



新希望服务  
NEWHOPE service

新希望服務控股有限公司

NEW HOPE SERVICE HOLDINGS LIMITED

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 3658

# 民生向新

## 2024

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

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# Environmental, Social and Governance Report

## ABOUT THIS REPORT

New Hope Service Holdings Limited (hereinafter referred to as the “**Company**” or “**New Hope Service**”) and its subsidiaries (hereinafter referred to as the “**Group**” or “**we**”) publishes the environmental, social and governance report (hereinafter referred to as this “**Report**”), demonstrating the principles and sustainable development concepts we adhere to in fulfilling corporate social responsibilities, and summarizing the Group’s investment, performance in environmental, social and governance (hereinafter referred to as “**ESG**”), so as to respond to stakeholders’ understanding and confidence in the Group.

## Reporting Framework

This Report has been prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (hereinafter referred to as the “**Reporting Guide**”) under Appendix C2 of the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (hereinafter referred to as the “**Stock Exchange**”). The content also complies with the disclosure principles required by the Reporting Guide and the disclosure obligations of “comply or explain” set out in the Reporting Guide. This Report is in accordance with the “comply or explain” requirement in the Reporting Guide, and the content follows the four reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency”. The data and information cited in the Report referenced from the statistics and related information of the Group. The Company promises that this Report does not contain any false records or misleading statements, and is responsible for the authenticity, accuracy and completeness of its content.

<b>Materiality</b>	This Report has identified the current ESG materiality issues by conducting a materiality assessment and the results will be submitted to the Board of Directors for approval to ultimately identify the materiality issues as the basis for preparing this Report and responding to them through the Report.
<b>Quantitative</b>	The statistical standards, methodologies, assumptions and/or calculation tools as well as the sources of conversion factors used in reporting emissions in this Report, provide stakeholders with an understanding of how ESG performance is quantified.
<b>Balance</b>	This Report presents the Group’s performance during the reporting period in an impartial manner, avoiding omissions or choices that may unduly influence stakeholders’ decisions or judgments.
<b>Consistency</b>	The statistical methods used in the data disclosed in this report are consistent with last year. Any changes will be clearly stated in the report for stakeholders’ reference.

### Reporting Period and Scope

This Report covers the reporting period from January 1, 2024 to December 31, 2024 (hereinafter referred to as the “**Year**” or the “**Reporting Period**”). Unless otherwise specified, the content coverage of this Report is the same as that of the Group’s Annual Report for this Year. The data scope of environmental key performance indicators covers the Group’s headquarters and the main regions under management- high-end service division, Rongcheng, Jincheng, Southeast, South China, Yunnan and Guizhou Region, East China and Central North. and the density indicators of the environmental category are calculated based on the number of people and total area of these regions. We hope to expand the scope and depth of coverage in the future and continue to monitor sustainable development performance.

### Reporting Language

This Report is published in both Chinese and English versions. If there is any inconsistency between the two versions, the Chinese version shall prevail. Electronic version of this Report is published on the websites of the Group and the Stock Exchange, readers could view or download the Report on the Group’s website (<https://www.newhopeservice.com.cn>) clicking “Financial and ESG Reports” under “Investor Relations” section or the Stock Exchange’s website (<https://www.hkexnews.hk/>).

### Contact Information

We highly value stakeholders’ and the public’s opinions on the Report. We regard it as an important driving force for sustainable development. If you have any questions or suggestions, please contact us through the following ways:

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E-mail: [IR\\_NHS@newhope.cn](mailto:IR_NHS@newhope.cn)

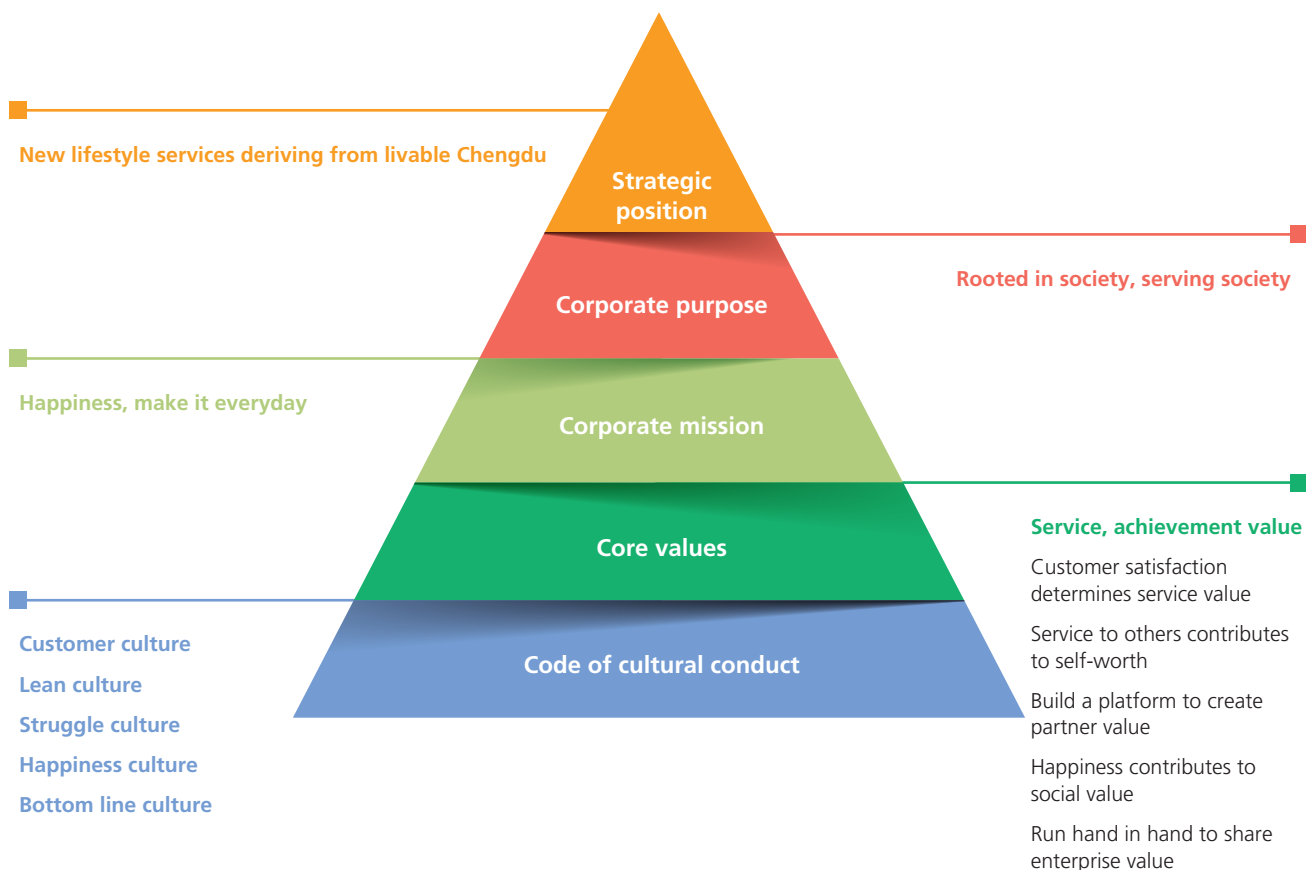


## ABOUT NEW HOPE SERVICE HOLDINGS LIMITED

The Group originated in the vibrant city of Chengdu and has now expanded to 30 cities including Chengdu, Hangzhou, Suzhou, Nanjing, Kunming, and Nanning. Centered around “asset appreciation and preservation” and “care-free and wonderful life”, We provide comprehensive livelihood service solutions for a variety of sectors, including mid-to-high-end residential properties, office buildings, industrial parks, and financial institutions. To date, New Hope Service has served over 250,000 residential property owners and more than 42,000 corporate clients, with daily service interactions exceeding one million.

As a comprehensive property management enterprise deeply rooted in Chengdu and leading in the western region, New Hope Service has developed mature capabilities in high-end property services, commercial asset revitalization, group catering services, corporate services, and lifestyle services. The Company is a key partner for numerous high-quality state-owned capital investment and operation platforms. By leveraging complementary strengths, New Hope Service collaborates with various stakeholders to jointly contribute to urban development.

New Hope Service has been selected as China’s property customer satisfaction model enterprise for 7 consecutive years, it ranks among the top 18 in comprehensive strength of Chinese property enterprises, the top 10 among listed private property enterprises in China, and holds the top 1 in service excellence in Chengdu. Moving forward, New Hope Service will continue to steadfastly pursue a high-quality development strategy. Building on a solid foundation of property services, the Company will uphold its brand philosophy of enhancing client asset value and delivering a sense of everyday happiness. It will explore differentiated service systems based on its core strengths, offer market-competitive service designs, and integrate innovative industrial exploration platforms, striving to become a trusted operator of essential community services.



## ANNUAL KEY RESULTS

### Economic Performance

Operating revenue:  
RMB **1,480.80** million

Year-on-Year Increase:  
**17.5%**

Total gross floor area  
under management:  
**3,512.8**  
thousand square meters

Gross profit margin:  
**30.4%**

Total contracted gross  
floor area:  
**3,897.0**  
thousand square meters

Net profit margin  
attributable to parent  
company shareholders:  
**15.3%**

Number of properties  
under management:  
**242**

Business covered:  
**30** cities

Residential property  
served  
over **250,000** owners;  
Corporate served over  
**42,000** Clients

### Social Performance

Total employees at end  
of reporting period:  
**3,939**

Work-related employee  
Fatalities:  
**0**

Percentage of female  
employees:  
**47.75%**

Total annual community  
donations:  
RMB **214,935.75**

Qualified suppliers  
signed:  
**1,772**

Employee community  
volunteer:  
**801** hours

"Sunshine Cooperation  
Agreement" signing rate:  
**100%**

Released the  
"White Papers of  
Livelihood Services",  
demonstrating  
commitment to social  
responsibility

### Environmental Performance

Total greenhouse gas  
emissions:  
**31,454.62** million  
tons of CO<sub>2</sub> equivalent

Total water consumption:  
**1,353.33**  
million tons

Total energy  
consumption:  
**58,779.38** MWh

Total packaging  
material consumption:  
**1.44** tons

### Governance Performance

Shareholders' meetings  
held:  
**2**

Percentage of female  
directors on the board:  
**44.4%**

Customer service  
satisfaction score  
**89** points

Earnings  
announcements held:  
**2**

Percentage of independent  
directors on the board:  
**33.3%**

Year-on-Year Increase:  
**9.4%**

Investor communication  
events:  
**40+**

AI-generated work order  
dispatch time: only 20  
seconds, reducing order  
entry time by  
**80%**

