire sprinkler system for the owners, adopting a water-saving design. In addition, the Group regularly inspects and maintains fire and water supply pipelines, and immediately repairs any occurrences of "running, overflowing, dripping, or leaking" to prevent the waste of water resources.

In the future, the Group will continue to seek opportunities to improve water efficiency and fully commit to fulfilling the responsibilities of a sustainable development venture.

Waste Classification

The Group actively implements the waste classification policy, establishing long-term cooperative relationships with qualified waste recycling and disposal enterprises. It carries out standardised classification management of domestic waste and hazardous waste generated during the process of commercial operations and property management. We have set up various types of waste sorting bins within the project sites and implemented a household waste sorting system in residential apartments, improving the accuracy of waste classification from the source.

The Group regularly organises environmental education activities and carries out practical actions such as old clothing recycling, aiming to raise the environmental awareness of community residents and create a favorable atmosphere for sustainable development. In the future, the Group hopes to contribute to the development of environmental protection by persistently optimising waste classification management measures and spreading the awareness of waste classification management.

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service Management   Creating a Green Environment Together   Emphasising Human Resources   Sincerely Giving Back to Society   Performance Summary   Content Index

Sustainable Office

The Group actively promotes the concept of "green office" in offices across the country to strengthen the practice of resource and energy conservation. We advocate policies of reduction, reuse, and recycling for office waste such as paper and ink cartridges among employees, effectively reducing resource waste and waste generation.

To enhance the staff's awareness of environmental protection, the Group has formulated and regularly reviews relevant guidelines and measures, and established an internal management system. We deeply implement the concept of "green office" from multiple dimensions, including office scenarios, office supplies usage, and eco-friendly commuting.

Sustainable Office Measures

Measures	Aims
Turn off the lighting system during lunch breaks and non-working hours	reduce energy consumption
Reduce paper-based records by uploading documents to cloud storage	save paper and improve access efficiency
Implement paperless office, replace paper documents with electronic documents for work reports	reduce paper usage, and enhance office efficiency
Set up a paper recycling bin to facilitate employees in storing used paper, and advocate for double-sided printing	reduce paper waste
Post paper-saving reminders near the printer to remind staff to print on demand	avoid wasting paper
Implement video or phone conferences to reduce unnecessary business travel	reduce greenhouse gas emissions, while improving employee work efficiency
Encourage employees to prioritise public transportation when traveling on business	reduce carbon emissions, thereby deeply implementing the concept of green travel

During the Reporting Period, the property management office of Powerlong CM recycled and reused the following materials:

The paper recycling volume reached
52.90 metric tons

Recycled metal amount to
5.87 metric tons

Recycled glass bottles amount to
9.76 metric tons

The Group expects to enhance employees' awareness of environmental and climate change issues by effectively implementing operations and office policies aimed at energy conservation and emission reduction within the office, and actively extending the concept of sustainable development into daily life.

Addressing Climate Change

The Group fully recognises the impact of climate change on the environment and business operations, and actively responds to the related challenges and opportunities. We have developed and implemented a series of internal policies and procedures to identify and assess climate-related risks, including the increased probability and frequency of extreme weather events (such as hurricanes and floods), as well as the direct and indirect impacts of these factors on business operations.

In order to effectively manage risks and fully utilise opportunities, the Group, in accordance with the guidelines of the Task Force on Climate-related Financial Disclosures (TCFD), has systematically identified climate-related risks and opportunities that may be encountered in short-term and medium to long-term business development. In the reporting year, we commissioned a third-party professional organisation to select appropriate climate scenarios and parameters based on the Group's business characteristics and development trends. By combining qualitative and quantitative analytical methods, we conducted in-depth analysis and assessment of climate-related risks to strengthen the management and response to these risks.

● **Risk Analysis Scenario Setting**

We utilise the REMIND[4] model and project data of the properties under the Group to conduct a climate risk exposure analysis for businesses and assets in different locations, taking into account the time factor. This covers 10 types of extreme climate risks: extreme heat, extreme cold, extreme precipitation, wind gusts, extreme snowfall, tropical cyclones, coastal flooding, fluvial flooding, river low flow, and wildfire. We used the provinces and municipalities directly under the central government where the projects are distributed as the basis for division. According to the assumed scenarios of a 1.5°C (orderly) and 3°C (greenhouse world) warming by 2100, we have formed the Group's climate risk assessment under different warming scenarios by 2050.

Scenario Setting	Predictive Model	Scenario Name	Temperature Increase	Description
Central Banks and Supervisors Network for Greening the Financial System(NGFS)	REMIND	Orderly	By 2100, the temperature rise is controlled at 1.5°C.	"Net Zero Emissions by 2050": Achieve net zero carbon dioxide emissions around 2050 through stringent climate policies and innovation, limiting global warming to 1.5°C.
		Greenhouse World	By 2100, the temperature increase will be 3°C or more.	Only implementing the current policies, assuming that "Nationally Determined Contributions (NDCs)[5]" target plan are not implemented.

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[4] The REMIND (Regional Investment and Development Model) is a numerical model that represents the future evolution of the world economy, with a particular focus on the development of the energy sector and its impact on our world's climate. The model takes into account the regional trade characteristics of goods, energy fuels, and emission allowances, including all greenhouse gas emissions caused by human activities.

[5] Nationally Determined Contributions (NDCs) are national plans and commitments proposed by countries according to the Paris Agreement to reduce greenhouse gas emissions and respond to climate change. They aim to achieve the long-term goals set out in the Paris Agreement, which is to limit the increase in global average temperature to below 2°C above pre-industrial levels, striving not to exceed 1.5°C.

