



China Resources Mixc Lifestyle Services Limited Sustainability Report 2024





Li Xin

Chairman of the Board of Directors of China Resources Mixc Lifestyle Services

Chairman of the Sustainability Committee

Message from Chairman

Two Decades of Heritage A New Horizon of Legacy

The year 2024 marks the 20th anniversary of the launch of CR Mixc Lifestyle's first project - SHENZHEN MIXC. It is also a milestone year that witnesses the journey of Mixc Commercial and the Company through enormous challenges and remarkable accomplishments. In this year, we have entered a period of deepened ESG and sustainable development, with the ESG governance system shifting from conceptual planning to institutional transformation. The initiative of response to climate change has been written into the global governance agenda, the national dual carbon strategy has been further advanced, and the standards of information disclosure have been continuously upgraded. The era of transformation and development has raised higher requirements for enterprises in the fulfillment of social responsibilities and the orientation of corporate value.

By adhering to the original mission of "Lead business advancement and building a better life", CR Mixc Lifestyle has joined hands with our stakeholders such as employees, customers and partners to foster collaborative efforts by constantly improving the EGS management system and working mechanism under the goal of building a world-class enterprise. We have integrated the ESG concept into various aspects of the Company's business, driving continuous progress and new achievements in ESG practices, thus earning widespread recognition from all sectors of society. In 2024, the Company was selected for the second consecutive year to the list of Top 100 ESG Pioneers among China's Central State-owned Enterprises by the State-owned Assets Supervision and Administration Commission (SASAC) of the State Council, and into the list of Top 100 China's ESG Listed Companies by China Central Television (CCTV), with both rankings further moving up. We have also won the Rising Star Award from the International WELL Building Institute (IWBI), the Respected Enterprise Award from *The Economic Observer*, and the Low-carbon Pioneer Award 2024 from *Southern Weekly*.

This year, we have resolutely moved ahead to surmount a series of difficulties, achieving high-quality and stable growth. Facing comprehensive market pressures and unprecedented competitions, the Company has responded actively to the national work plan to boost consumer spending and effectively expand domestic demand.

We have creatively built a multidimensional consumption ecosystem, and collaborated with stakeholders for mutual benefits and win-win results. Our business model and business resilience have withstood severe market challenges, and our main operating indicators have maintained steady growth. The Company's market capitalization and P/E ratio consistently ranked first in the industry. Within the year, Mixc Commercial boasted 21 newly opened shopping malls, 122 shopping malls in operation, of which 30 are third-party asset-light shopping malls. MIXC SERVICE managed a total GFA of 400 million square meters, and completed the construction of a better community system covering 1,300 residential areas. The number of members exceeded 61 million, and the Mixc Lifestyle Ecosystem showed vigorous vitality.

This year, we have made unrelenting endeavors to build an ESG governance system in a well-organized manner. Following the spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China, we have fully integrated ESG governance with the in-depth improvement of the modern enterprise system with Chinese characteristics. We have further enhanced the ESG governance framework led by the Board of Directors and involving the coordinated efforts of functional departments. An ESG leadership team and a number of special ESG teams for environment, employees and suppliers have been established, and the responsibilities of each department have been clarified. We have comprehensively strengthened the mechanism assurance capability for our sustainable development tasks, ensuring that ESG issues can be incorporated into the business decision-making process and be efficiently handled. Based on our comprehensive experience of implementing the ESG strategy, the Company has established sustainability goals system that comprises 20 targets covering the fields of environment, society and governance by satisfying both industrial standards and internally agreed requirements. This system has set a clear framework for effectively implementing the Company's ESG strategy, leading and guaranteeing the high-standard advancement and high-quality development of the Company's sustainable development efforts.

This year, we have vigorously demonstrated our commitment to social responsibility. Centered on the core business of Mixc Lifestyle Ecosystem, we have published the first community prosperity report *SHENZHEN MIXC Community Prosperity Report*, aiming to enable our projects to better fulfill their community responsibilities and enhance public well-being.

In addition, we also actively honored our firm commitment to building health and safety by joining the globally recognized WELL at Scale program, setting a benchmark for healthy living environments and benefiting over 320,000 occupants. In 2024, we have promoted the practical implementation of the responsible brand. For two consecutive years, we have carried out nationwide public welfare educational aid and agricultural aid activities, contributing to the quality education and industrial development in rural areas.

This year, we have dedicated ourselves to achieving long-term goals and fulfilled our firm commitment to sustainable development. For the first time, the Company has adopted the framework of the *Guidelines for the Implementation of Climate Information Disclosure* issued by the Hong Kong Stock Exchange, disclosing the progress of climate change mitigation and adaptation actions, and actively promoting the integration of climate issues into corporate strategies. During the year, the Company has made positive progress in energy efficiency and the use of clean energies, with photovoltaic power generation standing at 11.65 million kWh per year, up 76% year-on-year. Eight entities under the Company have passed the certification of the ISO 14001 environmental management system, and the scope 1 and scope 2 carbon emissions have been reduced by 2.89% from last year. We have built a sustainable development ecosystem involving multiple parties by organizing various brand building campaigns such as Sustainable Life Week and Green Life Festival, and working with China Resources Beverage to hold green public welfare activities such as Reborn and Recycle, enabling the sustainability philosophy to be deeply rooted.

As time surges forward, our pursuit of progress remains relentless. 2025 marks a pivotal year for both the final phase of the 14th Five-Year Plan and the strategic planning of the 15th Five-year Plan. With the goal of building a world-class enterprise, we will leverage comprehensive reforms as driving force, focus on strengthening core functions and competitiveness, and vigorously develop new quality productive forces. On the journey of deepening the fulfillment of economic, political, and social responsibilities as a state-owned enterprise, we are committed to writing a new chapter of comprehensive high-quality development.



About CR Mixc Lifestyle

Corporate Profile

China Resources Mixc Lifestyle Services Limited ("CR Mixc Lifestyle") (stock code: 01209.HK) is the leading property management and commercial operational services provider in China. It was listed on the Hong Kong Stock Exchange on 9 December 2020, and was included in the Hang Seng Index of Hong Kong as a constituent stock on 18 November 2022. With strategic positioning of "urbanquality life service platform", the Company upholds to its corporate vision to "become a trustworthy and popular urban quality-life service provider among customers", focuses on the "2+1" business model covering commercial operation, property service and membership program, and strives to create an integrated ecosystem featured with multiple property types, all customers and full spectrum of product and service offerings. For more information on the Company's business performance, please refer to the *CR MIXC Lifestyle 2024 Annual Report*.



Business

21 Newly opened shopping malls 122 Shopping malls in operation

450 million square meters Contracted area of property management under MIXC SERVICE

1,300+ Residential areas covered by a better community system under construction

61.07 million number of members



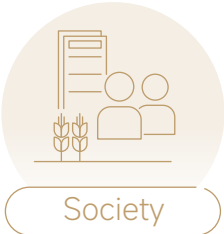
Environment

2.89% Year-on-year decrease in Scope 1 and Scope 2 carbon emission intensity

11.65 million kWh Annual photovoltaic power generation

76% Up year-on-year

189.87 million kWh Total trading volume of green electricity and green electricity certificates



Society

42,046 Employees 15,000+ Number of persons benefited from rural revitalization

50 Projects covered by the Well at Scale program

320,000+ Public space users' health and well-being promoted

Organizational Structure



Brand Culture

CR Culture for the 14th Five-Year Plan Period



DNA

Determined to realize the great rejuvenation of the Chinese nation
Pursue to create a happy life for the people
Strive for the economic prosperity for the country



Mission

Lead the business progress and build a better life together



Vision

To be a world-class enterprise that is trusted and preferred by the people



Value

Integrity
Performance-Oriented
People Centricity
Win-Win Collaboration



Spirit

Dedicated oneself to the cause of the country
Be the pioneer to be innovative
To forge ahead with perseverance
Exert constantly for the betterment



Atmosphere

Sincerity
Solidarity
Open-mindedness
Proactivity

Brand Concept



Urban Quality Lifestyle Service Platform



Urban Quality Lifestyle Service Provider Trusted and Loved by Customers



Smart Services Lead Urban Quality Lifestyle and Enhance the Value of Space Assets



Quality Achieves Extraordinary Life



Magic Humanity, Magic Technology, Magic Space, Magic Ecology

2024 Highlights

Major Developments

01

Steadily promoted the dual carbon goals, and reduced the Scope 1 and Scope 2 carbon emission intensity by 2.89%, reaching the annual target




03

CHINA RESOURCES TOWER received the three-star operation certification of the National Green Building Materials Evaluation Mark and the LEED O+M Platinum certification




05


Solidified our environmental-friendly commitment, and published the Beautiful Community Green Initiative, aiming to build 50 benchmark waste-free communities by 2026



02

The annual photovoltaic power generation stood at 11.65 million kWh, up 76% year-on-year; the annual trading volume of green electricity and green electricity certificates reached 18,987 million kWh; eight entities under the Company were certified by ISO 14001 environmental management systems






04

Actively worked to address climate change, and disclosed the progress of climate change mitigation and adaptation actions based on the *Guidelines for the Implementation of Climate Information Disclosure* issued by the Hong Kong Stock Exchange for the first time


06


Actively advocated for a sustainable lifestyle, hold public welfare activities such as 2024 Reborn and Recycle with CR Beverage to convey the concept of recycling economy and low-carbon lifestyle



07

Continuously advanced rural revitalization by carrying out nationwide public welfare educational aid and agricultural aid activities MIXC GUARD, Nurturing Hope for two consecutive years, further increasing the number of people benefited and expanding the coverage of these activities





09

Mixc Commercial celebrated its 20th anniversary, and collaborated with the International WELL Building Institute (IWBI) to organize the WELL Carnival. With the release of the *SHENZHEN MIXC Community Prosperity Report* for our first shopping mall project, we demonstrated the progress of fulfilling corporate social responsibility, our commitment to sustainability, as well as the significance of the core business of Mixc Lifestyle Ecosystem

11

Enhanced the impact of our corporate brand, and received multiple awards and honors for the commercial management and property management business lines, including: Top 100 ESG Listed Companies in China for two consecutive years, China's Top 100 ESG Pioneers among China's central SOEs, the Rising Star Award from the IWBI, the Respected Enterprise Award from *The Economic Observer*, and the Low-carbon Pioneer Award 2024 from *Southern Weekly*



Honors and Awards



Comprehensive

Ranked first among the Top 100 Commercial Real Estate Enterprises in Terms of Performance in 2024

Ranked first among the Top 20 Commercial Real Estate Enterprises in Terms of Brand Value Performance in 2024

Top 20 Shopping Mall Operators in Terms of Performance in 2024

Top 10 Commercial Real Estate Enterprises in Terms of ESG Performance in 2024

Listed among the Top 10 Commercial Real Estate Enterprises in Terms of Digital Development Performance in 2024

China Commercial Real Estate Golden Coordinate Award of Annual Leader in Commercial Property

China Commercial Real Estate Golden Coordinate Award of Influential Enterprise in Digital and Intelligent Operations

China's Top 100 Enterprises in Terms of Property Service Capability in 2024

China's Top 100 Property Service Providers in Terms of Brand Value in 2024

China's Top 1 Enterprise in Terms of Commercial Property Service Capability in 2024

China's Top 20 Enterprises in Terms of Residential Property Service Capability in 2024

China's Top 1 Enterprise in Terms of City Services in 2024

High-quality Service System for China's Property Service Providers in 2024

Top 30 Excellent Brand Enterprises in Southern China in Terms of Property Services in 2024

Ranked first among the Property Enterprises in Terms of Excellent City Service Performance in 2024

Ranked first among the Listed Property Service Enterprises in Terms of Excellent Financial Performance in 2024

Excellent Performance in Digitization of Property Service Enterprises in 2024



Sustainability

SASAC Top 100 ESG Pioneers among China's Central SOEs

CCTV Top 100 ESG Listed Companies in China

Rising Star Award by the IWB

Five-Star Report Rating by the China Corporate Social Responsibility Report Rating Expert Committee

2024 Golden Bee Outstanding Corporate Sustainability Report Award in Greater Bay Area

Low-carbon Pioneer Award 2024 by *Southern Weekly*

Listed among the Top 100 Respected Enterprises Award by *The Economic Observer*

Selected among the Top 6 Organizational Strength of Best Employers in China's Property Industry in 2024

Leading Enterprise of ESG Sustainability in China's Property Industry in 2024



Ratings

Sustainalytics:

LowRisk

2024 Regional Top Rated

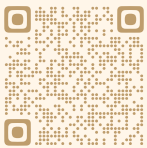
(Highest Rating in Asia Pacific Region)

MSCI: BBB

Responsibility Focus

Mixc Commercial: Making a Fresh Start after Twenty Years of Development

Time has recorded the steadfast progress and tremendous efforts we have made. From 2004 to 2024, Mixc Commercial has been through considerable challenges and hardships to become the leader of China's commercial real estate industry. We have upheld the original aspiration of premium quality, thoughtfulness and long-termism, and participated in the modernization process of Chinese cities in a constructive manner with a firm belief of Redefining the City with Mixc. With our innovation-driven practices in the commercial real estate business, Mixc Commercial has thoroughly demonstrated the core value of Quality Achieves Extraordinary Life, and established a mutually beneficial and win-win ecosystem together with our stakeholders including consumers, tenants and communities, contributing to the high-quality development of China's commercial real estate industry.

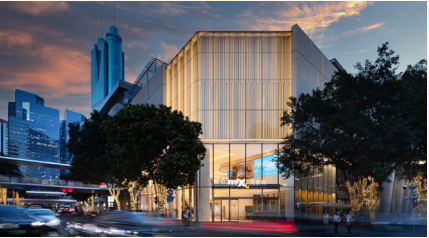


Scan the QR code to watch the *Shaping Mixc Evolution* documentary and know more about Mixc Commercial's innovation-driven practices during the past twenty years

Twenty Years of Extensive Development, and Mutual Growth with Cities

Based on years of operational experiences and insights into market demands, Mixc Commercial has created several core product brands such as MIXC, MIXC ONE and MIXC WORLD, and built a solid business model covering multiple innovative production lines. Since the launch of our first shopping mall project, we have deeply integrated business growth with sustainable development of cities. To pursue long-term solutions, we have endeavored to achieve mutual growth with cities, thus providing stronger momentum for urban development.

Since the listing of CR Mixc Lifestyle in 2020, Mixc Commercial has ushered in a new development phase: our business expansion has been focusing on high-quality growth, and the number of our shopping malls has exceeded one hundred; the potential of business expansion has been strengthened, and the number of third-party projects has continued growing; the provision of high-quality services has entered into a new stage, and a Smart Shopping Mall Ecosystem has taken shape; the competitiveness of our products has maintained steady growth, and the phenomenal, new landmark for culture, commerce and tourism XI'AN MIXC has been launched, leading the innovation in China's commercial real estate industry. By the end of December 2024, Mixc Commercial has boasted 122 shopping malls in operation, with a sales revenue of RMB 215 billion. The number of shopping malls ranking first in local market retail sales has reached up to 50, topping the Viewpoint Commercial Real Estate Index for five consecutive years. Our excellent performance in business operations has cemented a leading position in the industry.



In October 2002, the construction of SHENZHEN MIXC was initiated; and on December 9, 2004, this shopping mall was opened for business, marking a new chapter for high-end shopping malls in China. *For more information, please refer to the SHENZHEN MIXC Community Prosperity Report*



In 2024, as Mixc Commercial celebrated its 20th anniversary, the phenomenal, international, new landmark for culture, commerce and tourism XI'AN MIXC was opened for business, and soon became a destination for top-quality lifestyle consumers, integrating fashion, arts and cultural elements. XI'AN MIXC is also a new landmark for this millennial ancient city.

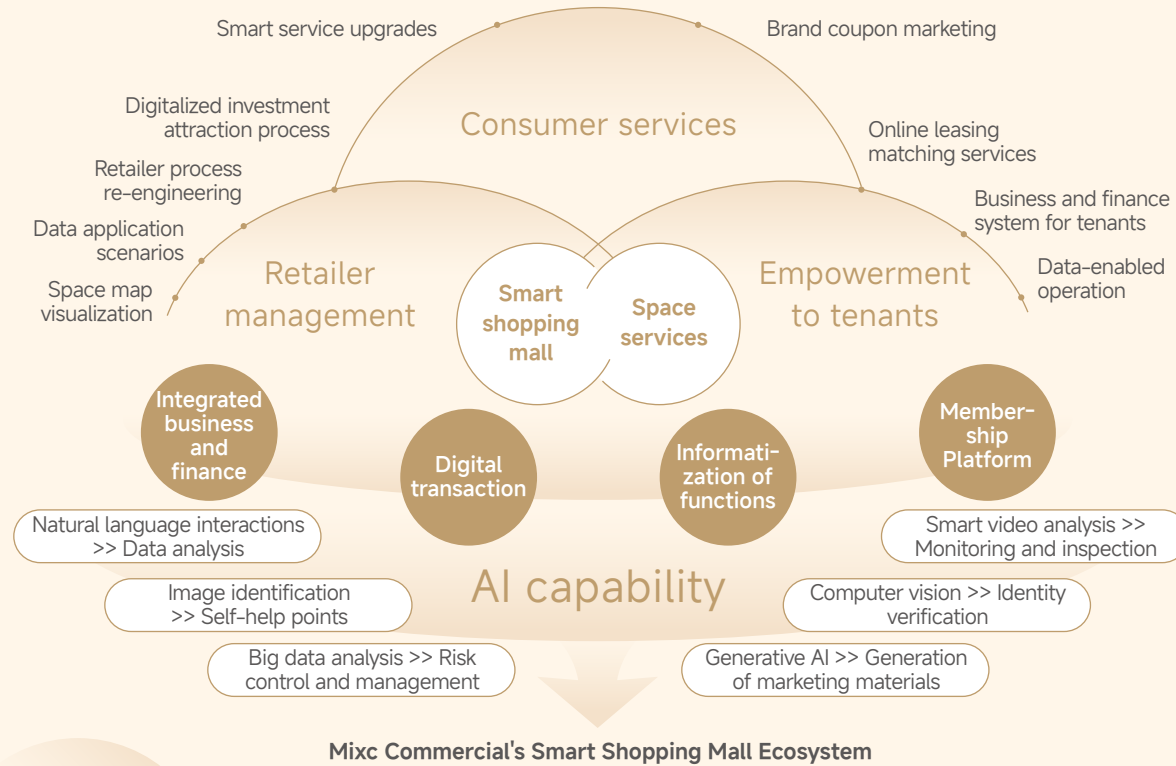
“ This is a building growing in the city. People no longer take it as a commercial project, but a cultural urban landmark. ”

— Mr. Thomas Heatherwick, Founder & Design Director of Heatherwick Studio

Innovation-based Practices Empowering Quality Lifestyle in Cities

From the initial SHENZHEN MIXC to today's diversified business landscape, each step that Mixc Commercial has taken embodies an insight into customer demands and a precise understanding of market trends. During the development process, innovation has always been the core driving force of Mixc Commercial. As early as in the demonstration period before entering the commercial real estate industry, China Resources heralded the concept of metropolis complexes to meet the standards of first-tier cities worldwide, transcending the prevailing business model of buying land, building houses and selling them to achieve a fast capital flow. In 2004, after two years of construction, SHENZHEN MIXC was opened to business, marking the first development phase of Mixc Commercial. In 2018, with the completion of the SHENZHEN BAY MIXC, and the successive launches of NANCHANG HONGGUTAN MIXC WORLD, YIWU PLACE BY MIXC and SHENZHEN UNIVERSIADE WORLD to the market, Mixc Commercial unveiled the second development phase, where the public attributes of these challenging projects to city development became increasingly prominent. In 2024, with the opening of phenomenal, international, new landmark for culture, commerce and tourism XI'AN MIXC, Mixc Commercial entered into a new phase of re-imagining nature, culture and future.

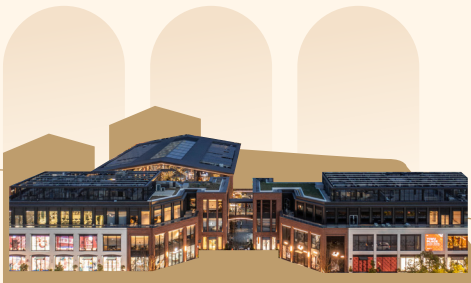
While accelerating product innovation to meet the requirements of social development, Mixc Commercial remains committed to the original aspiration of premium-quality and thoughtfulness. From launching the strategy of premium-quality products and developing a high-quality service system in 2009 to creating a Smart Shopping Mall Ecosystem, from leading the industry in consumer satisfaction degree to introducing a Care service system that meets the needs of different customer groups, Mixc Commercial has persistently expanded the range of high-quality services, aiming to provide more possibilities for urban quality life.



SHENZHEN UNIVERSIADE WORLD is known as a "breathable open commercial complex". The project fully integrates the natural resources around a lake, cultural and sports facilities, and landscape resources of the Universiade Park, creating a comprehensive commercial hub for enjoyment of natural beauty, relaxation and leisure, and cultural and entertainment activities.



NANCHANG HONGGUTAN MIXC WORLD has re-constructed scattered properties along the green axis of the city, forming a complex that combines a three-dimensional park with a sunken plaza and providing the city with a green, natural, and carefree recreation and shopping environment.



YIWU PLACE BY MIXC adopts the model of "open street blocks + traditional shopping stores", blending the thousand-year-old historic site Octagonal Well with captivating European-style buildings. With unique architectural forms and a rich mixture of retail brands, it offers residents with a commercial complex with diversified and all-time entertainment and bustling urban lifestyles.



In 2018, Mixc Commercial launched the Mama Care service system targeting a customer group of mothers and infants. Up to now, the system has expanded to multiple fields including products and services for maternal health, childcare, ladies, pets, and so on, meeting the needs of diversified customer groups.

Contributing to Building Sustainable Cities and Communities with Continued Development

Following the concept of fulfilling social responsibilities, CR Mixc Lifestyle has attached great importance to the participation of interested parties in sustainability issues, and actively promoted the sustainable development of the industry. Based on the "153" ESG strategy of CR Mixc Lifestyle, Mixc Commercial has made endeavors to encourage the participation of tenants and other relevant parties. In 2023, we released the Sustainable Development Initiative, comprehensively elaborating on various sustainability concepts, such as green rental space, green products and services, and sustained operation of retailers. In the meanwhile, we reached consensus with 20,000 partners, and organized the first Sustainable Life Week in 93 shopping malls. Through these efforts, we have provided guidance for tenants and consumers in practicing the concept of low carbon and sustainability, starting a new stage for cooperation on sustainable development.



Initiating the first Sustainable Life Week with the participation of 93 shopping malls nationwide



Participating in the WELL at Scale covering 50 projects, and boosting the well-being of 320,000 public space users

After twenty years of development, we are embarking on a new journey. Cities and communities remain the starting point and the center of CR Mixc Lifestyle. To meet the future needs, the Company has incorporated the empowerment of sustainable cities and communities into our 2030 sustainability strategy and goals. In 2024, we engaged in collaboration with IWBI to organize the Keynote Forum of WELL Carnival, and announced our participation in the WELL at Scale program covering 50 projects in operation and boosting the health and well-being of over 320,000 space users. In response to climate change, Mixc Commercial set a clear medium-term goal of achieving green electricity in business operations of all luxurious shopping malls. This goal imposed a positive impact on the abilities of cities and communities to resist risks, the resilience of business development, and the realization of the vision of "leading business advancement, empowering city development, and building a better life".



2024 Keynote Forum of WELL Carnival themed Creating an Extraordinary Sustainable Life Together



Publishing the first community prosperity report SHENZHEN MIXC Community Prosperity Report on the 20th anniversary of Mixc Commercial

Two decades have unfolded as a prologue, witnessing Mixc Commercial's journey from the first project in Shenzhen to our nationwide expansion. Every leap forward of the Company is marked by Innovation. Standing at a new starting point, we will remain dedicated to our original aspiration of premium quality, thoughtfulness, and long-termism. We will continue to explore innovation, collaborate with relevant parties to build a healthy business ecosystem, align our strategy with urban development, and write a new chapter for business operations.

Sustainability Guidelines

CR Mixc Lifestyle has always supported a responsible development philosophy. To further elaborate on the concept and trends of sustainable development, the Company has formulated a comprehensive environmental, social, and governance (ESG) strategic framework. Based on the vision of "Becoming a world-leading sustainable enterprise", 22 priority issues such as community communication and inclusion have been set in five major areas, including Mixc Lifestyle Ecosystem, People Centricity, Mutual-winning Partnership, Green Environment, and Business Integrity. Through this strategy, the Company will continuously review and manage our environmental, social, and economic impacts, integrate ESG practices into all aspects of business operations, and work with communities, shareholders, employees, customers, partners, and other stakeholders to build a co-construction and win-win ecosystem, striving to create comprehensive social, environmental, and economic value.



Mixc Lifestyle Ecosystem

Our business activities are rooted in cities and communities. Based on the ecosystem business model, we aim to provide high-quality services for all customers and empower urban economic growth and vitality through the integration of quality resources and the operation of full-format urban space.

Priority issues

- Community communication and inclusion
- Local economic development promotion
- Intelligent community

People Centricity

Employees are the key to the success of our businesses. Adhering to the mission of "respecting the human value, developing the human potential, and enhancing the human spirit", we aim to build a well-rounded talent development system, to enhance employees' sense of fulfillment and happiness, and eventually to share the benefits of development with all employees.

Priority issues

- Talent attraction and retention
- Talent training and development
- Protection of labor rights and interests
- Diversity and integration
- Employee health and safety

Mutual-Winning Partnership

We are committed to collaborating with tenants, partners, consumers, owners and all customers to build a partnership of "mutual benefits, growths, and achievements", better meet the people's yearning for a better life, participate in sustainable action, and promote sustainability process.

Priority issues

- Customer service and satisfaction
- Customer health and safety
- Customer communication engagement
- Green and sustainable supply chain

Green Environment

We apply green concepts to the entire business process, actively address the challenges posed by climate change, and develop and vigorously promote the achievement of 2030 Carbon Peak and 2050 Carbon Neutrality objectives, aiming to minimize the adverse impact on environment, and to protect our planet with concrete actions.

Priority issues

- Energy efficiency
- Waste management
- Water resources management
- Greenhouse gas emission management
- Response to climate change

Business Integrity

Strictly following the corporate value of Integrity, we are dedicated to continuously enhancing management capability, and establishing and improving the modern governance system. While ensuring rapid growth and development, we strive to fulfill our commitment to business ethical standards, and lay a solid foundation for the Company's long-term stable operation and sustainable development in the future.

Priority issues

- Corporate governance
- Business ethics and anti-corruption
- Intellectual property protection
- Information security and privacy protection
- Risk management

To ensure that each department has a clear action plan and to enable the Board of Directors and senior managers to monitor and evaluate the effectiveness of the measures taken, we have established specific and measurable sustainability goals based on the five major areas of the Company's ESG strategy, by following internal consensus and external standards, and communicating with relevant parties. These goals consist of a total of 20 qualitative and quantitative targets, each with a designated management department. The Company will review the annual progress of each indicator every year.



Mixc Lifestyle Ecosystem

Sustainability Goals

Empower city vitality, and create sustainable cities and communities

Sustainability Targets

- Promote the integration of the community prosperity framework into all respects of our business
- Continuously forge the socially responsible brand MIXC GUARD, and actively fulfill social responsibilities
- All shopping malls in operation seek to obtain the green shopping mall certification
- Shopping malls and office building projects have gradually obtained local or international health and well-being certification



Mutual-Winning Partnership

Sustainability Goals

Encourage the participation of relevant parties, and enable sustainability process of the industry

Sustainability Targets

- Incorporate ESG factors into the supplier management process
- Expand cooperation among relevant parties, and promote sustainability process of the industry
- Constantly pay attention to and improve customer satisfaction



Green Environment

Sustainability Goals

Actively address climate change, and promote green development

Sustainability Targets

- Build and improve the capability of response to climate change
- Conduct energy self-audit on projects, and identify rooms for energy conservation and consumption reduction
- Increase the use of clean and renewable energies
- Promote the reduction and reuse of wastes



People Centricity

Sustainability Goals

Adhere to people centricity, and share the benefits of development

Sustainability Targets

- Include employee leadership into the talent cultivation system
- Maintain equal pay for equal work for both male and female employees
- Provide equal empowerment opportunities for both male and female employees
- Health and safety training covers all employees and suppliers
- Keep the Employees' Lost Time Injury Rate (LTIR) below 1.0
- Care about and improve the experience and satisfaction of employees



Business Integrity

Sustainability Goals

Adhere to business ethics, and solidify the foundation of sustainable development

Sustainability Targets

- Organize training sessions themed on ESG
- Conduct ESG due diligence for property mergers & acquisitions
- Strengthen the protection of customers' privacy, and ensure that no leakage of customer information occurs

Sustainability Management

Sustainability Governance Structure

To better implement the ESG concept and strategy and enhance the Company's competitiveness in sustainable development, CR Mixc Lifestyle has established a robust and effective ESG governance framework. The Company has set up a Sustainability Committee, clarifying the responsibilities and roles of different departments, decision-makers of the Board of Directors, and senior executives of each department, ensuring that decisions on ESG issues are integrated into our strategic development landscape and are effectively implemented. In 2024, we continued to enhance sustainability governance at all levels, with a focus on strengthening the establishment of an issue management and coordination mechanism. Furthermore, the Company's headquarters established an ESG Leadership Team as well as a number of special ESG teams for environment, employees, and suppliers, and explored the possibility of including ESG practices and innovations into our performance evaluation system.

Board of Directors	The Board of Directors of CR Mixc Lifestyle is responsible for the Company's sustainability issues and actively participates in the formulation and implementation of the Company's ESG strategy. The Board establishes the Sustainability Committee, and authorizes it to supervise our policies, measures and performance in environmental, social and governance aspects, and evaluate our sustainability and risk-related matters.
Sustainability Committee	The Sustainability Committee is chaired by the Board Chairman. Other members include one Executive Director and two Independent Directors. The Committee reports major issues of sustainability to the Board through the Chairman. Based on the terms of reference, the Sustainability Committee meets at least once each year to review the Company's policies, measures and performance in environmental, social and governance aspects, and makes recommendations to the Board, or, at the request of the Board or any Committee member, holds a separate meeting. During the reporting period, the Sustainability Committee holds one meeting to discuss about the progress of relevant work related to environment, society and governance as well as work plans, and deliberate on major issues in terms of ESG policies, response to climate change, and community engagement.
ESG Leadership Team	In 2024, the Company established an ESG Leadership Team consisting of senior management and heads of the headquarters' issue department to supervise the integration of ESG into the Company's businesses and management, and ensure the achievement of ESG strategic objectives. The ESG Leadership Team meets at least twice each year, and the routine duties of the ESG Leadership Team are performed by the ESG Office.
Dual Carbon Leadership Team	The Dual Carbon Leadership Team is responsible for making decisions and supervising the implementation of the dual carbon goals. With the Dual Carbon Work Office as a hub for cross-departmental communication, the Leadership Team coordinates efforts to set the dual carbon management goals and promote the fulfillment, and ensures the efficient implementation of various measures.
ESG Issue Team	ESG Issue Teams are established for the management of environment, employees and suppliers. These Issue Teams are positioned as experts in specific fields, with members consisting of employees with diverse backgrounds, educational qualifications and working experience. The ESG Issue Team meets on a quarterly basis.

ESG Governance Statement of the Board of Directors

The Company and the Board comply with the requirements as provided by the Hong Kong Stock Exchange's Corporate Governance Code and Environmental, Social and Governance Reporting Code, strengthen the Board's supervision and engagement in the Company's ESG matters, and work actively to integrate ESG into the Company's development strategies, major decisions, productions and operations.

The Board, as the highest responsible and decision-making body for ESG, comprehensively supervises the Company's ESG matters and takes full responsibility in this regard. Since the establishment of the Sustainability Committee, the Board has authorized it to supervise and manage the ESG policies, measures, and performance. The Sustainability Committee provides daily oversight and management of ESG matters through the ESG Issue Teams.