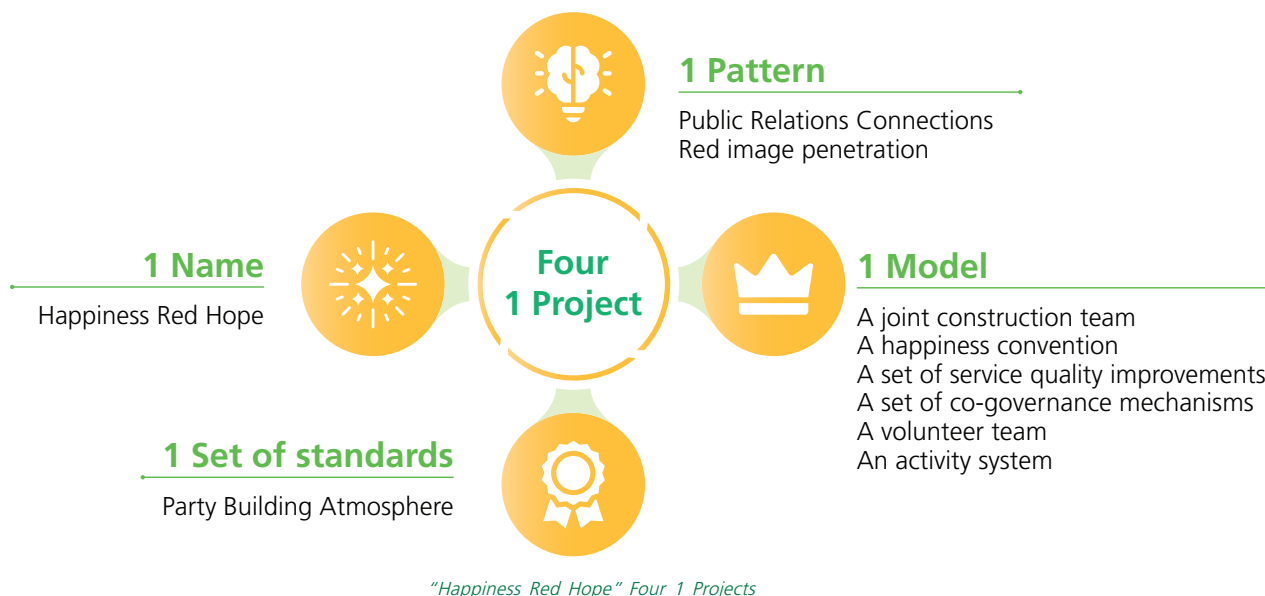
**75%**  
of high-frequency issues can be solved  
independently at the service desk

Shareholder/ investor  
visits:  
**10+**

Manual order entry by  
property front desk staff  
Reduced to:  
**46%**

### SPECIAL TOPIC: “HAPPINESS RED HOPE”

Based on the precise positioning of “people’s livelihood service operator”, New Hope Service actively explores and practices the green sustainable development model. In order to achieve the strategic goal of green sustainable development, the Group continues to carry out comprehensive and enriching red property service activities around the “Happiness Red Hope” party building brand. It skillfully combines party building work with property services, widely unites all forces, successfully transforms the advantages of party building into enterprise efficiency, and further promotes the deep integration of organization, philosophy, practice and values across multiple dimensions to drive the company’s green and sustainable growth.



In 2024, the Group’s party building service field has fully implemented the new strategic concept of “one chessboard, one net, one set of cards”, meticulously creating a new landscape of party-building work that is comprehensively covered, deeply integrated, and actively participated in by all members. This fully leverages the influence, outreach, and driving effects of the “Happiness Red Hope” brand, actively promoting innovation in the industry’s party-building work model and providing direction for strengthening the leading role of party organizations, enhancing the effectiveness of social governance, and serving the better lives of residents. This year, the Group has won multiple honorary titles, including the “Advanced Grassroots Party Organization in Emerging Fields of Sichuan Province”.

### “One Chessboard”: working together to promote overall development

The Party Committee of New Hope Service closely adheres to the “Four 1 Projects”, further clarifying the integrated party-building operational model among community party committees, homeowner associations, and property party branches. It defines the grading standards for pilot projects, finalizes the first batch of launch lists, and designates the “Happiness Red Hope” community operation system as a key annual task. The committee meticulously plans practical implementation strategies for the construction of a “red property”, focusing deeply and precisely on promoting the integration of party-building and business operations. The Group is committed to building bridges with grassroots party organizations, continuously delivering fresh party-building cases, tailoring feasible development paths to ensure steady and long-term project progress, and actively exploring diverse channels to enhance homeowners’ engagement and sense of belonging. Through a series of solid and effective efforts, New Hope Service has shaped a positive corporate image, injecting “red” momentum into the company’s high-quality development.

### “One Net”: comprehensive coverage and Refined Services for the People

To further enrich the content of the “Happiness Red Hope” party-building brand, enhance its brand value, and increase its visibility, the Party Committee of New Hope Service has carefully planned and actively deployed efforts across three levels: the group, regional and project levels. From top to bottom, the committee has proactively engaged in expanding the party-building network. At the group level, resources are coordinated, and cooperative frameworks are established; at the regional level, coordination and integration of regional forces are emphasized; at the project level, party branches delve into communities, organize distinctive activities, and actively collaborate with various stakeholders. Through these measures, the expansion and deepening of the party-building network are steadily advanced, enriching the experience of beautiful communities and striving to establish “Happiness Red Hope” as a party-building brand with extensive influence and outstanding leadership.



#### Group Level

- The Company has successively carried out party-building joint activities with the Luzhou Municipal Bureau of Economic Cooperation and Foreign Affairs and the Party Committee of the Chengdu Wuhou State-owned Capital Investment and Operation Group.



#### Regional Level

- New Hope Services Southeast has completed the signing of "Party-Building Wing Alliance" agreements with Wenzhou Telecom, Ningbo Telecom, and Ningbo Rail Transit.

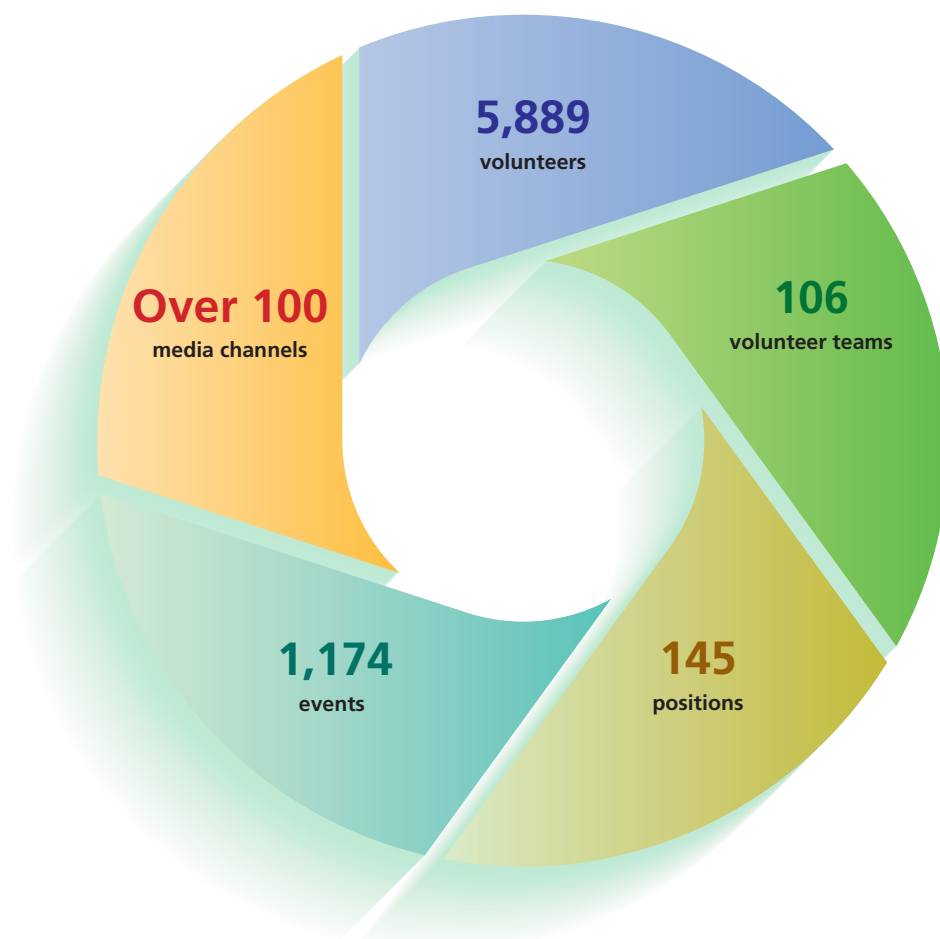


#### Project level

- Chengdu Tiana Valley and Tuojiang community to carry out garbage sorting, elderly mobile phone classes, children calligraphy training and other actions; Ningbo Jinyue Bay and Jinyue Bay community to carry out June 1 public welfare market; Dalian New Hope home united Dalian Fishing Hospital to organize community care free clinic.

### “One Net”: Innovative measures to stimulate the vitality of party building

New Hope Service skillfully uses multiple platforms to showcase party building actions, striving to create a diverse promotional framework under “online display + offline interaction + industry exchange”, and demonstrating the excellent results of party building work through rich and varied channels and formats. Following the trend of The Times, through its own WeChat public number, “Hope Cloud Community” mini program, Feishu subscription number, WeChat Channels, TikTok account and other new media matrix to present the highlights of party building network in a systematic, top-down approach.



*“Happiness Red Hope” Annual Party Building Achievements*



## “Happiness Red Hope” Party Building Action

### • New Hope Service South China — Party Building Alliance, Integrated Progress, Painting a New Picture of Grassroots Party Building

The Party Branch Committee of Nanning Branch of New Hope Property Services Group Co., Ltd., together with the General Party Branch Committee of Anyang Road Community, Anji Subdistrict, solemnly signed the “Party-Building Pairing and Co-Construction Activity Agreement”. Both parties agreed to jointly organize at least one party-building collaborative activity every six months. Through five powerful measures-strengthening organizational ties, enhancing the quality of party members through joint cultivation, solidifying theoretical foundations through joint learning, gathering vitality through joint activities, and promoting development through business collaboration. They aim to continuously deepen the integration of party-building efforts, actively drive innovation in joint activities, and comprehensively enhance the quality and effectiveness of party-building work.

- Learning From Lei Feng Activities: During the year, 9 convenience volunteer services were organized, covering diversified services such as anti-fraud awareness campaign, anti-drug education, free haircuts, and free medical consultations.
- Joint Free Medical Consultations: Collaborating with communities and various hospitals, professional medical services were brought directly to residents’ doorsteps. During the events, over 260 consultations were conducted, effectively safeguarding the health of residents.
- Joint Theme Party Day Activities: Building on tradition, these activities further solidified strong partnership between the Company and the community, promoting resource sharing and complementary advantages.
- Voluntary Blood Donation: The Party Committee of the Nanning Branch has organized public welfare-themed Party Day activities for voluntary blood donation for six consecutive years, with a cumulative donation volume exceeding 54,000 ml. These drops of warm blood gathers into a stream of love, showcasing New Hope Service’s strong sense of social responsibility.



Free Medical Consultations and voluntary blood donation activities-New Hope Service South China



## Environmental, Social and Governance Report

- **New Hope Service Chengdu-Deeply cultivate people's livelihood services and pave the way to happiness**

In 2024, New Hope Service served Chengdu to vigorously advanced the “Happiness Red Hope” activities and achieved outstanding results. A total of 247 activities were carried out in current year, 1,534 volunteers were successfully recruited, tens of thousands of owners were mobilized to actively participate. Through concrete actions, the initiative spread the seeds of hope and the power of red, truly embodying the principle of serving the people through livelihood services.