● **Results of Physical Risk Analysis**

The Group categorises the likelihood of relevant physical risks that the Group faces according to the locations of our assets into four levels: low risk, medium risk, medium-high risk, and high risk, and discloses them as follows:

Risk Type	Current	1.5°C	3°C
Acute: Wildfire	Medium-high risk	Medium-high risk	Medium-high risk
Chronic: Extreme heat	Medium-high risk	Medium-high risk	Medium-high risk
Chronic: Extreme precipitation	Medium-high risk	Medium-high risk	Medium-high risk
Acute: Tropical cyclones	Medium risk	Medium risk	Medium risk
Acute: Fluvial flooding	Medium risk	Medium risk	Medium risk
Chronic: Extreme cold	Medium risk	Medium risk	Medium risk
Acute: Coastal flooding	Low risk	Low risk	Low risk
Acute: River low flow	Low risk	Low risk	Low risk
Chronic: Wind gusts	Low risk	Low risk	Low risk
Chronic: Extreme snowfall	Low risk	Low risk	Low risk

Risk Level:

Low	Medium	Medium-high	High

In response to the physical risk types with moderate to high risk in the heat map above, the Group has formulated corresponding mitigation measures, taking proactive preventive actions to address climate change, ensuring that our business can maintain resilience in a constantly changing environment.

Types of Physical Risks	Potential Impact	Mitigation Measures
Extreme precipitation	● Extreme rainfall may trigger flash floods, reservoir dam failures, traffic and telecommunications disruptions, which could lead to inconvenience in property operations. ● The water extracted is turbid with a high content of sediment, affecting the quality of operational water. ● Road interruptions, low-lying areas, and outdoor facilities may be damaged, affecting normal operations.	✓ Strengthen the construction of flood control facilities, establish emergency response plans, and ensure the safety of key infrastructure. ✓ Install water treatment systems, monitor water source quality, and ensure operational water supply. ✓ Reinforce low-lying areas and outdoor facilities, and establish maintenance plans.

Types of Physical Risks	Potential Impact	Mitigation Measures
Extreme heat	● Extreme high temperatures affect the work experience of employees. ● More energy is required for cooling, leading to a decrease in the efficiency of the cooling system. ● Increase the demand for water and energy, or raise the pressure in water pipes. ● Increase expenditures on high-temperature subsidies, environmental improvements, and the purchase of protective equipment.	✓ Provide cooling facilities and rest areas to ensure the health and productivity of employees. ✓ Upgrade the cooling system to enhance energy efficiency and reduce energy consumption. ✓ Optimise water resource management, reduce water usage pressure, and ensure stable water supply. ✓ Reasonably budget for high-temperature subsidies and the procurement of protective equipment to control costs.
Wildfire	● Wildfires produce smoke and harmful gases, affecting air quality and health.	✓ Develop fire prevention and response strategies, and regularly conduct fire drills. ✓ Enhance air quality monitoring, equip with air purification devices, and provide protective supplies to ensure the health of employees.
Fluvial flooding	● Floods may cause machinery damage, requiring additional repair expenses. ● The floodwater-polluted water resources have led to a freshwater shortage, causing pressure on the water supply. ● Floods from rivers may trigger landslides, affecting production safety.	✓ Strengthen the construction of flood control facilities, regularly inspect and maintain mechanical equipment to reduce damage and maintenance costs. ✓ Optimise water resource management, establish an emergency reserve system to ensure a stable supply of fresh water. ✓ By employing advanced slope stabilisation techniques such as drainage systems, retaining structures, and ecological restoration measures, the risk of landslides is reduced.
Extreme cold	● Employee performance is affected in cold environments, leading to a decrease in labour productivity or project delays. ● The operational efficiency of assets and equipment fluctuates.	✓ Provide heating facilities and personal protective equipment to ensure the work capacity of employees in cold environments. ✓ Regular maintenance and upgrades of equipment to enhance their operational efficiency in low-temperature environments.
Tropical cyclones	● Assets located in areas prone to tropical cyclones are more likely to suffer depreciation due to damage. ● Tropical cyclones may lead to business disruptions and increased operating costs.	✓ Enhance the structural strength and wind resistance of the facilities to ensure asset safety. ✓ Develop emergency response plans to ensure business continuity during the onset of tropical cyclones.

2024 ESG REPORT

Report Description   Group Overview   Responsibility Management

Operational Service
Management

Creating a Green
Environment Together

Emphasising
Human Resources

Sincerely Giving
Back to Society

Performance
Summary

Content
Index

● Results of Transition Risk Analysis

Commercial and property operation service providers are an important component of modern urban architecture , as well as the bearer of low-carbon ecological cities, closely linked with the implementation of building carbon management and low-carbon operations. The Group based on the hypothetical scenario of a 1.5°C warming in an orderly manner by 2100, conducted research and identification in conjunctions with the actual situations of the Company, assessing the actual transition risks faced.