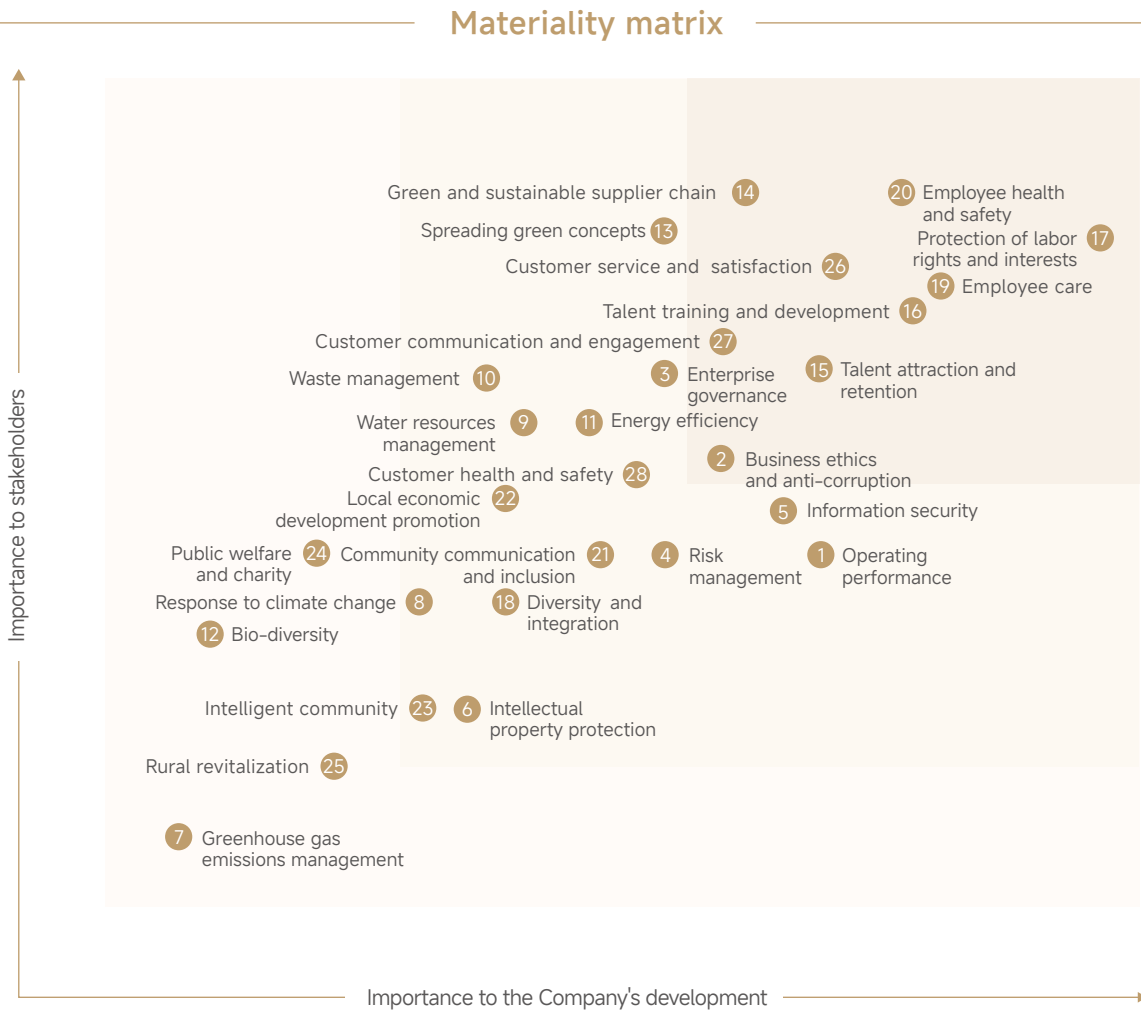
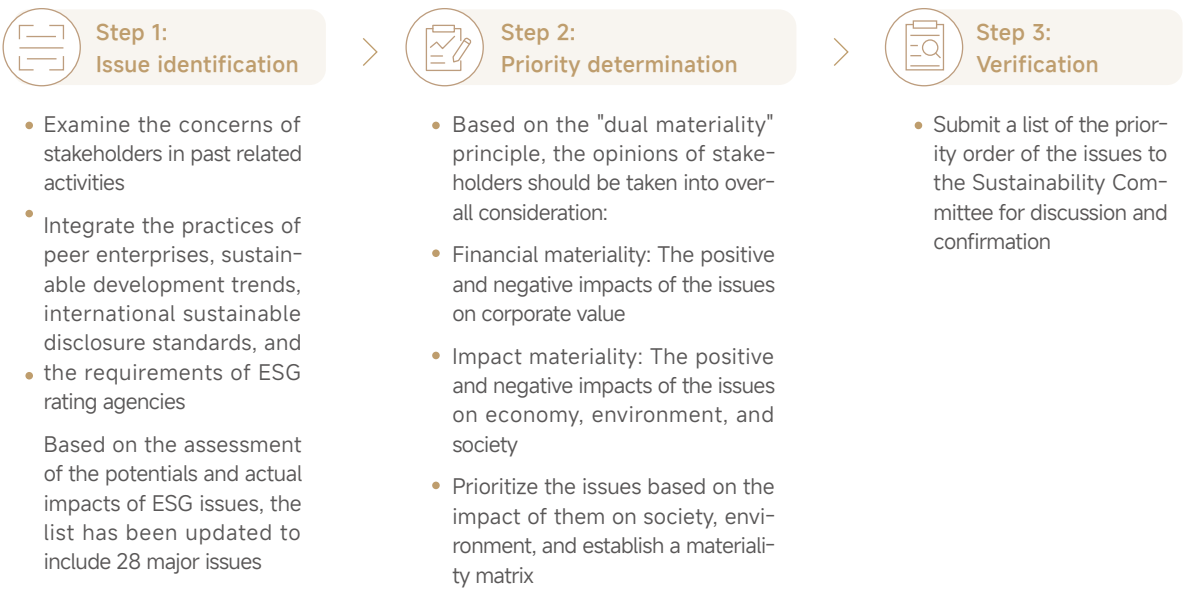
The Board participates in the evaluation and determination of the importance and priority of ESG issues, and puts forward opinions and suggestions on issues that may affect the long-term sustainability of the Company. In addition, the Company integrates key ESG risks into our overall risk management system, and senior managers participate in assessing key business-related risks and developing risk response measures.

During the reporting period, the Board, through special presentations by the ESG Office, Board training and daily inquiries, gains a clearer understanding of the evolving global ESG landscape and stakeholders' feedback on the Company's ESG performance, and reviews the Sustainability Report and ESG matters that have a significant impact on the Company, including but not limited to: (i) ESG strategy and target progress; (ii) monitoring the Company's commitment and performance on key issues such as response to climate change, environmental protection, and community engagement; (iii) assessing the differences of the Company's ESG performance at home and abroad; (iv) the reporting boundary of Sustainability Report and other ESG matters.

Materiality Assessment

In 2024, the Company conducted a comprehensive double materiality assessment to ensure that the issues covered in the report align with internationally-recognized best reporting practices. This assessment allowed us to determine whether the issues mentioned in the report had a significant impact on the economy, environment, society, and corporate value, thereby assisting us in identifying risks and opportunities that significantly affected ESG strategies and objectives from both financial and non-financial perspectives.

Through the assessment, we gained a deeper understanding of stakeholders' concerns and interests regarding the issues. To ensure transparency in the process and fairness in the results, this assessment was conducted by a third-party consultant. We adopted the internationally recommended three-step process to complete the dual-materiality assessment, which includes issue identification, priority determination, and verification.



Sustainability Policies

To institutionalize the promotion of sustainable development, CR Mixc Lifestyle has established various policies on environment, society, and governance, which are published on the Company's official website and other channels.

Category	Policy	Policy highlights
General principles	CR Mixc Lifestyle Sustainability Policy	It specifies the Company's sustainability governance methods, key areas and measures.
	CR Mixc Lifestyle Anti-bribery and Anti-corruption Policy	It specifies the Company's work direction and principles of anti-bribery and anti-corruption, as well as the implementation of an-corruption training, etc.
Governance	CR Mixc Lifestyle Whistle-blowing Policy	It specifies the channels, processes and anti-retaliation measures taken by the Company to safeguard the legitimate rights and interests of internal and external whistle-blowers.
	CR Mixc Lifestyle Supplier Code of Conduct	It specifies the Company's framework requirements for suppliers in terms of business ethics, labor and human rights, employee health and safety, etc.
	CR Mixc Lifestyle Sustainable Procurement Policy	t specifies the Company's framework for incorporating environmental, social and governance factors into the procurement process to promoting sustainable procurement.
Environment	CR Mixc Lifestyle Policy in Response to Climate Change	It specifies the governance, measures and processes of the Company to address climate change.
	CR Mixc Lifestyle Environmental Management Policy	It specifies the Company's environmental management system, as well as key initiatives in areas such as resource utilization and emissions management.
Society	CR Mixc Lifestyle Human Rights Policy	It specifies the Company's compliance with international labor standards, and prohibiting any form of modern slavery.
	CR Mixc Lifestyle Compensation and Benefits Policy	It specifies the composition of the Company's compensation and benefits system, as well as the principles for integrating sustainable performance into the compensation system.
	CR Mixc Lifestyle Health and Safety Policy	It specifies that the Company should take primary responsibility for safety, and establish a health and safety risk system that covers all employees and all scenarios.

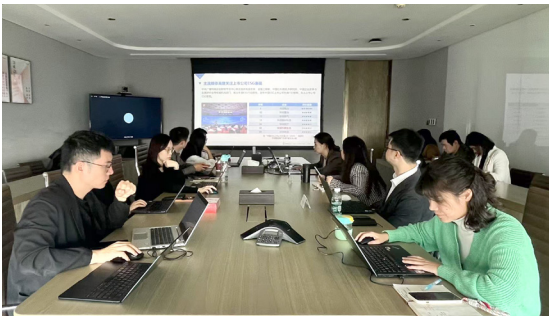
Capacity Building for Sustainable Development

Sustainable development cannot be achieved without the support of the Board and all employees in understanding and implementing the sustainability concept. The Company has incorporated training activities themed on environment, society, and governance into our ESG development goals to enhance the understanding of the Board and all employees on the latest information, advancement and progress of sustainable development, and to promote the establishment of an effective and permanent capacity building system for sustainable development. In 2024, the Company organized multiple publicity activities covering various sustainability-related issues, including climate change, carbon peak and carbon neutrality, WELL healthy buildings, sustainability information disclosure, and the current status and trends of international ESG ratings.

 2030 sustainability target Provide training themed on ESG	 2024 sustainability target:  completed Organized six training sessions on environment, society and governance
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Training on climate change response: On April 19, 2024, the Hong Kong Stock Exchange issued new requirements for disclosing climate-related information. CR Mixc Lifestyle promptly followed up by organizing a training session on how to address climate change. Members of the Company's ESG environmental issue team, business departments, and risk control & management departments were invited to participate. External experts were present to share their insights into the background, industry trends, and regulatory policies concerning climate change issues.



Training on sustainability information disclosure: We organized training sessions on sustainability information disclosure for various divisions and entities of the headquarters. Industry experts were invited to introduce and explain the domestic and international standards for sustainability information disclosure in 2024, and to analyze the differences and deficiencies in the Company's disclosure practices, aiming to empower the reporting team to acquire and understand the latest standards.

Engagement of Stakeholders

We have established an effective mechanism for stakeholder engagement to ensure our access to diverse perspectives and expectations, identify and respond to the demands of stakeholders, thereby helping us to determine current and future sustainable development strategies. We have actively communicated with parties directly related to our business operations, including employees, consumers, tenants, property owners, suppliers, and investors. Furthermore, we have built effective communication channels with external groups and organizations that provide guidance to the Company in key areas, such as local communities, non-governmental organization partners, government agencies, scientific research institutions, media, and industry associations.

In 2024, the Company communicated with key stakeholders through the following channels, so as to effectively respond to their demands and coordinate our efforts in the field of sustainable development.

Stakeholder category	Expectations and demands	Main responses	Main communication channels
Government and regulators	<ul style="list-style-type: none">High-quality developmentOperations based on laws and regulationsSupporting localImplementing national policies	<ul style="list-style-type: none">Response to government requirementsOperations based on laws and regulationsContributing to urban development	<ul style="list-style-type: none">MeetingDaily communicationPublic inquiry
Shopping mall consumers	<ul style="list-style-type: none">Product and service qualityProtecting legitimate rights and interestsProviding value-added servicesIntelligent services	<ul style="list-style-type: none">Ensuring service qualityImmediate response to and settlement of consumers' complaints and requirementsUtilizing technological innovation and information technologies	<ul style="list-style-type: none">Satisfaction surveyMembership activitiesService hotline
Brand owners/tenants	<ul style="list-style-type: none">Sharing business resourcesProviding a good operating environmentReasonable rental policiesOpportunities for cooperative development	<ul style="list-style-type: none">Creating cooperation projectsProviding empowerment trainingProviding innovation-based and value-added services	<ul style="list-style-type: none">Satisfaction surveyTenants' meetingService hotlineDaily communication
Property and community owners	<ul style="list-style-type: none">Property service qualityValue-added services for communitiesParticipation in community governance	<ul style="list-style-type: none">Providing thoughtful and reliable servicesProviding diversified communication channelsImproving the management of owners' complaints	<ul style="list-style-type: none">Community activitiesProperty stewards hotlineZhaoxi APP

Stakeholder category	Expectations and demands	Main responses	Main communication channels
Employees	<ul style="list-style-type: none">Protecting labor rights and interests of employeesEstablishing an employee growth and development platformCaring about employee health	<ul style="list-style-type: none">Protecting legitimate rights and interests of employeesEstablishing a competitive compensation and benefits systemProviding diversified training programsImproving employee satisfaction	<ul style="list-style-type: none">Employee satisfaction surveyPerformance feedbackWorkers' congressLabor unionEmployee activities
Suppliers	<ul style="list-style-type: none">Cooperation, mutual benefits, and win-win resultsAchieving common growthPromoting industry development	<ul style="list-style-type: none">Strictly complying with the requirements of contractsProtecting the rights and interests of suppliers' employeesEstablishing a business ethics system covering all suppliers	<ul style="list-style-type: none">Supplier qualification auditSuppliers' meetingDaily communication meetingPerformance assessment mechanism
Investors/ shareholders	<ul style="list-style-type: none">Steady value creationInformation transparency and opennessProtecting the rights and interests of shareholders	<ul style="list-style-type: none">Strengthening corporate governanceImproving information disclosureEnhancing investor relations management	<ul style="list-style-type: none">Performance briefingAnnual reports and mid-term reportsDaily information disclosureShareholders' meetingInvestor Open Day
Industry associations/Industrial, academic and research institutions	<ul style="list-style-type: none">Observing industry standardsPromoting industry developmentAdvancing industry innovation	<ul style="list-style-type: none">Strengthening external communication and cooperationParticipating in research on industry innovation	<ul style="list-style-type: none">Industry forums and exhibitionsCommunication activitiesSeminars
General public	<ul style="list-style-type: none">Supporting public welfare of communitiesProviding job opportunitiesAddressing climate changeProtecting ecological environment	<ul style="list-style-type: none">Engaging in community constructionActively participating in social welfare and charitable donationsFully implementing green operation and green office practices	<ul style="list-style-type: none">News and informationOfficial websiteSocial mediaPublic activities
Media	<ul style="list-style-type: none">Information transparency and openness	<ul style="list-style-type: none">Establishing and improving the spokesperson systemImproving communication with media	<ul style="list-style-type: none">News conferenceWebsites and social mediaMedia Open Day

01

Mixc Lifestyle Ecosystem

CR Mixc Lifestyle has always emphasized the long-term and sustainable development of cities. As a leading property management and business operation service provider, our business activities are rooted in cities and communities. Based on the ecosystem business model, we have established extensive connections with customers, partners, communities, and other stakeholders. By integrating high-quality resources and operating full-format urban spaces, we aim to provide high-quality services for all customers and stimulate urban economic growth and vitality while helping to build sustainable cities and communities. This chapter mainly elaborates on the Company's progress in participating in community construction and promoting urban development.

Progress Summary

- ✓ Released the *SHENZHEN MIXC Community Prosperity Report*, and determined the framework for institutionalizing the promotion of community prosperity
- ✓ Participated in the WELL at Scale program, which covers 50 projects of shopping malls and office buildings with a total GFA of 7,416,731 square meters, imposing a positive effect on the health and well-being of 323,369 space users
- ✓ Continuously forged ahead with rural revitalization by carrying out a public welfare educational aid program MIXC GUARD, Nurturing Hope, covering 12 CR Hope Towns, two natural villages, and benefiting a total of 2,178 rural children, with an increasing number of children covered by the program year-on-year



Community communication and inclusion



Local economic development promotion



Intelligent community

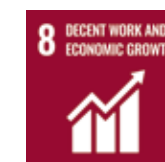
Priority issues covered in this chapter

Aspect B8
KPI B8.1/B8.2

HKEX ESG indicators involved in this chapter

S1.1.1-S1.1.2/S1.1.5
S1.2.1/S1.2.6/S2.1.13

CASS-ESG6.0 indicators involved in this chapter



SDG issues involved in this chapter

Overall Guideline

CR Mixc Lifestyle has comprehensively assessed the environmental, social, and economic impacts of our business operations, and integrated the demands of relevant stakeholders into all aspects of the Company's operations. Relying on excellent operations, the Company has continuously enhanced the corporate value. While empowering local economic development and stimulating urban vitality, we have established a smooth community communication mechanism, and provided efficient public services in response to the demands of community stakeholders. We have actively fulfilled our corporate social responsibility by closely integrating corporate development with communities and cities, and carrying out diversified public welfare activities. In addition, we have encouraged employees to participate in volunteer services and contribute to the development of communities and cities.

Case

SHENZHEN UNIVERSIADE WORLD serves as an engine of vibrant urban spaces

In July 2024, SHENZHEN UNIVERSIADE WORLD was opened to business. Situated in the central area of the Shenzhen-Hong Kong International Science & Education City in Longgang District, this project is connected to Metro Line 16, boasting traffic convenience that radiates to both the eastern and western parts of the city. Covering an area of 520,000 square meters, the project includes the phase-I cultural and sports venues, public service facilities, and the phase-II commercial complex. It is not only the first public-private partnership (PPP) project of CR Mixc Lifestyle, but an innovative product exploring to provide operational services for urban spaces.

The project abandons the model of a traditional shopping center and embraces a low-density and leisurely commercial complex based on its special terrain, aiming to create a park-view design to bridge the gap with local residents. By renovating long-vacant Universiade venues and blending the natural resources around a lake, cultural and sports facilities, and park landscape, it intends to create a breathable open street block. During the construction phase, numerous sustainable elements have been fully integrated into the project. Through purifying lake water, reshaping waterfronts, and constructing near-lake walkways, this complex is designed to form a park environment close to nature, strengthen interactions with the community and maintain sustainable development.



- With large-scale spaces and diversified scenarios, we aim to foster a social setting that encompasses cultural, entertainment, and natural elements. Through innovative offerings, natural and carefree spaces, and a neighborhood-friendly community atmosphere, we provide a vibrant and dynamic place catering to various needs of citizens.
- We strive to build a distributed photovoltaic system and a high-standard energy demonstration base integrating "photovoltaic power generation, energy storage, charging facilities, and swapping functions", and build two tailor-made green and low-carbon facilities, namely a low-carbon venue and a new-energy parking lot, according to local conditions. It is expected that the system will generate 1.02 million kWh of electricity annually, saving 359 tons of standard coal, reducing approximately 3,392 tons and 105 tons of carbon dioxide and sulfur dioxide emissions respectively.
- The project is infused into the Universiade Park for regional coordination, covering an extended area of 1.53 million square meters. By keeping the original elements of "mountains, water, stones", we continue to improve and expand diversified urban functions, creating a new urban landmark that satisfies the needs of different groups of people.

Community Communication and Inclusion

2030 sustainability target	2024 sustainability target	completed
Incorporate the community prosperity framework into business operations, and contribute to building sustainable cities	Released the <i>SHENZHEN MIXC Community Prosperity Report</i> , and established a community prosperity assessment framework	

As a leading urban operation service provider, the Company has launched numerous projects imposing significant influence on urban development, and fulfilled a broad spectrum of social functions. We have emphasized collaboration with government agencies, communities, and partners to help build sustainable cities and communities, thereby enhancing the well-being of all stakeholders.

The year 2024 marks the 20th anniversary of the launch of our first Mixc shopping mall project - SHENZHEN MIXC, as well as the 20th anniversary of the establishment of Mixc Commercial. By taking SHENZHEN MIXC as a sample, we have thoroughly reviewed the progress and highlights of interactions between the project and our city and community stakeholders, and published the *SHENZHEN MIXC Community Prosperity Report* in collaboration with specialized agencies. This research report, based on the core business of Mixc Lifestyle Ecosystem, lays a foundation for establishing a set of sustainable development indicators applicable to our projects and promoting the management of the Company's community issues based on these indicators. For specific details, please refer to the chapter on Responsibility Focus.

Urban space operations

HKEX
Aspect B8
KPI B8.1

Relying on excellent operations of commercial complexes, office buildings, property communities, and other spaces, CR Mixc Lifestyle has created multifunctional service scenarios that bring together consumption, living, social interaction and culture, offering a vibrant and distinctive spatial environment for the city and meeting people's needs for a better urban life.

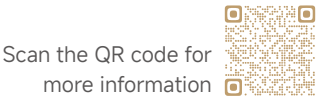
Case SHENZHEN MIXC WORLD enriches a sustainable commercial circle with content operation

Since 2022, SHENZHEN MIXC WORLD has launched a new trend-setting cultural brand MIXTURE, gradually establish a dialogue platform with the community. In 2024, this project continued its positioning as a pioneer and influencer in promoting creative lifestyle concepts, and organized a momentous event themed MIXTURE Sustainable Fest. More than ten brands introducing sustainable lifestyles for the first time were brought into the neighborhood, covering numerous elements such as recycling, green travel, light outdoor activities, and sustainable folk art, in pursuit of blending sustainable lifestyles with modern cities in a more diversified and accessible way. During the event, the project also collaborated with retailing brands in creating one circular space, holding two sustainable exhibitions, building eight sustainable brand studios, and organizing various interactive activities including more than ten interviews with brand owners, and recycling of empty cosmetic bottles, resulting in a total platform exposure of over 3 million.



Case Shenzhen Hongqiao Park explores a better urban life in a park

The elevated red corridor in the Shenzhen Hongqiao Park spans a total length of four kilometers, making it the second largest steel structure landscape bridge in China. This red bridge connects the city with the forest, seamlessly blending natural scenery with modern urban landscapes. Since launching the project in May 2024, CR Mixc Lifestyle has created a green and low-carbon public space that brings together ecological protection and urban functions. The Company has also provided operational services in the park, such as commercial operations, space operations, and cultural IP operations, significantly enhancing the quality of urban space and offering a model for the sustainable development of future urban parks.



Community well-being

HKEX
Aspect B8
KPI B8.1


A friendly community encompasses the construction and development of community public facilities, and cares about the sense of belonging and participation of relevant parties in the community. Engaging in community construction, CR Mixc Lifestyle has emphasized the integration of more public and cultural elements into our project operations, and paid attention to the health and safety of public space users. We have conducted various community activities, creating a favorable environment for community stakeholders. In addition, we have played an active role in promoting the blending of our business operations with urban culture, and ensuring the success of major events or competitions held in cities, thereby contributing to building a thoughtful, sustainable friendly community.

Health and safety


As a city operation service provider, we place the health and safety of space users in an important position, and are committed to integrating health and safety into all aspects of our business. In 2024, the Company participated in the WELL at Scale program, further aligning ourselves with international healthy building standards. This program covers 50 shopping malls and office buildings, the first 13 of which were certified by the WELL HSR (Health and Safety Rating) system.

Case CR Mixc Lifestyle launches the WELL at Scale program


CR Mixc Lifestyle has positively impacted the health and well-being of 323,369 space users through the implementation of the WELL at Scale program, which covers 50 projects of shopping malls and office buildings with a total GFA of 7,416,731 square meters. In July 2024, 13 projects including SHENZHEN MIXC and CHINA RESOURCES TOWER received the WELL Health and Safety Rating (WELL HSR) certificate from the International WELL Building Institute, demonstrating the Company's effective measures to ensure the health and safety of visitors.




50
Locations




1
Country



7,416,731
Square meters



323,369
Persons impacted



2
WELL's qualified specialists

WELL HSR-certified projects

No.	Projects	SIZE (SQM)	City
1	CHINA RESOURCES TOWER	196,636.24	Shenzhen
2	CHINA RESOURCES BUILDING (SHENZHEN)	52,400.86	Shenzhen
3	CHINA RESOURCES BUILDING (BEIJING)	54,071.70	Beijing
4	EMBANKMENT SQUARE	133,775.81	Shanghai
5	SUHE CENTRE	96,812.86	Shanghai
6	TOWER BCD OF CHINA RESOURCES LAND BUILDING	204,311.09	Shenzhen
7	PHOENIX PLACE	83,502.18	Beijing
8	SHENZHEN MIXC	249,999.65	Shenzhen
9	HANGZHOU MIXC	174,999.76	Hangzhou
10	SHENYANG MIXC	165,999.77	Shenyang
11	CHONGQING MIXC	293,923.59	Chongqing
12	XIAMEN MIXC	142,876.80	Xiamen
13	SHENZHENBAY MIXC	79,999.89	Shenzhen



Congratulations to CR Mixc Lifestyle for becoming one of the leaders in making people healthier, buildings better, and organizations stronger. By participating in the WELL at Scale program, CR Mixc Lifestyle demonstrates deep caring for the people.

- Rachel Hodgdon, President and CEO of IWBI

Extended reading:

WELL HSR, launched by the International WELL Building Research Institute (IWBI), is an evaluation criterion based on evidence-based research and third-party independent verification, focusing on operational policies. It includes five dimensions: hygiene and cleanliness regulations, emergency preparedness plans, health service resources, air and water quality management, and stakeholder engagement and communication. WELL HSR can better help property projects' operation management, facility maintenance and emergency response to meet widely-recognized safety and health assessment standards, and improve users' awareness and understanding of health.

Case

Creating a youth-friendly community

A youth-friendly community refers to a commercial space that attracts and serves young consumers by optimizing spatial design, introducing trendy brands, and hosting diversified activities. In terms of space creation, it incorporates various elements of environmental protection, health, and sustainable development. Actively responding to the demands of the times, many of the Company's projects have launched youth-friendly communities to foster a diverse, fashionable, trendy, and sustainable consumption environment.



WUXI MIXC launches community events together with partners: We organized socializing activities such as cycling, running, paddle-boarding, kayaking, skating, and other sports, and established a "youth sports-friendly community" to launch community events together with partners, thus forming a large sports community alliance.

WUXI BINHU MIXC ONE creates a Youth-Friendly Neighborhood: By collaborating with local cultural and tourism bureau and other relevant departments, this project worked with the government to organize activities such as Reading Day, free TCM clinics, and Drama Festival, providing community residents with rich cultural experiences and healthcare services.



SHENYANG MIXC introduces a Youth-Friendly Neighborhood: Starting from spatial partition and spatial positioning, this project created areas for various activities such as a wave-making pool, drifting mahjong, beach billiards, and retro bowling. It has brought together 16 stylish brand stores, offering a new socializing venue for young consumers. It has been selected as a demonstration site for Youth-Friendly Neighborhood in Shenyang.

Enriching living experiences in the community

HKEX
Aspect B8
KPI B8.1

The Company's projects encompass a variety of business forms such as shopping malls and residential buildings. We have actively participated in providing public cultural services for communities and strengthening interactions and communication with relevant parties through the organization of various featured activities, thereby becoming an important part of urban cultural life.

Taking residential projects as an example, we have incorporated the organization of community activities into our standard daily operations. In 2024, the Joyful Neighborhood Community program of MIXC SERVICE has introduced more than 8,000 featured activities in 1,200 communities nationwide. In terms of shopping mall projects, providing the public with a rich array of cultural and artistic activities has become one of the Company's key operational tasks each year. In 2024, 45 MIXC ONE projects in 32 cities nationwide have collaboratively launched exclusive lifestyle proposals, bringing diverse and vibrant experiences to our consumers.

Joyful Neighborhood Community It is a community-based social platform aiming at promoting neighborhood interactions and enhancing community cohesion through both online and offline activities, which specifically include:	
Community activities	Organizing various cultural, recreational, sports, and parent-child activities to enhance neighborhood exchanges.
Online interactions	Providing community information, event registration, neighborhood exchanges, and other functions through APPs or WeChat mini-programs.
Resource sharing	Promoting the sharing of resources among neighbors, such as exchanging second-hand goods and mutual assistance in skills.
Convenience services	Providing property maintenance reporting, express delivery collection, and other services to improve convenience.
Community culture	Advocating for a harmonious and mutually supportive community culture, and fostering a friendly atmosphere.



MIXC SERVICE collaborates with communities nationwide on the Joyful Neighborhood Community program in 2024: Over 1,200 communities nationwide have carefully planned and organized more than 8,000 Health for All, Happy Summer themed activities such as Dopamine Olympics, Ball Friends Carnival, Brain Carnival, Water Carnival, Traditional Chinese Sports Meeting, and Mixc Marathon Game for Kids, with the participation of over 1.5 million property owners.



MIXC ONE organizes Summer Together themed activities nationwide: In July 2024, 45 MIXC ONE projects across 32 cities nationwide collaborated to launch an annual lifestyle program exclusive to MIXC ONE consumers. We invited citizens to step away from their daily routines, involving a clink of coffee cups or wine glasses in a cozy atmosphere, embracing the summer night breeze, having some fun and enjoying the beautiful life.

Supporting major events and competitions

We have seen our participation in the support of major urban competitions as an important task to fulfill our corporate social responsibility. We have actively allocated resources and made every effort to ensure organizational support for these big events. This year, we provided supporting services for multiple national and international conferences, events, and competitions, effectively fulfilling our corporate social responsibility.

Providing comprehensive support for Chengdu Sci-fi Museum: In January 2024, the highly anticipated Chengdu Sci-fi Museum officially opened, bringing citizens a brand-new science learning and experience platform. CR Mixc Lifestyle's Chengdu Property Company worked together with Chengdu Science and Technology Innovation New City Investment & Development Co., Ltd. to establish a new joint venture, focusing on four major business areas: brand promotion, investment attraction and operation, property services, and smart services. Through Mixc's diverse services for quality spaces, refined management of smart spaces, and exploration of multiple operations in spaces, this joint venture adopts a "brand + business" strategy to create a safer, more comfortable, and more interesting science fiction experience environment for citizens, providing strong support for Chengdu to build a new cultural landmark.



Ensuring the success of the 12th National Traditional Games of Ethnic Minorities:In November 2024, the 12th National Traditional Games of Ethnic Minorities came to a close at the Sanya Sports Center in Hainan. As the highest-level and largest-scale national comprehensive ethnic sports games organized by Hainan since its establishment as a province, the event attracted nearly 10,000 athletes and guests. During the event, CR Mixc Lifestyle carefully organized more than 100 elite security personnel from all over the country to form a professional service team, which was involved in the opening and closing ceremonies of the Games as well as comprehensive venue support. With professional service standards and a high sense of responsibility, we have played an active part in ensuring the smooth hosting of this event.



Providing supporting services for the 2024 World Aquatics Diving World Cup Finals



Participating in supporting the Dragon Boat Race of the 2024 First National Fitness Competition (South China Region)

Regional culture

We focus on key areas such as local cultural heritage, urban humanistic development, and public art spaces. Through new forms of activities and rich cultural experiences, we aim to endow urban space experiences with new value, achieve deep integration of business operations and urban culture, and effectively enhance the city's cultural identity.

Case Exploring regional cultural essence and realizing the creation of cultural value

By extensively exploring and precisely refining the distinctive cultural elements of a regional project, CR Mixc Lifestyle have launched a variety of activities featuring local cultural uniqueness, such as introducing local brands, innovating cultural and creative products, and delivering intangible cultural heritage performances. We have also organized a series of brand events that are involving a bustling city life, full of artistic flavors, and strongly associated regional projects. In doing so, we have achieved the discovery of cultural profundity and continuous creation of cultural value, while enhancing the cultural experience of visitors.



Promoting Shanxi culture on TAIYUN BELL TOWRE STREET: On TAIYUN BELL TOWRE STREET, we have delved deeply into local culture, creating the officially recognized must-go shop Shanxi Tour and Viewing the Fen River. Over a hundred cultural and creative products themed Traveling in Shanxi with the Monkey King have been developed, leveraging the influence of internet celebrities to promote Shanxi culture. In the first month of operation, this project attracted over 100,000 visitors to experience its uniqueness, making TAIYUN BELL TOWRE STREET a hotspot gathering area related to Black Myth: Wukong. By integrating the popularity of the game with local culture,TAIYUN BELL TOWRE STREET has become an urban cultural window showcasing the charm of Taiyuan as well as a successful landmark of Shanxi.



Infusing urban public art into commercial practices: NANJING MIXC WORLD has organized the Our Plane Tree 2.0 public art exhibition, presenting London plane tree as a symbol of city memory in an easygoing manner through exhibition viewing and social interactions. This project also intended to connect the exhibition with the core tourist area near the Confucius Temple, and, by surrounding 37 plane trees along the street and using renewable and eco-friendly materials, lead consumers to explore friendly relationships between humans and nature, between humans and animals, and between humans themselves.