### **Expand from property services to public welfare services, comprehensively care for the lives of owners**

The Bund Project actively collaborates with local communities, volunteer organizations, and compassionate businesses. It offers free haircuts and medical consultation services to the elderly, helping them enjoy a convenient and healthy lifestyle. The project also organizes goldfish release activities for children, fostering their sense of compassion and responsibility. Free vaccinations are provided for pets, ensuring the health of the furry residents in the community. During special periods, the project distributes free vegetable packages to elderly residents, addressing their daily living concerns. The initiative effectively integrates the concept of public welfare into every aspect of daily life, significantly promoting the sustainable development of the community.



*Public welfare services*

### **With “Hope” as our pen, we inscribe chapters of public welfare that convey boundless love**

The Tazishan No. 1 Project has effectively harnessed the power of the community by uniting party members and residents to meticulously organize a charity toy sale and donation event. The proceeds from the sale were entirely donated to the Chengdu Welfare Children's Home, providing material support to the children there. At the same time, the project sowed seeds of hope in every young heart, fostering a positive shift in societal development.



*Toys Sale and Charities Donation*

## Party building leads safety science popularization actions and builds a solid community safety defense line

Under the guidance of party building, New Hope Service has been making continuous efforts in multiple projects including West District Garden, Crown Lake No. 1, Jinyue North Mansion, and Jinguan Tianyue. A variety of science popularization activities have been successively carried out: hosting public welfare classes on preventing telecom fraud, conducting fire safety knowledge popularization and gas safety lectures, helping residents enhance their self-protection awareness, jointly safeguarding the lives and property safety of residents, and laying a solid foundation for the harmonious and stable development of the community.



*Public Welfare Class*

### • Tiana Valley — Community Party Building, Harmonious People's Livelihood

The Chengdu Tiana Valley Project has been closely collaborating with the Tuojiang Community Party Branch, consistently focusing on the actual needs of the community residents. Through meticulously planning and executing a series of diverse activities, it has effectively addressed various livelihood issues and significantly bridged the gap between neighbors.

By the end of the Reporting Period, the project had recruited a total of 187 volunteers and successfully conducted 42 "Happiness Red Hope" activities, achieving a satisfaction score of 96.8.

- **Garbage Sorting Promotion:** Actively uniting enthusiastic residents and young property owners, the project organizes at least one garbage sorting promotion event each month. This initiative gradually instills good habits and concepts of waste segregation into every household in the community, guiding residents to jointly build a green home.



*Garbage Sorting Promotion Event — Chengdu Tiana Valley*



## Environmental, Social and Governance Report

- **Childhood Companion Series:** Recognizing the significant number of children in the community, the project identified holiday care and the creation of a conducive learning environment as key needs. In collaboration with the community, the “Childhood Companion” series was launched, encompassing activities such as calligraphy training, physical and intellectual exercises, youth debate competitions, and science experiment sessions, totaling over 30 events. This initiative has established a robust platform for learning and growth for the youth, supporting their healthy and joyful development.



*Childhood Companion Series Events — Chengdu Tiana Valley*

- **Elderly Care Series:** The project has initiated the “Senior Smartphone Class”, where volunteers provide one-on-one instruction on smartphone usage, helping elderly residents adapt to modern life. Additionally, the project regularly arranges for volunteers to visit solitary elderly residents, offering services such as health monitoring, home visits, and psychological comfort, ensuring that the elderly feel the warmth and care of the community.



*Elderly Care Activities — Chengdu Tiana Valley*

### • **Shangding International — Building Party Construction, Co-governance and Sharing**

The Shangding International project has become a new benchmark and model in the field of regional building party construction by deeply exploring the leading efficiency of party building, continuously innovating the paradigms of party construction work, and striving to promote the efficient coupling of party construction work and enterprise development. Ms. Chen Jing, the Party Committee Secretary of New Hope Service, has also clearly instructed, “The Shangding International project should continue to leverage the leading role of party building, constantly innovate the modes of party construction work, closely integrate party construction work with enterprise development, and set a new benchmark for regional building party construction”.

### Innovative Party Building Infrastructure Construction

The project, in collaboration with the local street and community, has jointly created a multifunctional composite space called “Shangding International Youyue Star Space”. Breaking through traditional structures, the project skillfully integrates red genes, establishing a vibrant hub for building party construction services and creating a new activity domain that effectively enhances the attractiveness and influence of party construction work.

### Promoting the Implementation of Red Services

A party-mass service station has been established within the building to comprehensively carry out awareness and cultural leadership. By setting up party member pioneer posts, service demonstration posts, and red service windows, the project effectively leverages the exemplary role of party member employees, leading all staff to actively engage in building service work, significantly improving the overall service quality.

### Facilitating Party Construction Pairing and Integration

The project actively engages in joint learning activities with party organizations from various regions and departments, achieving shared resources and mutual learning and exchange of experiences. This continuously injects innovative vitality into party building work, driving its continuous advancement.

### Building a Government-Enterprise Service Platform

Relying on the “Shangding International Youyue Star Space” platform, we proactively integrate various resources and assign dedicated public service coordinators to establish a one-stop government-business service system. With comprehensive, end-to-end support, we help businesses achieve steady development.

### Project Party Building Honors Display

- “Rongcheng, Chengdu Pioneer Heart-warming Property Management”
- Four-Star Employee Station of the Wuhou District Trade Union, Chengdu City, Sichuan Province
- Community Outstanding Red Partner of the Year



*Shangding International Building Party Construction Activities*

## FULFILLING RESPONSIBILITIES, CONTINUING THE LEGACY OF EXCELLENCE

### Sustainable Development Strategy

Based on the precise positioning of “people’s livelihood service operator”, New Hope Service has always been committed to continuously optimizing the effectiveness of the sustainable development management system, actively integrate the concept of sustainable development into daily business operations and decision-making, and working closely with all parties to continuously enrich and enhance corporate culture, driving the company’s stable development and long-term prosperity.

### Sustainability Performance

During the Reporting Period, the Group has gained widespread recognition in the society in terms of sustainable development and was granted several awards and honors by various organizations.



2024 ESG Rating-A for Chinese Property Enterprises



2024 China's Top 18 Property Enterprises in Comprehensive Strength



2024 China Service Demonstration Enterprise

The following table shows the awards and honors received by or related to the Group in 2024:



Winning Area	Name of Award	Award Unit
National Honors	2024 China's Top 100 Property Service Enterprises	Beijing China Index Academy (北京中指信息技術研究院)
	2024 Top 20 Listed Property Management Companies in China	CRIC Property Management Association (克而瑞物管), CPMRI (中物研協)
	2024 China's Top 18 Property Enterprises in Comprehensive Strength	EH Consulting (億翰智庫) & EH Property Research (億翰物研)
	2024 China Property Service Red Property Sample Benchmark Enterprise	EH Consulting (億翰智庫) & EH Property Research (億翰物研)
	2024 China Property Service Smart Service Sample Benchmark Enterprise	EH Consulting (億翰智庫) & EH Property Research (億翰物研)
	2024 Leading Enterprises in Property Service Quality	Beijing China Index Academy (北京中指信息技術研究院)
	2024 China's listed property companies with the most long-term investment value	EH Consulting (億翰智庫) & EH Property Research (億翰物研)
	2024 ESG Rating-A for Chinese Property Enterprises	EH Consulting (億翰智庫) & EH Property Research (億翰物研)
	2024 Top 10 Listed Property Enterprises in Risk Resistance	EH Consulting (億翰智庫) & EH Property Research (億翰物研)
	2024 Preferred Employer Brand for Chinese Property Enterprises Among College Students	CREA (中國房地產業協會), CACE (中國建設教育協會), CACE-Household Special Committee (中國建設教育協會房地產專業委員會)
	2024 China Service Demonstration Enterprise	Golden Keys China
	2024 China New Growth • Agile Team List	Harvard Business Review (Chinese Edition)



## Environmental, Social and Governance Report

Winning Area	Name of Award	Award Unit
<b>Sichuan Region (including Rongcheng/ Jincheng/high-end service division)</b>	Chengdu garden-style residential community — Jinguan Yinyuen (錦官印悅), Xiyue Jincheng (西樾錦宸)	Chengdu Park Urban Construction Administration (成都市公園城市建設管理局)
	“Rongcheng, Chengdu Pioneer • Heart-warming Property Management” Demonstration Project — Shangding International (「蓉城先鋒•暖心物管」示範項目 — 商鼎國際)	CPC Chengdu Property Industry Committee (中共成都市物業行業委員會)
<b>Southeast Region</b>	Zhejiang Province High Standard Domestic Waste Classification Demonstration Community — Jinyuewan (錦悅灣), Jinlin Mansionfu (瑾麟府), Ningbo	Zhejiang Provincial Domestic Waste Classification Leading Group Office (浙江省生活垃圾分類工作領導小組辦公室)
	Zhejiang Province High Standard Domestic Waste Classification Demonstration Community — Wenzhou Huijiangting (溫州匯江庭), Jiajingyuan (嘉景園), Jiangning Jinyuan (江甯錦苑), Lingou Community (菱藕社區)	Zhejiang Provincial Domestic Waste Classification Leading Group Office (浙江省生活垃圾分類工作領導小組辦公室)
	Wenzhou Property Management Demonstration Project — Jiajingyuan (嘉景園), Li'an Jingyuan (里安璟園), Ziyuting (紫玉庭), Olympic Sports City Xiyuan (奧體城熙園)	Wenzhou Municipal Bureau of Housing and Urban-Rural Development (溫州市住房和城鄉建設局)
<b>South China Region</b>	2024 National Green Smart Home Consumption Festival Recommended Unit for Trade-in	China Building Materials Circulation Association (中國建築材料流通協會)
	2024 Guangxi Property Service Reputation List “People’s Favorite Enterprise”	Guangxi Autonomous Region Department of Housing and Urban-Rural Development (廣西自治區住房和城鄉住建廳), Guangxi Daily Media Group (廣西日報傳媒集團), South China Morning Post (南國早報), Guangxi University for Nationalities Ethnic Law and Regional Governance Research Collaborative Innovation Center (廣西民族大學民族法與區域治理研究協同創新中心)
<b>Central North Region</b>	Shenyang Waste-free Community — Shenyang Jinguan Tianchen (瀋陽錦官天宸)	Shenyang Ecological Civilization Construction and Ecological Environment Protection Committee (瀋陽市生態文明建設和生態環境保護委員會)
<b>Yunnan-Guizhou Region</b>	Kunming Property Management Demonstration Community — Kunming Jinlin Fenghui (昆明錦麟峯薈)	CPMI — Kunming (昆明市物業管理行業協會)
	2024 Nanning, Guiyang, Guangzhou, Kunming Four Regional Property Management Inspection and Learning Base — Kunming Jinlin Tianxu (昆明錦鄰天序)	CPMI — Kunming (昆明市物業管理行業協會)
	2024 Kunming Property Management Inspection and Learning Base — Kunming Jinlin Fenghui (昆明錦麟峯薈)	CPMI — Kunming (昆明市物業管理行業協會)
<b>East China Region</b>	Zhejiang Province High Standard Domestic Waste Classification Demonstration Community — Hangzhou Jinlin Mansion (杭州錦鄰府), Jincheng Mingdi (錦宸名邸)	Zhejiang Provincial Domestic Waste Classification Leading Group Office





## Environmental, Social and Governance Report

### Board Statement

The Group understands the importance of ESG in enhancing the value and performance of the Group. To fulfill our commitment to sustainable development, we have established an ESG governance framework. The Board of Directors (hereinafter referred to as the “**Board**”) assumes full responsibility for the Group’s environmental, social, and governance strategy and reporting. By regularly reviewing, discussing, and approving the Group’s ESG policies, strategies, and risk management, the Board is fully accountable for overseeing the Group’s sustainability efforts. The Board has approved the establishment of an ESG Working Group within the Group, whose primary responsibility is to implement and monitor various ESG initiatives to enhance the effectiveness of sustainable development governance. The Board is responsible for approving and endorsing the sustainability policies and measures formulated by the ESG Working Group, while maintaining close communication with internal and external stakeholders to identify and assess significant ESG issues, thereby developing the ESG strategy.