Types of Transition Risk	Potential Impact	Mitigation Measures
Policy and Law	● Powerlong CM may face transition risks such as tightened environmental policies, enhanced climate change regulations, and increased technical requirements for green property management. These risks may lead to a rise in costs for the renovation of mall and residential facilities, as well as an increase in research and development costs for green, low-carbon, smart property technologies. ● The issuance or revision of policies or laws related to energy use, waste management, and environmental information disclosure may lead to an increased risk of non-compliance fines for both companies and their clients. ● The enhancement of regulatory requirements for climate-related information disclosure has led to a slight increase in operating costs, compliance costs, and data monitoring expenses. ● The expenditure on carbon trading quotas and transaction fees, as well as the introduction of carbon taxes, may affect the profit margin of companies. These measures could lead to fluctuations in operating costs.	● By improving energy efficiency, adopting renewable energy sources, and optimising resource management, energy consumption and costs are reduced. At the same time, cost-effective low-carbon technologies and solutions are explored to address expenditures on carbon trading allowances and transaction fees. ● Establish a comprehensive compliance management system, closely monitor policy changes, and ensure timely understanding and adherence to relevant laws and regulations. Strengthen internal training to enhance employees' compliance awareness and capabilities. ● Enhance cost control and management to improve operational efficiency. Expand the scope of business, develop low-carbon products and services, and explore new markets to cope with the impact of carbon trading and carbon tax policies on profitability.
Technology	● Evaluating, adopting, and deploying energy-saving and emission-reduction projects and energy consumption management measures will increase the operation and management costs of the relevant departments. ● The promotion of low-carbon products and technologies encourages commercial operation service providers to retrofit or replace hardware equipment, which may lead to an increase in operational costs, material procurement costs, and maintenance expenses. ● Scrapping and replacing products that are high energy consumers and do not meet environmental standards may lead to an increase in operating costs and equipment depreciation, which could exert certain pressure on a company's short-term financial performance.	● Through technological innovation and process optimisation, we can enhance energy efficiency, reduce long-term operational costs, while also seeking government subsidies and preferential policies to alleviate short-term financial pressure. ● Establishing long-term cooperative relationships with suppliers, reducing material costs through bulk purchasing, and decreasing equipment failures and maintenance expenses. ● Developing a phased equipment upgrade plan, gradually replacing high-energy-consuming equipment to disperse cost pressures and monitor and optimise equipment operating efficiency through an energy management system, thereby reducing overall operating costs.

Types of Transition Risk	Potential Impact	Mitigation Measures
Market	● Changes in customer behaviors may lead to a decrease in demand for traditional products and services, thereby causing fluctuations in related revenues and market share due to the reduction in market relevance. ● The increasing market demand for green products has prompted enterprises to accelerate the phase-out of traditional "non-green" products and to intensify the development of green housing supporting facilities, leading to a rise in management and operational costs. ● To achieve the emission reduction targets, it is necessary to inspect and analyse high-energy-consuming equipment and develop maintenance or upgrade energy-saving solutions, which will increase the pressure of operation management and the costs of maintenance and compliance.	● Actively expand green products and services to meet new market demands, while enhancing brand influence through digital marketing to stabilise market share. ● Establishing long-term cooperative relationships with suppliers, reducing costs through bulk purchasing, and introducing advanced management systems to improve operational efficiency. ● Develop a phased equipment upgrade plan, gradually replacing high-energy-consuming equipment to disperse cost pressures, and monitor and optimise equipment operation efficiency through an energy management system to reduce overall operational costs.
Reputation	● The requirements for commercial and property services in mitigating and responding to climate change have increased. Companies' commitments to sustainable development and the implementation of environmental policies may affect their reputation. ● Failure to disclose data such as energy consumption and carbon emissions as required by the exchange, or violation of sustainable development policies and regulations, may increase reputation risk and affect corporate image. ● Promoting the Company's green and sustainable image may increase marketing costs.	● Actively fulfil the commitment to sustainable development, strengthen the implementation and promotion of environmental policies, and enhance public trust. ● Establish a comprehensive data management and disclosure mechanism to ensure timely and accurate disclosure of relevant data, and strengthen internal compliance management to mitigate legal risks. ● Develop efficient and digitalised marketing strategies, control marketing costs, while ensuring the effectiveness of green image promotion.

- Optimising Employment Management
- Health and Safety
- Vocational Training
- Integrity and Honesty

03

Emphasising Human Resources

The Group regards its employees as the core driving force for business development. By establishing a humanized human resources management system, it perfects the human resources management structure. While introducing a diverse range of talents, the Group provides appropriate training and resources for incumbent employees, and creates a platform for each staff member to showcase their strengths. The Group continuously pays attention to the working atmosphere of the team, fosters a corporate culture of "Shared Devotions, Pathway, and Passion", and establishes a harmonious and inclusive work environment.

The Group strictly adheres to the relevant laws and regulations such as the *Company Law of the PRC*, the *Labour Law of the PRC*, the *Labour Contract Law of the PRC*, the *Law of the PRC on the Protection of Rights and Interests of Women*, and the *Law of the PRC on the Protection of Minors*, to ensure compliance in operations. Meanwhile, the Group follows the *Human Resources Management System Compilation of Powering Commercial* formulated by Powerlong CM and implements detailed provisions in aspects such as compensation and termination, recruitment and promotion, working hours, holidays, equal opportunities, anti-discrimination, development, and training. The Group always maintains the management principles of equality and diversity and prohibits discrimination against employees based on factors such as race, nationality, ethnicity, and gender. The Group hopes that through these practices, while enhancing employee engagement and satisfaction, it also lays a solid human resources foundation for the sustainable development of the Group.

宝龙城

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service Management   Creating a Green Environment Together   Emphasising Human Resources   Sincerely Giving Back to Society   Performance Summary   Content Index

Optimising Employment Management

Emphasising the Attraction and Recruitment of Talent

The Group firmly believes that attracting, recruiting, and retaining high-quality employees is crucial to the Group's success. We always adhere to the recruitment principles of "Open Recruitment, Position Competition, Selected Hiring, Optimised Allocation" and provide equal opportunities for every applicant. To ensure that the abilities of applicants are fully assessed during the recruitment process, the Group has established a comprehensive evaluation system to objectively assess and hire talents who meet the Group's requirements, jointly drawing the blueprint for the Group.

On the basis of fulfilling the basic compliance requirements, the Group actively shapes a progressive corporate culture through a series of human resource strategies including fair recruitment practices, employee development programs, and initiatives promoting diversity and inclusion.