ZHUHAI MIXC ONE opens a window for urban culture: On the occasion of the World Earth Day and the World Oceans Day, ZHUHAI MIXC ONE sponsors the Urban Resonance Life Festival themed on Sustainable Artwalk Program in the springtime of every year, and, together with the World Wildlife Fund (WWF) and the One Planet Foundation in Shenzhen, presents the marine ecosystem art exhibition Inside and Outside the Fishing Net (the first exhibition among our shopping malls nationwide) and the urban farm planning & ecosystem exhibition.

Social welfare

HKEX
Aspect B8
KPI B8.1,B8.2

While focusing on our own brand building, CR Mixc Lifestyle has actively collaborated with various social forces, leveraging our strengths in service leadership and resource integration. Through long-term, sustained, and well-planned public welfare investment, the Company has carried out volunteer services and social welfare activities, promoting the deep integration of business development with corporate social responsibility.

Case Bringing warmth to city guardians with concrete actions

CR Mixc Lifestyle has established service platforms such as Mixc Aid Station, Love Station, and Labor Union Station to provide outdoor workers and workers in new business forms including traffic police, delivery drivers, and sanitation workers, with services like drinks and medicines, resting and shading places, as well as volunteer activities, so as to convey our care through concrete actions.



Mixc Aid Station of Chengdu Property Company: The Company encourages the establishment of Love Stations and Aid Stations for delivery personnel and couriers in shopping malls and property projects. In 2024, Chengdu Property Company launched a series of Mixc Aid Station activities for the third consecutive year, sending nearly 10,000 bottles of mineral water, over 7,000 refreshing drinks, and approximately 400 heatstroke preventives to front-line workers, earning high praises from numerous urban workers.

Volunteer service program of NANCHANG QINGSHAN LAKE MIXC ONE: The project established the first large-scale Love Station in the Qingshan Lake District. The actual service zone covers an area of 70 square meters, providing free charging, drinking water, resting places, and other services, with a capacity to accommodate more than 50 persons at the same time. Relying on the Love Station platform, the project has carried out 12 volunteer service activities, covering more than 1,000 persons.

NINGBO MIXC Labor Union Station: In June 2024, the NINGBO MIXC Labor Union Station was officially unveiled and put into use. Through activities such as Sending Summer Drinks, Promoting Legal Knowledge, Free Physical Examination, and Offering Three Services (Digital Service, Policy Service, and Hotline Service), the station has provided services to over 800 individuals in new employment forms and outdoor workers, including food delivery drivers, couriers, and sanitation workers.



Case Building a Red Concentric Circle to promote the integration of business operations with people's livelihood

In 2021, CR Mixc Lifestyle's first Red Concentric Circle program was put into operation at the SHENZHEN-BAY MIXC. The Red Concentric Circle, centering around the Mixc's commercial complex, aims to establish a mechanism involving relevant parties such as government agencies, enterprises, tenants, and property owners. Guided by the concept of "seeking common progress and maintaining co-existence", relevant parties within the circle collaborate with each other on supporting social welfare, arranging visits to well-known enterprises, and advancing mutual development. With the support of the Red Concentric Circle, CR Mixc Lifestyle has actively facilitated the cooperation with external partners on social emergency projects, as well as the Oriental Studio, the Home of Overseas Chinese, and the Mixc Blue & Pomegranate Red Studio. We continuously promotes extensive integration of business operations with people's livelihood by creating worry-free shopping malls to benefit people's livelihood and health, and creating youth development commercial circles relying on Concentric Circle program in depth. By the end of 2024, 16 Red Concentric Circles have been put into operation, attracting a total of more than 100 co-building partners.



The Red Concentric Circle in Jiangyang District of Luzhou enables the construction of a youth development commercial circle

Rural revitalization

HKEX

Aspect B8

KPI B8.1,B8.2

<div>📌 2030 sustainability target</div> <div>Continuously forge the socially responsible brand MIXC GUARD, and actively fulfill social responsibilities</div>	<div>📌 2024 sustainability target</div> <div>Carried out MIXC GUARD, Nurturing Hope public welfare educational aid and agricultural aid activities, benefiting 2178 rural children and 14 villages, and gaining reports from leading media</div>	<div>✅ completed</div>
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CR Mixc Lifestyle regards rural revitalization as an important issue of corporate social responsibility. In 2021, using the Red Steward platform as a driving force, the Company brought a proven urban property management model into CR Hope Towns in the form of public welfare. In 2023, we launched the socially responsible brand MIXC GUARD, which comprises four key areas including rural revitalization. This brand aims to promote economic, governance, and ecological development of CR Hope Towns and counties designated to receive assistance and support from local governments through rural governance, integrated industrial resources, and public welfare projects.

In 2024, the Company carried out public welfare educational aid and agricultural aid activities for two consecutive years. The public welfare activities for education covered 12 CR Hope Towns and two natural villages, benefiting 2,178 rural children. The agricultural aid activities focused on promoting local specialties of Hope Towns through the CR Commodity Direct Selection Platform, resulting in an exposure of over one million and effectively assisting the publicity and marketing of local agricultural produce. Also in 2024, we held the first commendation ceremony for the Company's outstanding entities, so as to inspire innovation in rural revitalization through performance recognition and evaluation.

Red Steward

Over the course of long-term practices, the Company has precisely identified the mutually beneficial points between property services and rural revitalization, established the Red Steward property management model, and formulated flexible management strategies based on the geographical environment, cultural characteristics, and development needs of different villages. We have designed a scientific, reasonable, and easily-practiced rural property service system, providing an excellent example for rural property management in other regions. In 2024, ten Red Stewards from CR Hope Towns participated in the empowerment training organized by CR Group, which covers topics such as integrity and anti-corruption education, rural common prosperity empowerment, rural management talent cultivation, and Red Research and Study, further enhancing the professional abilities of Red Stewards.



Red Stewards participate in the 2024 CR Group Empowerment Training

Extended reading: CR Mixc Lifestyle Red Steward

Red Steward is a working platform where CR Mixc Lifestyle extensively participates in and effectively integrates business operations into community governance. Combining our resource advantages in high-quality property management and rich experience in urban community services, CR Mixc Lifestyle first introduced the concept of Red Steward to CR Hope Town in 2021, starting a new path for rural governance and rural services. The Red Steward platform creatively proposes an operational mechanism of Three Joints and Five Commons (Three Joints: joint construction of organizations, joint prevention of risks, and joint promotion of development; Five Commons: common governance of environment, common cultivation of culture, common consultation on affairs, common sharing of information, and common prosperity through win-win cooperation) to improve the environmental governance of Hope Towns, provide job opportunities for nearby villagers, and enhance the comprehensive risk prevention and control of the towns. As of 2024, the Company has entered into 10 Hope Towns, fully taking over their property management businesses and actively promoting the building of a new countryside and rural revitalization.

Public welfare education aid

The Company has always been committed to fulfilling our social responsibility and corporate mission. Through launching nationwide public welfare educational aid activities and regularly conducting quality education courses, we have worked with more public welfare partners to support the development of quality education in rural areas.

Case
Serving comprehensive rural revitalization with MIXC GUARD

In July 2024, the opening ceremony of the 2024 MIXC GUARD, Nurturing Hope public welfare educational aid activities was held in Zunyi China Resources Hope Town. Local government representatives, villagers from the town, management team of the Company, public welfare partners, student representatives, and media guests attended this event. The event hosted a MIXC GUARD public welfare lecture, providing school-age children with courses on literature and art, logical thinking, language literacy, and other topics. More than 1,300 pieces of children's sports equipment, desks and chairs, educational puzzles, drawing books, and other learning supplies and materials were brought to the town. These materials came from donations of merchants and property owners in Yunnan, Guizhou, Sichuan, Chongqing, and other places, as well as employees of CR Mixc Lifestyle, to encourage children to boldly unleash their personality and creativity and help promote the balanced development of quality education in rural areas. Starting from this, numerous entities under the Company actively planned and promoted the organization of various activities, continuously improving the effectiveness and influence of educational aid activities. In 2024, these activities covered a total of 12 CR Hope Towns and two natural villages, benefiting 2,178 rural children.



Property Nanjing Regional Company: We donated 559 pieces of various school supplies to 125 children of Fanlou Primary School in Bailou Township, Suixian County, Shangqiu City, Henan Province, and mobilized warmhearted property owners and employees to deliver six public welfare lectures with a variety of courses such as music, art, and science experiments, integrating quality cultural courses like aesthetic education and intangible cultural heritage into rural classrooms.

Property Shenzhen Regional Company: We encouraged property owners and employees to donate over 70 sets of school uniforms and more than 1,000 pieces of stationery and sports equipment to students at the Baise CR Hope Primary School. We also organized a Creative Planet Lights handicraft course to spark children's imagination. Furthermore, we collaborated with Yue Nian Hua Rehabilitation Hospital to assemble a team of doctors to visit the school and conduct free screenings for common health issues among adolescents, including oral health, vision, and scoliosis. From diverse perspectives such as lifestyle and dietary habits, we disseminated health knowledge on disease prevention, treatment, and scientific healthcare practices to the students.



Commercial Northwest China: LANZHOU MIXC, in collaboration with the Lanzhou Maternal and Child Services Association and the Women's Federation of Chengguan District, has launched public welfare activities for local children in especially difficult circumstances. Focusing on their needs for love and care, we initiated the Mixc Star Charity Donation Program through the E-MiXC platform. We encouraged our members to make charitable donations on this platform, and then purchased and distributed care supplies in the same amount for the families of children in difficulties, helping them grow up in a healthier environment.



Public welfare agricultural aid

In terms of public welfare agricultural aid, the Company has started from supporting the development of small towns, and increased assistance in promoting featured agricultural products. We have selected high-quality local agricultural products, and expanded sales channels through our digital platforms such as E-MiXC and Zhaoxi APP, effectively raising the income of villagers.

Case
Property Chengdu Regional Company delivers agricultural aid to Hope Towns

Property Chengdu Regional Company organized personnel in conducting on-site inspections and selecting high-quality agricultural and sideline products in the towns. They utilized the online sales platform of CR Direct Selection Chengdu Mall and offline promotional activities to create sales scenarios. Leveraging the resources of MIXC SERVICE's staff and customer groups, Chengdu Property Company broadened the sales channels for the town's agricultural and sideline products, and completed over ten offline agricultural aid activities throughout the year.



Local economic development promotion

HKEX
Aspect B8
KPI B8.1,B8.2

Our businesses focus on the provision of quality-life services, and are closely related to people's daily lives. With our excellent operational capabilities, we play a pivotal role in assisting tenants in their business operations, contributing to tax revenue, and enhancing property owners' earnings, thereby advancing the formation and prosperity of community commercial circles. The Company is not only committed to realizing corporate value, but also actively drives local employment, adding strong momentum to regional economic development. Through continuous innovation and practices, we have actively developed the night-time economy and first-store economy, planned and organized distinctive events, and promoted local economic upgrading, successfully attracting new customers. In addition, we have endeavored to introduce more consumer scenarios, stimulated consumption vitality, and brought new drivers into the urban business ecosystem.

Retail sales

In 2024, the Company's shopping mall business demonstrated remarkable resilience, maintaining a growth rate that ranked among the top list in the industry. Throughout the year, 21 new shopping malls were opened to business, and the retail sales of our shopping malls in operation increased by 18.7% year-on-year, reaching RMB 215 billion.

- 21

Newly opened shopping malls
- 122

Total number of shopping malls
- 86

Number of shopping malls ranking top 3 locally by retail sales
- 50

Number of shopping malls ranking the first locally by retail sales

Night-time economy

As a bellwether of the urban consumption market, the night-time economy has emerged as a new engine driving urban economic development. We are committed to integrating top-grade resources for the night-time economy and meticulously crafting a demonstration project that blends innovation and quality. By merging urban avant-garde trends with the lively ambiance of everyday life, we aim to forge a distinctive new landmark of the night-time economy, injecting vitality into after-working hour consumption and leading the upgrade of night-life cultures.

Case

Lighting up the night-time economy, revitalizing the city

Through carefully-planned diversified activities such as themed night markets, cultural performances, and convenience services, we have successfully created multiple night-time economic consumption hot-spots. These activities not only provide citizens and tourists with a rich and diverse night-time consumption experience, but also significantly enhance the vibrancy of surrounding businesses, forming a new regional consumption pattern centered around the night-time economy, and further promoting the city prosperity and development.



Night-time cultural and tourism consumption activities at JIAXING NANHU PLACE: By deeply exploring the unique advantage of its open space, JIAXING NANHU PLACE has absorbed newly-emerged lifestyles, and launched a series of night-time cultural and tourism consumption activities to comprehensively create a featured night-life experience, continuously promoting the prosperity of the night-time economy. In July 2024, JIAXING NANHU PLACE was selected into the Third Batch of Provincial-level Night-time Cultural and Tourism Consumption Agglomeration Zones.

WUHAN MIXC launches initiatives to benefit consumers: WUHAN MIXC offered citizens with night-time parking convenience to rationalize the use of its parking resources after normal business hours, driving 51 commercial circles in Wuhan to follow suit, and alleviating the long-standing parking issues in old urban communities. This shopping mall also took measures beneficial to new energy vehicles, enhancing the convenience of charging and parking for new energy vehicles. These measures not only increased the flow of night-time consumers, improving the shopping mall's operational efficiency, and activating the vitality of the entire commercial circle, but also provided references for other shopping malls on how to participate in community governance and fulfill social responsibilities.



CHONGQING MIXC redefines consumer experience: With integrated high-quality resources, CHONGQING MIXC created a theater-themed pop-up pedestrian street and seamlessly blended trendy brands with the Ancient Tree Square, building a diverse space that integrates consumption, fashion, and artistic life. Through celebrity-endorsed pop-up stores and other formats, the project created diverse scenarios to meet the interests of young consumers, leveraging the fan economy to achieve a surge in exposure, further solidifying its leading position as a trendy cultural landmark. In the meanwhile, CHONGQING MIXC dexterously combined trendy and sports elements to stimulate the vitality and sense of participation of the city's young population, successfully creating a consumer experience favored by young people and continuously leading the new form of urban trendy culture.

First-store economy

The first store introduced to a region can fully leverage the synergy effect between brand value and regional resources, and create a strong consumer driving force that enables industrial upgrading and transformation, thereby exerting a profound positive impact on the regional economy. The establishment of the first store not only optimizes the allocation of brand and regional resources, but also brings brand-new lifestyles and consumption experiences to citizens, continuously invigorating the regional economy and promoting diversity of the business ecosystem.

SHENZHEN MIXC stimulating vitality with the first-store economy: Since its opening in 2004, SHENZHEN MIXC has actively leveraged the significant impact of the first-store economy, introducing more than one-third of brands that first entered the Chinese inland areas or Shenzhen. The World Ice Arena at SHENZHEN MIXC is China's first Olympic standard ice skating rink in a shopping mall. This ice rink was opened for business on January 1, 2005, with a total area of 3,600 square meters, including approximately 1,800 square meters of ice surface. At a height of over 15 meters, this indoor skating venue attracts 250,000 visitors annually and remains one of the most popular ice rinks in China with the highest turnover.



WUXI MIXC was awarded the outstanding contribution unit in first-store recruitment: Three brands, KAILAS, BROMPTON and Infinite Dream Space, have been selected as the first stores in the Economic Development Zone for 2024 and have officially signed up to settle in. In 2024, WUXI MIXC was awarded the honor of Outstanding Contributor for Attracting the First Stores in the Wuxi Economic Development Zone for 2024.

Intelligent Community

HKEX
Aspect B8
KPI B8.1

Digital technologies have profound and extensive significance for urban and community development. They can help improve efficiency, optimize resource allocation, enhance residents' sense of participation, and raise quality of life, driving communities towards intelligence, sustainability, and humanistic care. CR Mixc Lifestyle, following the strategy of "technology-powered production, digitized operation, intelligent space, and monetized data", has actively promoted and participated in the construction of intelligent communities. By leveraging technologies such as the Internet of Things (IoT), Big Data, Cloud Computing, and Artificial Intelligence (AI), the Company has promoted the implementation of facilities such as energy consumption monitoring, environmental sensors, intelligent garbage classification, and intelligent irrigation, which, as a whole, can add thoughtfulness and profundity to urban management and create a better life experience for residents.

1

Technology-powered production

By intelligently integrating information technologies, IoT, Big Data, and AI into various business operations of CR Mixc Lifestyle, we aim to enhance the standardization of high-quality services, improve human efficiency, and reduce costs.

2

Digitized operation

Through online businesses and services, online employees, and online customers, we achieve a digitalized model that integrates online and offline operations. This model optimizes customer services and redefines customer experience through the implementation of digitalized operations.

3

Intelligent space

By extensively analyzing customer demands and operational needs of various spatial scenarios in CR Mixc Lifestyle, we integrate various hardware technologies with software platform development systems to provide intelligent service solutions for these spatial scenarios.

4

Monetized data

We achieve long-term empowerment for customers, tenants, internal management, and employees through information systems, and accumulate high-quality data (transaction data, user behavior data, business data, etc.). By further enhancing long-term empowerment for customers, tenants, and property commercial operations through big data analysis and application, we tend to explore monetization of data assets.

In 2024, the R&D investment amounted to RMB **177** million, and the number of R&D personnel was **228**
Won the 2024 CIOC Real Estate Digital Power Award
Ranked among the 2024 **TOP10** China Commercial Management Enterprises in Digital Power and the 2024 **TOP7** China Property Enterprises in Digital Power

Case

WUHAN MIXC creates the first 5G intelligent commercial complex in Hubei

In March 2024, the Ecoverse integrated digital-physical consumption scenario, the first 5G intelligent commercial complex in Hubei Province jointly created by WUHAN MIXC and Wuhan Telecom, was officially put into use at WUHAN MIXC. The scenario encompasses multiple products such as AR intelligent shopping guide, AR car and store locator, AR cyber square, and AR billboards, accelerating the quality improvement and upgrading of information consumption, enhancing the digital consumption experience of consumers, and empowering the digital development of commerce in an all-round way.



AR shopping guide
& car and store locator



AR cyber square



AR billboards

Utilizing visual recognition positioning and cloud rendering technology, this product provides AR navigation for consumer destinations including food & beverage, entertainment, beauty salon, clothing, and other dining, shopping, and entertainment activities, and it is also capable of providing AR navigation for indoor parking lots

Consumers can identify and participate in marketing activity games placed in the virtual space of the complex through their mobile phone cameras and SLAM computer vision recognition algorithms. After participating, they can receive consumer coupons and navigate to the store with one click for verification and use

This product establishes a new spatial marketing model, and expands the limited physical space by using AR technology to create virtual AR advertising slots. Consumers can view the content of these AR advertising slots during their navigation process



Case

MIXC SERVICE's smart sanitation cloud system

In 2024, the smart sanitation cloud system, co-developed by Shenzhen Property Company, was officially launched in Nanhu Street and Sungang Street in Luohu District, Shenzhen. This system covers all aspects of sanitation operations through the following three core modules, achieving intelligent, refined, and efficient operation management, and facilitating the transition from traditional urban sanitation and environmental management to smart city stewardship services.



Personnel and vehicle
management module



Environmental
perception module

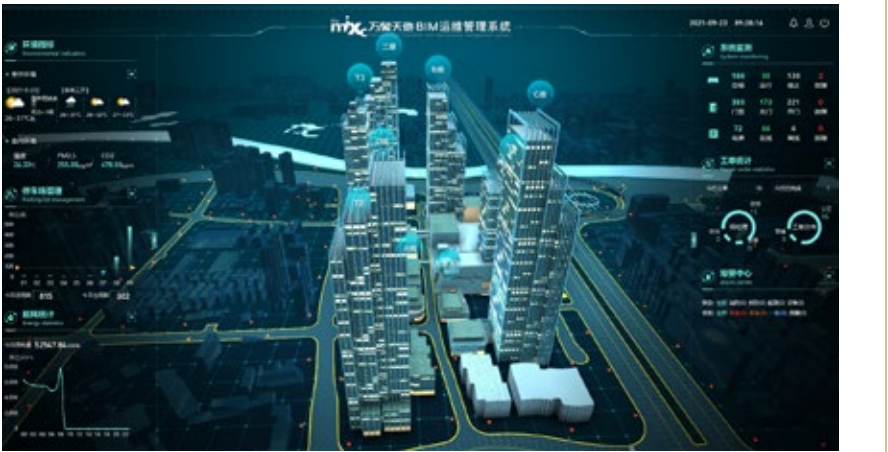


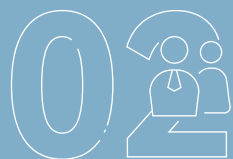
Intelligent device
application module

Based on big data analysis, this module accurately predicts operational needs, automatically schedules personnel and vehicles, and enables real-time monitoring and intelligent analysis of energy consumption for both human and vehicles. It provides energy-saving suggestions, including cost statistics analysis, fuel management, maintenance management, insurance, and annual inspection management, to promote green and low-carbon development. It boasts a prominent cost-effectiveness advantage. Since being launched, the module has reduced the total man-month work hours from 1,641 to 1,027, representing a 167% increase in energy efficiency

Using IoT technology, the environmental perception module can monitor the status of environmental sanitation equipment in real time, predict and prevent malfunctions, quickly respond to maintenance needs, ensure efficient and stable operation of the equipment, and reduce maintenance costs

The intelligent patrol robot, equipped with a high-definition camera and AI recognition technology, can automatically complete area patrols, task monitoring, and abnormality alarms, effectively maintaining order and safety in the neighborhood. The unmanned cleaning robot utilizes advanced navigation and obstacle avoidance technology to autonomously plan cleaning routes, achieving efficient all-weather cleaning, and significantly reducing the burden on manual labor. The intelligent trash overflow monitoring system ensures timely garbage removal, and avoids environmental pollution by monitoring capacity and sending alarms in real time





People Centricity

CR Mixc Lifestyle is well aware that employees are the key to the success of the Company's business. The employee issue covers a wide range of aspects, including human rights, compensation and benefits, employee training and development, health and safety, and many other dimensions. By upholding the principle of "respecting human value, developing human potential, and elevating human souls", we adopt innovative ways to attract talents, establish a well-rounded talent development system, strive to enhance employees' sense of happiness and gain, and share with them the fruits of the Company's development. This chapter mainly outlines the measures and progress made by the Company in safeguarding the employment and labor rights of all employees and supply chain partners in all aspects of business operations.

Progress Summary

- ✓ Won Respected Enterprise Award by *The Economic Observer*, and ranked among Top 6 Organizational Strength of Best Employers in China's Property Industry in 2024
- ✓ The investment in employee training amounted to RMB15.98 million, with a training coverage rate of 100%. The numbers of persons completing online learning of all courses in the Commercial Division and the Property Management Division were 93,500 persons per time and 38,000 persons per time respectively.



Talent
attraction
and reten-
tion



Protection
of labor
rights and
interests



Talent
training and
develop-
ment



Diversity
and inte-
gration



Employee
health and
safety

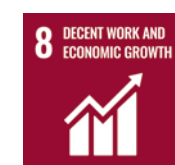
Priority issues involved
in this chapter

Aspect B1-B4
KPI B2.3/B4.1-4.2

HKEX ESG indicators involved in this chapter

S4.1.1-S4.1.2/S4.1.5/S4.1.8/
S4.1.10-S4.1.12/S4.2.1-S4.2.4/
S4.2.6/S4.3.1-S4.3.3

CASS-ESG6.0 indicators involved in this chapter



SDG issues involved in this chapter

Overall Guideline

The Company has formulated the *Human Rights Policy*, aiming to safeguard the employment and labor rights of all employees and supply chain partners in all aspects of business operations, provide equal opportunities for job applicants, create a diversified work environment, and eliminate any form of discrimination and prejudice. We have established a health and safety risk prevention and control system covering all employees and scenarios. Employees are provided with suitable working conditions to ensure reasonable working hours, competitive salaries and benefits, and right to holidays. We strictly implement a salary system that upholds gender equality and equal pay for equal work, and create a safe and healthy work environment to promote both physical and mental health of employees. In addition, we actively respond to the call of the country to stabilize and promote employment, and continuously create job opportunities, thereby contributing to the sustainable development of the community and society.

Talent Attraction and Retention

Employee recruitment

HKEX
Aspect B1,B4
KPI B1.1,B4.1,B4.2

The Company is committed to protecting the employment and labor rights of all employees and supply chain partners in all aspects of business operations. Pursuant to relevant principles and initiatives such as the United Nations Sustainable Development Goals (SDGs), the *International Labor Organization's Core Conventions*, the *Universal Declaration of Human Rights*, the *International Bill of Human Rights*, the *Ten Principles of the United Nations Global Compact*, the *United Nations Guiding Principles on Business and Human Rights*, and the *International Labor Organization's Declaration on Fundamental Principles and Rights at Work*, as well as policies and regulations such as the *State Council's Provisions on the Prohibition of the Use of Child Labor*, the Company has established our own standards. We integrate human rights concepts and social responsibility objectives into our daily business management, and commit ourselves to strictly abiding by all labor laws, regulations, and human rights standards in the regions and countries where the Company is operating. Details can be found in the *CR Mixc Lifestyle Human Rights Policy*. We encourage all partners and suppliers to comply with these policies and standards.

In 2024, we standardized the personnel recruitment process, including campus recruitment, social recruitment, special recruitment, and other activities, in accordance with the internal policies and rules outlined in the *Employee Handbook*, so as to ensure that all job applicants are treated in an amicable manner.

The human resources departments at all levels of the Company are responsible for the protection of human rights. Through personnel management, labor employment, holiday management, employee manual, and other personnel systems, we strive to safeguard the legitimate rights of employees, including labor-employer relationship, right to rest, health and safety protection, and reasonable compensation. These personnel systems are formulated through the procedures of general staff meeting or workers' congress in accordance with laws and regulations. In addition, the Company has established a compliance supervision system, based on which the human resources departments, in conjunction with legal and other compliance departments, conduct internal supervision and management work. This supervision system includes disciplinary and punishment measures for violations of various employment and employee rights, and is subject to revision and optimization in a timely manner according to relevant regulations and actual situations.

Driving employment

HKEX
Aspect B1

Through excellent operations, the Company not only bolsters the development of regional economy, but also provides a large number of job positions and employment opportunities for citizens, mainly including employment in property projects and recruitment by retail stores. To enhance the professional competence and employment competitiveness of the Company's employees, each project has established a continuous learning plan, providing management and professional skill-related courses for employees at all levels to improve their career competitiveness. In response to the national employment guidelines, we have implemented the policy of receiving and resettling retired military personnel, and broadened the employment channels and platforms for ex-military members, helping them to smoothly integrate themselves into the society and achieve career transitions. We have also earnestly absorbed fresh graduates for employment. In 2024, the Company opened up new employment channels for college graduates in Tibet, Qinghai, and Xinjiang regions.

Items	Unit	2024	2023	2022
Total employees	Person	42,046	40,977	40,239
Fresh graduates recruited	Person	620	1,561	866

Case WuHan WUCHANG MIXC supports the employment of military veterans

WuHan WUCHANG MIXC actively creates various employment opportunities for retired military personnel. In 2024, the project took numerous measures, such as organizing special job fairs for tenants, liaising with the Veterans Affairs Bureau to release recruitment information, and creating additional job positions for veterans. These measures not only connected veterans with employers, but also helped alleviate the labor demand of retailers and third-party partners. In 2024, WuHan WUCHANG MIXC recruited a total of 29 ex-military members, accounting for 48% of the total front-line personnel in the security department.



Protection of Labor Rights and Interests

Complying with labor standards

HKEX
Aspects B1,B4
KPI B4.1,B4.2

The Company strictly adheres to relevant principles, initiatives, and policy regulations, including the *International Labour Organization's Core Conventions*. We formulated and implemented measures to protect employees' rights, firmly prohibiting child labor, forced labor, and unauthorized disclosure or transfer of employees' privacy or personal information. Prioritizing safe working conditions and rights, the company ensures 100% union membership. The union communicates and votes on employee related matters through the Workers' congress and safeguards rights via collective agreements. In 2024, the Company reported no incident of child labor, forced labor, harassment or abuse, effectively ensuring that employees could enjoy equal human rights and dignity, and achieving compliance and fair employment.

Compensation and benefits

HKEX
Aspect B1

CR Mixc Lifestyle attaches great importance to the compensation and welfare of our employees. Based on industry characteristics and specific features of relevant job positions, the Company conducts regular analysis of our salary competitiveness according to the market standards every year, and strives to create a fair and competitive compensation system. We have developed a performance-based compensation policy for all employees, ensuring that all employees receive corresponding bonuses based on their individual performance, and recognizing the performance of outstanding employees on an annual basis. In addition, apart from mandatory insurance schemes such as Five Social Insurances and One Housing Fund, the Company has established a diversified welfare system for employees across all operating locations, including pension funds. This welfare system provides various benefits according to the employees' job positions, including statutory benefits, work protection benefits, risk protection benefits, and living benefits.

Statutory benefits	Work protection benefits
Social insurance, housing provident fund, statutory holidays, statutory annual leave, marriage leave, maternity leave, paternity leave, parental leave, work-related injury leave, funeral leave, and official leave	Communication allowance, transportation allowance, winter and summer allowances, lunch subsidy, employee relocation package, Run Xin Fang employee care platform, sympathy and care for employees' problems
Risk protection benefits	Living benefits
Enterprise annuity, commercial insurance, health check-ups, employee compassion fund	Wedding cash gift, childbirth gift, bereavement condolences, paid annual leave, paid sick leave, labor union clubs, and holiday gifts

The company provides no fewer than **158** days of paid maternity leave and no fewer than **15** days of paid parental leave to employees across all operational location

Early in 2020, the Company launched an Employee Stock Purchase Plan (ESPP) to spark intrinsic motivation in employees, strengthen their sense of belonging and responsibility, and enhance the Company's overall cohesion and team spirit. This plan aims to align employees' benefits with the Company's development by allowing them to hold company shares, thereby fostering mutual growth between individuals and the organization. Under the terms of the ESPP, the shares purchased by employees are subject to certain service terms and conditions, reflecting our trust on and incentives to employees, while also laying a solid foundation for the Company's long-term stable development.

Talent Training and Development

2030 sustainability targets	2024 sustainability target	Completed
Include employee leadership into the talent cultivation system	The Commercial Division empowered employees at various levels with career development and leadership improvement; and the Property Management Division launched the Wan Yue Sheng accelerated development program, with 30 students graduating	

Training system

HKEX
Aspect B3
KPI B3.1,B3.2

With a comprehensive training system, CR Mixc Lifestyle provides employees with rich learning resources and growth opportunities, while reserving sufficient talents for the Company's long-term development. We have established a training system that covers all employees, particularly emphasizing the cultivation of management and technical specialists. We incorporate leadership and skill development into our training programs, and encourage all employees to actively learn about and participate in leadership training and skill development activities. To better promote employee training, the Company has built the Learning and Innovation Center as the core platform for talent training. Meanwhile, we support employees in continuously improving themselves through external learning, and encourage them to obtain job-related qualifications, receive continuing education, and pursue academic further education.

The Company supports employees in participating in training to enhance their skills and expertise through training management policies, training system, and training courses. Our major programs include: talent development programs such as Mixc Leadership and Mixc Merit, a three-year talent development plan for new graduates, professional empowerment training, and extensive skill drills for front-line employees. In addition, the Company provides various learning resources through online platforms to support our employees in their learning and education.

Focusing on the commercial management and property management business lines, we establish a comprehensive training system that covers all employees, from management personnel to front-line positions. We also emphasize the cultivation of reserve talents and endeavor to ensure that employees at all levels receive targeted training and improvement. In terms of the construction of training platforms, the Company vigorously promotes the development of Job Learning Map, online learning platforms, and the Mixc Open Course platform for all employees. Furthermore, the Company has developed and designed professional skill learning maps for various professional positions to provide employees with precise career development and efficiency improvement tools.

We identify the training needs of employees at all levels from multiple perspectives, and continuously upgrade our training programs to ensure that they keep pace with the times. Before each training session, we will comprehensively consider the characteristics of the trainees and conduct preliminary interviews with relevant departments. We also gather training needs through questionnaires so that better instructions can be made for the implementation of training programs.

In 2024, the investment in employee training reached RMB **15.98** million, with a training coverage rate of **100%**.
A total **131,500** persons per time received online learning of various subjects.

New employee training

The Company provides orientation training for all new employees on a regular basis. The duration and courses of these training are tailor-made to the employee's job positions and work nature, aiming to accelerate their integration into the corporate culture, help them understand internal rules and regulations, and promote team spirit and solidarity. The training status of employees will be recorded to ensure full coverage of training. In 2024, the Company conducted a total of 116 new employee training programs and activities.