As a comprehensive property services and management company, the Group’s daily operations have a relatively limited impact on the environment. Nevertheless, in previous years, we have established directional environmental goals, aiming to contribute to environmental protection and extend the concept of sustainable development to all levels of the Group. We strive to communicate this philosophy to our partners, employees, and other stakeholders, working together to build a sustainable future blueprint.

This Year, we have reviewed the progress made toward the environmental-related directional goals set in the previous year. We commit to continuing to monitor the progress of our ESG goals in the future, adjusting management strategies and implementation methods based on operational realities to ensure more effective monitoring and improvement of sustainability matters.

This Report provides a comprehensive disclosure of the progress and achievements of the Group’s ESG efforts in 2024. The content of this Report contains no false records, misleading statements, or material omissions, and the Board of Directors assumes full responsibility for the information presented. This Report was reviewed and approved at the Board of Directors meeting on March 24, 2025.

## Sustainability Structure

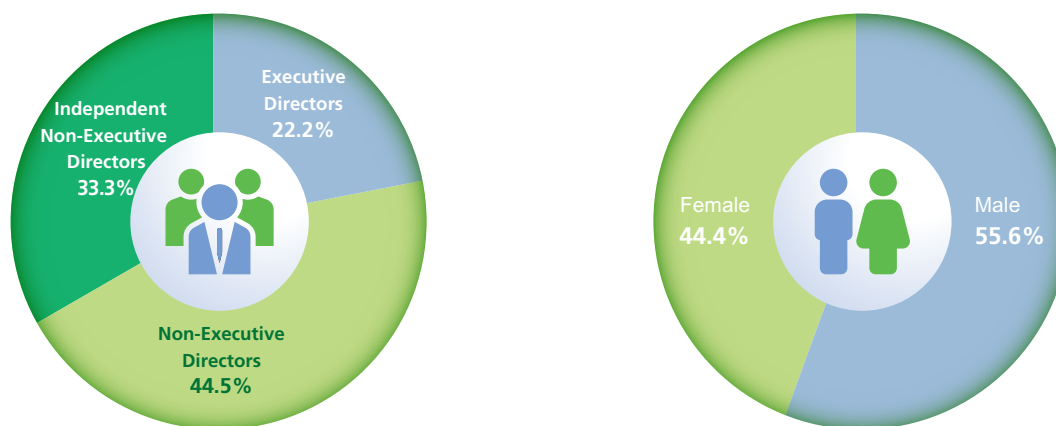
To effectively implement and implement the Group's ESG governance work, we have established a sustainability governance structure composed of the Board of Directors, ESG Working Group, various functional departments and subsidiaries to promote our work in ESG management and information disclosure. The following are the Group's ESG governance structure and the roles and responsibilities of each level within the governance structure:



## Environmental, Social and Governance Report

### Diversity of the Board

The Group regards board diversity as a key element to support it in achieving its strategic goals and maintaining sustainable development. When setting the board composition, the Company considers board diversity from many aspects, including but not limited to professional qualifications and industry experience, gender, age, cultural and educational background and service tenure. As of December 31, 2024, the company's board of directors was consisted by 9 members, including 3 independent directors and 4 female directors, all members possess extensive industry experience or professional qualifications in fields such as accounting, law, and financial investment.



*The Composition of Board Members*




### Communication with Stakeholders

The Group regards the valuable opinions from stakeholders as an opportunity for the Group's operational performance and sustainable development strategies. The Group has collected stakeholders' suggestions through a series of formal and informal communication channels, and established a bilateral communication mechanism with stakeholders, to solicit diverse views of the Group and help us to continuously improve our performance. To fully understand, respond to and address the core concerns of different stakeholders, we have maintained close communication with key stakeholders, and are committed to working with each stakeholder to improve the Group's ESG performance and continuously create greater value for the wider community.

As detailed below, we have identified and classified 11 types of external and internal stakeholders and communication methods:

KEY STAKEHOLDER	Communication method
 <b>Shareholders and Investors</b>	<ul style="list-style-type: none"> <li>• Annual General Meeting and other shareholders meetings</li> <li>• Interim and annual reports</li> <li>• Results announcement</li> <li>• Investor's meetings</li> <li>• Corporate communications such as letters/circulars to shareholders and notices of meetings</li> <li>• Shareholder/investor visits/reverse roadshow</li> </ul>
 <b>Client</b>	<ul style="list-style-type: none"> <li>• Customer satisfaction survey and feedback form</li> <li>• Customer service center</li> <li>• Customer meeting</li> <li>• Customer relationship manager visit</li> <li>• Online service platform</li> <li>• Customer service hotline</li> <li>• WeChat official account</li> <li>• "The Terminal of Property Owner Life"</li> <li>• "Hope Cloud Community" communication channels</li> <li>• Daily operation, communication, and telephone, and email box</li> </ul>
 <b>Staff</b>	<ul style="list-style-type: none"> <li>• Employee survey</li> <li>• Performance assessment</li> <li>• Special advisory committee/panel</li> <li>• Seminar/workshop/talk</li> <li>• Employee communication meetings</li> <li>• Executive dialogue meeting</li> <li>• Business briefings</li> </ul>
 <b>Peers</b>	<ul style="list-style-type: none"> <li>• Strategic cooperation projects</li> <li>• Field visits</li> <li>• Communication meetings</li> </ul>
 <b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Supplier management procedures, meetings</li> <li>• Supplier/contractor evaluation system and site visits</li> <li>• Contract negotiation</li> <li>• Daily business communication</li> </ul>
 <b>Business Partners</b>	<ul style="list-style-type: none"> <li>• Strategic cooperation projects</li> <li>• Exchanges activities</li> <li>• Meetings and visits</li> <li>• Talk</li> </ul>
 <b>Government/Industry Associations</b>	<ul style="list-style-type: none"> <li>• Organize industry events, seminars and inspections</li> <li>• Dialogue with local government</li> <li>• Regular information delivery</li> <li>• Examination and inspection</li> </ul>
 <b>Regulatory authorities</b>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Response to the public consultation</li> <li>• Compliance reports</li> <li>• Examination and inspection</li> </ul>

## Environmental, Social and Governance Report

KEY STAKEHOLDER	Communication method
 <b>Community/NGO</b>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Participate in volunteer activities</li> <li>• Community involvement</li> <li>• Company website/announcement/social media platform</li> <li>• Community programs and seminars/workshop/talk</li> </ul>
 <b>Media</b>	<ul style="list-style-type: none"> <li>• News release</li> <li>• Media interview</li> <li>• Results announcement</li> </ul>
 <b>Public</b>	<ul style="list-style-type: none"> <li>• Information for the media</li> <li>• Group website</li> <li>• Responding to public consultation</li> </ul>

### Materiality Assessment

To gain a more accurate insight into the views and expectations of various stakeholders on the Group's ESG performance, we have referenced the Stock Exchange's "Guidance" and the Sustainability Accounting Standards Board's (SASB) Materiality Map, employing a systematic and regular method to conduct materiality assessments, and comprehensively consider the expectations and opinions of key internal and external stakeholders to determine the significance of ESG issues and their impact on the economy, environment, and society. During the Year, there has been no significant change in our stakeholder group, business and operating environment. Hence, the Board, ESG Working Group and management confirmed that the results of last year's materiality matrix are still applicable to this Year and responsive to the expectations of stakeholders and continue to be used in the current year.



## Highly Important Issues

- 1 Customer satisfaction
- 2 Operational legal compliance
- 3 Preventing from corruption and violation risk
- 4 Compliance with business ethics standards
- 5 Supply chain management
- 6 Labor relations and employee communication
- 7 Response to policies and participate in industry exchanges
- 8 Customer privacy protection
- 9 Occupational health and safety protection
- 10 Compliance employment and protection of employee rights
- 11 Health and safety of products and services
- 12 Quality of product and service

## General Material Issues

- 13 Participation in charities
- 14 Prohibition of child labor and forced labor
- 15 Comprehensive training and development system
- 16 Exhaust and greenhouse gas emissions managements
- 17 Environmental and risk managements for suppliers
- 18 Energy and water management
- 19 The provision of competitive employee remuneration and welfare

## Sub-important topics

- 20 Other resource management (including paper usage)
- 21 Building green communities
- 22 Participation in volunteer activities
- 23 Dealing with climate change



### OPTIMIZE GOVERNANCE, SUSTAINABILITY PROGRESS

The Group consistently upholds the principle of integrity in its daily operations and collaborations with suppliers, fostering mutually beneficial and trusting relationships with all stakeholders to ensure the efficient and stable operation of the Group's business.

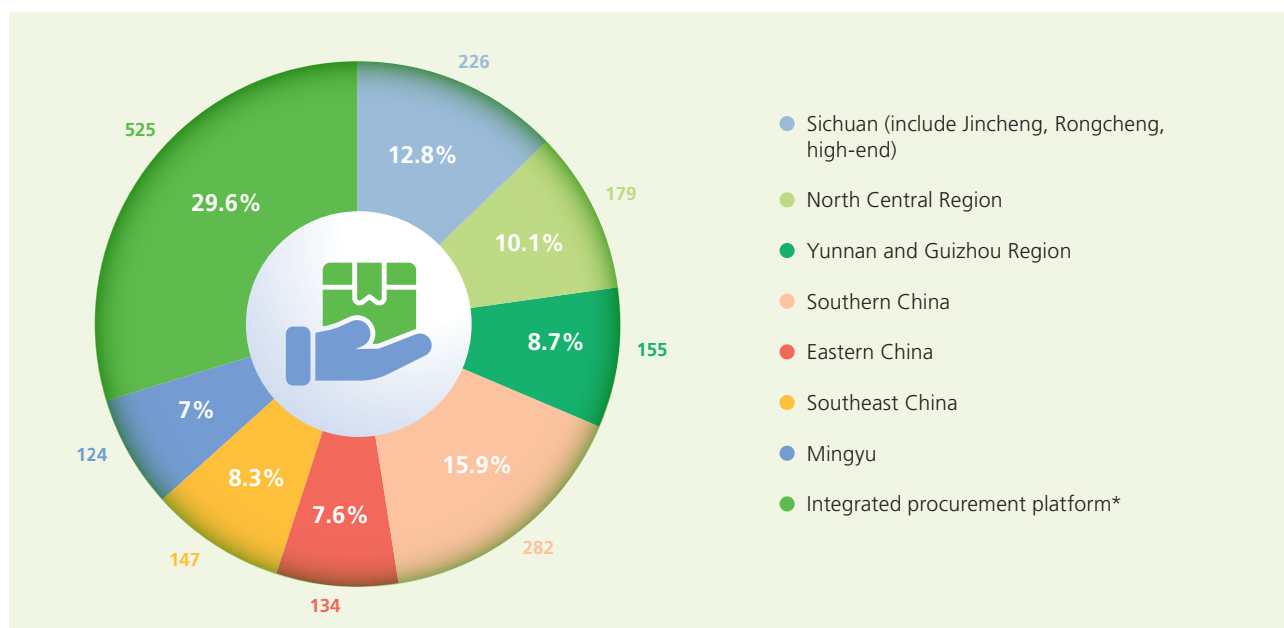
#### Responsible Sourcing

##### Compliance Procurement

The Group recognizes the importance of comprehensive supply chain management in improving the quality of products and services. To ensure compliance with laws and regulations, such as the "Bidding and Tendering Law of the People's Republic of China", the "Government Procurement Law of the People's Republic of China", and the "Anti-Unfair Competition Law of the People's Republic of China", the Group strictly adheres to them. Additionally, the Group has established a series of mechanisms, including the "Supplier Management System", "Procurement Management System", and "Supplier Management Compliance Verification Mechanism", to regulate the processes of supplier solicitation, registration, evaluation, shortlisting, and final selection. These mechanisms aim to optimize and integrate supplier resources, control procurement costs, and improve procurement efficiency. The Group is committed to working closely with suppliers to build a sustainable and high-quality supply chain that promotes green practices.