To safeguard the rights and interests of labourers and prevent the hiring of child labour and forced labour, the Group strictly adheres to the *Labour Law of the PRC* and the *Provisions on the Prohibition of Using Child Labour* and other laws and regulations, and has formulated the following strategies to ensure compliance in employment practices:

Strategy	Measures
Practice of Fair Recruitment	Strictly review the age of applicants, prohibit the recruitment of child labour, and comply with relevant regulations.
Employee Development Plan	Offer training and promotion opportunities to facilitate staff career development.
Diversity and Inclusion	Advocate for a diverse work environment, respecting employees from different backgrounds.
Labour Compliance	Employees must submit a written report three days in advance to terminate the contract during the probation period. Violation of the regulations may result in the unilateral termination of the contract.

The Group aspires to lay a solid foundation for sustainable development by operating in compliance and providing employees with a good working environment and opportunities for growth.

Good Compensation and Benefits

The Group fully understands the importance of employee well-being to the sustainable development of the Company and is committed to creating a fair, just, respectful, and caring work environment. We value employee opinions and provide channels for them to give feedback on their needs. Regular employee forums are held to actively listen and respond to employee suggestions, helping to solve work difficulties and support employees' career development.

In terms of compensation management, the Group has formulated and implemented a series of policies and systems to ensure that the overall compensation of employees aligns with their contributions. Employee compensation consists of four parts: basic salary, performance bonus, special bonus, and welfare subsidies. The basic salary is determined according to the job value, responsibilities, rank, and performance. The performance bonus is determined according to the Company's profitability,

departmental assessments, individual performance, and length of service. The special bonus is designed for the completion of specific tasks or achievement of certain goals. In addition, the Group provides statutory benefits and subsidies such as meal allowances to safeguard the rights and interests of employees, and enhance their work enthusiasm and satisfaction.

Statutory Benefits

- Statutory holidays
- Social insurance, including basic endowment insurance, medical insurance, unemployment insurance, maternity insurance, etc.
- Housing provident fund

Basic Benefits

- Holidays other than statutory holidays, including sick leave, personal leave, and annual leave
- Festival gift money for special occasions
- Staff meal
- Project subsidy

Special Welfare Benefits

Employees who meet the criteria can enjoy the following benefits:
- Condolence leave, work injury leave
- Marriage and children benefits: marriage leave, maternity leave, paternity leave, prenatal check-up leave
- Expatriate allowance

The Group places a high importance on team cohesion and the quality of life of our employees. We regularly organise team-building activities to enhance employees' sense of team belonging and foster a spirit of cooperation.

Health and Safety

The Group regards the safety and health of its employees as the cornerstone of development and is committed to providing comprehensive protection. By adhering to to the *Law of the PRC on the Prevention and Control of Occupational Diseases* and the *Regulation on work Safety Permits*, we have developed and implemented a mature system, clearly defining safety prevention and management requirements to ensure the occupational health and safety of employees, and fulfilling our commitment to creating a safe and healthy working environment.

Safe Working Environment

While developing its business, the Group continuously pays attention to the health of its employees, adhering to the principle of "Precaution First and Combined with Treatment" to guard against occupational diseases. By implementing classified management and comprehensive treatment measures, it ensures the health and safety of its employees.

2024 ESG REPORT · Report Description · Group Overview · Responsibility Management

Operational Service Management · Creating a Green Environment Together · Emphasising Human Resources · Sincerely Giving Back to Society · Performance Summary · Content Index

Ensuring Employee Health

To ensure the occupational health and safety of employees, the Group strictly adheres to the relevant national laws and regulations, and establishes internal policies and systems. Among other laws and regulations, the Group upholds the *Labour Law*, *Marriage Law*, *Population and Family Planning Law*, *Work Injury Insurance Regulations*, and *Insurance Law*, and combines local policies with the Company's internal rules and regulations to make internal management adjustments, thereby safeguarding the legal rights and interests of employees.

The Group has implemented multiple occupational health and safety monitoring measures, including regular training, safety inspections, hazard investigations, incident reporting and handling, performance appraisals, safety communication, equipment and protective measures, management systems and procedures, as well as regular safety meetings, dedicated to providing a safe working environment, enhancing employees safety awareness and self-protection capabilities, and reducing safety incidents. In terms of occupational health and safety performance, through inspections, investigations, reporting, and assessments, the Group continuously improves employee safety awareness and performance. To protect the physical and mental health of employees, the Group provides health check-ups, establishes health records, promotes health knowledge, offers psychological counseling services, establishes a caring mechanism, and conducts mental health training to help employees solve psychological problems, improve their mental quality and stress resilience, and enhance health awareness and standards.

The Group ensures all-around occupational safety and health for employees:

01 Providing health checks for new employees

02 Properly arrange work for individuals with occupational contraindications and allergies

03 Regular health checks are scheduled for registered employees exposed to toxic and harmful substances

04 Arrange treatment for those workers who have been diagnosed with occupational diseases

Ensures all-around occupational safety and health for employees

The Group places a high priority on the health and safety of its employees, maintaining a high level of safety awareness in daily operations. To this end, we regularly organise engineering training, facility maintenance training, and inspect fire-fighting facilities and safety signs to ensure the effective operation of safety equipment. Additionally, we conduct fire drills and fire safety education and training sessions to enhance employees' emergency response capabilities.

The Group ensures the health and safety of employees within the office by providing them with masks, disinfectant, first aid kits, and other epidemic prevention materials, and regularly disinfects the office to effectively reduce the risk of employees falling ill.

Vocational Training

The Group deeply understands that the professional abilities, experience, and continuous development of employees are the core driving forces for business growth. To this end, the Group meticulously implements a hierarchical vocational training system, designed to meet the development needs of employees with different professional backgrounds and position levels.

The core of the training system is the "Four Talent Development Plans", which includes four levels: "Zhenlong Plan", "Feilong Plan", "Qianlong Plan", and "Jiaolong Plan", providing customised training for employees at different career stages. The training content also covers various series such as business training, vocational skills training, and onboarding training for new employees, aiming to enhance employees' professional skills and career competitiveness.