New employee training camp in 2024

Leadership training

The Commercial Division empowers employees at all levels in career development and leadership enhancement. For general managers of shopping malls, training courses on various topics such as operation and management cases, financial management, commercial property, and team management have been provided, with a total of over 200 participants throughout the year. For reserve management personnel, the Mixc Leadership and Mixc Merit training programs have been continuously conducted. Meanwhile, the Property Management Division has launched the Wan Yue Sheng accelerated development program to strengthen the cultivation of project leaders, regional leaders, and property company leaders at various levels. Through hands-on practices, personal coaching by top leaders, and participation in special tasks, this program has enhanced the trainees' leadership and comprehensive management abilities.



2024 Mixc Leadership Training: Selecting trainees from all employees in an overt way, and offering 23 courses in leadership, management, teamwork, finance, compliance, etc., with a total of 46 participants



2024 Mixc Merit Training: Focusing on the shift to management roles, and adopting a project operation mechanism where the division headquarters establishes standards and plans, and each business region organizes the implementation and provides talented personnel

Professional skills training:

The Company has launched a large-scale training program for front-line skilled employees, aiming to establish management requirements and business standards for front-line workers, promote unified service standards for all employees, and enhance their service awareness. As of the end of 2024, the Commercial Division has introduced 50 training courses in eight subjects, while the Property Management Division 96 training courses in five subjects, covering a total of over 30,000 employees.

Case The 3rd Craftsmanship Cup Employee Skills Contest

In September 2024, the Third Craftsmanship Cup Employee Skills Contest organized by CR Mixc Lifestyle was held in Shenyang. This contest was designed to select outstanding employees, technical specialists, and model workers through competitions. These competitions comprise two major categories – commercial business and property management, attracting 240 contestants from across the country. Apart from last year's contest items such as order, engineering, customer service, ice rink, and property stewardship, this year's contest added a number of new competition sites and items, with a total of 39 individuals and 24 teams winning prizes.



The 3rd Craftsmanship Cup Employee Skills Contest

Career development paths

HKEX
Aspect B3





To promote internal employee mobility and broaden employees' career development opportunities, CR Mixc Lifestyle establishes a scheme of talent exchanges between the headquarters and all entities. Through various methods such as job rotation, internal competitions, and talent reviews, the Company assists employees in working across different functions and business forms. Meanwhile, the Company provides a dual-track talent development pathway to cultivate both managers and technical specialists, thus forming a talent development mechanism where everyone can fully utilize their skills and expertise.

In 2024, focusing on a long-term mechanism for the launch of new shopping malls, commercial properties, and residential properties, the Company organized four talent exchange work meetings to match positions with employees one by one. We vigorously promoted internal competitions for employment, with 187 employees moving to management positions through a competitive recruitment process. A reserve pool of job positions, including shopping mall managers, property project managers, and investment attraction personnel, was established to comprehensively promote the growth and competence improvement of employees at various levels.

Diversity and Integration

Diversity, equality and inclusiveness

HKEX
Aspect B1

 2030 sustainability target Maintain equal pay for equal work for both male and female employees	 2024 sustainability target The average pay rate between male and female employees at all levels in the Property Management Division is 1:0.99; the average pay ratio between male and female general managers of shopping malls was 1:1.02	 Completed
 Provide equal empowerment opportunities for male and female employees	For the training plan of shopping mall general managers, two Mixc Leadership training sessions were held, with female student ratios of 51% and 58% respectively. Over 60 training activities tailored to female stewardship positions were organized	

CR Mixc Lifestyle is committed to building a diversified work team. The Company's *Human Rights Policy* has clearly stated the principles of diversity, equality, and inclusiveness. This policy applies to all aspects of human resources, including but not limited to employee recruitment, employee transfer, promotion, training and development, employee discipline, dismissal, compensation and benefits. According to the policy, the selection, appointment, use, and retention of employees are based on the Company's development needs, job qualifications, and employees' competence and professional ethics; each employee or candidate is objectively and fairly evaluated; and differentiated treatment based on factors such as race, ethnicity, religious beliefs, gender, social identity and status, and physical health is strictly prohibited. The Company also collaborates with our partners to create job opportunities for people from different backgrounds, take various measures to give fair treatment to all job applicants and employees, and ensure that the Company can attract, cultivate, and retain talents from diverse backgrounds.

Case CHONGQING MIXC creates a female-friendly shopping mall

On March 5, 2024, the Nanshan Night Dialogue - Women's Day Special Interview Featuring Blossoms in the Mountainous City - Feel Her Power & Launch of the Women's Enjoyment Service System was held at CHONGQING MIXC. The Women's Enjoyment Service System - Lady Care by MIXC made its debut at the event, and several female elites from the literary, legal, and business circles were invited to share and exchange their insights centered on the theme of Better Women, Better Mixc. Following that, the Women's Federation of CHONGQING MIXC received the honor of the Women's Home, based on which the shopping mall will carry out a series of activities in diversified forms to provide one-stop care services for women in the commercial circle.



The awarding ceremony for the Women's Federation of CHONGQING MIXC



Outstanding female representatives share their insights

Employee satisfaction

HKEX
Aspect B1

 2030 sustainability targets Care about and improve the experience and satisfaction of employees	 2024 sustainability target Conducted the 2024 annual employee satisfaction survey, identified the areas for improvement, and implemented optimization	 Completed
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The Company conducts employee engagement and satisfaction surveys on a regular basis, and applies the survey results to internal management to enhance employees' satisfaction. In September 2024, we initiated the annual employee engagement and satisfaction survey, focusing on assessing the Company's measures and achievements in organizational environment, employee care, job value, recognition and motivation, training and development, etc. To enhance the objectivity of assessment, this survey was organized and conducted by a third-party agency, inviting employees at different levels and from various positions to participate. The final response rate reached up to 97%. The survey results have been fed back to each department, and human resources departments at all levels will also incorporate the survey results into their annual work plans and adopt specific optimization measures to create a better working environment for employees.

Key results of the 2024 survey:

- 90% of the surveyed employees agree that the Company is committed to becoming a responsible enterprise
- 90% of the interviewed employees acknowledge that the Company has clear core values and codes of conduct
- 90% of the interviewed employees believe that their job is of great significance to performance improvement
- 90% of the surveyed employees feel that they work in a trusting and friendly relationship with their colleagues at CR Mixc Lifestyle

Employee care

HKEX
Aspect B1

CR Mixc Lifestyle regularly provides employees with a rich and colorful cultural life by organizing activities such as healthy runs and outdoor cycling, and encouraging employees and their families to participate. The purpose of these activities is to create an atmosphere of "happy work, healthy life", and enhance employees' sense of participation and gain. In the meanwhile, the Company has established an Employee Care Fund in accordance with the Implementation Rules for the *CR Mixc Lifestyle Grassroots Employee Care Fund*. In 2024, a total of six employees received assistance from the care fund.

Case Employee Family Day

To further enhance employee care and boost their sense of belonging, various units in the commercial sector actively organized Family Day activities. Over 30 projects across different regions and directly managed projects held diverse Family Day activities, attracting more than 1,000 employees and family members. These activities were tailored to local characteristics and project features, including on-site visits, clean family traditions, traditional cultural experiences, parent-child interactions, and outdoor mountain climbing.



Democratic management

HKEX
Aspect B1

CR Mixc Lifestyle firmly believes that good employee participation is a prerequisite for implementing the people centricity policy. We fully respect the voice of every employee and are committed to building a convenient and efficient communication bridge for all employees. We have established a communication mechanism that consists of labor union, workers' congress, and employee forum, ensuring that employees' opinions and feedback are promptly and accurately conveyed to the Company's management.



CR Mixc Lifestyle's annual workers' congress in 2024

The Company pays close attention to the working conditions and rights of our employees, with 100% of the employees currently joining the labor union. The labor union organizes communication and voting on employees' rights through the workers' congress, and effectively safeguards their rights by signing collective agreements with employees. The workers' congress is held at least once a year, with the specific time and agenda determined according to the relevant requirements and urgency of employee rights from different departments.

During the period from 2023 to 2024, the labor union, by organizing the workers' congress, reviewed and approved the collective agreements involving various issues such as job position and skill-based wages, salary management for property business market expansion, attendance and holiday management, employee handbook, and salary and welfare management for relocated employees. These collective agreements cover 100% of our employees.

At CR Mixc Lifestyle, we care about the physical and mental health of our employees. We provide smooth communication channels for employees, put employee care into practices, and strive to create a warm and inclusive workplace environment for them. Under the leadership of the labor union, employees can apply for the establishment of interest clubs based on their hobbies and interests. By improving the mechanisms of labor union, workers' congress, and general staff meeting, as well as perfecting the management rules for labor contracts, the Company tends to safeguard employees' rights, including their right to collective bargaining.

Employee grievance channels:

- 01 Performance appeal**
The Company's *Employee Handbook* outlines the steps for performance evaluation and management, clearly defining the appeal procedures. All new employees will receive the *Handbook* and attend the orientation training.
- 02 Disciplinary inspection channel**
The Company's Disciplinary Inspection Department will respond to and handle the complaints of our employees, suppliers, and all partners. If any problem is identified, the department will push forward and supervise corrective actions, and punish the responsible persons in accordance with relevant policies.
- 03 Labor union**
Employees may file complaints regarding personnel issues, labor protection, and employee safety to various levels of the labor union. The labor union shall investigate and verify the situation, and coordinate efforts to resolve such complaints.
- 04 New employee channel**
Both the disciplinary inspection and labor union channels will be introduced to new employees during the orientation training. In addition, the disciplinary inspection system will be publicized during the inspections and patrols of the disciplinary inspection departments at various levels to ensure that this complaint channel is accessible to all employees.

Employee Health and Safety

HKEX
Aspect B2
KPI B2.1, B2.2, B2.3

 2030 sustainability target Health and safety training covers all our employees and suppliers' employees	 2024 sustainability target Conducted health and safety training for all our employees and suppliers' employees	 Completed
Keep the Employees' Lost Time Injury Rate (LTIR) below 1.0	The LTIR was 0.64	

CR Mixc Lifestyle attaches great importance to health and safety issues, and promises to provide a healthy and safe environment for all employees, customers, tenants, employees of suppliers, and visitors. An EHS Committee has been established to formulate and implement health and safety strategies, with EHS departments at all levels serving as the supervisory bodies. The EHS Committee is chaired by the Company's Executive Director and President, regularly reports annual work to the Board of Directors, covering safety management related topics. Following the relevant Chinese laws and regulations such as the *Labor Law*, the *Law on the Prevention and Control of Occupational Diseases*, and the *Work Safety Law*, we have formulated health and safety management policies. All partners and suppliers are required to comply with these policies.

The Company takes active measures to protect the mental health of our employees. We have organized mental health lectures to disseminate specific knowledge, enhancing employees' awareness and abilities to cope with psychological issues. A psychological counseling hotline was launched to provide employees with a professional channel for psychological assistance. We also urge employees to pay attention to their own mental health, and offer assistance to them as much as we can.

The Company incorporates employee health and safety management into the EHS Responsibility Letters for all entities, requires all stakeholders including suppliers to comply with our policies, and brings their employees under the supervision and compliance of the Company's health and safety policies. Specific measures include the following:

- 1

Enhance safety awareness, release the *Regulations on Administration of EHS Education and Training of CR Mixc Lifestyle*, establish annual EHS objectives, require all employees sign EHS Responsibility Letters and ensure that EHS management requirements are communicated to every employee. Hire a third-party training agency to conduct training on regulatory updates and fire management for safety management personnel, achieving a 100% training completion rate;
- 2

Assess the implementation of EHS management issues (including EHS recordable incidents, major safety hazards, etc.) each year, clarify the safety responsibility reward and punishment mechanism, strengthen the safety awareness of management personnel, and link the assessment results with the salary and performance of the Company's president;

- 3

Strengthen safety management, actively utilize EHS information-based platforms and intelligent fire control centralized platforms, and adopt safety protection and risk prevention technologies such as automatic fire extinguishing systems in kitchens and systems to prevent fires in kitchens when unattended to continuously improve the Company's capabilities in safety management;
- 4

Standardize emergency management for production safety accidents at all entities of the Company, improve the emergency response system, enhance the scientificity, pertinence, and effectiveness of emergency response plans, improve our abilities to respond to risks and prevent accidents, and maximize the control and reduction of accident occurrence;
- 5

Regularly conduct employee health and safety training every month, organize scientific drills, ensure early prevention and protection, and minimize the impact of accidents;
- 6

Formulate an annual inspection plan, regularly evaluate the health and safety performance of the Company and relevant parties including suppliers, conduct safety supervision and inspection every month, promptly investigate and deal with various hidden dangers, follow up with rectification and corrective actions, and control the occurrence of safety production accidents.

The number of fatalities due to work-related accidents was **0**
and the coverage rate of employee physical examinations was **100%**

8 entities under the Company passed the ISO 45001 occupational health and safety management certification



XIAMEN MIXC Employee Care Workshop: In order to create a healthier and more harmonious working environment, XIAMEN MIXC has established an Employee Care Workshop, inviting psychological lecturers to deliver intensive lectures to enhance employees' awareness of mental health.



KUNMING MIXC launches the publicity of the Law on Occupational Disease Prevention and Control: In April 2024, KUNMING MIXC launched the Publicity Week for the Law on Occupational Disease Prevention and Control Law, promoting awareness and implementation from the perspectives of laws and regulations, identification of occupational hazards, and prevention, and control. The training covered more than 500 persons.



Mutual-Winning Partnership

CR Mixc Lifestyle firmly believes that sustainable development cannot be achieved without the extensive participation of stakeholders in the value chain. Through effective cooperation with our partners, the Company tends to promote the management of sustainability issues and facilitate the sharing of resources. In collaboration with a wide range of stakeholders such as brand owners, tenants, consumers, property owners, suppliers, and partners, we are committed to building a partnership of "mutual benefits, growths, achievements", better meeting people's yearning for a better life, jointly participating in sustainable actions, and promoting sustainability process. This chapter will mainly elaborate on the Company's policies, practices, and progress related to mutual-winning cooperation with partners.

Progress Summary

- ✓ Participated in the WELL at Scale program, covering 50 projects; and collaborated with the IWBI to host the WELL China Carnival, aiming to enhance community health, safety, and well-being
- ✓ Launched the Sustainable Life Week to promote the concept of Sustainable Development Initiative among tenants and consumer groups
- ✓ Integrated ESG elements into the management of suppliers and released the Sustainable Procurement Policy and the Code of Conduct for Suppliers



Customer service and satisfaction



Customer communication engagement



Customer health and safety



Green and sustainable supply chain

Priority issues involved in this chapter

Aspect B5-B6
KPI B5.2-5.4/B6.2/B6.4-6.5

HKEX ESG indicators involved in this chapter

S2.1.1-S2.1.2/S2.1.13/
S3.1.1-S3.1.4/S3.2.1-S3.2.2/
S3.3.1-S3.3.4/S3.3.6

CASS-ESG6.0 indicators involved in this chapter



SDG issues involved in this chapter

Overall Guideline

CR Mixc Lifestyle has established a policy system that covers multiple areas such as business ethics, customer satisfaction, health and safety, and sustainable procurement. We have dedicated ourselves to providing high-quality services to our customers, listening carefully and responding to their demands, and continuously enhancing their experience by establishing a sound service system and carrying out responsible business practices. In 2024, we continued to promote the implementation of the Sustainable Development Initiative and carry out various forms of cooperation with shopping mall tenants. The Company remained committed to strengthening the sustainability of the supply chain, incorporating the Honest Declaration and Integrity Agreement into our contracts with suppliers, and giving priority to suppliers with outstanding performance in sustainable development under the same conditions. Also in this year, we released two important policies - the Sustainable Procurement Policy and the Code of Conduct for Suppliers, which state the Company's concept, direction, and requirements for ESG supply chain management.

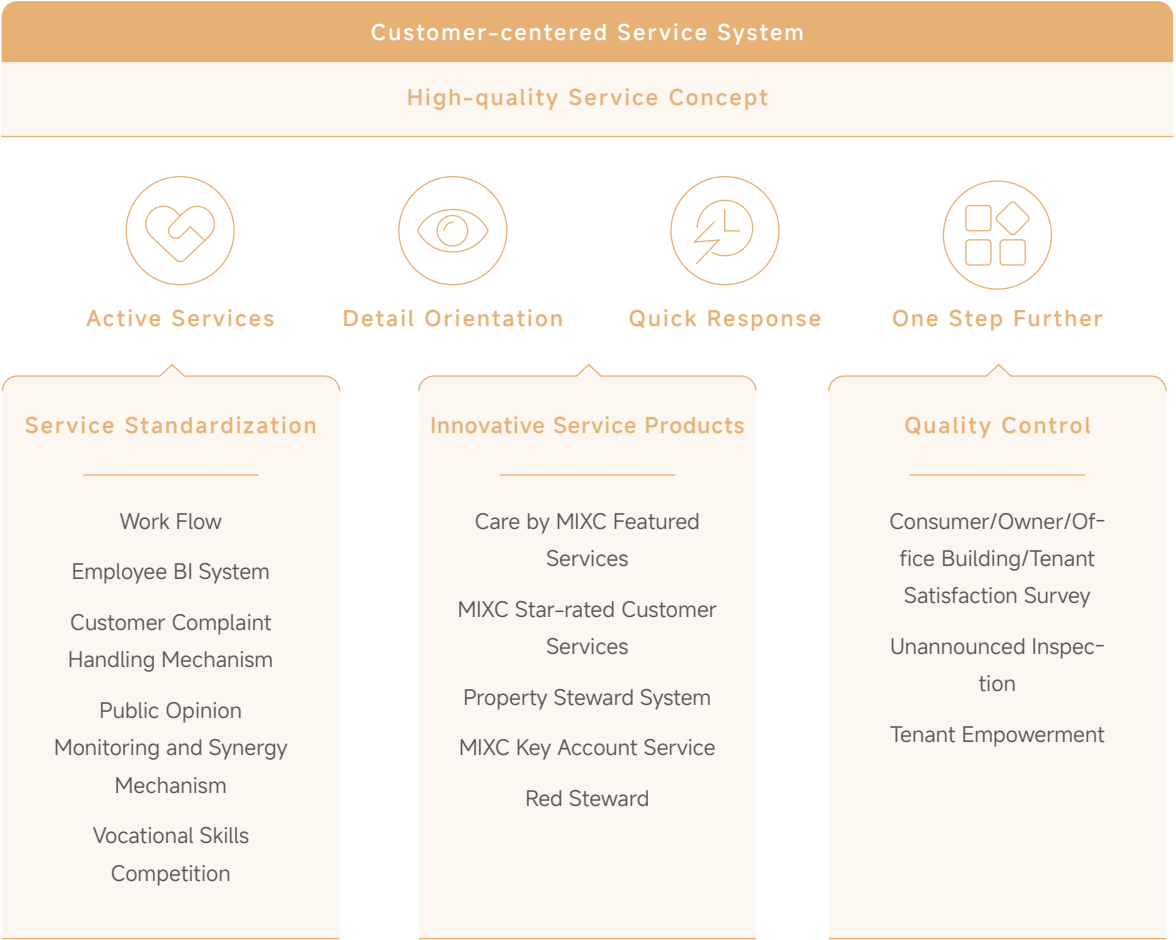
Customer Service and Satisfaction

Customer service system

HKEX
Aspect B6

Following the service principle of "customer-centricity", the Company continuously strives to enhance our capabilities in providing products and services. Our Operation Manual clearly outlines the standard procedures for serving commercial and property clients, which will be constantly upgraded to meet their demands. As a leading service provider in the industry, the Company's shopping mall operation segment has established a diversified service system including high-end membership services, specialized customer services, and general customer services; we have conducted a nationwide star-rated customer service certification every year to select and establish role models in customer services; and the certification results serve as a crucial reference for guiding customer service training, career development, talent selection, performance improvement, and salary adjustment. In the property service segment, we have strengthened our stewardship-centered service system, developed a SOP manual for job positions in residential projects, upgraded our service standards and evaluation rules, and optimized the management of the customer service process. As of the end of 2024, several entities under the Company, including Runying Property Technology Service Co., Ltd., have passed the ISO 9001 quality management system certification.

8 entities under the Company passed the ISO 9001 quality management certification



Based on profound insights into consumers and market segmentation, the Company has designed and established a comprehensive and diversified service system tailored to different customer groups. This system aims to enhance customer experience and customer loyalty by precisely matching their needs with our services, ultimately achieving sustained business growth.

- Mixc Star-rated Services**

It is a certification program for customer service positions in shopping malls. Based on the assessment and certification results, employees will receive the Mixc Star-rated Services certification.
- Care by MIXC**

Launched in 2018, it focuses on providing care for families with infants and toddlers aged 0 to 6, and encompasses shopping mall spaces and facilities such as mother & baby rooms, family parking spaces, and parent-child restrooms. Currently, it has been expanded to multiple areas including childcare, women, and pets.
- MIXC Key Account Service**

It provides one-on-one personalized services in shopping malls, creating a unique high-end consumption experience.

Products and services tailored for special groups

The Company has launched Care by MIXC, the industry's first nationally standardized service system for shopping malls, which integrates all hardware, soft services, and brand resources within a shopping space, aiming to provide a more thoughtful and diverse customized service experience for various customer groups, including mothers and babies, children, women, pet owners, etc. As of the end of 2024, the system has been put into operation in 75 projects of 47 cities nationwide.

Care by MIXC service system



Provide comprehensive services for mothers and infants, which encompass safety facilities, parenting spaces, and certification standards, and meet the needs of shopping, resting, and others.



Create exclusive spaces and activities for women, and empower them to enjoy life and explore self-growth.



Dedicated to the needs of children aged 3-12, provide age-appropriate facilities and interactive experiences, and create a joyful environment for growth.



Create a pet-friendly space equipped with dedicated facilities and activities to enhance the experience of pet lovers.

Responsible marketing

HKEX
Aspect B6

Upholding the philosophy of responsible marketing, the Company has implemented the marketing management system in an ethical and appropriate manner to ensure that all marketing activities are genuine, legal, and transparent. We comprehensively disclose our services and products through multiple channels both online and offline, and clearly mark the scope of services and responsibilities. In addition, we regularly publicize risk warnings through various channels to raise the awareness and satisfaction of consumers and property owners, effectively safeguarding the legitimate rights of our customers.

The *Store Operation Rules in Shopping Malls* outlines various aspects of our responsible marketing, including standardizing tenants' business practices, and encouraging them to clearly mark prices, maintain integrity, conduct appropriate promotional activities, and provide decent services.

For property communities, the service center of each community is required to hang out or publicly display information such as property service fee categories, fee standards, service standards, and the revenue and expenditure of public areas, ensuring the owners' right to know and supervise. Meanwhile, in accordance with laws, regulations, and contractual requirements, we strive to create a transparent and reliable community living environment for the owners through disclosure of financial data, display of shared energy consumption, and other means.

Store Operation Rules in Shopping Malls:

- License compliance:** Unlicensed operation is prohibited
- Contract-based operation:** It is prohibited to sell or provide goods and services beyond the scope of the contract
- Copyright licensing:** Any infringement upon copyright is prohibited
- Positive publicity:** The use of indecent graphics or language is prohibited
- Marked prices:** It is prohibited to sell goods or services above the marked prices
- Integrity:** It is prohibited to pass off fake goods as genuine or inferior goods as superior
- Appropriate promotion:** It is prohibited to use false information in promotional activities
- Decent services:** No differentiated treatment is allowed

Responsible marketing practices for property management:

Transparent property service pricing: Strictly adhere to government-guided prices and relevant policies and regulations, establish reasonable fee standards, and publicly disclose service scope, service standards, fee items, fee standards, and payment methods; and communicate with the Committee of Property Owners on a regular basis to ensure that property service prices align with service quality.

Standardizing the use of property management fees: Property management fees are primarily used for daily operations and maintenance; establish a strict financial management system, record every expenditure in detail, and regularly disclose the income and expenditure to property owners.

Reasonably allocating the income from public areas: Use the income in accordance with national laws and regulations, and regularly disclose the revenue and expenditure from public areas.

Customer satisfaction

HKEX
Aspect B6

2030 sustainability target

Constantly pay attention to and improve customer satisfaction of our performance

2024 sustainability target

The score of property service satisfaction was 91.76, up by 3.44 points year-on-year

completed

Customers are opinions and regard their feedback as a driving force for improving our services and enhancing customer experience. Every year, the Company hires a third-party agency to conduct a survey on customer satisfaction and collect opinions and suggestions from customers regarding our products and services. The survey covers multiple dimensions, including front-line service quality such as safety management, sanitation, green maintenance, facilities and equipment, as well as community activities and atmosphere, performance of service personnel, daily information notifications and communication.

We carry out the customer satisfaction assessment and improvement work based on the principle of "measurement-analysis-improvement". The Company prepares an effective customer satisfaction survey plan that covers break-in period, stable period, and existing customers' entire life-cycle. In addition, we conduct monthly surveys and follow-up analysis, undertake special reviews for low-scoring projects, and improve our performance and enhance customer satisfaction based on the problems identified through the surveys.

In 2024, the third-party assessment score of the Company's property service satisfaction was **91.76**, an increase of **3.44** points year-on-year.

Customer Communication Engagement

Response to customer complaints

HKEX
Aspect B6
KPI B6.2

At CR Mixc Lifestyle, rapid response to and effective resolution of customer complaints are of vital importance. To promptly and effectively address customer concerns, the Company has established a comprehensive complaint handling mechanism, including multiple management systems, diversified complaint channels, and closed-loop management, aiming to achieve improvement in both customer satisfaction and service quality.

We have established relevant management systems such as the *Management Standards for Handling Residential Customer Complaints* and the *Guidelines for the Handling of Customer Complaints*. We have also set up diverse customer complaint channels, including a 400 Customer Complaint Hotline, Zhaoxi APP complaint channel, and a dedicated Steward Service Hotline. Additionally, we have formulated the rules for escalating reported complaints and supervising the handling of complaints, namely if a complaint is not handled within the designated time limit, it should be escalated for further action. These rules ensure a closed-loop management framework that supports smooth customer complaint channels, rapid response, timely handling, and satisfactory results. The Company has also established a nationwide Voice of Customer (VOC) follow-up mechanism to manage customers' feedback, opinions, and praises using the structure of hierarchical classification. Based on the mechanism, we can focus on follow-up analysis, solve customer pain points, and enhance the overall quality and service capability of a project.

In 2024, the Company achieved a **99.42%** closure rate for reported incidents and repairs within seven days in property management business, and a **100%** resolution rate for consumer complaints in shopping malls

Case

Promptly handling customer complaints to safeguard the rights of customers

Complaint issue

On July 8, 2024, a black gold card customer of WUHAN MIXC gave feedback that the VIP parking area reservation function on the E-MiXC APP was malfunctioning.

Handling process

We immediately contacted the customer to learn about the situation, explained that the VIP parking area was still in the testing phase and unavailable, apologized for the poor experience, added the customer on WeChat via the official WUHAN MIXC account, and promised to assist with VIP parking area reservation once it was operational.

Handling result

The complaint was caused by the VIP parking area not yet being operational, combined with customers inadvertently accessing an unreleased APP testing feature. After explaining the situation via phone, the customer expressed understanding, and the complaint was closed.

Follow-up improvement

Despite the VIP parking area is not open yet, technical staff promptly added a Not Yet Available status banner and projected launch timeline in the APP during its internal testing phase to prevent further misunderstandings, ensuring compliance with user notification obligations.

Stop-loss and compensation mechanism

HKEX
Aspect B6

The Company has established various types of insurance, including public liability insurance and property insurance, along with a professional claims service mechanism. In the event of bodily injury or property damage to customers caused by facilities, goods, or services within the shopping mall, claims will be settled in a prompt and equitable manner under corresponding insurance policies to protect the basic rights of customers.

Optimizing service experience

HKEX
Aspect B6

CR Mixc Lifestyle has always regarded technological innovation as our core driving force. Pursuing the concept of Smart Services Lead Urban Quality Lifestyle and Enhance the Value of Space Assets, the Company has been committed to extensively exploring the integration of technologies and services. Through technological innovation, the Company provides more convenient and intelligent service experiences for over 50 million members, 2 million property owners, and 190,000 store employees, further promoting service upgrades and value enhancement.

- In 2024, the Zhaoxi APP achieved full coverage of online and offline customer service channels for our residential projects. Customers can interact with the property management personnel through face-to-face communication, steward office hotline, service center call, enterprise WeChat, and the Zhaoxi APP.

- To meet tenants' operational management and service needs, we have launched the LIANGGU WeChat mini-program, an online service platform tailored for the daily operations of tenants. Through this platform, we have established close online connections with over 90% of our tenants, providing them with 37 online services covering four dimensions: "shopping mall services" "marketing operations" "growth space" and "data empowerment." These services essentially cover the entire life-cycle of tenants in a shopping mall, from entry to departure, helping tenants open their stores with ease and operate them with optimal efficiency.

Customer health and safety

 2030 sustainability target Shopping malls and office buildings obtain local or international health and wellness certifications	 2024 sustainability target 13 projects passed the WELL Health-Safety Rating	 completed
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Health and safety system

HKEX
Aspect B6

Following the principle of "safety first and prevention foremost", CR Mixc Lifestyle integrates the health and safety of customers into our business, using the EHS management system for risk identification, early warnings, and emergency response.

The Company has established a comprehensive organizational framework for safety production, and revised and improved various safety production policies, including the Full Cycle EHS Management Guidelines for Mergers and Acquisitions at CR Mixc Lifestyle and other relevant regulations to enhance safety management measures. The safety certification rate for project leaders and safety administrators has reached 100%, ensuring consistent improvement in the Company's safety management performance. At the same time, the Company clearly defines safety responsibilities by signing separate agreements, including EHS Responsibility Letters with tenants, EHS management agreements with relevant parties, and security/fire safety responsibility agreements with property owners. These documents ensure that tenants, parties, and property owners are fully aware of their respective safety obligations. In 2024, no incident occurred where production and operation activities endangered customer health and safety.

In 2024, the Company announced our participation in the WELL at Scale program, which aligns with the international WELL Building Standard, examines the effectiveness of health and safety policies on the operation end, and helps improve the health and safety performance of each project. More information can be found in Community well-being part of Mixc Lifestyle Ecosystem

Promotion and training

HKEX
Aspect B6

 2030 sustainability target Health and safety training covers all employees of the Company and all suppliers' employees	 2024 sustainability target Conducted health and safety training for all employees and suppliers' employees	 completed
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The Company places great importance on fostering and building a culture of safety, establishing a comprehensive safety education and training system for employees. By adopting methods such as orientation training for new hires, specialized on-site training, training sessions conducted by external professional lecturers, and a combination of online and offline training, we promote safety production management concepts, strengthen the safety awareness of employees and relevant parties, and establish a solid ideological foundation for safe production. In 2024, the Company conducted 398,349 hours of safety education and training for employees and 294,786 hours of safety training for personnel of relevant parties.

The Company conducted **3,983,498** hours of safety education and training for employees and **294,786** hours of safety training for personnel of relevant parties.

Case Specialized technical training on electrical safety

To effectively manage electrical safety risks in projects, CR Mixc Lifestyle conducted specialized technical training on electrical safety in 2024. The training focused on three key areas: essential technical knowledge of electrical safety, critical inspection points for on-site electrical equipment, and typical accident case studies involving electrical equipment. Combining these with the operational status of on-site electrical equipment, the training provided vivid and detailed insights into the characteristics of electrical safety risks, key points of concern, and applicable risk control measures, thereby enhancing front-line employees' awareness of electrical safety in production.



Case Specialized first aid training at WUHAN WUCHANG MIXC

To help project tenants and employees better understand and learn first aid skills while enhancing their emergency rescue capabilities, WUHAN WUCHANG MIXC installed three automated external defibrillators (AEDs) on the first floor of the mall. Additionally, the mall collaborated with the Wuchang District Red Cross Society to organize specialized first aid training for tenants and employees, covering cardiopulmonary resuscitation, artificial respiration, wound dressing, bleeding control, as well as the operation of essential emergency equipment. All 53 participants successfully obtained the Certificate for Red Cross First Aider, achieving a 100% passing rate.



Emergency management

HKEX
Aspect B6

To enhance our emergency management system, the Company has formulated key policies such as the *Regulations on EHS Emergency Management for CR Mixc Lifestyle* and the *EHS Comprehensive Emergency Response Plan for CR Mixc Lifestyle*, and established an emergency management team responsible for emergency rescue command during emergencies. Recognizing the unpredictable timing and locations of fire incidents, the Company developed the Fire Emergency Double-Blind Drill Guidelines for CR Mixc Lifestyle, outlining standardized response times and protocols for initial fire emergencies in both commercial and property projects, so as to enhance risk control and accident prevention capabilities. In 2024, the Company organized 1,259 double-blind fire emergency drills, achieving 100% coverage across grassroots projects.