In 2024, 312 new qualified suppliers were added, bringing the total number of suppliers to 1,772. These suppliers primarily offer cleaning services, order services, greening maintenance, fire maintenance, and other services. The table below shows the regional distribution of the Group's suppliers.

The number and proportion of suppliers by regional distribution



\* The suppliers on the integrated procurement platform are shared by the entire New Hope Service and are unified under the management of the headquarters.

### Screening Process

To ensure quality control over products or services, the Group has established a comprehensive supplier management system that covers the entire process. By clearly defining the quality, price, standards, and specifications of procurement items, and standardizing procedures such as supplier resource collection, qualification pre-assessment, supplier inspection, qualification review, cooperation assessment, exit and punishment, etc., procurement management is carried out in an orderly manner to ensure the quality of on-site services.

The entry management of new suppliers covers several key components, including supplier resource collection (including referral pathways), pre-qualification review, site or other forms of visits, warehousing operations, and documentation during the entry process. The procurement executive shall organize the inspection of suppliers in strict accordance with the "Procurement Management System" of New Hope Service and the inspection standard requirements of suppliers of various categories. The qualified suppliers will be included in the qualified suppliers list (database), while those fail will be placed in the Eliminated Suppliers List (database). Suppliers entered the Qualified Supplier List (database) will be valid for two years. During this period, if a cooperation relationship is established with the supplier, regular and irregular evaluations will be conducted. Only qualified suppliers can continue to be used.

For suppliers already in cooperation, the Group conducts daily business oversight and quarterly on-site inspections to monitor and review the operations of various business lines, urging suppliers to promptly address identified issues. During the annual performance evaluation of cooperative suppliers, the Group will implement rewards and penalties based on the assessment results, thereby increasing collaboration with high-quality suppliers and phasing out substandard ones.

In the future, the Group will continue to focus on the sustainable development performance of the supply chain, ensuring that suppliers comply with relevant laws and regulations while also requiring them to meet certain standards in environmental protection and the fulfillment of social responsibilities.

### Transparent Procurement

As a responsible enterprise, the Group strictly adheres to the "Regulations of Fair Competition Review" and consistently upholds the principles of fairness, justice, and transparency in conducting business collaborations. By signing the "Sunshine Cooperation Agreement" with suppliers, the Group clarifies and standardizes the performance obligations of both parties. The Group conducts integrity interviews with selected suppliers and promotes its integrity management requirements through various methods such as phone calls, interviews, and supplier conferences. This continuous effort aims to strengthen the awareness of integrity and compliance among suppliers.

## Environmental, Social and Governance Report

When carrying out their responsibilities, supplier inspectors and evaluators must adhere to the principles of openness, fairness, and transparency. They should assess the supplier's actions in an impartial and unbiased manner. If a supplier is suspected of engaging in illegal activities such as bribery, the inspector or evaluator must promptly report the matter to the appropriate department for investigation and verification. Suppliers who are found to have committed violations will be placed in the unqualified supplier database by the Group and their partnership will be terminated immediately. The Group strictly prohibits any form of corruption or illegal operations. Employees must not accept bribes or engage in actions that harm the interests of the Company. They must also refrain from using the Company's name or their position for personal gain, neglecting their duties, or engaging in bribery and other actions that violate professional ethics. Any violations, once confirmed, will be dealt with severely by the Group in accordance with internal regulations. In serious cases, employees may face legal consequences.



In 2024, the rate of the group's  
"Sunshine Cooperation Agreement" signing was

**100%**

### Case:

#### Procurement integrity education and procurement skills training

To strengthen the professional skills of our procurement personnel and build a strong defense against corruption and self-discipline, in August 2024, New Hope Service organized an on-site training with the theme of "Enhancing Integrity and Self-Discipline, Improving Procurement Skills" and invited senior procurement lecturer Hong Feng, Jiang, along with the Group's Audit, Supervision Department Minister and Audit and Supervision Center Manager. The supply chain leaders and other procurement staff of New Hope Service has participated in this training. After this learning and exchange, we have come to a deep understanding that the concept of integrity should be integrated into every aspect of the procurement process, making transparency the hallmark of procurement work.



*Procurement integrity education and procurement skills training*

### Business Ethics

The Group actively promotes a cultural atmosphere of integrity in professional conduct, embodying the corporate values of “Transparency, Positivity, Standardization, and Innovation”. It firmly steadfastly adheres to the cooperative philosophy of open collaboration, mutual benefit, and shared creation, as well as the fundamental principles of transparency, integrity, and honesty. The Group maintains a zero-tolerance policy stance towards any forms of corruption, including bribery, extortion, fraud, embezzlement, and money laundering.

The Group strictly adheres to laws and regulations, such as the “Company Law of the People’s Republic of China”, the “Law of the People’s Republic of China on Anti-money Laundering”, the “Provisions on Anti-money Laundering through Financial Institutions”, the “Administrative Rules for the Reporting of Large-Value and Suspicious Transactions of Financial Structures”, and “Interim Provisions on Prohibition of Commercial Bribery”. Additionally, the Group has established and strictly enforces a series of policies, including the “Anti-Fraud Management System”, “Anti-Money Laundering Internal Control Management System”, and “Guidelines for Bidding and Procurement Operating Procedures”, to foster a favorable atmosphere of fair competition, integrity, and honesty. These measures are designed to effectively identify money laundering, terrorism financing activities, and to prevent any direct or indirect involvement in corrupt practices.

In our daily operations, we along with our employees, strictly adhere to the requirements of business ethics. We promote a culture of integrity through various methods, including but not limited to the below:

- Onboarding Training: New employees are required to undergo education on integrity and ethical conduct standards, covering areas such as the prohibition of corruption and fraud, confidentiality of business information, declaration of conflicts of interest, and elimination of unfair transactions. This training promotes employees’ understanding of the scope of integrity, accountability measures, and disciplinary actions related to integrity violations.
- Regular Training: The Group promotes anti-fraud policies and related measures through a combination of online and offline methods. Anti-corruption training, legal and regulatory education, and ethical conduct training are conducted for board members and all employees yearly. It includes special meetings, online anti-corruption training, distributing anti-corruption materials, and offline women’s prison warning activities.
- “Sunshine Corporate Complaints and Reporting Channels”: The Group has established a diversified reporting platform, encouraging employees to report anonymously or with their name through hotlines, emails, and complaint boxes. The Group will handle all reports seriously and provide timely feedback on investigation results to the reporters. To protect the rights of reporters, we ensure the confidentiality of their information and strictly prohibit any form of retaliation against reporters or individuals cooperating with investigations. If any employee faces retaliation for seeking help or reporting known or suspected violations of the code, the Group will impose severe penalties on the perpetrators.

During the Reporting Period, the Group did not receive any concluded corruption litigation cases involving the Group or its employees.



### Case: Chengdu Women's Prison Warning Activities

New Hope Service has continued to carry out anti-corruption training in recent years. In August 2024, the Audit and Supervision Department of New Hope Group organized a prison warning activity aimed at enhancing employees' legal awareness and sense of integrity through on-site visits and live education, thereby strengthening the ideological defense against corruption. Key leaders of New Hope Service participated in this event in person. Guided by prison staff, they visited labor reform workshops, prison cells, and an integrity education exhibition hall, observing the daily lives and work conditions of inmates. Inmates shared their painful lessons, explaining how they fell into corruption due to abusing their positions for personal gain, loosening of their moral beliefs, and distorted values, which led to their fall from professional success to public disgrace. Through these vivid and impactful real-life case studies, the training aimed to instill a deep-rooted sense of integrity among employees, ensuring that each individual recognizes their crucial role in the anti-corruption front and actively becomes a steadfast defender against corruption.



*Chengdu Women's Prison Warning Activities*

### Information Security Protection

The Group places the protection of customer privacy and information security as a top priority, and strictly adheres to the “Cybersecurity Law of the People’s Republic of China”, “Personal Information Protection Law of the People’s Republic of China”, “Regulations on the Protection of Personal Information of Telecom and Internet Users”, “Computer Software Protection Regulations”, “Computer Software Copyright Registration Measures” and “Mobile Internet Personal Privacy Policy” and other relevant laws and regulations, fulfilling the responsibilities and obligations entrusted by the law. The Group has formulated and implemented a series of internal policies for information confidentiality and security management, such as the “Personal Privacy Management System”, “System User Management System”, “Information System Security Management System”, “Administrative Guidelines for Employee Office Network Management”, “Confidentiality Management System” and “Archives Management System”, etc., clarifying the system authority management, system problem handling and emergency handling, network security, server storage facility management, data backup and recovery and other work rules, continuously promoting the development and improvement of the information security management system, and safeguarding customer privacy and information security.

The Group has formulated the following relevant measures to properly handle all data provided by customers, employees and business partners, and effectively protect data privacy and security:

- Regularly maintain and service hardware and software equipment, communication devices, information systems, and other infrastructure.
- Conduct regular information security inspections and penetration tests to enhance website security protection capabilities.
- Only system administrators are allowed to access data, and they are required to fulfill corresponding confidentiality obligations.
- Promote civilized internet usage and encourage employees to browse information in a secure network environment.
- Establish a system log tracking, recording, and review mechanism to technically identify and resolve security vulnerabilities.
- Actions that violate information security will be penalized according to the severity of the case. If a crime is constituted, the matter will be directly transferred to judicial authorities.

During the Year, the Group did not receive any complaints regarding customer information leakage or infringement of customer privacy.





## Environmental, Social and Governance Report

### Responsible Marketing

The Group strictly complies with the requirements of the “Advertising Law of the People’s Republic of China”, “Internet Advertising Management Measures” and conducts business in strict compliance with the principles of comprehensiveness, compliance and effectiveness. To optimize the operation and maintenance of each unit’s new media platform and management efficiency, and ensure the authority, timeliness and accuracy of released content, the Group has formulated policies such as the “Informatization Project Management System”, “Brand and Trademark Management System”, “VI Standard Management System”, “We-Media Management System”, and “Brand Unannounced Inspection Standards” to ensure the standardization of information dissemination.