In terms of training formats, the Group adopts a variety of methods, including centralised classroom training, internal centralised discussion training, internal centralised boot camp training, online self-study training, as well as study tours and exchanges, to comprehensively enhance the abilities of talents at all levels and provide employees with broad opportunities for growth and development.

At the same time, to further encourage employees to take the initiative in learning, the Group has established an online learning platform for employees as well as a management system for employee learning points. Through these measures, we aim to motivate employees to continuously enhance their own value, thereby jointly promoting the common development of the Company and the individual.

Powerlong CM Training Operations Management

Employee Development	Value Support System	Intelligent Sharing
Zhenlong Plan: Development plan for senior management	Employee Orientation Camp	Lecture Team Building
Feilong Plan: Development plan for leaders	Business Talent Training Camp	Tutor Team Building
Jiaolong Plan: Selection and development plan for the upcoming mid-level management	Case Study Workshop	Guard Team Building
Qianlong Plan: Development plan for new graduates	Specific Seminar	Curriculum Map Building

Research and Communication Base of Corporate Culture

Corporate Strategic Planning and Human Resources Strategic Planning

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service Management   Creating a Green Environment Together   Emphasising Human Resources   Sincerely Giving Back to Society   Performance Summary   Content Index

The training system of the Group operates according to the international standard project management process of ISO 10015, achieving a closed-loop operation.

The Group has a well-established training system:

Identify training needs
• At the end of each year, the training departments of various units conduct annual training needs research and analysis.   • The research methods include interviews, telephone surveys, questionnaires, and critical incident analysis, ultimately forming the *Training Demand Analysis Report*.

Develop training plans
• The training departments of various units, based on the *Training Demand Analysis Report*, formulate the annual training plan and budget, and submit them to the management for approval.

Training delivery implementation
• The training departments of various units, in accordance with the annual training plan, systematically advance and implement various training programs and topics.

Training evaluation tracking
• Examinations are conducted on the training content to assess the effectiveness of the training.

The Group is committed to enhancing the professional knowledge and comprehensive abilities of our employees, and has established a comprehensive vocational training system. For the property management business, we have constructed a three-tiered training system of "Centre, City, Project". Based on the *Ten Standards for Powerlong* and the *Residential Management System*, we have developed a daily "30-minute training" session, covering topics such as etiquette, reception lineups, etc. Additionally, through an online training platform, we regularly organise business video training sessions to ensure service quality and operational efficiency.

According to the internal *Human Resources Management System*. The Group has carried out standardized, tiered, and professional skills enhancement training, covering areas such as corporate culture, professional knowledge, and management capabilities, comprehensively improving the overall quality of employees and supporting the sustainable development of the Company.

Integrity and Honesty

The Group adheres to the highest standards of professional ethics and business integrity in its operations, requiring employees to be honest and self-disciplined and strictly be abided by relevant laws and regulations, including the *Criminal Law of the PRC*, the *Anti-Money Laundering Law of the PRC*, and the *Prevention of Bribery Ordinance* in Hong Kong, etc. It has also formulated the *Employee Integrity Self-discipline Rules* and established a comprehensive integrity risk control system, explicitly prohibiting behaviours such as bribery, extortion, tax fraud, and money laundering.

Measures	Object	Specific content
Integrity and self-discipline education	New employees	Receiving relevant education upon employment to enhance anti-corruption awareness
Sign the commitment letter	Personnel at the level of department manager and above, all staff of the Procurement Department and the Tendering Department	Sign the *Employee Integrity and Discipline Agreement*
Sign a certificate of guarantee	Relevant suppliers and contractors	Sign the *Letter of Assurance on Integrity and Compliance* before bidding for and undertaking business;
Complaints and Reporting Channels	All staff and partners	Establish an internal reporting hotline, email, letter and visit system, and the "400 Sunshine Hotline"
Protection policy	Whistleblower	Ensure that whistleblowers are protected from illegal retaliation or discrimination due to lawful reporting or being under investigation, and guarantee the independence and confidentiality of the reporting process.

During the Reporting Period, the Group has not received any corruption lawsuit cases related to the Group and its employees.

Channels for Whistleblowing	
	Hotline: 400-680-1238 (working hours 9:00-18:00)
	Email: jianshen@powerlong.com
	Address: Powerlong Tower, 1399 Xinzhen Road, Minhang District, Shanghai, PRC

04 Sincerely Giving Back to Society

The Group actively fulfils its corporation social responsibilities and is dedicated to giving back to the communities around its business operations. We have established community communication and management policies, and through corporate philanthropy and charity projects, we enhance our engagement with the local communities where our projects are located, fulfilling our commitment to "Growing with the City" and promoting sustainable community development. Our main community investment activities cover areas such as rural revitalisation, disaster relief, social care, cultural education, medical and health care, and environmental protection. Through the operation of various project sites and charitable donations, we support the development of local regions and promote sustainable development. During the Reporting Period, Powerlong CM, through the Powerlong Group Development Co., Ltd. and its subsidiaries(**"Powerlong Group"**), invested a total of approximately RMB150 thousand in public welfare and community activities throughout the year.

- Public Welfare
- Community Investment

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service
Management   Creating a Green
Environment Together   Emphasising
Human Resources   Sincerely Giving
Back to Society   Performance
Summary   Content
Index

Public Welfare

In the field of public welfare and philanthropy, the Group actively assists vulnerable groups, enhances social welfare, and promotes the harmonious development of society. Adhering to the principle of maximising benefits, we ensure the efficient use of public welfare resources and the enhancement of activity impact through reasonable planning and effective execution. At the same time, the Group takes the initiative to assume social responsibility, pays attention to social development issues, and gives back to society through public welfare activities. In the practice of public welfare, we focus on the continuous follow-up of the assisted parties, ensuring the effectiveness of aid and continuously optimising our aid strategies based on actual needs.