Case NANNING MIXC held a commercial complex fire drill

In November 2024, during the 33rd National Firefighting Publicity Month, China Resources Group, in collaboration with the Nanning Fire & Rescue Brigade, held a large-scale commercial complex fire drill at NANNING MIXC. Over a thousand participants attended, including representatives from the Department of Emergency Management of Guangxi Zhuang Autonomous Region, municipal agencies of Nanning, relevant departments of Qingxiu District, Nanning, as well as employees and merchants of the mall. This drill successfully enhanced fire safety awareness among all participants and improved fire emergency response capabilities for large commercial complexes.



Case Joining hands with social forces to conduct fire drills

In January 2024, Chongqing Property Company partnered with the Chongqing Blue Sky Rescue Team to conduct the annual large-scale joint fire drill at the Chongqing Longxing Football Stadium. The drill simulated realistic scenarios, demonstrating the swift response, coordinated collaboration, and efficient teamwork among the fire department, the property management team, and professional rescue forces. It significantly improved the overall emergency response capabilities.



Hazard investigation and rectification

HKEX
Aspect B6

CR Mixc Lifestyle places great importance on the investigation and rectification of safety hazards. The management, each assigned with a specific region, conducts supervisory inspections at the operational front-lines to ensure that EHS primary responsible persons at each level effectively fulfill their duties. Through various methods such as annual unannounced inspections, random supervisory inspections, external wall insulation inspections, electric bicycle safety checks, major risk rectification initiatives, and AI video analysis technology, potential risks are promptly identified and resolved, effectively preventing on-site safety hazards. In 2024, the management conducted 40 on-site supervisory inspections, investigating and rectifying over 31,000 safety hazards, with a 100% on-time rectification rate.



Safety production leadership team: The Company's safety production leadership team conducted a thorough safety inspection of commercial projects, focusing on fire protection, electrical systems, gas facilities, special equipment, and emergency response capabilities.



NANTONG MIXC introduces AI technology: through the built of AI-based supervision platform for safety hazards, which can automatically identify problems such as smoking in the back passage and random stacking of materials, improving the efficiency of hazard investigation.

Green and Sustainable Supply Chain

 2030 sustainability target Integrate ESG factors into supplier management processes	 2024 sustainability target Released the <i>Sustainable Procurement Policy</i> and <i>Supplier Code of Conduct</i> to advance the sustainable procurement process	 completed
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Supply chain management system

HKEX
Aspect B5
KPI B5.2

The Company has established multiple supplier management regulations, including the *Detailed Rules for Implementation of Supplier Management of CR Mixc Lifestyle* and the *Acceptance, Change and Settlement Guidelines of CR Mixc Lifestyle*, strengthening our supplier management system. We conduct dynamic quantitative assessments and enhance multiple mechanisms, such as the comprehensive quality management system and quality control coverage, to ensure the overall quality of the supply chain.

Based on the *Company's Sustainable Procurement Policy* and *Supplier Code of Conduct*, we incorporate environmental, social, and governance factors into the procurement decision-making process, encourage suppliers and other partners to jointly comply with sustainable procurement policies, and continuously promote sustainable procurement practices and standard implementation to jointly build a sustainable supply chain. In addition, the Company uses digital tools to establish a sound supply chain performance evaluation system to comprehensively assess and analyze the operation of the supply chain, while providing strong support for management decision-making and promoting the optimization and upgrading of the supply chain.

Protecting supplier rights

HKEX
Aspect B5

Following the principle of integrity and upholding the transaction principles of "openness, fairness, and impartiality", the Company integrates transparent procurement into all aspects of the value chain, advocates for the spirit of a contract, and places particular emphasis on protecting the legitimate rights of suppliers. We vigorously promote the implementation of open procurement to avoid interference from any personal interests and refrain from using unfair means of competition, such as malicious competition, to promote a more transparent and efficient market order and create a good environment for fair competition for suppliers.

In response to the Notice on Matters Related to China Central SOEs Assisting Small and Medium-sized Enterprises in Overcoming Difficulties and Promoting Collaborative Development issued by the State-owned Assets Supervision and Administration Commission (SASAC), the Company has taken on our social responsibility as a central state-owned enterprise to provide SMEs with equal opportunities and settle payments on time without delaying, supporting SMEs in achieving growth and development through collaboration and jointly promoting the sustainable prosperity of the industry.

Encouraging suppliers to fulfill responsibilities

HKEX
Aspect B5
KPI B5.3

CR Mixc Lifestyle is committed to establishing sustainable cooperation and win-win relationships with our suppliers. The *Supplier Code of Conduct* and *Sustainable Procurement Policy* outlines the Company's ESG management framework requirements for suppliers, covering areas such as human rights protection, health and safety, business ethics, and employee diversity. These provisions have been incorporated into supplier admission and performance evaluation systems. In the procurement process, we prioritize suppliers with outstanding social responsibility performance and take multiple measures to promote the sustainable development of the supply chain.

The Company has signed the *CR Mixc Lifestyle Supplier Social Responsibility Initiative* with all procurement-related suppliers, encompassing dimensions such as integrity and ethics, transparency, technological innovation, green and low-carbon practices, and common prosperity. Furthermore, the Company actively promotes ESG principles through supplier conferences and other means. In 2024, the Company held 11 regional-level supplier social responsibility training sessions.

The Company held **11** regional-level supplier social responsibility training sessions



CR Mixc Lifestyle Supplier Conference

Supplier safety management

HKEX
Aspect B5
KPI B5.3

Our *Supplier Code of Conduct* explicitly outlines requirements for suppliers in areas such as human rights, employee health and safety. These requirements are incorporated into supplier admission and performance processes, with necessary training, publicity, and guidance provided to supplier employees. We have formulated health and safety management goals covering all suppliers' employees. For procurement of environmental, order, and engineering categories, we clearly require suppliers to fulfill their primary responsibility for safe production, ensuring sufficient investment in safe production, establishing sound safety management organizations, and equipping safety management personnel with corresponding competencies and qualifications. At the same time, the Company signs the *Safety and Environmental Commitment for Entry Work* and the *EHS Management Agreement for Relevant Parties* in each procurement contract for the categories involving production safety requirements to clarify the implementation details of safe production and help suppliers realize safety production in a detailed and practical manner.

Transparent procurement

HKEX
Aspect B5
KPI B5.2

Adhering to the principles of "openness, fairness, and impartiality" in transactions, the Company integrates the principle of transparent procurement into all aspects of our value chain, avoiding interference from any personal interests and refraining from using unfair means of competition, such as malicious competition. The Company actively promotes a culture of integrity and compliance among the suppliers. It has revised relevant policies, such as the *Detailed Rules for Implementation of Procurement Management of CR Mixc Lifestyle*, ensuring the fairness, impartiality, and efficiency of procurement tender by taking steps such as separating evaluation and determination in the procurement process, actively promoting open procurement practices, introducing an e-platform for procurement tender, and signing the *Integrity and Compliance Commitment* with buyers.

Procuring and using environmentally friendly materials

HKEX
Aspect B5
KPI B5.4

The Company is committed to building a green supply chain, encourages cleaning service providers to adopt automated cleaning equipment to improve efficiency and cleaning quality while reducing water consumption and wastewater discharge associated with traditional cleaning methods. In 2024, the Company further refined our sustainable procurement list, incorporating products and services such as uniforms, cleaning paper, office furniture, copiers, elevator maintenance, and cleaning equipment into the national group procurement framework. Suppliers admitted to these group procurement projects are required to hold green and environmental protection certifications, with priority given to those who meet the standards. More than 30% of group procurement suppliers nationwide now hold relevant low-carbon and environmental certifications.

Additionally, by promoting the use of electronic signatures for procurement contracts, the Company significantly reduces energy consumption related to paper and carbon emissions from signing contracts with suppliers. Throughout 2024, approximately 40,000 contracts were signed using electronic signatures, significantly reducing manual labor and paper waste. As of the end of 2024, the monthly application rate of electronic signatures exceeded 90%, with around 20,000 procurement contracts signed digitally.

No.	Category of collectively procured products	Green and environmental certification requirements
1	Paper for daily use	FSC-COC Certification
2	LED lighting	Green Building Materials Grading Certification
3	Copy paper	China Environmental Labeling Certification
4	Copier leasing	Energy-Saving Certification
5	Office furniture in cinemas	China Environmental Labeling, CQC China Ecolabeling Certification, Green Factory Assessment Certification, FSC Forest Certification, etc.
6	Elevator maintenance	ISO 14001 Environmental Management System Certification and Energy-Saving Certification
7	Elevator maintenance	IFRA and MSDS Certification
8	Trash cans	China Environmental Labeling Certification

Collaboration and Exchange

Promoting sustainable partnerships

2030 sustainability target	2024 sustainability target	completed
Strengthen collaboration with relevant parties to advance sustainability of the industry.	Partner with IWBI to launch WELL 2024 Carnival in Shenzhen .	

The Company integrates the concept of sustainability into our business development and actively expands partnerships in the sustainability field by advocating for sustainable consumption and encouraging merchants to provide consumers with greater convenience and options for low-carbon consumption. In 2023, the Company launched the *Sustainability Initiative* targeting shopping mall tenants, reaching a consensus on sustainability with over 20,000 partners. For the first time, a "Sustainability Chapter" was included in the *Shopping Mall Tenant Design Manual*, encouraging the use of eco-friendly renovation materials, providing more open spaces, and creating a green and healthy environment. In 2024, we actively expanded cross-industry cooperation by increasing publicity efforts, continued to convey the concept of sustainability to relevant parties, and achieved the implementation of a series of cooperation.

Six key areas of the Sustainability Initiatives

Creating green rental spaces

Controlling renovation pollution

Providing green and environmental products and services

Using efficient and energy-saving facilities and equipment

Operating sustainable retail stores

Participating in or organizing sustainability activities

Case

Jointly launching WELL EAT campaign with over 150 merchants

20 shopping malls under CR Mixc Lifestyle joined forces with over 150 merchants to launch the WELL EAT campaign. Participating merchants aligned with the WELL Living Lab and offered dishes that adhered to features N02, N06, and N09 under the Nourishment concept in WELL Building Standard. Through the disclosure and customization of healthy meals by dining merchants, this campaign innovatively integrated sustainability concept into consumer interactions, raised public awareness about the importance of healthy eating, and enabled more individuals to benefit from scientifically informed dietary choices.



Promoting industry development

CR Mixc Lifestyle actively promotes industry exchange and cooperation by participating in industry conferences, forums, and exhibitions to deeply explore industry trends and innovative practices. Meanwhile, the Company plays a constructive role in the formulation of industry standards, and is committed to promoting leading technologies and advanced concepts and working with all parties to explore new paths for the future development of the industry to contribute to the overall improvement of the industry and sustainability.

Case Collaborating with IWBI to launch WELL 2024 Carnival in Shenzhen

In October 2024, the Company and the International WELL Building Institute (IWBI) jointly hosted the main forum of the "Creating an Extraordinary Sustainable Life Together" WELL 2024 Carnival at CHINA RESOURCES TOWER, Shenzhen. The event attracted representatives from academic institutions, media outlets, lifestyle brands, home appliance manufacturers, sustainable technology solution providers, and commercial real estate enterprises to discuss insights on sustainability trends and establish a platform for industry exchange. During the forum, the Company's management participated in cross-industry dialogues and released the *SHENZHEN MIXC Community Prosperity Report*.



North China Commercial Region reached in-depth cooperation with China Fashion Week: In September 2024, the North China Commercial Region reached in-depth cooperation with China Fashion Week. The two parties carried out multi-dimensional online and offline marketing campaigns, including large-screen broadcasts in commercial districts and offline interactions. JINAN MIXC and TAIYUAN MIXC hosted runway shows as sub-venues of China Fashion Week, while Beijing Galleria Shopping Center and Beijing WANGJING MIXC ONE deployed fashion week themed installations and AR urban interactive experience segments. While bringing new experiences to consumers, this helped the development of fashion commerce and fashion consumption.



Partnership with Liaoning Zhongtian Enterprise Group: sign a management contract to jointly operate the ANSHAN MIXC ONE , which will further promote the improvement of regional commercial vitality and sustainability.



Signing ceremony with the Hong Kong Youth Entrepreneur Service Center (HK YESC):aims to open up new avenues for Hong Kong SAR youth to start businesses and find employment, and to build a high-quality platform for Hong Kong people and Hong Kong-funded enterprises to integrate into the Chinese inland areas development.

Q4

GREEN ENVIRONMENT

CR Mixc Lifestyle is committed to reducing our environmental impact through a series of measures and has set clear carbon reduction goals: achieving carbon peak by 2030 and carbon neutrality by 2050. The Company implements the concept of green development, integrates environmental management throughout the entire process, and focuses on environmental issues such as waste management, energy efficiency, and water resource utilization to help create a green and low-carbon society where humans and nature coexist harmoniously. This chapter outlines the Company's key measures and progress in addressing environmental issues such as climate change and resource utilization.

Progress Summary

- ✓ Carbon emission intensity in Scope 1 and Scope 2 has decreased by 2.89%, meeting the annual target. Annual photovoltaic power generation reached 11.65 million kWh, a year-on-year increase of 76%, with a total of 189.87 million kWh of green electricity and green certificates procured. Launched the Sustainable Life Week to promote the concept of *Sustainable Development Initiative* among tenants and consumer groups.
- ✓ For the first time, the Company disclosed progress on climate mitigation and adaptation actions in accordance with the *Guidance on Climate Disclosures* issued by HKEX.



Energy efficiency



Waste management



Water resource management



Greenhouse gas emission management



Response to climate change

Priority issues covered in this chapter

Aspect A1-A3

KPI A1.1/A1.5/A1.6/A2.3/A2.4/A3.1

HKEX ESG indicators covered in this chapter

E1.1.1-E1.1.6/E1.1.16/E1.1.19/
E2.1.1/E2.1.6-E2.1.9/E2.2.5-E2.2.7/
E2.3.3/E2.4.1-E2.4.4/
E3.1.2/E3.1.5/E3.2.3-E3.2.4/E3.3.1-E3.3.4

SDGs covered in this chapter



SDGs covered in this chapter

Overall Approach

CR Mixc Lifestyle aligns itself with the national strategy of dual carbon goals by formulating the goals and implementation path of achieving carbon peaking by 2030 and carbon neutrality by 2050. In terms of mid-term goals, the carbon emission intensity in Scope 1 and Scope 2 will decrease by no less than 16% by 2030 compared to the baseline year. In 2024, the Company released the *Climate Disclosure Report* based on the new climate regulations of HKEX. Under the framework of these new regulations, dual carbon goals are now viewed from a new perspective within the Company's ESG governance. We have formulated the *Climate Change Response Policy* to clarify measures related to mitigating and adapting to climate change. Additionally, the Company prioritizes promoting low-carbon, energy, and resource usage concepts among relevant parties of the value chain. Through education, advocacy, and other methods, employees, suppliers, tenants, and other relevant parties are encouraged to reduce energy consumption and carbon emissions in their daily business activities, collectively advancing green, low-carbon practices.

Environmental Management System

HKEX
Aspect A1、A3
KPI A1.5、A3.1

2030 sustainability target	2024 sustainability target
All operating shopping malls attempt to obtain Green Mall certification	Five new Green Mall certification projects, with a total of 35 Green Malls
Promote waste reduction and recycling	Collaborate with CR Beverage to launch the Reborn and Recycle plastic recycling campaign across nine shopping malls, office buildings, and community projects in five cities nationwide. Release the Beautiful Community Green Initiative, creating ten benchmark zero-waste communities in 2024

CR Mixc Lifestyle strictly complies with the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, and other laws and regulations, establishing a comprehensive energy-saving and environmental management system to standardize the management of energy conservation, emission reduction, pollutant emissions, and solid waste disposal, thereby reducing the impact of business operations on the environment and natural resources. The Company establishes annual environmental goals, refines them, and assigns them to relevant departments and key positions. These goals are implemented and assessed through responsibility agreements, performance contracts, and annual work plans, driving the Company's green sustainability. Additionally, the Company continues to enhance our environmental emergency management system by formulating and regularly revising emergency response plans, as well as conducting drills to improve the ability to address sudden environmental pollution incidents. In 2024, the Company did not experience any environmental violations or penalties, and eight subsidiaries obtained ISO 14001 Environmental Management System certification.

Case ESG innovations at CHINA RESOURCES TOWER

CHINA RESOURCES TOWER actively responds to trends in sustainability by establishing a green building operation system that integrates mainstream standards such as LEED, WELL, and China's Green Building. Through innovative practices in environmental, social, and governance fields, the tower has significantly reduced energy and resource consumption, creating a high-quality, people oriented office environment. In 2024, CHINA RESOURCES TOWER received prestigious accolades, including LEED O+M Platinum level certification and WELL HSR certification, thanks to its excellent performance. Looking ahead, CHINA RESOURCES TOWER will continue to deepen cooperation with tenants and other relevant parties to jointly advance sustainability and enhance overall wellness.

Authoritative certification



LEED O+M Platinum



China Green Building Three Stars



WELL HSR

Practice highlights

Environmental

- Retrofit air conditioning to improve energy efficiency by over 10%
- Set up water tanks and reclaimed water systems on specific floors to collect air-conditioning condensate
- Develop sorting and recycling services for renewable resources
- Install CO2 and CO monitoring devices
- Install 170 smart charging stations to fully support green, low-carbon travel
- Upgrade entrances by adding glass revolving doors to improve cooling efficiency

Social

- Offer bilingual (Chinese/English) services in public and core areas
- Collaborate with charitable organizations for regular recycling and donation programs
- Expand bike parking and introduce shared mobility tools around the tower to meet green transportation needs
- Enhance tenant employee health and wellness by creating mechanisms for regular engagement, with average participation exceeding 1,000 people per event
- Upgrade kitchen fume extraction systems in employee canteens to improve environmental quality

Governance

- Enhance subsystem control with the BIM operations management platform
- Facilitate collaboration with relevant parties by signing green leases with tenants, optimizing carbon emissions in leasing areas, and reducing carbon footprints
- Establish a collaborative governance platform to host related events with tenants

Case
GUIYANG MIXC ONE actively creates a zero-waste mall

Aiming to create a zero-waste mall, GUIYANG MIXC ONE advances green practices through organizational support, technological upgrades, material innovation, and tenant engagement. The project established a leadership group and a working group for zero-waste mall evaluation, led by the store general manager, to coordinate relevant matters and conduct regular training sessions for employees and tenants. In terms of energy management, the mall has adopted an intelligent control system to optimize operations of chillers, pumps, and cooling towers using AI algorithms. This allows precise identification of areas for improving energy consumption, followed by targeted enhancements. For daily cleaning materials, paper products, and promotional materials, biodegradable and renewable materials have been incorporated to reduce environmental impact. In 2024, tenant participation in the zero-waste mall initiative rose from 20% to 80%, effectively reducing the use of disposable tableware and packaging bags. Additionally, annual energy consumption decreased by 4.74% year-on-year.



Hosting secondhand item exchange events

Energy Management

HKEX
Aspect A2

2030 sustainability target

Conduct internal energy audits for projects to identify opportunities for energy conservation and consumption reduction

2024 sustainability target

Select representative projects for energy audits to accelerate the promotion of energy-saving measures. The pilot project at YanTai MIXC One achieved a year-on-year energy consumption reduction of 5.29%

completed

The Company continues to strengthen our energy management system, integrating dual carbon goals into energy usage control. A Dual-Carbon Leadership Group comprising senior management and heads of various departments has been established to implement energy-saving strategies. These are enforced through goal breakdown, regular supervision, and performance assessments to continuously reduce energy consumption and improve energy efficiency. Additionally, the Company utilizes digital tools, such as the energy management platform, to monitor electricity usage in shopping mall projects in real-time. By deeply mining and analyzing historical data, high-energy consumption areas are accurately located, and timely adjustments are made to improve the transparency and controllability of energy use.

In 2024, we selected representative shopping center and community projects to conduct energy audits, accelerating the replication and promotion of energy-saving measures. Shopping centers achieved a year-on-year energy consumption reduction of 5.29% in the pilot project. Based on the diagnostic results, the Low-Carbon Operational Technology Guidelines for Mechanical and Electrical Systems in Commercial Projects of China Resources MIXC Lifestyle was compiled, providing comprehensive technical guidelines covering airtightness, quality, heating, lighting, power, and parking lot systems. In property management, a total of seven property companies in different cities completed at least one energy-saving renovation project. Through a combination of facility upgrades and refined management, the projects achieved significant results in energy-saving renovations.

1

Airtightness improvement

Comprehensive inspections have been carried out on over 100 operating projects, including curtain walls, structural components, and pipeline shaft sealings. Projects such as SHENZHEN MIXC World and XIAMEN MIXC have conducted airtightness upgrades, replacing unrestricted floor springs for glass doors to prevent air conditioning leakage.

2

Cooling efficiency optimization

Cooling tower upgrades have been completed at SHENZHEN MIXC, NANCHANG MIXC, CHENGDU MIXC, and WUHAN MIXC, optimizing the operational efficiency of cooling systems, with an estimated electricity saving of 1.43 million kWh/year.

3

Lighting renovation

High-efficiency lighting fixtures have been installed in the parking garages of projects such as WUXI MIXC, WENZHOU MIXC, and NANTONG MIXC, saving 780,000 kWh/year in lighting energy consumption.

4

Coating of skylight roofs

Coating renovations of skylight roofs have been completed in 16 projects including SHENZHENBAY MIXC, CHENGDU MIXC, NANCHANG MIXC, WUCHANG MIXC, and TAIYUAN MIXC, achieving energy savings of 3 million kWh annually.



Energy-efficient lighting retrofits in parking garages



Shading and heat-resistant coatings

Case Full-chain energy-saving practice of Beijing Property Company

Focusing on key measures such as underground parking garage lighting, secondary water pumps, elevator energy recovery, and photovoltaic power generation, Beijing Property Company actively builds a full-chain energy-saving system ranging from equipment upgrades to system optimization, providing a practical model for low-carbon operations in property communities. In 2024, Property Beijing Company's energy-saving projects achieved a cumulative energy saving of 4.54 million kWh and carbon dioxide emission reduction of 2,742 tons. While reducing energy consumption, it also generated a surplus of carbon quotas in the local carbon trading market, achieving good environmental and economic benefits.

Through the upgrade of IoT intelligent lighting technology, 35,700 garage lamps in 28 projects have been renovated, achieving an annual electricity saving of 3.04 million kWh.

Through energy efficiency optimization of secondary water supply pumps, the comprehensive energy efficiency reached 60%, forming long-term energy-saving benefits.

Property Beijing Company has explored elevator energy recovery technology, which can convert elevator potential energy into usable electricity. It provides technical reserves for high-rise buildings and is expected to reduce energy consumption by 15%-30%.

Property Beijing Company has scaled up the rebuilding and utilization of rooftop photovoltaic systems in residential communities such as Grand Jade (Chang'an Runjing), Park Lane Manor (Xingfuli Runyuan), Sino Spire (Ruifu), and Beiqing Oak Bay (Xiangshuwan), gradually achieving self-sufficiency mode in green power for these communities.



Use of clean energy

HKEX
Aspect A2

2030 sustainability target
Increase the use of clean and renewable energy

2024 sustainability target
Total photovoltaic power generation of shopping mall projects reach 11.65 million kWh

completed

The Company sees the use of clean energy as a crucial direction for green and low-carbon development and promotes the use of clean energy through self-built photovoltaic systems and the procurement of green power. By the end of 2024, the Company has installed distributed photovoltaic power generation systems in 19 commercial shopping mall projects, with a total installed capacity of 10,513 kWh and an annual total power generation of 11.65 million kWh, representing a 76% year-on-year increase. Additionally, a total of 189.87 million kWh of green power and green certificates have been procured.

Case Dalian Litespace creates a smart zero-carbon commercial center

In collaboration with CR Power, Dalian Litespace explores zero-carbon commercial solutions. Through cooperation in areas such as rooftop photovoltaic systems, charging stations, and a dual carbon goals digital management platform, Dalian Litespace has implemented projects like electric thermal energy storage and energy-saving renovations to create a smart zero-carbon commercial center. Supported by a comprehensive energy management system, the project can monitor water and electricity consumption in real-time, ensuring refined energy management. As of the end of 2024, the project has put into operation 776,000 kWh of distributed photovoltaic power generation and 16 new energy charging stations.



Case SHENZHEN UNIVERSIADE WORLD creates a low-carbon venue

SHENZHEN UNIVERSIADE WORLD, leveraging the characteristics of the venue, has created two major green and low-carbon scenarios tailored to local conditions: a low-carbon venue and a new energy parking lot. The two measures are expected to generate 1.02 million kWh of electricity per year, save 125 tons of standard coal, reduce carbon dioxide emissions by approximately 328 tons, and reduce sulfur dioxide emissions by approximately 1.06 tons, creating a low-carbon benchmark for the industry.

Low-carbon venue: Photovoltaics are seamlessly integrated into the architectural design, employing a "self-consumption and grid export" model to supply green power for the venue.

New energy parking lot: The project has established the China's highest-standard ultra-charging base that integrates photovoltaic power storage, charging, and swapping functions into one system. By incorporating multiple advanced technologies, it achieves efficient charging and energy management.



Waste Management

HKEX
Aspect A1
KPI A1.6

CR Mixc Lifestyle strictly complies with national and local environmental regulations and has established relevant policies, such as the *Regulations on the Emission Control of Domestic Pollutants of CR Mixc Lifestyle* and the *Regulations on the Management of Domestic Solid Waste of CR Mixc Lifestyle*, setting up clear waste sorting labels and trash cans to guide proper sorting and disposal of waste and promote the recycling and utilization of waste as resources. In addition, the Company adheres to laws and regulations such as the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution* and the *Integrated Emission Standard of Air Pollutants* and has developed rules and regulations for exhaust management. They prohibit tenants and owners from burning materials that produce toxic, harmful or odorous gases within project areas and standardize the environmentally friendly disposal of kitchen fumes by catering businesses before discharge. During repairs and renovations, measures are taken to prevent dust and avoid dust pollution.

The Company continues to strengthen our commitment to environmental friendliness. In 2024, we launched the Beautiful Community Green Initiative, aiming to establish 50 "benchmark zero-waste communities" over the next three years to promote low-carbon societal development. So far, over ten "benchmark zero-waste communities" have been created across 12 cities nationwide, and more than ten zero-waste promotional events have been held, attracting participation from over 2,000 property owners. The Company's "zero-waste property management company" and "zero-waste community" projects have been included in the case library of zero-waste cities by the All-China Environment Federation.

Regarding hazardous waste management, due to the Company's business is related to lifestyle services, small amounts of waste such as fluorescent lamps, batteries, and ink cartridges generated during daily operations fall within the exempt category as per the National Catalogue of Hazardous Waste. These are strictly sorted and disposed of following household waste management standards. Furthermore, the Company has replaced low-efficiency, high-pollution fluorescent lamps with energy-saving, eco-friendly LED lights. Agreements have been signed with suppliers to recycle waste batteries, toner cartridges, and ink cartridges, enabling recycling and reuse after waste reduction through proper sorting.

Case Partner with CR Beverage to explore the "path of plastic recycling"

In September 2024, CR Mixc Lifestyle and CR Beverage joined forces to launch the 2024 Reborn and Recycle sustainable living national tour at the Chengdu Science Fiction Museum. The event utilized various business spaces such as shopping malls, communities, and office buildings to create an educational exhibition featuring the "path of plastic recycling" and parent-child interactive activities. The initiative aimed to convey the concepts of "recycling" and "low-carbon living" to consumers, property owners, clients, and the wider public. By the end of 2024, the Reborn and Recycle tour has been successfully held in nine shopping malls, office buildings, and community projects across five cities: Chengdu, Wuhan, Shanghai, Chongqing, and Shenzhen, attracting participation from consumers, property owners, and other citizens and winning high praise from local governments.



Case LANZHOU MIXC creates a "zero-waste mall"

LANZHOU MIXC actively practices the concept of sustainability and promotes waste sorting. By constructing fences, adding pipelines, and installing negative ion air purifiers, hardware problems such as construction waste pool enclosure, domestic waste room water supply and drainage, and odors are solved. At the same time, it works with government departments, owners, tenants, and other stakeholders to establish a complete set of waste disposal movement guidance processes including "illustrations + on-site guidance + video guidance" to enhance public awareness and practice of the importance of waste sorting, and build a green consumption scenario to empower commercial space scenarios. The mall has been recognized as a provincial-level demonstration unit for domestic waste sorting and awarded the honor of a municipal-level "Zero-Waste Mall".



Case Jinan Property Company creates a zero-waste community

Company has actively responded to the initiative of creating "zero-waste communities". Through various measures, such as guiding residents on proper waste sorting, promoting the use of reusable bags, reducing the use of disposable items, and establishing the first QUACUBIC Station, it has conveyed the concepts of green and low-carbon living and physical and mental health, contributing to the sustainability of the city. Since October 2023, the Xinglong North Project of Jinan Property Company has partnered with Xinghua Community of Xinglong Subdistrict in Jinan's Shizhong District to jointly create a "zero-waste community". This initiative successfully earned a place in the first batch of "Zero-Waste Cells" announced by the Office of Ecological Environment Committee, Shizhong District, Jinan, setting an exemplary model for green community construction.



Water Resource Management

HKEX
Aspect A2
KPI A2.2

The Company considers water resource management a key aspect of sustainability. It strictly implements water resource control systems by assigning dedicated personnel, regularly cleaning and maintaining water purification facilities, cooperating with hygiene and disease control agencies to conduct water sample testing, and enhancing staff health management. These measures ensure the safety of drinking water and secondary water supply quality. We actively promote the application of water-saving appliances by installing flow restriction devices on faucets in washrooms and toilets. Furthermore, we enhance public awareness of water conservation through methods such as displaying water-saving posters and slogans, and conducting water conservation education for employees.



SHANGHAI MIXC: was awarded the honor of "Water-Saving Enterprise of Shanghai" by the Shanghai Water Authority, Shanghai Municipal Commission of Economy and Information, and other organizations



SHENYANG TIEXI MIXC ONE: received the title of "Water-Saving Unit" from the Liaoning Provincial Department of Water Resources and the Liaoning Provincial Department of Housing and Urban-Rural Development

Advocating a Green Lifestyle

CR Mixc Lifestyle actively advocates for sustainable consumption concepts in our operations. By encouraging merchants to offer consumers more low-carbon options and conveniences, the Company explores and introduces incentive measures to attract consumer participation, making sustainable living a new social trend. The Company is committed to creating a green, low-carbon consumption environment by collaborating with merchants to develop low-carbon consumption scenarios and enhancing consumer participation through incentive mechanisms. These efforts aim to cultivate green consumption awareness and promote sustainable consumption habits among the public.

Case

Chongqing Property Company's zero-waste community initiative

In December 2024, Chongqing Property Company launched the ESG green zero-waste community initiative, with pilot projects introduced in Chongqing Twenty-Four City and Chongqing Majestic Land. This initiative incorporates practical and creative activities such as leaf and organic matter composting, recycling of batteries, and DIY transformation of used items. Emphasizing the concept of "starting with small things", it integrates environmental protection into daily life. The activity design emphasizes participation and experiential elements, seeking to break the conventional understanding of environmental charity. Using creative and entertaining methods, it fosters environmental awareness among property owners and employees, promotes green lifestyles, enhances environmental responsibility, and encourages community members to take action.



HANGZHOU MIXC: collaborates with premium cosmetic brands within the mall to launch the Empty Bottle Recycling Program. Consumers are encouraged to participate actively by recycling empty bottles in exchange for rewards such as MIXC Stars and shopping vouchers



Beijing Property Company: developed a community charity IP called the "carbon reduction officer for beautiful communities"



JINAN MIXC: initiated a series of events under the theme Living in Harmony with Nature

Addressing Climate Change

 2030 sustainability target Build the capability to address climate change	 2024 sustainability target  completed Adopt the Guidance on Climate Disclosures issued by HKEX to disclose progress on climate mitigation and adaptation actions
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CR Mixc Lifestyle integrates addressing climate change into our corporate strategy, building capacity to respond to climate change, and systematically identifying and managing climate-related risks and opportunities that may impact business operations. The Company has adopted the International Sustainability Standards Board (ISSB) standards, including the General Requirements for Disclosure of Sustainability-related Financial Information (IFRS S1) and Climate-related Disclosures (IFRS S2), to comprehensively disclose climate-related information in terms of governance, strategy, risk management, and metrics and targets.