In our daily operations, to ensure that all publicly released marketing information we published were legal, compliant, true and reliable, we rigorously reviewed product brochures, promotional leaflets, social media posts and marketing materials. Thus, the legitimate rights and interests of owners can be protected effectively.

In addition, we will periodically correct false information or clarify potentially misleading information through announcements or statements. For any illegal activities that infringe upon the rights of property owners or the Group, we will promptly take legal measures to effectively protect the legitimate rights and interests of all stakeholders.

### Intellectual Property Protection

The Group attaches great importance to the intellectual property protection, strictly adhering to the “Copyright Law of the People’s Republic of China”, the “Trademark Law of the People’s Republic of China”, the “Patent Law of the People’s Republic of China”, and the “Tort Liability Law of the People’s Republic of China”. The Group has established and implemented internal management regulations and policies such as the “Confidentiality Management System” and the “Trademark Management System” to standardize the processes for the application, registration, use, and archival management of intellectual property. This ensures the effective protection of the Group’s software copyrights, patents, and trademark rights and security.

The Group requires employees to sign the “Letter of Commitment to Use Genuine Software”, helping to foster a standardized awareness of software usage among staff. The Group monitors and investigates any infringement of its intellectual property rights, ensuring timely detection and resolution of such issues.

As of the end of the Reporting Period, the Group had registered 156 trademarks, 23 copyrights and 4 domain names.

### Promoting Industry Development

As a leader in the property services sector in Sichuan and an outstanding representative listed on the Stock Exchange, New Hope Service has always been committed to its corporate vision of being a “trusted provider of essential living services”. Leveraging platforms such as industry conferences and institutional research, the Company actively exchanges and learns from outstanding achievements and valuable experiences, collaborating with peers to promote the sustainable development of the industry. Ms. Chen Jing, the Group’s Chief Executive Officer, was won with the “2024 China Real Estate and Property Management Industry Contribution Award” at the 2024 Real Estate and Property Management Industry-University-Research Innovation Summit.

Relying on extensive industry expertise and a strong foundation in service, the Group in collaboration with CRIC Property Management, a leading enterprise in comprehensive real estate information services in China, jointly released the “White Papers of Lifestyle Services” in this year. The paper explores four key perspectives, detailing the industry development directions advocated by the nation and the characteristics of current economic and social development. It analyzes the industry’s development status and the strategic choices of numerous enterprises, providing an in-depth interpretation of New Hope Service’s development path in livelihood services. Through concrete actions, the Company sets standards and establishes benchmarks for the industry, continuously leading livelihood services toward higher quality.



*White Papers of Lifestyle Services*

### DEDICATED SERVICE, ACHIEVING VALUE

#### Creating Excellent Quality

With the change of the environment in which property enterprises are located, the development orientation of the industry has steadily expanded from simple scale to a new stage of high-quality growth. Providing quality service is pivotal for enterprises to achieve high-quality development. We consistently adhere to the philosophy of “Happiness, make it every day” and the value of “Service, achieving value”, and uphold the value of building a good communication relationship with customers through sincere and high-quality services, ensuring that the diversified and personalized needs of all stakeholders are promptly addressed and met. This approach enables us to achieve high customer satisfaction and realize the corporate vision of becoming an “A trustworthy service ecology operator”.

#### Customer Relationship Maintenance

New Hope Service consistently adheres to the “customer-centric” service concept and dedicated to creating a warm, comfortable and safe living environment for our clients. We strictly adhere to the “Consumer Rights Protection Law of the People’s Republic of China”, the “Property Management Regulations of the People’s Republic of China” and other laws and regulations, and have formulated the “Customer Relationship Maintenance Operation Instructions” and “Reporting Management System”.

We have embraced the demands of owners through multiple channels, timely improved service shortcomings, quickly responded to the needs of owners and customers, maintained good communication with owners, and steadily improved service satisfaction. We use scientific statistical analysis of complaints to achieve early warning and guidance of service quality to reduce and avoid complaints and improve customer satisfaction. Our property centers regularly host customer meetings to communicate face-to-face, understand client needs, and promptly resolve issues for our clients.

#### Digital Service Scenarios

To promote a virtuous circle of “bottom-up” feedback and “top-down” supervision, New Hope Service integrates traditional property management functions with digital operations, and has successively implemented 8 AI application scenarios, covering order recording, order dispatch, quality inspection, analysis and other links to achieve 100% online tracking for the full cycle of work orders, and allow 75% of frequent issues to be self-resolved at the service desk, efficiently promoting problem solving. By fully leveraging the efficiency of digital tools, New Hope Service has gradually transformed the traditional property management collaboration model, driving the organization to become more streamlined, efficient and intelligent.



*New Hope Service Digital Application Service Scenario*

## Diversified Communication Channels

We value the voices of our property owners and consistently use their feedback as the foundation for continuous business improvement. Our core focus is on delivering value-added services to our owners through standardized service quality, a humanized service process, and regulated service management, providing them with competitive products and services. If any complaints from our clients, we can get the information through different channels such as visiting the located property desk, the 24-hour national service hotline, contacting their dedicated service manager, or the WEB portal and the “The Terminal of Property Owner Life”, etc.

In this Year, we continued to uphold the concept of community co-governance. We have innovatively launched a quality inspection app “Opinion Station” on the “Hope Cloud Community”. We invited and encouraged owners to participate in the supervision and inspection of property services, focused on identifying and nurturing key opinion leaders and actively obtained feedback from our customers to gain a comprehensive understanding of any service deficiencies. This initiative aims to optimize the living experience of owners and collaboratively build a high-quality community environment.



Opinion Station

## 15-minute Response Mechanism

The Group has implemented a 15-minute response mechanism to ensure that all customer needs are addressed in a timely manner. Our staff will diligently complete the “Customer Visits and Calls Record Form” based on the information provided and promptly follow up on the issue. After the matter has been resolved, we invite customers to participate in a follow-up survey to confirm the resolution and provide feedback. By strictly implementing a daily and monthly reporting system for issue resolution, combined with follow-up surveys and regular review meetings, we are fully committed to ensuring that all needs are addressed promptly and appropriately and delivering a superior service experience.

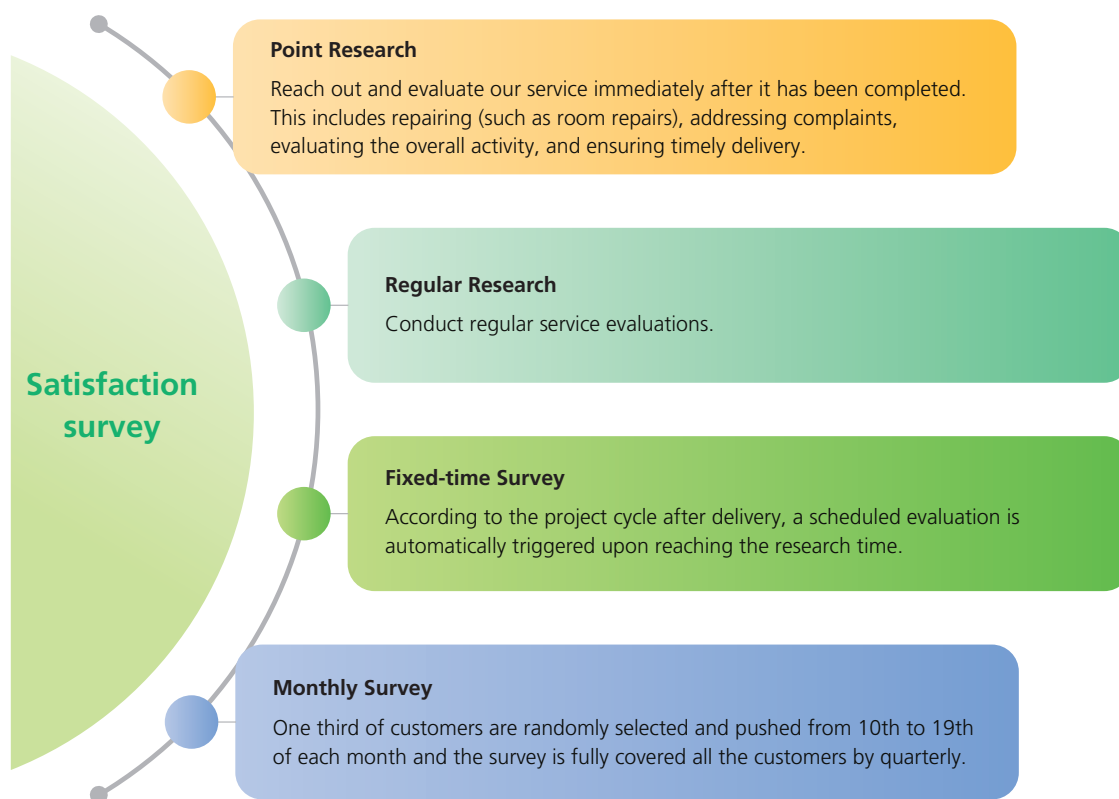


### Comprehensive Complaint Handling Mechanism

- **Initiation:** Complaints will be submitted by the offline service desk, dedicated customer service representatives, the 24-hour national service hotline and the “Hope Cloud Community”. Upon receiving a complaint, the relevant department will document it in the “New Hope Service Complaint Handling Form” and assign a work order for prompt processing for follow-up and resolution.
- **Assignment:** Our team will verify the cause and categorize by content, such as complaints about employee, house repair, and other professional or individual complaints. Then, orders are assigned to corresponding department for follow-up processing.
- **Follow-up:** the assigned personnel are responsible to follow-up and supervise the handling process. If the person in charge of a work order leaves or changes positions, the unresolved complaint should be promptly forwarded to the new person in charge in the system.
- **Work order completion:** Once the complaint is resolved, the customer will be invited to complete the operation of the order.

New Hope Service ensures a timely and accurate response to various types of complaints through a well-structured classification and process system. By effectively addressing homeowners’ service needs, the company improves customer satisfaction and safeguards the company’s reputation.

The Group has implemented a digital satisfaction system that includes touchpoint surveys and periodic surveys to gain a thorough understanding of customer satisfaction levels and gather extensive feedback from customers. This system seamlessly combines real-time evaluations with phased research, providing comprehensive coverage of the entire customer lifecycle.



As at December 31, 2024, the Group's customer service has served a total of 240,000 customers, the Group's customer service rating was 89% and the target achievement rate was 92%. In the future, we will continue to listen to our customers, optimize their experiences, and improve the quality of community life.

### Customers Experience Improvement

New Hope Service closely adheres to the core concept of "Service, Achievement of Value", always focusing on the needs of homeowners, refines every detail, and strives for ongoing service quality improvement. The Group has carefully created the "New Hope Service SOP Manual" to improve the service quality through standardized processes. Moreover, to adapt to the diversified development trend of business, actively expands the service areas, extends our reach in all directions, and strives to provide owners with a more comprehensive and considerate service experience, so that the service value can be reflected in every detail.

### Heartwarming

We consistently uphold the service philosophy of "Happiness, make it everyday" and we meticulously support homeowners' lives. Through attentive care and dedicated service, we build deep bonds of trust, ensuring homeowners truly feel a sense of belonging.

In daily operations, we strictly adhere to standardized procedures. Our cleaning staff promptly cleans public areas to create a tidy environment for homeowners. To ensure the safety of the community around the clock, our security team scientifically plans patrol times and routes. In terms of community culture building, we carefully organize holiday activities based on the age and interests of owners. With professional event planning and execution, we create interactive platforms for neighbors to connect, fostering a strong sense of community and contributing to a sustainable development of a friendly neighborhood.