Invested a total of approximately

RMB **150** thousand in public

welfare and community activities throughout the year

Community Investment

The Group actively practices sustainable business development in community investment, considering environmental protection and the sustainable use of resources during business operations to ensure the long-term benefits of investment projects. We encourage community members to participate in investment decision-making, practicing co-creation and sharing. We also respect local cultures and customs, seeking long-term cooperative relationships. In practicing community investment, we adhere to the principles of fair competition, ensuring transparent and fair investment practices.

Performance Summary

The statistical data and calculation methods used in the Report have been properly presented. The environmental data in this section covers properties held and operated by the Group. Unless otherwise specified, the data provided in this section refers to the annual consolidated data of the corresponding year. During the Reporting Period, the Group further improved its data collection and statistical system, thus there were differences for some data as compared with the previous year.

Quality Customer Service

Client satisfaction:

Indicators	2024	2023	Unit
Average customer satisfaction of the commercial sector	96.9	95.5	%
Average resident satisfaction of the residential property management centre	97.1	93.4	%
Number of received complaints related to products and services	2,876	2,483	Number of cases

Supply Chain Management

Indicators	2024	2023	Unit
Number of suppliers by region			
Mainland China	143	125	Number of suppliers
Hong Kong, China or other regions	0	0	Number of suppliers
Number of suppliers to whom the practice has been implemented	143	125	Number of suppliers

Emission Reduction Operations

Atmospheric pollutant emissions[6]:

Indicators	2024	2023	Unit
Nitrogen oxides (NO_x)[7]	0.147	0.099	Tonne
Sulphur oxides (SO_x)[7]	0.201	0.202	Kg
Particulates Matter (PM)	0.011	0.007	Tonne

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[6] The air emission data were calculated in accordance with the emission sources, fuel consumption, the *Technical Guidelines for the Preparation of Air Pollution Emission Inventory from Road Motor Vehicles (Trial)* and the *Technical Guidelines for the Preparation of Emissions Inventory from Non-road Mobile Source (Trial)* in Mainland China, as well as the *Manual of the Accounting Methods and Coefficients of Boiler Pollution* issued by the Ministry of Ecology and Environment of the PRC. The data of air emissions from non-mobile sources during the Reporting Period only include air emissions caused by the direct use of boilers from projects, and do not include other appliances such as cooking appliances; the emission data from road mobile sources and non-road mobile sources include the emission resulted from natural gas, petrol and diesel used by related facilities.

[7] During the Reporting Period, the Group clarified the accounting boundary for piped gas and updated the calculation of NO_x and SO_x. Accordingly, the Group simultaneously amended its disclosures for 2023.

GHG emissions:

Indicators	2024	2023	Unit
Collective GHG emissions[8]	329,600.01	379,725.66	Tonne CO_2
Direct emissions (Scope 1)[9]	9,925.63	6,615.10	Tonne CO_2
Indirect emissions (Scope 2)[10]	319,674.38	373,110.55	Tonne CO_2
Reduced GHG emissions by owned trees[11]	270.41	239.41	Tonne CO_2
Collective GHG emissions per thousand RMB income from property rental and management services (Scope 1 and Scope 2)[12]	0.13	0.14	Tonne CO_2

Produced non-hazardous wastes:

Indicators	2024	2023	Unit
Total non-hazardous waste generation[13]	4,235.31	3,830.66	Tonne
Domestic waste	2,952.56	2,785.61	Tonne
Food waste	1,282.76	1,045.04	Tonne
Non-hazardous waste generation per thousand RMB income from property rental and management services	0.002	0.001	Tonne

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[8] The Company has adopted the method of **"rights of operation and control"** to define the organisational boundary in terms of the statistics and reporting of GHG. Scope 1 and Scope 2 emissions were calculated in accordance with the emission sources and fuel consumption, as well as the relevant conversion factors from the *Guideline on Accounting Methods and Reporting of GHG Emissions of Land Transport Enterprises (Trial)*, and the *Guidelines on Accounting Methods and Reporting of GHG Emissions of Enterprises in Other Industrial Sectors (Trial)* in Mainland China.

[9] The data of direct GHG emissions were calculated in accordance with stationary source, road mobile sources, non-road mobile sources, and the *Guidelines on the GHG Emission Accounting and Reporting for Public Building Operation Units (Enterprises) (Trial)* and the *Guideline on Accounting Methods and Reporting of GHG Emissions of Land Transport Enterprises (Trial)* from Mainland China.

[10] The grid emission factors used in the 2024 GHG emissions calculation for purchased electricity are derived from the *Announcement on the Release of the Electricity Carbon Dioxide Emission Factor for 2022* issued by the Ministry of Ecology and Environment of the PRC.

[11] This refers to the total amount of GHG reduction by trees owned by the Company with the height of 5 metres or above. The GHG emission reduction data were calculated based on the relevant conversion factors in the *Guidelines to Account for and Report on GHG Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong*.

[12] The type of income comes from the rental of investment properties and property management services.

[13] The statistic and calculation scope of general waste excludes the waste generated by merchants in commercial malls, office tenants, and residents; the statistic and calculation scope of food waste excludes waste generated by restaurants in commercial malls, office tenants, and residents.