Governance

The Company aligns our climate change response with the Environmental, Social, and Governance (ESG) strategy, ensuring a coordinated management system and governance framework. The specific governance structure is as follows:

Board of Directors	<ul style="list-style-type: none">Assume ultimate responsibility for CR Mixc Lifestyle's climate change-related decisions and carbon reduction performance, and oversee the Sustainability Committee's operations, and receives its progress reports.
Sustainability Committee	<ul style="list-style-type: none">Responsible for evaluating and reviewing the Company's climate-related matters, including the adequacy of resources, compliance, procedural effectiveness, and overall performance of the Company in addressing climate change and sustainability, and provide advice to the BoardHold at least one meeting annually, with additional meetings convened as needed upon the request of the Board or committee members

ESG Leadership Team and Dual Carbon Leadership Team	<ul style="list-style-type: none">Establish annual work plans and medium- to long-term development strategies for addressing climate change. Formulate climate-related goals, metrics, and tracking mechanisms. Identify, assess, and manage the Company's overall climate risks and opportunities. Monitor and review the implementation of climate-related matters. Ensure the effective execution of climate strategies set by the Board of Directors and the Sustainability CommitteeThe ESG Leadership Team and the Dual Carbon Leadership Team have each established dedicated offices—the ESG Office and the Dual Carbon Goals Office—to handle daily work. The ESG Office is responsible for organizing climate change-related meetings, coordinating climate information disclosure, participating in the development and review of performance targets, and maintaining communication with stakeholders such as regulatory agencies and rating institutions. The Dual Carbon Goals Office focuses on implementing dual carbon goals, coordinating carbon emissions measurement, energy-saving retrofits, renewable energy utilization, and the execution of various climate management initiatives.
Relevant Departments at Headquarters	<ul style="list-style-type: none">Collaborate with the Company to implement the annual work plan for addressing climate change. Led by the ESG Office and Dual Carbon Goals Office, with the collaboration of key internal units such as the EHS Department, Business Operations Department, Basic Services Department, and Procurement Management Department, implement corresponding climate change work, regularly report on implementation progress and work results, and promote the integration of climate change-related matters into daily operations

Strategy

To effectively respond to the risks and opportunities brought by climate change, CR Mixc Lifestyle conducts systematic reviews of our business operations. Using the climate scenarios provided by the Network for Greening the Financial System (NGFS) as the analytical foundation, the Company has established a systematic climate risk management process to identify and evaluate physical and transition risks related to climate change. Prioritization of risks is determined based on a ranking system to focus on key areas. Through collaboration with external experts and internal workshops, the Company prioritizes identified physical risks by evaluating resilience, occurrence likelihood, severity, value chain impact, and sensitivity. The evaluation scope spans the entire value chain, including commercial operations, office building management, property management, legal compliance, health, and safety. Moreover, a range of mitigation measures has been implemented, such as energy conservation and emission reduction, energy management, and responses to extreme weather events, to enhance business resilience and reduce the potential impact of climate risks on operations.

Physical risks			
Type	Risk definition	Potential impact	Potential financial impact
Extreme heat	The frequency and intensity of extreme heat in summer may increase, causing a surge in energy demand and city-wide power restrictions that affect project operations	<ul style="list-style-type: none">Extreme heat will significantly raise cooling energy consumption in urban areas, putting pressure on air conditioning and water supply systems	<ul style="list-style-type: none">Prolonged heat waves may lead to a sharp increase in energy consumption, pushing up operating costs
		<ul style="list-style-type: none">In extreme heat, insufficient cooling in buildings may reduce tenant comfort, and thus affect occupancy rates; while lack of cooling equipment could increase risks like heatstroke	<ul style="list-style-type: none">Extreme heat may accelerate tenant turnover, lowering occupancy rates and rental income; insufficient cooling may endanger tenant health, potentially leading to legal disputes
		<ul style="list-style-type: none">Power restrictions in certain areas in summer may limit air conditioning system operation, reducing tenant comfort and affecting foot traffic and tenant retention	<ul style="list-style-type: none">Extreme heat impacts overall foot traffic, leading to reduced rental income
Floods	Assets in coastal/riverine regions may be affected by rising sea levels and heavy rainfall	<ul style="list-style-type: none">Flooding may halt property operations or delay business continuity, directly impacting rental income. Residential and commercial tenants may relocate due to the flood's impact	<ul style="list-style-type: none">Flood duration affects rental income, with flood-prone areas possibly facing 1-2 weeks of business interruptions, resulting in revenue loss; insurance premiums may also rise, increasing asset operating costs
		<ul style="list-style-type: none">As flood risks intensify, insurance companies may increase premiums, with some high-risk areas potentially struggling to obtain insurance	<ul style="list-style-type: none">Properties in flood-prone zones may experience lower occupancy rates due to dissatisfaction with flood management, negatively affecting rental income
		<ul style="list-style-type: none">Flooding may halt property operations or delay business continuity, directly impacting rental income. Residential and commercial tenants may relocate due to the flood's impact	
Tropical cyclone	Strong winds and heavy rainfall may cause damage to property structures and equipment	<ul style="list-style-type: none">Strong winds, heavy rain, and storm surges may severely damage building structures, leading to roof, window, and structural safety concerns	<ul style="list-style-type: none">Typhoons may damage buildings and equipment in coastal areas, increasing maintenance frequency and expenses
			<ul style="list-style-type: none">Frequent storms may delay projects, raising project costs
Water resource depletion	Reduced global precipitation intensifies groundwater overextraction, potentially depleting water resources and restricting urban water supply	<ul style="list-style-type: none">Water shortages may affect the operation of key property facilities, including cooling systems, fire protection equipment, and water supply systems	<ul style="list-style-type: none">Unstable water supply may affect the operation of large-scale cooling systems, increasing water outage risks and additional water expenses
		<ul style="list-style-type: none">To maintain property value, advanced water-saving technologies like water recycling and desalination systems may be required, increasing operating costs	

Transition risks and potential opportunities			
Type	Risk definition	Potential impact	Potential opportunity
Technology and supply chain	The degree of digitalization and security requirements in property management increases	<ul style="list-style-type: none">A data breach involving tenant information or a failure in intelligent systems may result in severe reputational damage	<ul style="list-style-type: none">Combining IoT, AI, and intelligent building management systems may improve energy efficiency, reduce operating costs, and enhance user experience
		<ul style="list-style-type: none">With advancements in sustainable technologies, companies gradually adopt green and low-carbon technologies	<ul style="list-style-type: none">Through technological innovation, brand development, and supply chain optimization, companies can strengthen their brand image and market competitiveness
		<ul style="list-style-type: none">Green technologies and equipment typically have relatively long return cycles	<ul style="list-style-type: none">The increasing demand for sustainable property management services presents new business opportunities for enterprises
Reputation	Stakeholders place greater emphasis on sustainability	<ul style="list-style-type: none">As sustainability becomes more prominent, inadequate responses or delays in climate issues may harm corporate reputations	<ul style="list-style-type: none">By fulfilling sustainability commitments and strengthening climate management, companies can establish themselves as responsible enterprises, boosting public trust and tenant loyalty
Policy and law	Strict standards for climate-related information disclosure	<ul style="list-style-type: none">Strict disclosure requirements will increase the cost of emissions data monitoring and compliance	<ul style="list-style-type: none">The implementation of carbon quotas and CCER trading rules in various regions provides enterprises with opportunities to optimize carbon management and potentially generate financial gains through carbon trading
		<ul style="list-style-type: none">Carbon emission caps, carbon pricing, and related mechanisms are introduced	
		<ul style="list-style-type: none">Strict standards and regulations on emissions, energy efficiency, and waste management lead to increasing legal and compliance requirements	
		<ul style="list-style-type: none">Failure to meet escalating regulatory standards could result in project delays, financial penalties, and reputational harm. Additionally, non-compliance may increase legal liability risks	
Market	The market demand for low-carbon and sustainable products	<ul style="list-style-type: none">As environmental awareness grows, non-green property services may face declining market competitiveness	<ul style="list-style-type: none">Green Building and LEED certifications can enhance market competitiveness and attract new tenants
		<ul style="list-style-type: none">Advancing green property management and phasing out non-green business may lead to increased R&D, management, and operating costs	<ul style="list-style-type: none">Providing green and low-carbon property services allows businesses to align with growing market demands for sustainability
	Increased investor demand for green and low-carbon financing and investment	<ul style="list-style-type: none">There is uncertainty in the capital markets regarding green ratings, project assessments, and investment decisions	<ul style="list-style-type: none">Green finance development helps enterprises expand sustainable financing channels and reduce financing costs

For the climate risks already identified, the Company has developed specific response strategies.

Risk type		Response strategy
Physical risks	Extreme heat	<ul style="list-style-type: none">• Implement green renovations at the project level, including the construction of high-efficiency cooling plants and smart lighting, to reduce energy consumption, lower carbon emissions, and alleviate air conditioning loads• The headquarters has centralized the procurement of sunshade coatings, and shading modifications have been implemented in shopping center projects across multiple cities to reduce air conditioning load under extreme heat conditions and lower carbon emission intensity• Increase the use of renewable energy sources, including distributed photovoltaics and green power procurement, to enhance the resilience of commercial buildings and reduce the impact on the power grid during peak demand periods
	Floods	<ul style="list-style-type: none">• Develop climate risk emergency management procedures. Based on project location, climate risk type, and organizational capabilities, set standardized and customized emergency response measures to enhance the ability to respond to climate-related emergencies• Prepare sufficient flood prevention materials, equipping projects with comprehensive flood control supplies (such as flood barriers and protective sandbags) to ensure flood preparedness• Conduct annual climate risk emergency training, covering the prevention and response measures for climate risks, ensuring employees can effectively handle sudden flood events• Ensure 100% insurance coverage across all commercial and property projects to mitigate financial losses caused by unexpected flooding incidents• Invest in flood prevention infrastructure, optimize waterproofing, moisture resistance, and flood protection facilities, and use water-resistant materials and coatings
	Tropical cyclone	<ul style="list-style-type: none">• Ensure infrastructure and buildings are capable of withstanding strong typhoon-level winds, improving building airtightness and stability to minimize wind damage. Modify vulnerable facilities, such as trees and billboards, before typhoon season to strengthen wind resistance• Prepare necessary materials for typhoons, ensuring adequate disaster preparedness resources are available at project sites• Achieve 100% insurance coverage for all commercial and property projects to safeguard against financial losses caused by typhoon-related disasters• Issue warnings and wind prevention recommendations to employees, property owners, and tenants ahead of typhoons
	Water resource depletion	<ul style="list-style-type: none">• Use sprinkler irrigation, conduct regular inspections, update and maintain water-use equipment, and install water-saving system and equipment to reduce water consumption• Promote zero-waste community initiatives in communities with property management projects, encourage residents to participate in waste sorting and resource recycling, and foster efficient use of water and other resources in communities• Encourage projects to explore innovative water-saving technologies for sustainable water resource utilization, and install rainwater collection and water-saving devices to enhance efficiency

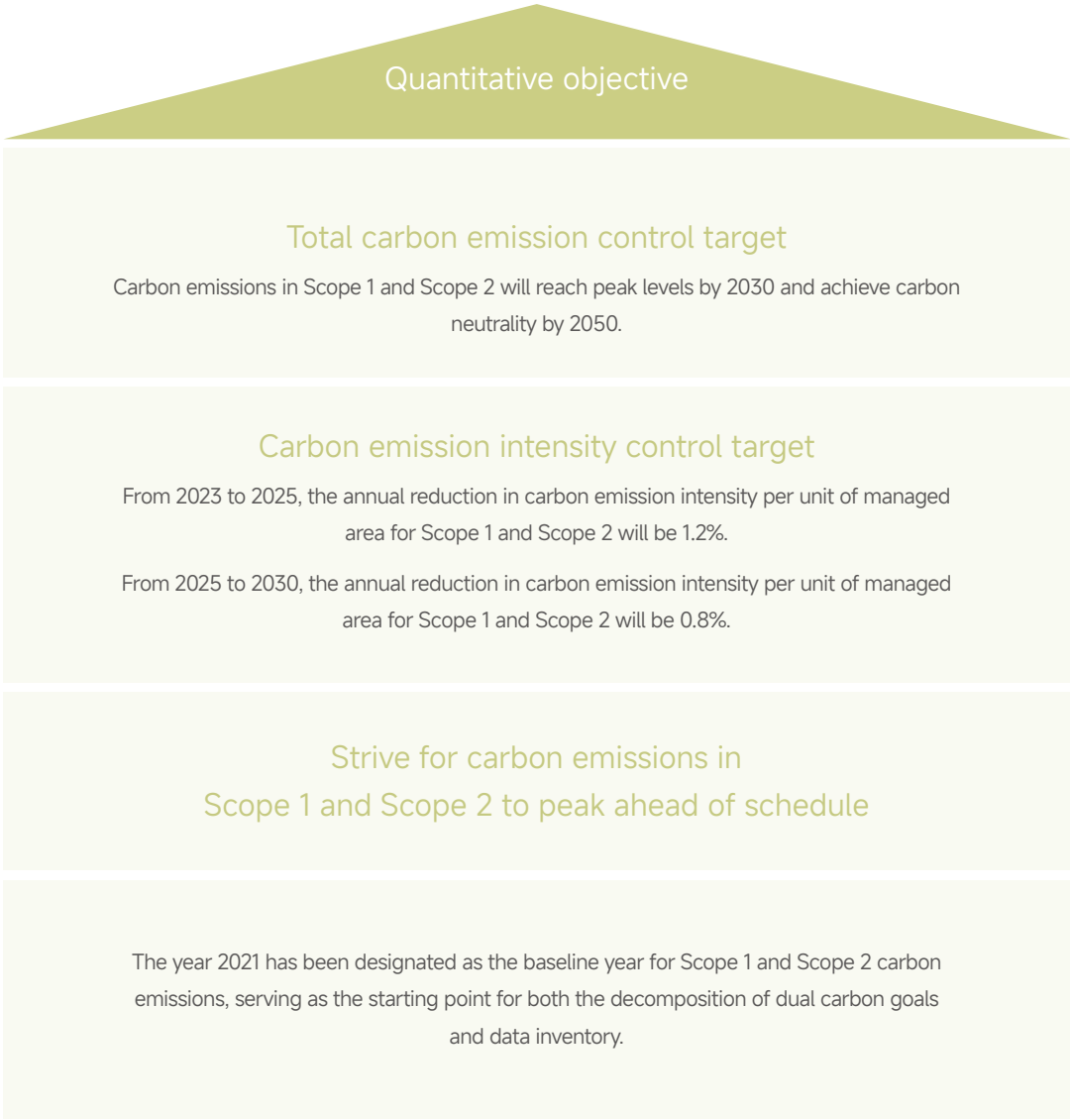
Risk type		Response strategy
Transition risk	Policy and law	<ul style="list-style-type: none">• Promote green transformation across the supply chain, formulate the CR MixC Lifestyle Sustainable Procurement Policy and CR Mixc Lifestyle Supplier Code of Conduct, promote green supply chain management, ensure that suppliers meet environmental protection requirements, and actively respond to policy and regulatory requirements• Strengthen carbon emissions management, conduct greenhouse gas inventories, and obtain ISO 14064 certification to comply with domestic and international climate regulations, enhancing compliance and transparency of the Company's carbon management• Increase green energy procurement, increase the proportion of green power and green certificate procurement, reduce dependence on traditional fossil energy, and contribute to the national carbon neutrality goal• Keep a close watch on the latest policies, regulations, and standards regarding climate change and environmental protection issued by national and local governments, ensure the Company consistently complies with updated regulatory requirements, and enhance the sustainability and compliance of our business
	Market	<ul style="list-style-type: none">• Increase the proportion of green-certified projects, actively obtain certifications related to sustainability such as WELL, LEED, and BREEAM, and improve market competitiveness of buildings and sustainable brand influence• Create a green office environment, increase the proportion of green office spaces, and promote the replacement of fuel vehicles with new energy vehicles for official use, responding to market demand for low-carbon office and travel with practical actions
	Technology and supply chain	<ul style="list-style-type: none">• Develop a dual carbon goals data management platform to enable online carbon data management on a digital platform, improve carbon emissions monitoring, and enhance scientific and transparent carbon management practices• Promote energy-saving renovations for buildings, implementing efficiency upgrades across multiple projects, including distributed photovoltaic systems, high-efficiency cooling plant construction, and tenant indoor lighting retrofits to optimize energy use and reduce overall carbon emissions• Deepen digital transformation, establish a digital team, and create digital management platforms such as commercial client applications, commercial management systems, and property owner platforms to empower sustainable development with technology
	Reputation	<ul style="list-style-type: none">• Enhance climate action disclosure. Through ESG reports, community prosperity reports, and investor meetings, demonstrate CR MixC Lifestyle's efforts and achievements in addressing climate change, strengthening market and social trust• Strengthen stakeholder communication, maintain close interaction with stakeholders such as tenants and investors, understand their concerns and expectations, and incorporate them into CR MixC Lifestyle's climate action plan and information disclosure framework to enhance brand recognition

Risk management

In response to the potential short-term, mid-term, and long-term financial and strategic impacts brought by climate change, CR MixC Lifestyle has integrated climate risk management into our business operations within the corporate risk management framework. This establishes a closed-loop management system, encompassing risk identification, risk assessment, risk response, and strategy execution. We will regularly review and monitor physical and transition risks related to climate change. Based on assessment results, we will optimize and adjust strategies and plans to address climate change risks, including reducing carbon emissions, ensuring efficient resource utilization, and establishing sustainable supply chains to mitigate the impact on the Company. We will also enhance the awareness of climate change risks among employees and relevant parties through training activities and sustainable lifestyle initiatives, fostering greater engagement and responsibility in risk management. In line with ISO 14064 and the HKEX's climate disclosure requirements, we will build a comprehensive carbon data management platform to improve carbon emission data management mechanisms. A reporting system will be established to communicate the Company's climate risk management measures and outcomes to stakeholders. In addition, in 2025, we will conduct a financial impact assessment of the Company's business and strategy based on the results of climate change scenario analysis. This will guide the formulation of climate change mitigation and adaptation strategies aligned with the Company's business development plans.

Metrics and targets

In accordance with CR Mixc Lifestyle's overall dual carbon goals of achieving carbon peaking by 2030 and carbon neutrality by 2050, we will further clarify phased carbon emission reduction targets and actions, forming a carbon target system with dual guidance from quantitative and management objectives.



BUSINESS INTEGRITY

CR Mixc Lifestyle upholds the core value of Integrity, striving to continuously enhance management standards in modern corporate governance. The Company has established a comprehensive modern governance system to ensure adherence to business ethics and ethical standards while maintaining rapid development, laying a solid foundation for the Company's long-term stable operation and sustainable development. This chapter primarily reports on the Company's key measures and progress in areas such as corporate governance, business ethics, intellectual property, information security, and privacy protection.

Progress Summary

- ✓ Strengthen customer privacy protection measures to prevent customer information leakage incidents, achieving 100% coverage in information security training.
- ✓ Enhance business ethics training, achieving full coverage for company employees and suppliers.



Business ethics and anti-corruption



Information security and privacy protection



Corporate governance



Intellectual property protection



Risk management

Priority issues covered in this chapter

Aspect B7
KPI B6.3/B7.1-7.3

HKEX ESG indicators covered in this chapter

S3.4.1-S3.4.4/G1.1.8/
G1.2.1-G1.2.2/
G2.1.1-G2.1.4/G2.1.8/G2.2.1-G2.2.3

CASS-ESG6.0 indicators covered in this chapter



SDGs covered in this chapter

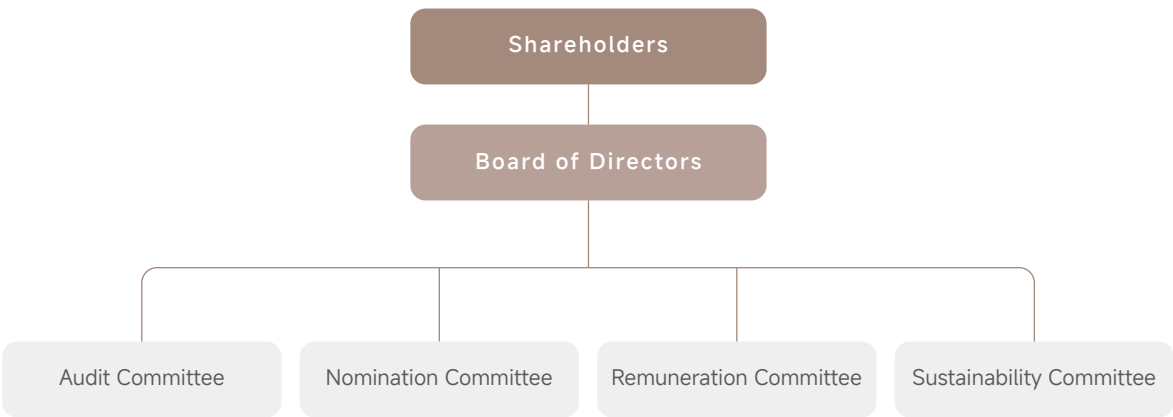
Overall Approach

CR Mixc Lifestyle upholds integrity as the cornerstone of our operations, building a compliance management framework centered around the *Code of Business Conduct*, solidifying our foundation in three dimensions. In business competition, the Company strictly enforces anti-monopoly and anti-unfair competition regulations to ensure fair and legal transactions. In integrity governance, the Company promulgates the *Criterion for Integrity Cooperation* and the *Anti-bribery and Anti-corruption Policy* covering employees, suppliers, and contractors, strictly prohibiting any form of corruption. In rights protection, the Company ensures the lifecycle security management of customer data, strengthens intellectual property protection and infringement prevention, and establishes a comprehensive supervision system, including anonymous reporting mechanisms and whistleblower protection plans, to fulfill our corporate citizenship responsibilities effectively.

Corporate Governance

Strictly complying with the relevant laws and regulations, including the *Company Law of the People's Republic of China* and the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*, the Company continuously optimizes our corporate governance structure in line with our development and enhances the governance levels to ensure that objective, scientific, and effective decision-making protects the interests of the Company and shareholders.

Corporate governance framework:



The Board of Directors serves as the Company's primary decision-making body, responsible for supervising business operations, strategic decision-making, and performance. It collectively guides and oversees corporate affairs to ensure success. The Board makes objective decisions to safeguard the interests of the Company and our shareholders. Four committees have been established—namely, the Audit Committee, the Remuneration Committee, the Nomination Committee, and the Sustainability Committee—to oversee specific aspects of the Company's affairs. Each committee operates under clearly defined terms of reference.

When nominating new directors to the Board, we adhere to fair and transparent procedures, ensuring a balanced mix of skills, experience, and employee diversity to meet the strategic goals and operational needs of the Company. The Nomination Committee reviews the Board's structure, size, and composition at least once a year and proposes recommendations to enhance corporate strategy. Appointing new directors is a collective decision of the Board, which must take into account the procedures for shareholders to nominate any individual for directorship as well as the *Company's Board Diversity Policy*.

Board diversity

We fully recognize the benefits of board diversity and have formulated the *Board Diversity Policy*, which promotes diversity by considering various factors, including but not limited to professional experience, talent, skills, knowledge, cultural and educational background, gender, age, ethnicity, and length of service. Currently, the Board has one female director. All members possess a balanced range of experience in areas such as comprehensive management, brand enhancement, risk management, business development, and financial expertise. The directors hold degrees in various disciplines, including accounting, engineering, and economics.

Board independence

The Board of Directors has complied with HKEX's regulations, which require the appointment of at least three independent non-executive directors, with at least one possessing appropriate professional qualifications or accounting or financial management expertise. The number of independent non-executive directors also exceeds one-third of the total Board members. Furthermore, all independent non-executive directors have submitted annual confirmation letters regarding their independence, as required by the listing rules, and the Board has deemed them all independent. As of 2024, the Board consists of ten members, including four executive directors, two non-executive directors, and four independent non-executive directors.

Information disclosure

Adhering to the principles of accuracy and reliability, we disclose operational information to shareholders and investors in a timely and precise manner. We also actively comply with the paperless reporting requirements of the HKEX, and all notices and announcements are published on the website of CR Mixc Lifestyle and the the website of Hong Kong Stock Exchange. In 2024, we released both interim and annual results reports and live-streamed earnings conferences. We received no penalties for violation of information regulations.

Compliance system

HKEX
Aspect B7
KPI B7.2

We regard strengthening compliance management as an inherent requirement for driving high-quality development, supporting strategic implementation, and building a world-class enterprise. Committed to integrity, the Company utilizes the law-based governance, compliance, and risk control framework to develop mechanisms for case-based management governance enhancement. The office of the Law-based Governance, Risk Control, and Compliance Management Committee oversees and unifies the operations of all affiliated units, ensuring that case-based mechanisms for management governance enhancement and risk control extend to frontline activities while reinforcing collaboration between supervisory entities. We build an employee compliance red-line system combining pre-warning and post-penalty mechanisms, strengthen compliance risk identification in key areas, and enhance compliance management through cultural development, organizational management, institutional assurance, and compliance guarantee, aiming to guide employees to uphold integrity and create a focused, efficient corporate culture atmosphere driven by production and growth.

We strictly adhere to the *Guidelines on Compliance Management of Central Enterprises (Trial)* and the *Provisions on Compliance Management of Central SOEs* to establish and improve the compliance management system. Through documents such as the CR Mixc Lifestyle Compliance Management System (Trial), we implement specific tasks related to organizational development, system building, operational mechanisms, cultural training, information systems, and compliance oversight. We enhance compliance risk identification and management, focusing on controlling risks in key areas. By creating a compliance red-line checklist, evaluating compliance effectiveness, and coordinating risk control and compliance meetings, we minimize the impacts and ensure stable business development.

We optimize the regular law-based governance and compliance training mechanism, and carry out compliance publicity and training through multiple channels by establishing online courses on essentials of the Criminal Law, which covers common economic and criminal offenses of enterprises, so as to cultivate a strong compliance culture and continuously enhance the compliance awareness of all employees.

In 2024, the Company conducted **101** compliance training sessions

Over **5,000** participants

Investor relations management

The Company attaches great importance on investor relations management by adopting a multi-channel, multi-perspective, and multi-level communication strategy. Through various forms such as annual/interim reports, company announcements, official website information, performance briefings, and online/offline investor meetings, the Company proactively provides investors with an overview of our businesses and plans and maintains active and close communication with both buy-side and sell-side investors to effectively convey the Company's value and enhancing investors' confidence in holding company shares.

For more details on investor relations, shareholders, and investor communication, please refer to the "Corporate Governance Report" chapter in the *China Resources Mixc Lifestyle 2024 Annual Report*

Senior management remuneration and clawback mechanism

The remuneration of directors and senior management is determined comprehensively by the Board of Directors, taking into account recommendations from the Remuneration Committee, as well as factors such as the Company's financial performance, individual performance, position, and tenure. The remuneration for executive directors includes salaries, allowances, and benefits in kind, discretionary bonuses and retirement scheme contributions, whilst independent non-executive directors' remuneration includes directors' fees. Additionally, the remuneration of certain directors is disclosed in the Company's annual report as required. The remuneration of the president is tied to the Company's sustainability performance, incorporating ESG indicators such as energy conservation, emission reduction, health, and safety performance into the president's annual performance evaluation. The achievement of these indicators directly impacts the president's performance-based pay, reflecting the Company's recognition of ESG importance and our commitment to sustainability.

Furthermore, the Company has established a comprehensive clawback mechanism applicable to annual and long-term incentive plans for all senior management, including the president. If any violations or breaches of discipline occur during the bonus vesting period, the remuneration of the person will be reduced following the internal disciplinary procedures. In cases where individuals are held accountable for operational liability incidents, their remuneration will be reduced according to the internal guidelines for handling responsibility for violations of operation and investment.

Business Ethics and Anti-Corruption

Business ethics and anti-corruption system

CR Mixc Lifestyle upholds the value of Integrity and fosters a culture of clean and ethical professional practices while maintaining a trustworthy corporate image. The Company strictly adheres to laws and regulations such as the *Company Law of the People's Republic of China* and the *Anti-Money Laundering Law of the People's Republic of China*, implements the *China Resources Group Code of Business Conduct*, the *CR Land Code of Integrity*, the *CR Land Integrity Agreement with Partners*, and the *Honest Declaration*, which stipulate policies on business ethics, anti-corruption, and anti-bribery. These policies apply to all employees and require all partners and suppliers to adhere to them. Key areas covered include: anti-monopoly and anti-unfair competition, anti-commercial bribery, anti-money laundering, compliance requirements for business partners, compliant relationships with governments and regulatory authorities, training on business ethics, and audits of business ethics.

Through the enhancement of a monitoring and whistleblowing mechanism, alongside business ethics and anti-corruption training, the Company actively fosters a positive and transparent environment to safeguard the Company's high-quality development. The Audit Committee is responsible for overseeing the Company's business ethics and corruption issues.

Supervision of business partners' anti-corruption practices

Integrity is the core value of our corporate culture. Through mechanisms such as the *Honest Declaration* and the *Integrity Agreement with Partners*, the Company sets clear compliance standards for partners engaging in business dealings with us. In 2024, we issued the *Code of Conduct for Suppliers*, which includes compliance requirements, business ethics, labor and human rights, as well as employee health and safety with laws and regulations.

The Company carefully selects suppliers, agents, and other business partners with robust compliance management foundations and good compliance reputations to ensure their practices align with our values and compliance principles. We require all relevant parties with whom we do business (including suppliers, contractors, service providers, etc.) to sign the *Integrity and Compliance Commitment*, clearly stating that they will abide by our anti-bribery and anti-corruption policies and maintain integrity in their business activities.

To enhance anti-corruption awareness among business partners, the Company organizes training activities such as discipline inspection and honesty class, audit risk control exchange meeting and monthly compliance publicity meeting. During the procurement process, if suppliers are found to have committed violations, penalties such as blacklisting and contract termination are enforced per contract terms, fostering an atmosphere of integrity, efficiency, and transparency. In 2024, based on procurement management regulations, the Company disqualified 18 potential suppliers due to non-compliance and suspended collaboration with 405 suppliers for similar reasons.

Whistleblowing mechanism

The Company strictly enforces a zero-tolerance policy toward unethical conduct and has developed robust reporting channels to enhance compliance management, prevent actions detrimental to stakeholders, and establish standardized processes for handling complaints and safeguarding whistleblowers. If whistleblowers prefer to remain anonymous, they can submit reports anonymously. All received materials and information related to the whistleblowers are handled confidentially to protect them from retaliation or any adverse treatment, safeguarding their rights.

In 2024, the Company actively maintained our reporting channels and addressed six complaints related to malpractice and unfair behavior, which were forwarded to the Audit and Supervision Departments for investigation.

Reporting channels:

Mailing address: Supervision Department, China Resources Mixc Lifestyle, 31st Floor, Block B, China Resources Land Building, Nanshan District, Shenzhen, Guangdong Province

Tel: (0755)26999075

Email: crld_wxshjb_zy@crland.com.cn

Reporting management process:

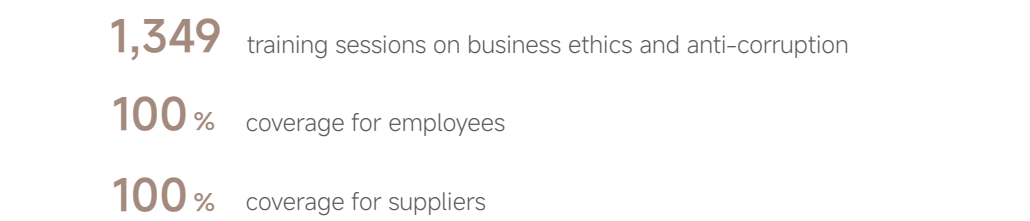
The Company's Supervision Department follows up and handles whistleblowing information in accordance with applicable laws and internal regulations, and reports the findings to the appropriate bodies and organizations.

Business ethics and anti-corruption training

To enhance ethical awareness and compliance among employees and relevant parties and ensure their full understanding and adherence to the Company's code of conduct and ethical standards, the Company conducts at least one comprehensive ethics training annually for all employees and relevant parties (including suppliers, service providers, and full-time or part-time employees of other partners). The training content includes but is not limited to:

- Promoting the Company's anti-bribery and anti-corruption policies to clarify unacceptable behaviors
- Learning the importance of professional ethics through case studies, role-playing, and interactive discussions
- Providing specific compliance behavior guidance to help employees understand how to make correct decisions in different situations
- Educating employees on how to identify and manage potential conflicts of interest to ensure the fairness and transparency of decisions
- Guiding employees on legal obligations and company policies regarding information disclosure to prevent insider trading and improper information disclosure

In 2024, the Company conducted business ethics and anti-corruption training programs targeting the Board of Directors, senior management, full-time employees, contract labor, part-time staff, and interns. For critical roles, specialized training sessions were held for all employees and departmental managers involved in property management, emphasizing anti-corruption awareness through case sharing. For suppliers, the Company conducted integrity and compliance training for all suppliers by organizing supplier conferences and signing integrity agreements with them, emphasizing the Company's expectations for ethical business conduct.