*Happiness, make it everyday*



### Case:

#### "Hello Neighbor", Lazhu's fifth Neighborhood Hundred Families Banquet

In November 2024, the Ningbo New Hope Service Lezhu Liangpin project team organized the fifth Neighborhood Hundred Families Banquet. The property team meticulously prepared for the event, and the homeowners actively participated, spontaneously organizing song and dance performances. Among this banquet, they brought a feast for the senses-auditory, visual, and gustatory — to the community residents, building a "bridge of connection" for neighbors to share their stories, foster relationships, and discuss community matters. During the banquet, property representatives engaged in casual conversations with homeowners while actively exploring their needs and concerns regarding property services, truly embodying the spirit of "gathering at the owner's banquet, understanding owner's matters, listening to owner's voices, warming owner's hearts, and connecting owner's relationships".

To encourage more owners to participate in community public welfare initiatives, a special "Community Public Service Award" ceremony was held during the event. This award recognized homeowners who had made outstanding contributions to community development and neighborhood mutual assistance, while also inspiring more residents to actively engage in building a friendly community. At the same time, they worked to create a harmonious neighborhood characterized by co-construction, co-governance, and shared benefits. Through continuously innovative community activities, New Hope Service actively expanded the platform for community interaction, promoted community cultural development, and contributed solid efforts toward achieving sustainable community development.



*The 5th Neighborhood Banquet for Lezhu "Hello Neighbor"*

## Efficient Service

We offer comprehensive housing quality management services to owners and effectively safeguard their rights from the handover of the property to occupancy. We strive to maintain standardized services for maintenance personnel, improve daily appearance management, enhance maintenance service etiquette, operating procedures, and communication skills. We earned the recognition and trust of our clients by the commitment to high-quality maintenance, prompt response, and exceptional service experience.

### Case: Emergency Settlement in “out-of-control” Community

In October 2023, the original property management company of the Siji Yinxiang in Chengdu suddenly withdrew, leaving the 420,000-square-meter community in an unmanaged state: sanitation was neglected, pipelines and landscaping fell into disrepair, and the main gate was left unguarded, allowing unrestricted access. This severely impacted the daily lives of over 4,600 households. New Hope Service stepped up in this critical moment, organizing a professional team within 14 hours and swiftly entering the community to implement emergency plans. While coordinating cleaning and maintenance, the team also conducted safety hazard inspections. Temporary consultation points were set up to understand homeowners’ needs on-site, patiently address their concerns, and effectively resolve key challenges.

During the emergency period, New Hope Service actively fulfilled its social responsibilities by investing funds to comprehensively renovate the community. The team organized homeowner communication meetings and conducted weekly door-to-door visits to gather feedback and suggestions, continuously improving and refining community governance services. The team regularly updated residents on progress, proactively invited homeowners to oversee operations, and ensured transparency in showcasing results by WeChat channels and WeChat group, etc. with the relentless efforts of the service team, the community underwent a remarkable transformation in 2024.

#### Work results during emergency settlement:

Cleaned up more than **5,000** pieces of large garbage, significantly improving the comfort and beauty of the environment;

Rectified **23** sewer pipes, effectively reducing the occurrence of water backflow in homeowners’ properties due to pipeline disrepair;

Replaced **2,542** light bulbs and **374** sections of various wiring, enhancing the convenience and electrical safety of homeowners’ daily lives.

Collaborated to launch the vehicle management system of New Hope Service, standardizing the management of vehicle access.

Repaired and replaced over **500** instances of fallen wall and floor tiles, effectively eliminating potential safety hazards;

Conducted **7** major emergency water pipe repairs after entering the site to ensure uninterrupted water supply for the community;

Facilitated the annual inspection of **48** elevators and repaired or replaced **13** emergency power units, ensuring the safety of elevator use for homeowners.

During this period, our team received 18 banners and 32 thank-you letters from the owners for recognition of our professional and efficient services. The New Hope Service Team won the property management selection for the residential community with an owner support rate of over 92%.



Parts of Banner Partial Display — Siji Yinxiang

## Environmental, Social and Governance Report

In the field of merchant management, we strictly regulate the work of regional property companies and property customer service centers in our service. We assign dedicated personnel to conduct daily supervision of the surrounding environment, safety, pollution, and compliance operations of tenants. Appropriate measures are promptly taken against any violations of leasing management regulations, ensuring the protection of the rights of both merchants and residents while promoting the continuous improvement of the community environment.

### Case:

#### Jinguan Yinyue: 1st Anniversary, Service Creates Beauty

September 2024 was the first anniversary of Jinguan Yinyue's delivery. The team has consistently adhered to a professional, enthusiastic, and responsible attitude, prioritizing the needs of homeowners to create a safer, warmer, and more harmonious living environment. They have wholeheartedly served the community residents. In the past year, we received 52 banners, 27 thank-you letters, and 400 calls of praise from the owner. Each accolade is a testament to the high recognition of the New Hope Service service team's efforts. Every member of the New Hope Service service team will continue to dedicate themselves to safeguarding the lives of homeowners.

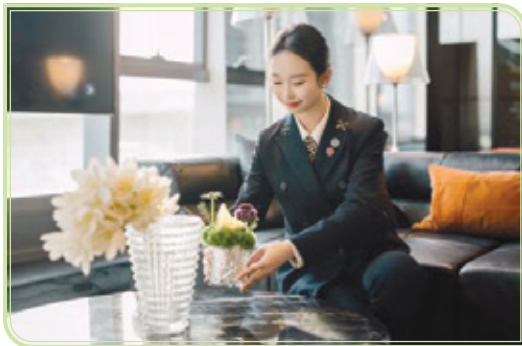


*The owner of Jinguan Yinyue project presented a banner*

## Featured Items

### High-end Services



With the mission of "Happiness, make it everyday", New Hope Service is committed to providing high-end customers with high-quality and personalized service experience and has innovatively created an independently operated D-LIFE high-end property service system. To match different customers with corresponding service forms, we formed three product models: club-style property, urban garden mansion-style property, and hotel-style service property and broken the "4+1" and "administrative" management mode of traditional property.



High-end Services — New Hope Service

Product Type	Type of Service	Service Mode	Main contents
			Typical services
Heritage Villa	Club-style	Exceeding national property service standards, project-specific services, self-operated clubhouse venues (club-style operations), private house butler-style service (15 households per butler)	Club operations, exclusive circle services, high-end salon, lifestyle service, premium property asset management
Urban Flat	City Garden Mansion	National five-star property service standards, project-specific services, dual butler group services, basic clubhouse operations (external cooperation), Inhouse services, customized services, community cultural services	Club operations, exclusive circle services, lifestyle service, premium property asset management
Luxury Apartment	Hotel-style	National five-star property service standards, project-specific services, 24h customer service front desk, concierge and doorman service, basic clubhouse operations, inhouse services, customized service, community cultural services	High-end salon, lifestyle service, premium property asset management





## Environmental, Social and Governance Report

The New Hope Service team has been highly recognized by the owners from our differentiated and personalized services. While enhancing the brand image and market value of the real estate, they have also built a strong reputation for the Group in the field of high-end services.

### New Group Meal Brand

New Hope Service leverages the agricultural and food industry advantages of the New Hope Group to continuously explore new growth points in property management services. The Company has established the New Group Meal brand which based on this foundation. The brand is dedicated to becoming an integrated operational service provider for community dining. New Group Meal focuses on “safety and affordability” and offers a comprehensive group dining service solution, providing robust logistical support for more corporate clients to concentrate on their core businesses.

The team consistently adheres to stringent quality standards and meticulously selecting each ingredient. With an experienced culinary team, they carefully prepare a variety of safe, healthy, and delicious dishes. The service is also thoughtful and meticulous, ensuring excellence in every aspect. Leveraging the outstanding quality of the dishes and service standards, the team was awarded the “Top 30 Group Meal Enterprises in Sichuan Province” by the Sichuan Third Industry Association within the year. This honor not only highly affirms the team’s past service performance but also serves as a strong motivation for continuous improvement and innovation.

In 2024, leveraging its business model of “group meal + life services + property + commerce” and high-quality comprehensive group meal solutions, the Group successfully secured group meal contracts worth RMB120 million,. We provided a series of community services and covered over 42,000 families, such as “Morning Chengdu” and “Warming Winter”.

### Case: Group Meal Project in Office Building

South China New Hope Service's service team delves deeply into customer needs and actively advancing comprehensive service operations for financial and commercial office buildings. The group meal project for the China Life Insurance Guangxi Branch can accommodate the service needs of approximately 600 employees per day. Our service team gets the customers' genuine needs and feedback by a series of methods, such as questionnaires, opinion collection, and preference research. Based on the survey results, our team regularly innovate new dishes and introduce local specialty events to meet the diverse dining needs of clients, continuously enhancing their dining experience. Additionally, South China New Hope Service offers a variety of services including customized business reception meals, training buffet meals, and takeout lunch boxes, diversifying dining options and better matching different business scenarios.

South China New Hope Service has successfully expanded its good cooperative relationship with China Life by virtue of excellent performance in multi-scenario, standardization and intelligence in the field of group meals, providing more comprehensive modular "property + group meal" service, which further demonstrates the expansion and deepening of South China New Hope Service in comprehensive solutions for people's livelihood services.



*Multi-scene group meal service*

### Case: Hospital Canteen Project

In the Year, New Foodism Group Meal team successfully established a cooperative relationship with Yibin Maternal and Child Health Hospital. This project covered the needs of diverse groups which include doctors, nurses, patients, pregnant women, and children. To further enhance service convenience, especially for clients with limited mobility, our team actively expands the online mini program ordering model and launched the heart-warming service of “delivering food to bed”, which greatly helped patients with mobility problems.

Additionally, adhering to a philosophy of continuous improvement, our team organized food tasting events and invited relevant hospital staff to participate in evaluations. These events allow us to gather extensive feedback, which we use to continually improve the quality of our dishes and elevate our overall service level. Our goal is to provide all diners at the hospital with exceptional and considerate group meal services.



*Hospital Tasting — Yibin Maternal and Child Health*

Landscape Greening Project

New Hope Service deeply focuses on the owners’ daily life experience scenes, closely fits the “first moment” service perception memory. We continuously update the “Landscape Greening Project”, actively explore distinctive themes, and are committed to creating a more superior and profound service experience for property owners. As of now, we have successfully completed the greening highlights and restoration work for 50 projects, with 30 of them winning the local “Garden-style Residential Community” honorary title. The outstanding performance of New Hope Service in the field of greening has garnered widespread recognition from markets, governments, and customer groups across various regions.

Annual Achievements Display

The Landscape Greening Project’s Effects

11 municipal garden communities passed the review	Greening satisfaction 93.15 points	Bare soil replanting area 19,588 m²	Fallen leaf cleaning 164 truckloads
Shrub pruning 872,283 m²	Pruning 3,135 trees	Seedling rectification 16,382 m²	



The Landscape Greening Project



### Customer Security Protection

The Group firmly believes that happiness stems from safety, and we are deeply aware of the importance of ensuring community security and order. To build a community safety net and protect the safety and health of property owners and employees, the Group has meticulously developed a comprehensive and efficient emergency management system for unexpected events. This includes the establishment of various safety assurance guidelines such as the "Engineering Center Emergency Accident Management System", "Fire Emergency Plan", "Snowstorm Emergency Plan", "Trapped Emergency Plan", "Elevator Water Intrusion Emergency Plan", and "Elevator Shearing Emergency Plan". We consistently prioritize the health and safety of our customers. To safeguard the lives and work of our clients, we have constructed an all-encompassing and multi-layered safety protection network.