2024 ESG REPORT

Report Description   Group Overview   Responsibility Management

Operational Service Management   Creating a Green Environment Together   Emphasising Human Resources   Sincerely Giving Back to Society   Performance Summary   Content Index

Produced hazardous waste:

Indicators	2024	2023	Unit
Total produced amount of hazardous waste[14]	4.22	6.47	Tonne
Electronic waste	2.52	2.30	Tonne
Waste battery	1.20	1.21	Tonne
Waste lamp containing mercury[15]	0.00	2.42	Tonne
Printer cartridge	0.29	0.29	Tonne
Chemical container	0.20	0.25	Tonne
Hazardous waste generation per thousand RMB income from property rental and management services	0.000002	0.000003	Tonne

Wastewater discharge[16]:

Indicators	2024	2023	Unit
Wastewater discharge	3,976,969.57	4,642,389.19	Tonne

Emissions and discharge compliance:

Indicators	2024	2023	Unit
Number of cases involving the illegal discharge of pollutants into the environment	0	0	Case

Energy consumption[17]:

Indicators	2024	2023	Unit
Total energy consumption	662,623.14	646,740.07	MWh
Natural gas	49,517.13	32,948.02	MWh

Indicators	2024	2023	Unit
Gasoline	40.25	55.21	MWh
Diesel	82.62	68.17	MWh
Purchased electricity	595,740.54	613,668.67	MWh
Energy consumption per thousand RMB income from property rental and management services	0.25	0.25	MWh

Water consumption:

Indicators	2024	2023	Unit
Total water usage[18]	4,418,855.08	5,158,210.21	m^3
Consumption of municipal water (tap water)	4,336,344.08	4,825,416.28	m^3
Consumption of circulating water (reclaimed water and cooling water)	82,511.00	332,793.93	m^3
Amount of water discharged into the natural environment after self-pretreatment and meeting discharge standard	525,687.80	554,958.00	m^3
Total water consumption[19]	3,810,656.28	4,270,458.28	m^3
Water consumption per thousand RMB income from property rental and management services	1.46	1.62	m^3

Amount of recycled waste materials during operation:

Indicators	2024	2023	Unit
Recycled paper	52.90	89.96	Tonne
Recycled plastic bottle	6.63	26.15	Tonne
Recycled metal	5.87	12.78	Tonne
Recycled glass bottle	9.76	5.49	Tonne

Environmental greening:

Indicators	2024	2023	Unit
Owned trees with the height of 5 meters or above	11,757	10,409	Tree

[14] Please refer to Appendix II, Guidance on Reporting of Environmental Key Performance Indicators of the Hong Kong Stock Exchange's How to Prepare an Environmental, Social and Governance Report for classification of hazardous waste.

[15] The Group has been gradually replacing the mercury-containing lamps used in previous years and has substantially completed the full replacement in this year. Therefore, mercury-containing lamps are no longer included in the hazardous waste statistics.

[16] The data for the total amount of wastewater discharged were calculated in accordance with the total water usage and related conversion coefficient provided by the *Manual of the Accounting Methods and Coefficients of Life Sources Pollution*.

[17] The energy consumption data were calculated in accordance with the amount of purchased electricity and consumed natural gas, petrol and diesel, as well as relevant conversion factors from the *Guidelines on Accounting Methods and Reporting of GHG Emissions of Enterprises in Other Industrial Sectors (Trial)* issued by the National Development, Reform Commission of the PRC and the International Energy Agency.

[18] Total water usage includes the consumption of municipal water (tap water) and circulating water (reclaimed water and cooling water).

[19] Total water consumption refers to the consumption of municipal water (tap water) excluding the amount of water discharged into the natural environment after pre-treatment by the Group.

Environmental compliance:

Indicators	2024	2023	Unit
Number of cases involving damage to the natural environment	0	0	Case

Caring for Employees

Employee composition:

Indicators	2024	2023	Unit
Total number of employees	5,566	5,798	Person
By gender			
Male	3,551	3,704	Person
Female	2,015	2,094	Person
By age			
Above 50	268	257	Person
41-50	1,217	1,210	Person
31-40	2,466	2,541	Person
21-30	1,592	1,771	Person
20 or below	23	19	Person
By educational background			
Master's Degree and above	50	56	Person
Bachelor's Degree	1,518	1,576	Person
College Degree	2,200	2,258	Person
Secondary school	717	765	Person
Other	1,081	1,143	Person
By region			
Mainland China	5,566	5,798	Person
Hong Kong, China or other regions	0	0	Person
By employment type			
Full-time	5,566	5,798	Person
Part-time	0	0	Person

Employee turnover[20]:

Indicators	2024	2023	Unit
Employee turnover rate	29.85	42.65	%
By gender			
Male	30.06	41.55	%
Female	29.47	44.60	%
By age			
Above 50	15.99	29.57	%
41-50	21.33	30.17	%
31-40	28.69	39.00	%
21-30	38.05	58.27	%
20 or below	42.50	47.37	%
By region			
Mainland China	29.85	42.65	%
Hong Kong, China or other regions	0	0	%

Health and safety

Employee safety:

Indicators	2024	2023	2022	Unit
Number of work-related fatalities	0	0	0	Person
Number of work-related injuries that led to employees not being able to attend work	0	0	0	Person
Lost days due to work injury	0	0	0	Person

Vocational Training

Employee training:

Indicators	2024	2023	Unit
Number of employees receiving training related to career development			
Male	3,623	2,763	Person

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[20] In 2024, the Group updated the employee turnover rate algorithm: "Number of employees turnover in the category / (total number of employees in the category + number of employees turnover in the category)". In 2023 and prior, the Group's employee turnover rate was calculated according to "Number of employees turnover in the category / total number of employees in the category".