Ethical standards audit

To ensure that the Company's business ethics standards are continuously supervised and evaluated in response to the ever-changing business environment and regulatory requirements, we conduct comprehensive ethical audits regularly across all business lines, covering key areas such as financial management, human resources management, tenant recruitment management, commercial property management, basic services, and value-added services. Specific measures include but are not limited to:

- Establishing a professional, independent internal audit team, with external professional audit institutions engaged when necessary
- Identifying potential ethical and compliance risks, assessing their levels, and developing corresponding risk management measures
- Conducting audits covering all critical business lines every three years, while completing audits for non-critical business lines as required
- Optimizing existing ethical standards and regulations annually based on audit results and feedback

Sound credit management system

2030 sustainability target	2024 sustainability target: ✔ completed
Conduct ESG due diligence during property acquisitions and mergers	Perform due diligence, including EHS risk assessments, in asset acquisitions and mergers

CR Mixc Lifestyle continues to refine the credit management system, continuously strengthens the assessment and review of partners' credit systems, and conducts due diligence in scenarios such as asset mergers and acquisitions, with focuses on financial conditions, qualification documents, legal relationships, EHS risks, and the opportunities and potential risks they face. This enables timely adjustments to risk management strategies, advancing the standardization and normalization of credit management practices. In supplier management, the Company requires all suppliers to undergo credit verification before being added to the database. A unified credit platform is employed to conduct comprehensive credit assessments for prospective suppliers, covering areas such as litigation records, information on persons subject to enforcement, equity pledges, and liquidation or deregistration activities. This effectively mitigates supplier credit risks and provides a solid foundation for the Company's stable operations and long-term growth.

Anti-monopoly and anti-unfair competition

CR Mixc Lifestyle strictly adheres to the *Anti-Monopoly Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Regulation on Fair Competition Review*, and the *Provisions of the State Council on Thresholds for Prior Notification of Concentrations of Undertakings*, follows the series of the Anti-monopoly Compliance Guide for Undertakings issued by the Anti-Monopoly and Anti-Unfair Competition Committee of the State Council, and develops a list of activities that cross anti-monopoly compliance red-lines for key areas such as investment and mergers, as well as business expansion, demonstrating our commitment to fair trading and compliance while fulfilling our corporate social responsibility. The Company ensures that our operations do not involve monopolistic practices, bribery, fraud, or unfair competition. Prohibited actions include, but are not limited to:

- Disclosing pricing information, details of business transactions, or operational arrangements to competitors
- Obtaining intelligence about competitors through improper means such as theft, hacking, eavesdropping, bribery, or coercion
- Maliciously defaming or spreading false rumors about competitors
- Participating in the signing and implementation of anti-monopoly agreements
- Engaging in a series of violations by abusing market dominance
- Stealing competitors' trademarks and patents in product design and promotion

Anti-money laundering policy

We place great emphasis on financial integrity and legal compliance, implementing an anti-money laundering policy to help employees promptly identify abnormal transactions or suspected money laundering activities to ensure zero tolerance for money laundering at all levels. We assess money laundering risks within the Company's business model, identify roles at CR Mixc Lifestyle that may involve money laundering risks, and conduct training on anti-money laundering policies and procedures.

Intellectual Property Protection

HKEX
Aspect B6
KPI B6.3

The Company respects and protects intellectual property rights. We have established and implemented policies such as the *Detailed Rules for Trademark Administration of CR Mixc Lifestyle* to regulate trademark management, continuously enhance trademark value, and prevent trademark infringement. Additional IP protection measures and compliance policies aligned with relevant legal requirements have also been adopted. Key provisions related to intellectual property are outlined in the Company's *Employee Handbook*, Supplier Code of Conduct, and *Social Responsibility Initiative*. Employees who use infringing works in the workplace that lead to adverse outcomes may face disciplinary measures. Similarly, suppliers and other business partners engaging in IP violations during cooperation with the Company will be held accountable for any resulting negative consequences.

Information Security and Privacy Protection

HKEX
Aspect B6
KPI B6.5

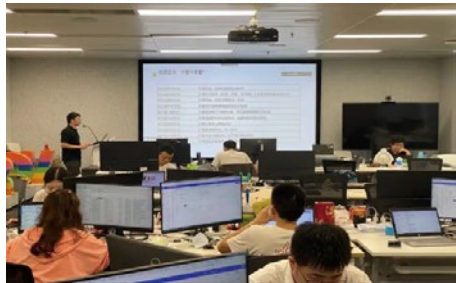
2030 sustainability target	2024 sustainability target	completed
Strengthen customer privacy protection,ensure zero incidents of customer information leakage, and achieve 100% coverage in security training	No data security incidents occurred, no customer privacy leakage incidents occurred, six information security and privacy trainings were completed, totaling 49,493 hours	

Our business involves direct or indirect daily transactions with tenants, consumers, and property owners. Strengthening information protection and data security management, and handling personal data and commercial information in an ethical and appropriate manner, are fundamental requirements for the Company. We strictly comply with national laws, regulations, and privacy policies. We have established a data security and privacy protection organization and formulated internal regulations such as the *CR Mixc Lifestyle Information System Data Permission Management Measures* to strengthen the organization and system construction for information security. Moreover, we continuously refine a comprehensive technical protection system, performing in-depth monitoring and protection against risks across multiple dimensions, including cybersecurity, host security, and office security. These efforts ensure robust security capabilities, safeguarding user personal information throughout the entire lifecycle.

Customer privacy and information security protection measures:

- Enhancing privacy protection
We integrate the concept of privacy-first into product design, requirements review, and other stages. We strictly comply with confidentiality policies in all lifecycle stages of personal information, including collection, storage, use, sharing,transmission, and destruction, ensuring that every operation is traceable. We explicitly stipulate that the collection of information follows the principle of minimum necessity, and clearly indicate to customers the purpose, storage period, and other information before collection, ensuring the legitimacy of authorization.
- Strengthening cybersecurity
We are committed to building a solid and reliable cybersecurity framework through multiple measures, including implementing network zoning and isolation strategies, applying network firewalls, organizing penetration tests, verifying the effectiveness of cybersecurity protection, and controlling personnel access rights.
- Conducting information security audits
We regularly conduct internal audits of privacy protection and data security, including code security audits, office terminal security audits, and account permission audits, and optimize closed-loop management based on audit results.
- Strengthening emergency response capabilities
We establish a comprehensive emergency response system and tiered emergency plans, defining clear goals, scope, team member responsibilities, and procedural steps to ensure that security incidents are handled in a structured manner. We regularly conduct security incident emergency response training and drills, simulating real-life scenarios to test and improve team collaboration and the feasibility of emergency plans.
- Enhancing employee security awareness
We establish a complete annual cybersecurity training plan, including training content (such as phishing email identification, social engineering prevention, password security, etc.), training forms (online courses, simulated drills, etc.), and training coverage statistics. Through legal education, case analysis, and other methods, we enhance the privacy protection skills of all employees and ensure that employees continuously update their security knowledge.

0 data security incidents
0 customer privacy leakage incidents
6 information security and privacy trainings were completed
49,493 training hours



Information security training

Risk Management

Effective risk management is essential for stable operations and creating long-term value. The Company annually conducts the identification, assessment, and monitoring of major risks, formulates and implements mitigation measures, and monitors and evaluates the effectiveness of these measures in key areas, ensuring robust risk control.

The Risk Control and Compliance Committee summarizes the Company's overall risk management situation every six months and submits reports to the Board's specialized committees. The Audit Committee regularly reviews internal control and risk management systems, systematically analyzing potential risks and opportunities based on the Company's business characteristics, industry trends, and external environmental changes. For ESG-related risks and opportunities, the Board places significant emphasis on identifying ESG factors, incorporating critical ESG risks into the Company wide risk management framework. This analysis explores environmental, social, and governance dimensions, addressing issues such as operational risks due to climate change, sustainability risks in supply chains, and reputation risks from poor community relations. Simultaneously, the Company focuses on market opportunities arising from changing societal demands and policy shifts, such as green mall expansion and the growing needs of smart community services. Based on these analyses, the Board supervises adjustments and improvements to the Company's ESG strategy to ensure sustainability.

Aligned with the *Corporate Governance Code requirements* for risk and internal control management, the Company has established a comprehensive risk management framework. A Law-based Governance, Risk Management and Compliance Committee acts as the leading organization, supported by a risk management work system comprising risk and compliance management departments as well as business units. This framework enhances risk prevention and management capabilities while integrating risk management into operational processes. The Company conducts annual risk source identification covering four primary risk categories: strategic, financial, compliance, and operational risks, with regular reviews and updates. Through mechanisms such as risk control meetings, the Company addresses and rectifies issues related to risk and internal control, forming a three-phase closed-loop system of prevention, monitoring, and post-event review and remediation, ensuring the effective functioning of the risk management framework.

Risk management process	
Risk identification	Risk identification is conducted at the beginning of each year, combining the Company's environmental context and management input to determine significant risk assessment results, which are reported regularly to the Board of Directors.
Risk response	The Company employs various methods such as key risk monitoring, internal control self-evaluations, self-checks, inspections, and specialized risk governance to conduct real-time risk monitoring and make timely corrections. For common problems, comprehensive risk investigation is carried out in a linked manner to resolve potential hazards.
Risk reporting	An annual risk management report is compiled, summarizing the Company's annual risk management activities, and reported to the Board of Directors.

FUTURE OUTLOOK

The year 2025 represents a critical year for deepening reforms. It is also the concluding year of CR Mixc Lifestyle's 14th Five-Year Plan and the foundational year for the strategic blueprint of the 15th Five-Year Plan. Amid external uncertainties, we will maintain our commitment to steady yet progressive growth, accelerate the construction of a world-class enterprise, continue to deepen our positioning as an Urban Quality Living Service Platform, forge product capabilities and service capabilities to the highest standards, and better satisfy people's aspirations for a better life. Focusing on sustainability, CR Mixc Lifestyle seeks to further expand the industry influence by comprehensively managing environmental, social, and governance risks. In close collaboration with employees, customers, consumers, communities, and other relevant parties, we will integrate sustainability and ESG principles into every facet of our operations with more effective measures and stricter standards, ensuring the successful achievement of the Company's sustainability goals.

APPENDIX

Appendix 1 : About This Report

This report is the fifth sustainability report released by CR Mixc Lifestyle, aiming to disclose the Company's investment and performance in environmental, social, and corporate governance in a transparent and open manner, in response to the concerns and expectations of various stakeholders on the Company's sustainable development.

Time range

This report is an annual report, covering the period from January 1, 2024 to December 31, 2024. To enhance the comparability and prospectiveness of the report, some contents are moderately extended to the previous and subsequent years.

Organization scope

The scope of this report covers the headquarters, commercial regions/directly-managed stores, commercial stores, property urban companies, and property project companies/projects.

Reporting specification

For the sake of expression and convenience, "China Resources Mixc Lifestyle Services Limited" is also referred to as "CR Mixc Lifestyle", "the Company", "the Enterprise", and "we" in this report.

Reference standards

This report is mainly prepared in accordance with the *Guiding Opinions on Central Enterprises to Fulfill Social Responsibilities with High Standards in the New Era* issued by the State-owned Assets Supervision and Administration Commission of the State Council, the *Guidelines on Environmental, Social and Governance Reporting for Chinese Enterprises* (CASS-ESG6.0), the *Guide for the Business Action on SDGs*, the *GRI Sustainability Reporting Standards* (GRI Standards), and the *Appendix C2 Environmental, Social and Governance Reporting Code* of the Hong Kong Stock Exchange Listing Rules, and the *CR Social Responsibility Management Measures*.

Reporting principles

This report discloses the Company's ESG management performance in accordance with the Materiality, Quantitative, Balance, and Consistency principles specified in *Appendix C2 Environmental, Social and Governance Reporting Code* of the Stock Exchange of Hong Kong Limited.

Reporting principles	Definition	Company response
Materiality	Issues covered in this report should reflect the Company's significant impact on the economy, environment, and society, or the scope of stakeholder evaluation and decision-making.	The Company entrusts third-party professional organizations to conduct material issue investigations and identify key issues for this report, submits the results to the Board of Directors for approval, and ultimately determines and responds to important issues as the basis for this report.
Quantitative	The report should disclose sustainability targets in a measurable way and include comparative data where applicable.	The Company has established an ESG data collection and review mechanism to let stakeholders understand ESG quantified performance.
Balance	The report should disclose sustainability targets in a measurable way.	The Company discusses improvement opportunities and plans on relevant issues in this report to avoid omissions or inappropriate influence on stakeholder decisions or judgments.
Consistency	The Company should ensure the consistent disclosure in this report.	The quantitative information in this report has been disclosed in a manner consistent with previous reports, and changes and updates to the scope of some data have been explained for the reference of stakeholders.

Information source

Data used in this report is from official company documents, statistical reports, third-party research or relevant public information, with financial data presented in Chinese yuan unless otherwise specified.

Access to this report

This report is available in both Chinese and English versions. The electronic version can be accessed and downloaded from the Hong Kong Stock Exchange website (www.hkexnews.hk) and our official website (<http://www.crmixclifestyle.com.cn/shzrbg/index.html>).

Reporting assurance

The Company assures that the report contains no false records, misleading statements or material omission, and is responsible for the authenticity, accuracy, and completeness of this report.

Appendix 2 : ESG Policies and Regulations

HKEX ESG Reporting Code	Laws and regulations complied with in 2024	Internal policies complied with in 2024
A1. Emissions	<i>Environmental Protection Law of the People's Republic of China</i> <i>Energy Conservation Law of the People's Republic of China</i> <i>Solid Waste Pollution Prevention and Control Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Prevention and Control of Water Pollution</i> <i>Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution</i> <i>Interim Measures for Supervision and Management of Energy Conservation and Emission Reduction in Central Enterprises</i> <i>Regulations on Solid Waste Pollution Prevention and Control of Guangdong Province</i> <i>Regulations on Management of Urban Construction Waste</i> <i>National Catalog of Hazardous Wastes</i>	<i>Regulations on the Emission Control of Domestic Pollutants of CR Mixc Lifestyle</i> <i>Regulations on the Management of Domestic Solid Waste of CR Mixc Lifestyle</i>
A2. Use of resources	<i>Energy Conservation Law of the People's Republic of China</i>	<i>Energy Conservation, Emission Reduction, and Environmental Protection Supervision Regulations of CR Mixc Lifestyle</i>
A3. Environment and natural resources	<i>Environmental Protection Law of the People's Republic of China</i>	<i>Guidelines for the Monitoring of Energy Conservation and Emission Reduction</i> <i>Workflow of Energy Conservation Reconstruction Projects</i> <i>Guidelines for the Management of Energy Conservation and Consumption Reduction</i>
B1. Employment	<i>Civil Code of the People's Republic of China</i> <i>Labor Law of the People's Republic of China</i>	<i>Board Diversity Policy</i> <i>Employee Handbook</i>
B2. Health and safety	<i>Social Security Law of the People's Republic of China</i> <i>Personal Income Tax Law of the People's Republic of China</i> <i>Law of the People's Republic of China on the Prevention and Control of Occupational Diseases</i> <i>Work Safety Law of the People's Republic of China</i>	<i>Regulations on Administration of Employee Health System of Occupational Disease Prevention and Treatment and Work Injury Insurance</i> <i>Regulations on Administration of EHS Organizational Construction of CR Mixc Lifestyle</i> <i>Regulations on Management of EHS Responsibility System for Positions of CR Mixc Lifestyle</i> <i>Regulations on Administration of EHS Education and Training of CR Mixc Lifestyle</i> <i>Regulations on Administration of EHS Accidents of CR Mixc Lifestyle</i> <i>Regulations on Administration of Investigation of Responsibility for EHS Accidents of CR Mixc Lifestyle</i> <i>Regulations on Annual Assessment of EHS Management of CR Mixc Lifestyle</i> <i>Employee Health Management Regulations of CR Mixc Lifestyle</i> <i>Regulations on Administration of Identification, Evaluation and Control of Hazard Sources and Environment of CR Mixc Lifestyle</i> <i>Regulations on EHS Emergency Management of CR Mixc Lifestyle</i>

HKEX ESG Reporting Code	Laws and regulations complied with in 2024	Laws and regulations complied with in 2024
B3. Development and training		<i>Employee Handbook</i> <i>Training Management Regulations of CR Mixc Lifestyle</i>
B4. Labor standards		
B5. Supply chain management		<i>Detailed Rules for Implementation of Supplier Management</i> <i>Detailed Rules for Implementation of Procurement Management of CR Mixc Lifestyle</i> <i>Guidelines for Procurement Management of Specific Matters</i> <i>Procurement Management Guidelines for Cinema Merchandise</i> <i>Guidelines for Preliminary Procurement Work for CR Mixc Lifestyle's External Property Expansion Projects</i> <i>Guidelines for Renewal of Procurement Contracts for CR Mixc Lifestyle Property Business</i> <i>Guidelines for Procurement Management of Customer Goods at Ice Rinks of CR Mixc Lifestyle</i> <i>Criterion for Integrity Cooperation</i> <i>Honest Declaration</i> <i>CR Mixc Lifestyle Supplier Social Responsibility Initiative</i> <i>CR Mixc Lifestyle Commercial Acceptance, Change and Settlement Guidelines</i> <i>Safety Commitment for Entry Work</i> <i>Procurement Business Management and Supervision Work Plan of CR Mixc Lifestyle (Trial)</i>

HKEX ESG Reporting Code	Laws and regulations complied with in 2024	Laws and regulations complied with in 2024
B6. Product responsibility	<i>Product Quality Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Protection of Consumer Rights and Interests</i> <i>The Advertisement Law of the People's Republic of China</i> <i>Trademark Law of the People's Republic of China</i> <i>Patent Law of the People's Republic of China</i> <i>Copyright Law of the People's Republic of China</i> <i>Cybersecurity Law of the People's Republic of China</i> <i>Data Security Law of the People's Republic of China</i> <i>Personal Information Protection Law of the People's Republic of China</i>	<i>Regulations on Administration of Investigation of Responsibility for EHS Accidents</i> <i>Regulations on Administration of EHS Evaluation and Assessment</i> <i>Regulations on Administration of Identification, Evaluation and Control of Hazard Sources and Environment</i> <i>Regulations on EHS Emergency Management</i> <i>Provisions for Annual Assessment of EHS Management</i> <i>Detailed Rules for Trademark Administration of CR Mixc Lifestyle</i> <i>Handbook of Service Product Standard Inspection Tools</i> <i>Handbook of Service Product Standard Inspection Tools</i> <i>Benchmarking Mixc Rating System</i> <i>Customer Repair Report/Complaint Handling Guidelines</i> <i>Customer Information Management Guidelines</i> <i>Customer Property Management Guidelines</i> <i>SOP for Customer Service</i> <i>Eight Red Lines for Tenant Management</i> <i>Residential Customer Complaint Handling Guidelines</i> <i>Office Building Projects Customer Complaint Handling Guidelines</i> <i>Guidelines for Customer Relationship Management in Malls</i> <i>Guidelines for Personal Information Protection in CR Mixc Lifestyle</i> <i>Business Process Specifications for Commercial Operations of CR Mixc Lifestyle</i> <i>Business Process Specifications for Commercial Operations of CR Mixc Lifestyle</i> <i>Customer Comprehensive Service Data Guidelines</i> <i>Commercial Project Prepaid Card Tenant Management Standards</i>
B7. Anti-corruption	<i>Company Law of the People's Republic of China</i> <i>Anti-Money Laundering Law of the People's Republic of China</i>	<i>CR Mixc Lifestyle Integrity Risk Prevention and Control System</i> <i>Reporting Policy for Listed Companies</i> <i>Guidelines on Integrity Talk</i> <i>Criterion for Integrity Cooperation</i> <i>Honest Declaration</i>
B8. Community investment	<i>Charity Law of the People's Republic of China</i> <i>Welfare Donations Law of the People's Republic of China</i>	<i>External Donation Management System of CR Mixc Lifestyle</i>

Appendix 3 : HKEX ESG Reporting Code Indicator Data List

KPI	Unit	2024	2023	2022
A. Environment				
A1 Emissions				
A1.1 Types of emissions and related data ^①				
Sulfur dioxide emissions	Ton	0	0	0
Ammonia nitrogen emissions	Ton	0	0	0
COD emissions	Ton	0	0	0
A1.3 Total amount and density of hazardous wastes generated ^②				
Total hazardous waste emissions	Ton	0	0	0
Hazardous waste emissions intensity	Ton/RMB 10,000 revenue	0	0	0
A1.4 Total amount and density of non-hazardous waste generated				
Total amount of non-hazardous waste emissions ^③	Ton	12,049.3	9,535.11	471.27
Density of non-hazardous waste discharged	Ton/RMB 10,000 revenue	0.007070	0.006457	0.00000353
A2 Use of resources				
A2.1 Energy consumption and density				
Comprehensive energy consumption	10,000 tce	0.2658	0.2752	0.3472
Comprehensive energy consumption intensity	Ton/RMB 10,000 revenue	0.001560	0.001864	0.002889
Total direct energy consumption	10,000 tce	0.0218	0.0342	0.131
Total indirect energy consumption	10,000 tce	0.244	0.241	0.2162
Total electricity consumption	10,000 kWh	1,985.10	1,961.17	1,759.56
Gasoline consumption	Ton	49.69	44	34.82
Diesel consumption	Ton	0.29	0.39	0.57
Natural gas consumption	10,000 standard cubic meters	11.91	22.79	103.75

KPI		Unit	2024	2023	2022
A2.2 Total water consumption and density					
Total water consumption		Ton	16,451,410	17,558,669	13,842,804
Water consumption density		Cubic meters/ RMB10,000 revenue	9.65	11.89	7.17
B. Society					
B1 Employment					
B1.1 Number of employees: by gender, employment type, age group and region					
Total number of employees		Person	42,046	40,977	40,239
By gender	Male	Person	28,263	27,410	26,411
	Female	Person	13,783	13,567	13,828
By employment type	Full-time	Person	42,046	40,977	40,239
	Part-time	Person	0	0	0
By age	Under 30	Person	12,155	12,121	12,237
	30-50	Person	26,157	25,595	24,178
	Over 51	Person	3,734	3,261	3,824
By region	Chinese mainland	Person	42,046	40,963	40,230
	Hong Kong SAR, Macao SAR, Taiwan and overseas	Person	0	14	9
B1.2 Employee turnover by gender, age, and region					
By gender	Male	%	25.19	26.08	25.97
	Female	%	25.07	27.34	25.68
By age	Under 30	%	36.25	35.40	33.72
	30-50	%	18.97	22.81	21.66
	Over 51	%	20.28	14.86	14.97
By region	Chinese mainland	%	25.21	26.50	25.87
	Hong Kong SAR, Macao SAR,Taiwan and overseas	%	0	12.5	12.5

KPI		Unit	2024	2023	2022
B2. Health and safety					
B2.1 Number and rate of work-related fatalities occurred in the past three years					
Number of work-related fatalities		Person	0	0	0
Fatality rate per thousand employees		‰	0	0	0
B2.2 Lost days due to work injury					
Lost days due to work injury		Day	6,161	/	/
B3. Development and training					
B3.1Percentage of trained employees: by gender and employee category					
By gender	Male	%	100	100	100
	Female	%	100	100	100
By employee category	Management	%	100	100	100
	Non-management	%	100	100	100
B3.2 Average training hours of employees: by gender and employee category					
By gender	Male	Hour	37.32	44.86	44.15
	Female	Hour	39.13	45.62	45.02
By employee category	Management	Hour	40.94	41.09	41.26
	Professional/operational	Hour	37.40	45.45	47.96
B5. Supply chain management					
B5.1 Number of suppliers by region					
Total number of suppliers		Pcs	16,320	18,354	20,130
Number of suppliers in the Chinese mainland		Pcs	16,299	18,337	20,110
Number of suppliers in Hong Kong SAR, Macao SAR and Taiwan		Pcs	21	17	18
Number of overseas suppliers		Pcs	0	0	2
B5.2Responsible supply chain management					
Number of suppliers reviewed during the reporting period		Pcs	5,642	5,359	6,369
Number of potential suppliers rejected due to non-compliance		Pcs	18	15	15
Number of suppliers whose partnerships have been terminated due to non-compliance		Pcs	405	654	415
Number of social responsibility training sessions held for suppliers		Time	233	229	186

KPI	Unit	2024	2023	2022
B6.Product responsibility				
B6.2 Number of products and service-related complaints received				
Customer complaint resolution rate	%	100 (commercial operation) 85.87 (property management, seven-day closure rate)	100	999
Total number of complaints received	Pcs	67,347 (commercial operation) 60,140 (property management)	25,668	34,700
B7. Anti-corruption				
B7.1 Number of corruption litigation cases				
Number of corruption litigation cases filed and concluded	Pcs	0	0	0
B7.3 Anti-corruption training provided to directors and employees				
Total hours of anti-corruption training for the Board of Directors	Hour	81	72	56
Total hours of anti-corruption training for employees	Hour	150,059	146,518	255,400
Number of employees participating in anti-corruption training	Per-son-time	126,083	124,555	127,700
B8. Community investment				
B8.2 Resources contributed to focus areas				
Number of people participating in volunteer services	Per-son-time	7,600	5,234	5,241
Total hours of volunteer service activities	Hour	15,200	17,010	58,858
Total amount of charitable donations	RMB 10,000	0	0	120

Notes:

- ① The Company's operations are commercial operation and property management, with no sulfur dioxide, ammonia nitrogen, or COD emissions.
- ② Small amounts of waste such as fluorescent lamps, batteries, and ink cartridges generated during daily operations fall within the exempt category as per the National Catalogue of Hazardous Waste. Therefore, the Company's operations do not involve hazardous waste. Waste data reporting standards and historical data have been adjusted to include batteries, toner cartridges, and drums in the recycling category.
- ③ Primary include construction waste, domestic waste, and kitchen waste.

Appendix 4 : CASS-ESG 6.0 Indicator Data List

Indicator	Unit	2024	2023	2022
Economic responsibility				
Revenue	RMB 100 million	170.43	147.67	120.16
Total profit	RMB 100 million	48.95	39.12	29.06
Net profit	RMB 100 million	37.30	29.43	22.13
Net profit attributable to owners of parent company	RMB 100 million	36.29	29.29	22.06
Total asset	RMB 100 million	289.08	277.83	258.38
Net asset	RMB 100 million	167.21	160.36	143.26
Return on equity	%	22.77	19.38	15.69
Rate of return on total assets ^①	%	17.67	15.02	12.62
Preservation and appreciation ratio of state-owned assets ^②	%	122.76	120.51	115.89
Retail sales	RMB 100 million	2,150	1,812	1,264
Total tax payment	RMB 100 million	17.18	14.5	10.8
Corporate governance				
Number of compliance training	Time	101	106	59
Total number of directors receiving anti-bribery and anti-corruption training	Person	6	/	/
Percentage of directors receiving anti-bribery and anti-corruption training	%	60	/	/
Total number of management personnel receiving anti-bribery and anti-corruption training	Person	7	/	/
Percentage of management personnel receiving anti-bribery and anti-corruption training	%	100	/	/
Total number of employees receiving anti-bribery and anti-corruption training	Person	42,046	/	/
Percentage of employees receiving anti-bribery and anti-corruption training	%	100	/	/
Investment in information security	RMB 10,000	542	320	100
Number of information security training	Time	6	6	1
Number of ESG training	Time	7	3	3

Indicator	Unit	2024	2023	2022
Environmental responsibility				
Total environmental protection investment	RMB 10,000	690.69	430.11	388.19
Number of environmental training and education sessions	Time	912	901	875
Self-built PV power generating capacity	kWh	11,654,442	4,890,002	148,797
Purchased green power	kWh	189,870,000	62,158,129	/
Fresh water consumption	Ton	16,451,410	17,558,669	13,842,804
Water consumption density	Cubic meters/RMB 10,000 revenue	9.65	11.89	7.17
Exhaust gas emissions ^③	Cubic meters	0	0	0
Wastewater discharge ^④	Ton	13,983,698	14,924,868	11,766,383
Waste recycling amount ^⑤	Ton	4,624.69	2,354.29	/
Kitchen waste recycling amount	Ton	4,623.08	2,348.44	/
Paper recycling amount	Ton	1.56	5.24	/
E-waste recycling amount	Ton	0.05	0.31	/
Waste ink cartridges recycling amount	Pcs	144	336	/
Waste toner cartridges recycling amount	Pcs	134	58	/
Waste lead-acid batteries recycled	Pcs	307	20	/
Consumption of renewable resources	kWh	120,950,000	67,048,131	/
Proportion of renewable resources in total resource consumption	%	7.41	4.50	/
General waste discharge ^⑥	Ton	12,049.30	9,535.11	262.3
General waste discharge density	Ton/RMB 10,000 revenue	0.007070	0.006457	0.000218
Hazardous waste emissions ^⑦	Ton	0	0	0
Hazardous waste emission density	Ton/RMB 10,000 revenue	0	0	0
Investment in energy-saving technology transformation	RMB 10,000	639	575.27	630.09
Energy saving amount	10,000 tce	0.1014	0.5538	0.2595
Technical energy saving amount	10,000 tce	0.1014	0.3476	0.2555
Energy saving amount from office	kWh	6,658	27,800	23,110
Water saving amount	Ton	55,512.2	3,089,121.13	339,966.16

Indicator	Unit	2024	2023	2022
Recycled water consumption	Ton	21,438	83,249.67	206
Scope 1 greenhouse gas emissions	Ton	409.51	627.54	2,344.88
Scope 2 greenhouse gas emissions	Ton	11,053.06	11,184.57	10,034.75
Scope 3 greenhouse gas emissions [®]	Ton	2,255,299.508	1,957,587.01	/
By business type: Scope 3 greenhouse gas emissions- commercial operation [®]	Ton	1,720,131.17	1,430,322.00	/
By business type: Scope 3 greenhouse gas emissions- property management	Ton	535,168.34	527,265.98	/
Greenhouse gas emissions reduced [®]	Ton	70,274.00	70,398.00	/
Scope 1 greenhouse gas reductions	Ton	0	/	/
Scope 2 greenhouse gas emissions reduced	Ton	70,274.00	/	/
Intensity of greenhouse gas emissions	Ton/RMB 10,000 revenue	0.006726	0.007999	0.0103
Fossil energy consumption	10,000 tce	0.0218	0.0342	0.131
Consumption of non-fossil energy	10,000 tce	0.244	0.241	0.2162
Percentage of non-fossil energy usage	%	91.79	87.58	62.27
Clean energy consumption	kWh	120,950,000	67,048,131	/
Office electricity consumption	kWh	2,059,837.11	1,917,322.94	/
Office water consumption	Ton	12,214.99	13,992.50	/
Office waste disposal amount	Ton	23.731	27.59	/

Indicator	Unit	2024	2023	2022
Employee responsibility				
Total number of employees	Person	42,046	40,977	40,239
Labor contract signing rate	%	100	100	100
Social insurance coverage rate	%	100	100	100
Employee turnover	%	25.15	26.5	25.87
Number of paid vacation days per capita per year	Day	7.81	7.06	8.2
Proportion of female managers	%	42.45	41.31	44.67
Local employment ratio [®]	%	51.18	50.06	47.16
Number of new employees	Person	13,462	17,442	15,511
Number of recent graduates recruited	Person	620	1,561	866
Total investment in employee training	RMB10,000	1,849	1,936.7	1,042.46
Number of employee training sessions	Time	2066	/	/
Per capita employee training investment	RMB	439.76	472.63	259.07
Employee training coverage rate	%	100	100	100
Number of newly diagnosed occupational diseases [®]	Case	/	/	/
Physical examination coverage rate	%	100	100	100
Investment in work injury insurance	RMB10,000	1,735.18	/	/
Health and safety				
Number of specialized safety management personnel	Person	318	322	294
Number of registered fire engineers	Person	51	45	39
Number of registered safety engineers	Person	139	137	107
Total investment in safe production	RMB10,000	5,660.5	4,321.80	4,092.29
Person-times covered by safety training	Person-time	693,135	572,580	468,962
Coverage rate of safety training	%	100	100	100
Number of safety emergency drills	Time	20,181	10,192	8,213
Number of general and above accidents	Time	0	0	0
Number of deaths in accidents	Person	0	0	0
Number of deaths of contractors	Person	0	0	0
Lost time injury rate [®]	%	0.64	/	/
Number of people injured due to work-re-related reasons	Person	270	/	/
Events occurring in the business premises causing trampling and serious injuries to people	Time	0	0	0

Indicator	Unit	2024	2023	2022
Partnership responsibility				
Satisfaction of residence customers	Point	91.76	88.32	89.70
Overall satisfaction of residence customer on complaint follow-up visits	%	91.05	82.15	70.65
Satisfaction of mall tenants	Point	/	98.5	99.3
Satisfaction of mall customers	Point	/	99.2	99.2
Satisfaction of mall customers on complaint handling	Point	99.88	99.86	97.9
Rate of suppliers passing quality, environment and occupation, health and safety system certification ⑩	%	100	100	100
Number of suppliers reviewed during the reporting period	Pcs	5,642	5,359	6,369
Localized procurement ratio ⑩	%	99.90	99.95	99.90
Number of potential suppliers rejected due to non-compliance	Pcs	18	15	15
Number of suppliers whose cooperation was suspended due to non-compliance	Pcs	405	654	415
Number of social responsibility training to suppliers	Time	233	229	186
Innovative development				
Total R&D investment	RMB100million	1.77	1.5	1.31
R&D investment as a percentage of main business revenue	%	1.04	/	/
Number of R&D personnel	Person	228	277	142
Percentage of R&D personnel among total employees	%	0.54	/	/
Major innovation awards	Pcs	12	0	0
Number of international, national, or industry standards participated in establishing	Pcs	0	0	0
Number of intellectual property rights such as trademarks and copyrights	Pcs	1,022	990	933
Number of invention patents applied to the main business	Pcs	9	/	/
Number of invention patent applications	Pcs	12	/	/
Number of invention patents granted	Pcs	9	/	/
Number of valid patents	Pcs	0	/	/
Community responsibility				
Number of disabled employees	Person	83	101	63
Number of people participating in volunteer services	Person	7,600	/	/
Number of people benefiting from volunteer services	Person	>3,000	/	/
Investment in rural vitalization ⑩	RMB10,000	382.9	/	/
Number of people benefiting from rural vitalization efforts ⑩	Person	15,000	/	/
Total of charitable donations	RMB10,000	0	0	120

Notes:

- ① The rate of return on total assets for 2023 was adjusted from 15.03 to 15.02 due to rounding differences.
- ② The preservation and appreciation ratio of state-owned assets for 2022 and 2023 were updated to align with the State-owned Assets Supervision and Administration Commission (SASAC) standards, adjusted from 103.29% and 89.34% to 115.89% and 120.51%, respectively.
- ③ The Company's operations do not involve exhaust gas emissions.
- ④ Primarily domestic, calculated based on freshwater consumption statistics.
- ⑤ Kitchen waste, electronics, paper, ink cartridges, toner cartridges and lead-acid batteries recycled from the Company's leased projects and office areas.
- ⑥ Domestic waste generated in the Company's leased projects and office areas.
- ⑦ Small amounts of waste such as fluorescent lamps, batteries, and ink cartridges generated during daily operations fall within the exempt category as per the National Catalogue of Hazardous Waste. Therefore, the Company's operations do not involve hazardous waste. Waste data reporting standards and historical data have been adjusted to include batteries, toner cartridges, and drums in the recycling category.
- ⑧ Scope 3 primarily covers Category 11: Sold Products and Services, Category 6: Business Travel and Category 1 Purchased Goods and Services account for minimal contributions and lack accounting conditions, thus excluded for now.
- ⑨ Includes greenhouse gas emissions data from the Company's ecosystem businesses.
- ⑩ Refers mainly to greenhouse gas reductions from self-built photovoltaic systems and purchased green electricity.
- ⑪ Proportion of employees whose registered hometown province matches their work location province.
- ⑫ The Company's operations do not include positions with occupational hazards.
- ⑬ Lost Time Injury Rate (LTIR) = (Number of recordable injuries × 200,000) / Total annual working hours.
- ⑭ The scope is nationally centralized procurement suppliers for materials.
- ⑮ The scope is local prefecture-level cities.
- ⑯ The scope is CR Hope Towns under the Company's property management services.
- ⑰ The scope is themed activity participants in the CR Hope Towns under the Company's property management services.