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service   Creating a Green   Emphasising   Sincerely Giving   Performance   Content
Management   Environment Together   Human Resources   Back to Society   Summary   Index

Indicators	2024	2023	Unit
Female	1,601	2,197	Person
Senior level	204	394	Person
Middle level	682	679	Person
General employees	3,952	4,291	Person

Indicators	2024	2023	Unit
Average number of hours per employee attended career development-related training[21]			
Male	7.91	21.75	Hours
Female	7.88	14.16	Hours
Senior level	12.33	15.90	Hours
Middle level	9.23	22.53	Hours
General employees	17.48	14.93	Hours

Integrity and Honesty

Indicators	2024	2023	Unit
Number of cases involving bribery, extortion, fraud, and money laundering	0	0	Case

Caring for the Society

Indicators	2024	2023	Unit
Amount of money invested for community[22]	150	315	RMB'000

Content Index

Subject Areas, Aspects, General Disclosures and KPIs			Location of Disclosure or Remarks
Mandatory Disclosure Requirements			
Governance Structure	A statement from the Board containing the following elements: (i) a disclosure of the Board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the Board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.		Responsibility Management – Statement of the Board
Reporting Principles	Describe or explain how the reporting principles were applied in the ESG report	Materiality: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.	Report Description – Reporting Guidelines
		Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.	
		Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.		Report Description – Reporting Period and Scope

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[21] The average number of hours per employee attended career development-related training was calculated according to the formula: "Average training hours completed per employees by category = total training hours completed by employees under that category / total number of employees under that category".

[22] Including charitable and other donations made by the Group.

2024 ESG REPORT

Report Description   Group Overview   Responsibility Management

Operational Service Management   Creating a Green Environment Together   Emphasising Human Resources   Sincerely Giving Back to Society   Performance Summary   Content Index

"Comply or Explain" Provisions			
A. Environmental			
Aspect A1: Emissions	General Disclosure	Regarding air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non hazardous waste: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Creating a Green Environment Together - Emission Reduction Operations Creating a Green Environment Together - Sustainable Office
	A1.1	The types of emissions and respective emissions data.	Performance Summary
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
	A1.5	Description of emissions target(s) set and steps taken to achieve them.	Creating a Green Environment Together - Emission Reduction Operations Creating a Green Environment Together - Sustainable Office
	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.	The Group is actively mapping and analysing the current state of environmental performance to lay the foundation for setting emission target(s) and waste reduction target(s), and plans to disclose them in the future.
Aspect A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Creating a Green Environment Together - Emission Reduction Operations Creating a Green Environment Together - Sustainable Office
	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).	Performance Summary
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	

Subject Areas, Aspects, General Disclosures and KPIs			Location of Disclosure or Remarks
Aspect A2: Use of Resources	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Creating a Green Environment Together - Emission Reduction Operations Creating a Green Environment Together - Sustainable Office The Group is actively mapping and analysing the current state of environmental performance to lay the foundation for setting energy use efficiency target(s) and water efficiency target(s), and plans to disclose them in the future.
	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.	
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Due to the Group's business nature, matters related to packaging materials are not applicable to the Group.
Aspect A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Creating a Green Environment Together - Emission Reduction Operations Creating a Green Environment Together - Sustainable Office
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	
Aspect A4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Responsibility Management – Statement of the Board Creating a Green Environment Together - Emission Reduction Operations Creating a Green Environment Together - Addressing Climate Change
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	
B. Social			
Aspect B1: Employment	General Disclosure	Regarding compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Emphasising Human Resources – Optimising Employment Management
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Performance Summary
	B1.2	Employee turnover rate by gender, age group and geographical region.	
Aspect B2: Health and Safety	General Disclosure	Regarding providing a safe working environment and protecting employees from occupational hazards: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Emphasising Human Resources – Health and Safety

2024 ESG REPORT   Report Description   Group Overview   Responsibility Management

Operational Service Management   Creating a Green Environment Together   Emphasising Human Resources   Sincerely Giving Back to Society   Performance Summary   Content Index

Subject Areas, Aspects, General Disclosures and KPIs			Location of Disclosure or Remarks
Aspect B2: Health and Safety	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance Summary
	B2.2	Lost days due to work injury.	
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Emphasising Human Resources – Health and Safety
Aspect B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Emphasising Human Resources – Vocational Training
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Performance Summary
	B3.2	The average training hours completed per employee by gender and employee category.	
Aspect B4: Labour Standards	General Disclosure	Regarding preventing child and forced labour: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Emphasising Human Resources – Optimising Employment Management
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	
	B4.2	Description of steps taken to eliminate such practices when discovered.	
Aspect B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Operational Service Management – Supply Chain Management
	B5.1	Number of suppliers by geographical region.	Performance Summary
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Operational Service Management – Supply Chain Management
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	
Aspect B6: Product Responsibility	General Disclosure	Regarding health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Operational Service Management – Quality Customer Service Operations Service Management – Commercial Operations Operational Service Management – Property Management Operational Service Management – Consumer Rights
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Due to the Group's business nature, this is not applicable to the Group.

Subject Areas, Aspects, General Disclosures and KPIs			Location of Disclosure or Remarks
Aspect B6: Product Responsibility	B6.2	Number of products and service related complaints received and how they are dealt with.	Performance Summary Operational Service Management – Quality Customer Service
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Operational Service Management – Intellectual Property Protection
	B6.4	Description of quality assurance process and recall procedures.	Operational Service Management – Quality Customer Service Operational Service Management – Commercial Operations Recall procedure is not applicable to the Group due to the Group's business nature.
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Operational Service Management – Consumer Rights
Aspect B7: Anti-corruption	General Disclosure	Regarding bribery, extortion, fraud and money laundering: (a) the policies; and (b) information on compliance with relevant laws and regulations that have a significant impact on the issuer.	Emphasising Human Resources – Integrity and Honesty
	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.	Performance Summary
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Emphasising Human Resources – Integrity and Honesty
	B7.3	Description of anti-corruption training provided to directors and staff.	
Aspect B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Sincerely Giving Back to Society
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	
	B8.2	Resources contributed (e.g. money or time) to the focus area.	Sincerely Giving Back to Society Performance Summary

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