Appendix 5 : HKEX ESG Reporting Code Content index

Aspects	KPI	Disclosure	Section/Explanation
Mandatory Disclosure Requirements			
Governance structure	-	-	Sustainability Management
Reporting principles	-	-	About this Report
Reporting scope	-	-	About this Report
Environmental			
A1: Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.		Chapter IV Green Development
	A1.1	The types of emissions and respective emissions data.	Chapter IV Green Development
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix - HKEX ESG Reporting Code Indicator Data List
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix - HKEX ESG Reporting Code Indicator Data List
	A1.5	Description of emission target(s) set and steps taken to achieve them.	Chapter IV Green Development
	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.	Chapter IV Green Development

Aspects	KPI	Disclosure	Section/Explanation
A2: Use of resources	General disclosure Policies on the efficient use of resources, including energy, water and other raw materials.		Chapter IV Green Development
	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).	Appendix - HKEX ESG Reporting Code Indicator Data List
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Appendix - HKEX ESG Reporting Code Indicator Data List
	A2.3	Description of energy use efficiency target (s) set and steps taken to achieve them.	Chapter IV Green Development
	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.	Chapter IV Green Development
A3: The environment and natural resource	A2.5	Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	Not Applicable
	General disclosure Policies on minimizing the issuer's significant impacts on the environment and natural resources.		Chapter IV Green Development
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Chapter IV Green Development

Aspects	KPI	Disclosure	Section/Explanation
Social			
B1: Employment	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		Chapter II People Centricity
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Appendix - HKEX ESG Reporting Code Indicator Data ListData List
	B1.2	Employee turnover rate by gender, age group and geographical region.	Appendix - HKEX ESG Reporting Code Indicator Data ListData List
B2: Health and safety	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		Chapter II People Centricity
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Appendix - HKEX ESG Reporting Code Indicator Data ListData List
	B2.2	Lost days due to work injury.	Appendix - HKEX ESG Reporting Code Indicator Data ListData List
	B2.3	Description of employee health and safety measures adopted, and how they are implemented and monitored.	Chapter II People Centricity

Aspects	KPI	Disclosure	Section/Explanation
B3: Development and training	General disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		Chapter II People Centricity
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendix - HKEX ESG Reporting Code Indicator Data ListData List
	B3.2	The average training hours completed per employee by gender and employee category.	Appendix - HKEX ESG Reporting Code Indicator Data ListData List
B4: Labor standards	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.		Chapter II People Centricity
	B4.1	Description of measures to review employment practices to avoid child and forced labor.	Chapter II People Centricity
	B4.2	Description of steps taken to eliminate such practices when discovered.	Chapter II People Centricity
B5: Supply chain management	General disclosure Policies on managing environmental and social risks of the supply chain.		Chapter III Mutual-winning Partnership
	B5.1	Number of suppliers by geographical region.	Appendix - HKEX ESG Reporting Code Indicator Data ListData List
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Chapter III Mutual-winning Partnership
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Chapter III Mutual-winning Partnership
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Chapter III Mutual-winning Partnership

Appendix 6 : CASS-ESG 6.0 Content Index

Aspects	KPI	Disclosure	Section/Explanation
B6: Product responsibility	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		Chapter III Mutual-winning Partnership
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not Applicable
	B6.2	Number of products and service related complaints received and how they are dealt with.	Chapter III Mutual-winning Partnership and Appendix - HKEX ESG Reporting Code Indicator Data List
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Chapter V Business Integrity
	B6.4	Description of quality assurance process and recall procedures.	Chapter III Mutual-winning Partnership
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Chapter III Mutual-winning Partnership and Chapter V Business Integrity
B7: Anti-corruption	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		Chapter V Business Integrity
	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.	Chapter V Business Integrity
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Chapter V Business Integrity
	B7.3	Description of anti-corruption training provided to directors and staff.	Chapter V Business Integrity and Appendix - HKEX ESG Reporting Code Indicator Data List
Community			
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.		Chapter I Mixc Lifestyle Ecosystem
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Chapter I Mixc Lifestyle Ecosystem
	B8.2	Resources contributed (e.g. money or time) to the focus area.	Chapter I Mixc Lifestyle Ecosystem and Appendix - HKEX ESG Reporting Code Indicator Data List

Aspects	KPI	Disclosure	Section/Explanation
Preface			
Report Specifications	P1.1	Quality Assurance	Appendix - About this Report
	P1.2	Information Description	Appendix - About this Report
Executive Statement	P2.1	Executive Statement	Message from Chairman
Company Profile	P3.1	Basic Information	About Us
	P3.2	Strategy and Culture	About Us
	P3.3	Business Overview	About Us
	P3.4	Significant Changes in Organizational Size, Structure, Ownership, or Supply Chain During the Reporting Period	Appendix - About this Report
Environmental			
Climate Change Response (E1.1)	E1.1.1	Climate Change Governance	Chapter IV Green Development
	E1.1.2	Climate Change Strategy	Chapter IV Green Development
	E1.1.3	Management of Climate-Related Impacts, Risks, and Opportunities	Chapter IV Green Development
	E1.1.4	Climate Change-Related Metrics and Targets	Chapter IV Green Development
	E1.1.5	Climate Change Adaptation	Chapter IV Green Development
	E1.1.6	Transition Plans, Measures, and Their Progress in Response to Climate-Related Risks and Opportunities	Chapter IV Green Development
	E1.1.7	Scope 1 Greenhouse Gas Emissions	Appendix: CASS ESG 6.0 Indicator Data List
	E1.1.8	Scope 2 Greenhouse Gas Emissions	Appendix: CASS ESG 6.0 Indicator Data List
	E1.1.9	Scope 3 Greenhouse Gas Emissions	Appendix: CASS ESG 6.0 Indicator Data List
	E1.1.10	Source and Quantity of Carbon Credits Used	/
	E1.1.11	Participation in Carbon Emissions Trading Schemes	/
	E1.1.12	Engagement of Third-Party Organizations to Verify or Validate Greenhouse Gas Emissions Data	/
	E1.1.13	Categorical Statistics of Greenhouse Gas Emissions	Appendix: CASS ESG 6.0 Indicator Data List
	E1.1.14	Greenhouse Gas Emissions Accounting Notes	Appendix: CASS ESG 6.0 Indicator Data List
	E1.1.15	Participation in Various Emission Reduction Mechanisms	/
	E1.1.16	Emission Reduction Targets, Measures, and Effectiveness	Chapter IV Green Development
	E1.1.17	Scope 1 Greenhouse Gas Emission Reductions	Appendix: CASS ESG 6.0 Indicator Data List
	E1.1.18	Scope 2 Greenhouse Gas Emission Reductions	Appendix: CASS ESG 6.0 Indicator Data List
	E1.1.19	Objective and Prudent Disclosure of Carbon Reduction Innovation Achievements	Chapter IV Green Development

Aspects	KPI	Disclosure	Section/Explanation
Pollutant Emissions (E2.1)	E2.1.1	Environmental Management System	Chapter IV Green Development
	E2.1.2	Total Pollutant Emissions	Appendix: CASS ESG 6.0 Indicator Data List
	E2.1.3	Pollutant Discharge Exceeding Standards	Appendix: CASS ESG 6.0 Indicator Data List
	E2.1.4	Environmental Performance Rating	Not Applicable
	E2.1.5	Categorical Statistics of Pollutant Discharge	Appendix: CASS ESG 6.0 Indicator Data List
	E2.1.6	Pollution Prevention Technologies, Facilities, and Implementation Effectiveness	Chapter IV Green Development
	E2.1.7	Major Pollutant Emission Reduction Targets and Measures	Chapter IV Green Development
	E2.1.8	Impact of Pollutant Discharge on Surrounding Communities	Chapter IV Green Development
	E2.1.9	Significant Deficiencies in Environmental Monitoring Plans and Risk Management Measures	Chapter IV Green Development
Waste Management (E2.2)	E2.2.1	Volume of Hazardous Waste Generated	Appendix: CASS ESG 6.0 Indicator Data List
	E2.2.2	Hazardous Waste Discharge Density	Appendix: CASS ESG 6.0 Indicator Data List
	E2.2.3	Non-Hazardous Waste Generation	Appendix: CASS ESG 6.0 Indicator Data List
	E2.2.4	Non-Hazardous Waste Discharge Density	Appendix: CASS ESG 6.0 Indicator Data List
	E2.2.5	Hazardous Waste Treatment and Disposal	Chapter IV Green Development
	E2.2.6	Non-Hazardous Waste Treatment and Disposal	Chapter IV Green Development
	E2.2.7	Waste Reduction Targets and Measures	Chapter IV Green Development
Ecosystem and Biodiversity Protection (E2.3)	E2.3.1	Production Suspension and Facility Removal Within Ecological Protection Red Lines	Not Applicable
	E2.3.2	Ecosystem Protection and Restoration	Not Applicable
	E2.3.3	Biodiversity Conservation	Chapter IV Green Development
	E2.3.4	Protection and Utilization of Biological Genetic Resources	Not Applicable
	E2.3.5	Impact and Dependence of the Product Life Cycle on Ecosystems and Biodiversity	Not Applicable

Aspects	KPI	Disclosure	Section/Explanation
Environmental Compliance Management (E2.4)	E2.4.1	Environmental Incident Risk Assessment and Prevention	Chapter IV Green Development
	E2.4.2	Overall Situation of Emergency Response Plans for Unexpected Environmental Incidents	Chapter IV Green Development
	E2.4.3	Sudden Major Environmental Incidents and Responses	Chapter IV Green Development
	E2.4.4	Environmental Violations and Criminal Cases	Chapter IV Green Development
Energy Utilization (E3.1)	E3.1.1	Total Energy Consumption	Appendix: CASS ESG 6.0 Indicator Data List
	E3.1.2	Energy Consumption Structure	Chapter IV Green Development and Appendix: CASS ESG 6.0Indicator Data List
	E3.1.3	Total Energy Consumption Intensity of the Enterprise	Appendix: CASS ESG 6.0 Indicator Data List
	E3.1.4	Types, Total Amount, and Proportion of Clean Energy	Appendix: CASS ESG 6.0 Indicator Data List
	E3.1.5	Energy Saving Targets and Measures	Chapter IV Green Development
Water Resource Utilization (E3.2)	E3.2.1	Total Water Consumption	Appendix: CASS ESG 6.0 Indicator Data List
	E3.2.2	Water Consumption Intensity	Appendix: CASS ESG 6.0 Indicator Data List
	E3.2.3	Water Conservation Targets and Initiatives	Chapter IV Green Development
	E3.2.4	Water Resource Recycling and Utilization	Chapter IV Green Development
Circular Economy (E3.3)	E3.3.1	Circular Economy Goals and Plans	Chapter IV Green Development
	E3.3.2	Resource Conservation and Efficient Utilization	Chapter IV Green Development
	E3.3.3	Use of Renewable Resources	Chapter IV Green Development
	E3.3.4	Recycling of Waste Materials	Chapter IV Green Development
	E3.3.5	Amount of Waste Materials Recycled	Appendix: CASS ESG 6.0 Indicator Data List
	E3.3.6	Consumption of Renewable Resources and its Proportion of Total Resource Consumption	Appendix: CASS ESG 6.0 Indicator Data List

Aspects	KPI	Disclosure	Section/Explanation
Social			
Rural Vitalization (S1.1)	S1.1.1	Integrating Rural Vitalization into Corporate Strategy	Chapter I Mixc Lifestyle Ecosystem
	S1.1.2	Supporting Measures for Rural Vitalization	Chapter I Mixc Lifestyle Ecosystem
	S1.1.3	Total Investment in Rural Vitalization	Appendix: CASS ESG 6.0 Indicator Data List
	S1.1.4	Scope and Number of Beneficiaries of Rural Vitalization	Appendix: CASS ESG 6.0 Indicator Data List
	S1.1.5	Impact of Involvement in Rural Vitalization on Corporate Brand and Business Development	Chapter I Mixc Lifestyle Ecosystem
Social Contributions (S1.2)	S1.2.1	Social Contribution Actions and Achievements	Chapter I Mixc Lifestyle Ecosystem
	S1.2.2	Social Contribution Investment Amount	Appendix: CASS ESG 6.0 Indicator Data List
	S1.2.3	Number of Participants in Social Contribution Activities	Appendix: CASS ESG 6.0 Indicator Data List
	S1.2.4	Cumulative Participation Time in Social Contribution Activities	Appendix: CASS ESG 6.0 Indicator Data List
	S1.2.5	Scope and Number of Beneficiaries of Social Contribution Activities	Appendix: CASS ESG 6.0 Indicator Data List
	S1.2.6	Impact of Social Contribution Actions on Corporate Brand and Business Development	Chapter I Mixc Lifestyle Ecosystem
Innovation-Driven Growth (S2.1)	S2.1.1	Strategy and Goals for Scientific and Technological Innovation	Chapter III Mutual-winning Partnership
	S2.1.2	Construction of R&D Innovation Management System	Chapter III Mutual-winning Partnership
	S2.1.3	Participation in R&D Innovation and Scientific and Technological Cooperation Projects	/
	S2.1.4	R&D Investment	Appendix: CASS ESG 6.0 Indicator Data List
	S2.1.5	R&D Investment as a Percentage of Main Business Revenue	Appendix: CASS ESG 6.0 Indicator Data List
	S2.1.6	Number of R&D Personnel	Appendix: CASS ESG 6.0 Indicator Data List
	S2.1.7	R&D Personnel as a Percentage of Total Employees	Appendix: CASS ESG 6.0 Indicator Data List
	S2.1.8	Number of Invention Patents Applied to Main Business	Appendix: CASS ESG 6.0 Indicator Data List
	S2.1.9	Number of Invention Patent Applications	Appendix: CASS ESG 6.0 Indicator Data List
	S2.1.10	Number of Invention Patents Granted	Appendix: CASS ESG 6.0 Indicator Data List
	S2.1.11	Number of Valid Patents	Appendix: CASS ESG 6.0 Indicator Data List
	S2.1.12	Professional Qualifications and Significant Awards Received	Appendix: CASS ESG 6.0 Indicator Data List
	S2.1.13	External Impact of Scientific and Technological Innovation Achievements and Their Applications	Chapter I Mixc Lifestyle Ecosystem and Chapter III Mutual-winning Partnership

Aspects	KPI	Disclosure	Section/Explanation
Supply Chain Security (S3.1)	S3.1.1	Strengthening Supply Chain Risk Management	Chapter III Mutual-winning Partnership
	S3.1.2	Ensuring Supply Chain Security and Stability	Chapter III Mutual-winning Partnership
	S3.1.3	Enhancing Supply Chain Management	Chapter III Mutual-winning Partnership
	S3.1.4	Promoting Sustainable Supply Chain Development	Chapter III Mutual-winning Partnership
Equal Treatment of SMEs (S3.2)	S3.2.1	Specific Details of Overdue Payments to Small and Medium-Sized Enterprises	Chapter III Mutual-winning Partnership
	S3.2.2	Solutions Proposed for Overdue Accounts	Chapter III Mutual-winning Partnership
Product and Service Safety & Quality (S3.3)	S3.3.1	Product and Service Quality Management System	Chapter III Mutual-winning Partnership
	S3.3.2	Quality Management System Certification	Chapter III Mutual-winning Partnership
	S3.3.3	Significant Safety and Quality Liability Accidents Related to Products and Services	Chapter III Mutual-winning Partnership
	S3.3.4	After-Sales Service	Chapter III Mutual-winning Partnership
	S3.3.5	Product Recall	Not Applicable
	S3.3.6	Handling Customer Complaints	Chapter III Mutual-winning Partnership
Data Security and Customer Privacy Protection (S3.4)	S3.4.1	Data Security Management	Chapter V Business Integrity
	S3.4.2	Data Security Incidents and Responses	Chapter V Business Integrity
	S3.4.3	Customer Privacy Protection	Chapter V Business Integrity
	S3.4.4	Customer Privacy Breach Incidents and Responses	Chapter V Business Integrity

Aspects	KPI	Disclosure	Section/Explanation
Employee Rights Protection (S4.1)	S4.1.1	Employment Situation	Chapter II People Centricity
	S4.1.2	Flexible Employment Opportunities	Chapter II People Centricity
	S4.1.3	Employee Composition	Appendix: CASS ESG 6.0 Indicator Data List
	S4.1.4	Labor Contract Signing Rate	Appendix: CASS ESG 6.0 Indicator Data List
	S4.1.5	Timely Payment of Employee Compensation	Chapter II People Centricity
	S4.1.6	Social Insurance Coverage Rate	Appendix: CASS ESG 6.0 Indicator Data List
	S4.1.7	Average Number of Paid Annual Leave Days per Employee	Appendix: CASS ESG 6.0 Indicator Data List
	S4.1.8	Labor Disputes	Chapter II People Centricity
	S4.1.9	Employee Turnover	Appendix: CASS ESG 6.0 Indicator Data List
	S4.1.10	Protection of the Rights and Interests of Flexible Employment Personnel	Chapter II People Centricity
	S4.1.11	Ensuring Compliance, Fairness, and Transparency in Recruitment and Employment Procedures	Chapter II People Centricity
	S4.1.12	Establishing a Reasonable and Effective Employee Appeal System	Chapter II People Centricity
Employee Health and Safety Production (S4.2)	S4.2.1	Identification and Assessment of Occupational Safety Risks and Sources	Chapter II People Centricity
	S4.2.2	Establishment and Implementation of an Employee Health and Safety Management System	Chapter II People Centricity
	S4.2.3	Employee Health and Safety Management System Qualification Certification	Chapter II People Centricity
	S4.2.4	Employee Health and Safety-Related Training	Chapter II People Centricity
	S4.2.5	Investment in Work Injury Insurance and Safety Production Liability Insurance and Personnel Coverage Rate	Appendix: CASS ESG 6.0 Indicator Data List
	S4.2.6	Safety Accidents and Responses	Chapter II People Centricity
Career Development and Training (S4.3)	S4.3.1	Position System Setting	Chapter II People Centricity
	S4.3.2	Employee Promotion, Selection, and Career Development Mechanisms	Chapter II People Centricity
	S4.3.3	Types of Employee Training and Implementation	Chapter II People Centricity
	S4.3.4	Number of Employee Training Sessions	Appendix: CASS ESG 6.0 Indicator Data List
	S4.3.5	Amount of Employee Training Expenditure	Appendix: CASS ESG 6.0 Indicator Data List
	S4.3.6	Employee Training Coverage Rate	Appendix: CASS ESG 6.0 Indicator Data List

Aspects	KPI	Disclosure	Section/Explanation
Governance			
Sustainable Governance Mechanism (G1.1)	G1.1.1	Sustainability Governance Structure	Sustainability Management
	G1.1.2	Sustainability System	Sustainability Management
	G1.1.3	Sustainability Professional Skills and Competencies	Sustainability Management
	G1.1.4	Sustainability Information Reporting Mechanism	Sustainability Management
	G1.1.5	Sustainability Supervision and Assessment	Sustainability Management
	G1.1.6	Integrating Sustainability into Decision-Making Considerations	Sustainability Management
	G1.1.7	Sustainability Strategic Planning	Sustainability Guidelines
	G1.1.8	Sustainability Impact, Risk, and Opportunity Management	Chapter V Business Integrity
	G1.1.9	Identification of Sustainability Materiality Topics	Sustainability Management
	G1.1.10	Construction of Sustainability Indicator System and its Division of Labor	Sustainability Management
	G1.1.11	Sustainability Goals and Progress	Sustainability Guidelines
Due Diligence (G1.2)	G1.1.12	Sustainability Digitalization Construction	Sustainability Management
	G1.2.1	Organization or Personnel Responsible for Due Diligence	Chapter V Business Integrity
	G1.2.2	Scope of Due Diligence	Chapter V Business Integrity
	G1.2.3	Procedures for Identifying Negative Impacts or Risks Related to Sustainable Development	Sustainability Management
Stakeholder Communication (G1.3)	G1.2.4	Specific Measures to Address Negative Impacts and Risks Related to Sustainable Development	Sustainability Management
	G1.3.1	Construction and Implementation of Stakeholder Communication System	Sustainability Management
	G1.3.2	Stakeholder Communication Channels	Sustainability Management

Aspects	KPI	Disclosure	Section/Explanation
Anti-Bribery and Anti-Corruption (G2.1)	G2.1.1	Anti-Bribery and Anti-Corruption Risk Management System	Chapter V Business Integrity
	G2.1.2	Anti-Bribery and Anti-Corruption Measures	Chapter V Business Integrity
	G2.1.3	Whistleblower Protection Policy	Chapter V Business Integrity
	G2.1.4	Commercial Bribery and Corruption Risk Assessment	Chapter V Business Integrity
	G2.1.5	Total Number and Percentage of Directors Receiving Anti-Commercial Bribery and Anti-Corruption Training	Appendix: CASS ESG 6.0 Indicator Data List
	G2.1.6	Total Number and Percentage of Management Personnel Receiving Anti-Commercial Bribery and Anti-Corruption Training	Appendix: CASS ESG 6.0 Indicator Data List
	G2.1.7	Total Number and Percentage of Employees Receiving Anti-Commercial Bribery and Anti-Corruption Training	Appendix: CASS ESG 6.0 Indicator Data List
	G2.1.8	Commercial Bribery and Corruption Incidents and Responses	Chapter V Business Integrity
Anti-Unfair Competition (G2.2)	G2.2.1	Anti-Unfair Competition Management System	Chapter V Business Integrity
	G2.2.2	Anti-Unfair Competition Measures	Chapter V Business Integrity
	G2.2.3	Unfair Competition Incidents and Responses	Chapter V Business Integrity
Afterword			
Report Afterword	A1	Future Plans	Outlook for the Future
	A2	Key Performance Table	Appendix: HKEX ESG Reporting Code Indicator Data List and Appendix: CASS ESG 6.0 Indicator Data List
	A3	Indicator Index	Appendix: Indicator Index
	A4	Assurance Report	/
	A5	Rating Report	Appendix: Report Rating
	A6	Feedback	Appendix: Feedback

Appendix 7 : Report Rating

Entrusted by China Resources Mixc Lifestyle Services Limited, Chinese Expert Committee on CSR Report Rating selected experts to form a rating team to rate the CR Mixc Lifestyle Sustainability Report 2024 (hereinafter referred to as the "Report").

Rating Basis

The *Guidelines on Corporate Sustainability Reporting for Chinese Enterprises (CASS-ESG 6.0) for the Business Services Industry* by the China Enterprise Reform and Development Society and the CSR Cloud Research Institute, and the *Standards for Chinese Enterprise Sustainability Report Ratings (2025)* by the Chinese Expert Committee on CSR Report Rating.

Rating Process

- 1.The rating team reviewed and confirmed the *Confirmation of Procedural and Accessibility Evaluation Data of Corporate ESG Reports* and relevant supporting materials submitted by the writing team of the Report;
- 2.The rating team evaluated the preparation process and content of the Report and formulated the rating report;
- 3.The Vice Chairman of Chinese Expert Committee on CSR Report Rating, the leader of the rating team and the experts of the rating team jointly sign and review the rating report.

Rating Conclusion

Process (★★★★★)

The Company has established an ESG governance framework consisting of the Board of Directors, the Sustainability Committee, the ESG Leadership Team, Dual Carbon Leadership Team, and the ESG Issue Team. The Board of Directors serves as the highest responsible and decision-making body for the Company's sustainability matters, participates in the assessment and determination of the importance of ESG issues, proposes ESG management suggestions, and reviews the annual sustainability report. The Sustainability Committee achieves daily supervision and management of ESG matters through the ESG Issue Team. Nine ESG policies, including the *CR Mixc Lifestyle Sustainability Policy*, have been formulated to further optimize the ESG policy system. The Report is positioned as an important tool for compliant disclosure of responsibility information, improvement of ESG management level, strengthening communication with stakeholders, and shaping the responsible brand image of the Company, demonstrating clear functional value. It identifies material issues by integrating national macro policies, international and domestic ESG standards, the Company's development strategy, and stakeholder surveys. It is available in both Chinese and English versions and will be published on the Company's official website and the exchange website. It will also be disseminated through official microblogs, third-party media, and other social channels, with excellent process performance.

Substantiality (★★★★★)

The Report systematically discloses key issues of the business services industry, such as addressing climate change, rural revitalization, serving national strategies, providing intelligent services, ensuring charge transparency, facilitating special groups, data security and customer privacy protection, enhancing customer satisfaction, employee rights protection, sustainable governance mechanism, anti-unfair competition, and anti-bribery and anti-corruption, which are fully described in detail. To sum up, the Report has an excellent performance in substantiality.

Integrity (★★★★★)

The Report systematically discloses 96.50% of the core indicators in the business services industry from the perspectives of "Mixc Lifestyle Ecosystem", "People Centricity", "Mutual-Winning Partnership", "Green Environment " and "Business Integrity". To sum up, the Report has an excellent performance in integrity.

Balance (★★★★★)

The Report discloses negative data such as "employee turnover rate", "number of deaths in accidents", "fatality rate per thousand employees", "lost days due to work injury", "lost time injury rate", "number of general and above accidents", "number of deaths of contractors", "events occurring in the business premises causing trampling and serious injuries to people" and "number of corruption litigation cases filed and concluded", and also describes in detail the handling of complaints and improvement measures of the Company in response to customer complaints. To sum up, the Report has an excellent performance in balance.

Comparability (★★★★★)

The Report discloses the comparative data of 133 key indicators such as "revenue", "total profit" "proportion of female managers", "number of suppliers reviewed during the reporting period", "number of new employees", "wastewater discharge" and "comprehensive energy consumption" of three consecutive years. The Report also makes a horizontal comparison on the TOP 1 in the Top 100 Commercial Real Estate Enterprises in Terms of Performance in 2024, China's Top 1 Enterprise in Terms of Commercial Property Service Capability in 2024 and TOP 1 of the Property Enterprises in Terms of Excellent City Service Performance in 2024. To sum up, the Report has an excellent performance in comparability.

Readability (★★★★★)

The Report maintains the design style of previous reports, with the cover vividly echoing the Company's sustainable development policy, enhancing the dissemination effect of the Company's commitment concept, vividly presenting commitment vision and development mission, and strengthening recognizability. It presents the Company's commitment achievements in the form of testimonies from stakeholders, strengthening the Report's dissemination power and credibility. The chapters employ cross-page layouts to clearly present key issues and performance, facilitating readers to quickly grasp the content, providing an overview and enhancing the readability of the Report. QR codes are embedded for image extension, expanding the content, enhancing the communicative nature and readability, and achieving excellent performance.

Innovativeness (★★★★★)

The Report is the first to use video dissemination form, innovatively expanding the channels for dissemination. It sets the Responsibility Focus: —Mixc Commercial: Making a Fresh Start after Twenty Years of Development, highlighting the leading role of the Company's commitment and the timeliness of the content. The Company has established specific and measurable ESG development goals consisting of 20 qualitative and quantitative indicators, reviewing the annual progress of each indicator, and setting up the "2030 sustainability target - 2024 sustainability target" section to disclose the completion status of this year's indicators, demonstrating excellent innovative performance.

Composite rating (★★★★★+)

According to the evaluation of the rating team, the CR Mixc Lifestyle Sustainability Report 2024 achieved a Five Star rating in process, substantiality, integrity, balance, comparability, readability, and innovativeness. Overall, it is rated as "Five Star Excellence", which is a model of enterprise social responsibility reports.



CR Mixc Lifestyle Sustainability Report received a Five Star rating for the second consecutive year and received a Five Star Excellence rating for the first year



Suggestions For Improvement

- 1. Further strengthen the sustainability management system and relevant regulations.

Vice Chairman of the Chinese Expert Committee on CSR Report Rating

Rating Team Leader

Rating Team Expert



Issuance date: April 24, 2025

Scan the QR code to view the rating profile

Appendix 8 : Comments and Feedbacks

Dear readers,

Thank you for taking the time to read this report. In order to improve the Company's sustainable development management and report preparation, and enhance the responsibility performance of CR Mixc Lifestyle, we would like to hear your opinions and suggestions. Your feedback information will not be obtained by third parties, please feel free to give us your advice!

1.Which of the following stakeholders do you belong to?

- ☐Government/regulatory authorities
- ☐Investors/shareholders/analysts
- ☐Clients (consumers, property owners, tenants, etc.)
- ☐Suppliers
- ☐Brands/tenants
- ☐Media
- ☐Industry-academia-research institutions (e.g., research institutes, universities)
- ☐General public
- ☐Peer enterprises
- ☐Other partners (e.g., strategic partners, banks, etc.)

2.What is your overall opinion about this report?

- ☐Excellent
- ☐Good
- ☐Average
- ☐Poor
- ☐Very Poor

3.Do you think this report reflects the Company's significant impact on the economy, society, and environment?

- ☐Yes
- ☐No

4.How clear, accurate, and complete do you think the information, data, and indicators disclosed in this report are?

- ☐High
- ☐Relatively high
- ☐Average
- ☐Relatively low
- ☐Low

5.How do you think about the layout and design of this report?

- ☐Very reasonable
- ☐Relatively reasonable
- ☐Average
- ☐Poor
- ☐Very poor

6.How do you think about the readability of this report?

- ☐High
- ☐Relatively high
- ☐Average
- ☐Relatively low
- ☐Low

7.What are your opinions and suggestions on the Company's sustainable development?

Scan the QR code to
give your feedback and suggestions