### Food Safety Never be Trivial

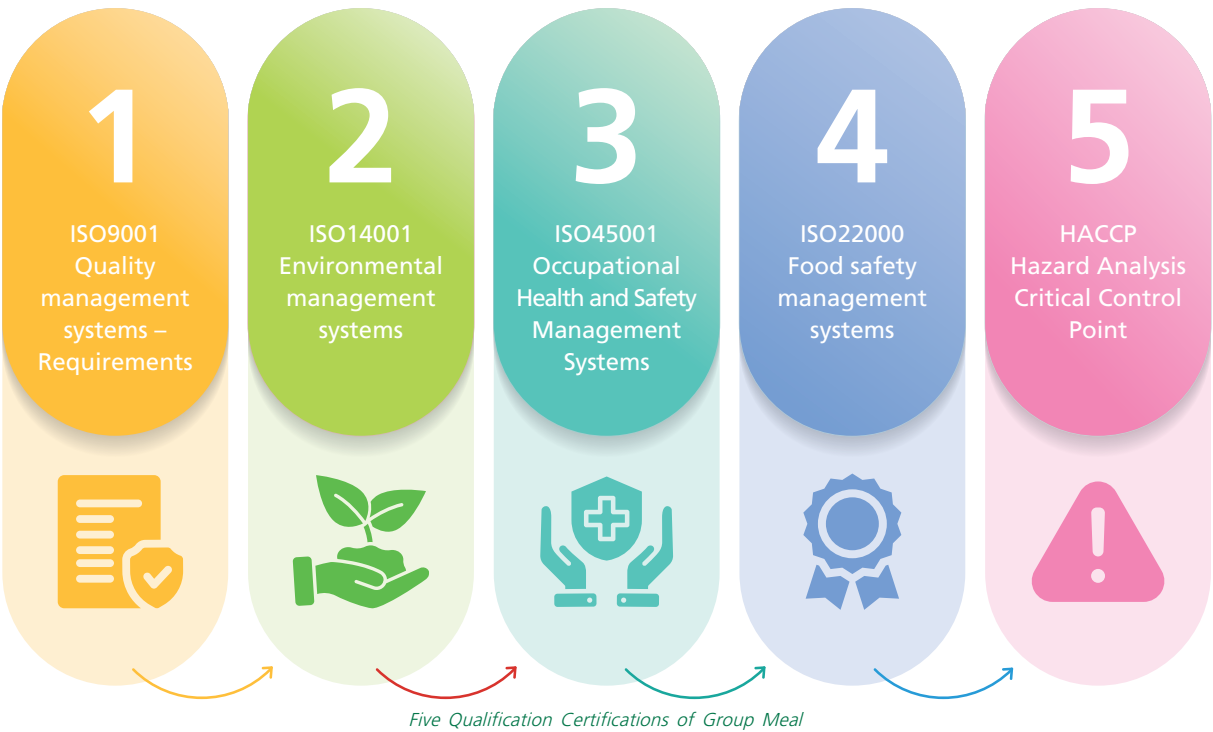
The Group's meal brand, New Foodism Group Meal, with its extensive experience and expertise in the group catering sector, is deeply integrated into urban development. Our goal is to become a leader in providing integrated operation services for urban livelihood and dining. Our team is dedicated to understanding the diverse dining needs of urban residents and various groups. We strictly adhere to high standards and meticulously prepare each dish to ensure food safety, deliciousness, and nutritional balance, continuously injecting vitality into the urban livelihood catering industry and enhances the quality of life for city dwellers.

In 2024, we upgraded our internal system and added a special column for the inspection of New Foodism Group Meal. We also implemented all-round food safety supervision through refined control of the entire process.

### Food safety assurance — Critical point control



As of December 31, 2024, our group meal brand has obtained five major qualification certifications for its high-quality comprehensive group meal solutions.



During the year, the total number of group meal products sold that had to be recalled for safety and health reasons was 0.

### Safety Responsibility is Extremely Heavy

To further fortify the safety for the owners' lives and properties, New Hope Service consistently adheres to the persistent pursuit of quality service, accurately identifying safety and security needs. The group introduced real-time monitoring and analysis system named Real-time monitoring and analysis system (RMA) to ensure all equipment and machine rooms on normal working condition. It has established standardized risk screening, risk early warning, risk rectification and risk management and control processes; dynamically updated security risk accident event ledger to understand staged risks and hidden dangers in real-time manner for conducting self-examination and self-correction; carried out risk governance on a regular basis through normalized risk management and control actions, building a strong safety barrier for owners. making their home the warmest and safest haven.

During the Reporting Period, the safety sector of the Group conducted 1,123 fire safety training sessions, 614 flood prevention and flood control drills, 647 fire drills, and 645 anti-riot drills.



Fire safety drills



Fire safety drills



Flood prevention drills



Anti-riot drills



## Case: A New Model of Security — Tianfu Hibiscus Park

As a multi-dimensional guardian of both cities and families, property services play an indispensable role in ensuring safety. Taking the Tianfu Hibiscus Park project in Jinhuaqiao Subdistrict, Chengdu as an example, New Hope Service actively responded to the call for building “dual-purpose” facilities for both daily and emergency purposes, deeply integrating into urban governance. By leveraging its resource integration and collaboration capabilities, our team assisted in creating a versatile space that serves both daily leisure and an emergency shelter needs. This initiative has become a key support point for public services and a solid foundation for urban safety and family well-being.

The project team prioritized safety, thoroughly identifying and addressing weaknesses and potential risks. They developed a distinctive “safety wall”, significantly enhancing the responsiveness and execution capabilities of emergency plans. Property management is not only a vital force in the social emergency system but also the first line of defense in public health incident management, a critical team in major natural disaster rescues, and a robust shield in civil defense engineering. Through diversified governance and refined services, New Hope Service has not only addressed service gaps in the park but also extended stronger protective measures from the foundation of public services. This has built a solid safety barrier for the city and its families, successfully fulfilling the corporate mission of becoming a “trustworthy operator of public service”.



The project show of Tianfu Hibiscus Park



### PEOPLE-ORIENTED, SUCCEED TOGETHER

New Hope Service consistently adheres to a people-oriented philosophy, regarding employees as the Group's most valuable wealth of the Group. We prioritize employee well-being and career development, and are committed to fostering a diverse, equitable, and inclusive workplace environment. By working hand in hand with employees, we aim to achieve both personal growth and corporate development goals. We provide a platform for employees to showcase their talents, stimulate their creativity and release their potential.

The Group complies with "the Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China", the "Social Insurance Law of the People's Republic of China", the relevant labor and social security regulations of the "People's Republic of China on the Special Protection of Underage Workers", the "Law of the People's Republic of China on the Protection of Minors", and the "Prohibition of Child Labor Regulations". Additionally, we have established internal policies such as the "Employee Handbook" and "Recruitment Management Regulations", aiming to create a work environment that promotes mutual respect, understanding, and integration among employees from diverse cultural backgrounds. Furthermore, we continuously recruit top talent from universities and society, offering more opportunities to outstanding young individuals, thereby invigorating the organization and ensuring the company's long-term competitiveness.

With its excellent talent training system and good employer reputation, New Hope Service won the award of "2024 China Property Enterprise College Students' Preferred Employer Brand".



*2024 China Property Enterprise College Students' Preferred Employer Brand*

### Talent Introduction

The Group takes the initiative to acquire and absorb outstanding external talents based on its business needs by proactively sourcing external talent through multiple channels, constantly expanding recruitment pathways and improving its own recruitment capabilities, thereby laying a solid talent foundation for smooth operation.



- The New Hope Service student training system has been formulated to adhere to the concept of "two years to be in charge and three years to be in charge of projects", providing special training opportunities and development channels for fresh graduates to help them develop into experts or managers of the Company. Since 2019, more than 400 outstanding college students have been introduced through campus recruitment in China.





- By posting job openings on renowned online recruitment platforms such as Boss Zhipin, we continuously optimize our recruitment information dissemination strategy to enhance its reach and impact, ensuring efficient exposure of our job postings. Simultaneously, leveraging the platform's advanced data analysis tools and precise matching algorithms, we deeply explore the talent pool, accurately identifying high-quality candidates who meet the job requirements. This enables us to conduct talent recruitment more precisely and efficiently.



- Actively cooperate with local governments, human resources and social security bureaus, and sub-district offices to participate in offline job fairs. In view of the difficulty in recruiting for frontline positions, the Company's personnel often go to villages and streets to carry out face-to-face onsite recruitment activities in the talent market. Through direct communication with potential candidates, we gain a more intuitive understanding of their career aspirations and capabilities, thereby enhancing the alignment and success rate of our recruitment efforts. This approach effectively alleviates talent shortages in frontline positions.



- Internal referrals are a crucial avenue for acquiring top talent. We strongly encourage employees to leverage internal referral channels to discover and bring in talent. For successful referrals, the Company offers substantial monetary incentives to the referrers, thereby motivating all employees to actively participate in the referral process. This initiative continuously enriches our talent pool and supports the Company's steady growth.



## Environmental, Social and Governance Report

To effectively enhance the quality of recruitment, the Company has meticulously established a comprehensive interviewer certification system and optimized and standardized the recruitment process.

- **Interviewer Certification System:** Every recruiter and interviewer must possess professional interviewing skills. They are required to thoroughly study relevant laws and regulations, such as labor laws, and pass the corresponding certification exams before they can assume their roles. Each interviewer must undergo two certification assessments annually to continuously update their knowledge and enhance their professional capabilities.
- **Comprehensive Recruitment Process:** Once a candidate passes the interview, the Human Resources department will rigorously verify the authenticity of their qualifications to ensure the quality of talent acquisition. Before a new employee officially joins, the Human Resources department requires them to provide personal identification and supporting documents, which are meticulously reviewed to ensure the Company recruits genuine and reliable talent. The Group also establishes employment relationships with employees based on principles of equality, voluntariness, honesty, and integrity. Depending on the nature of the work, the Company signs corresponding internship agreements, labor contracts, or employment contracts with employees. The “Employee Handbook” clearly outlines the procedures for resignation and termination of employment.

As of the end of the Reporting Period, the Group employed a total of 3,939 staff across its operational points within the reporting scope, covering various business roles such as property management, lifestyle services, commercial operations, and catering. Detailed employee distribution data can be found in the “Appendix 1: Summary of Sustainability Data” section of this Report.

### Diversity, Equality and Inclusion

New Hope Service is committed to creating a diverse, equal and inclusive working atmosphere, strictly adheres to the relevant laws and regulations of the region, and will not have differential treatments in employment, salary, or promotion based on employees’ religion, gender, nationality, race, marital status and other social status, ensuring that the talent management process is open and transparent, and ensuring that employees enjoy equal opportunities.

We pay special attention to the employment needs of disabled people, veterans and women, and strictly adhere to laws and regulations such as the Law of the People’s Republic of China on the Protection of Women’s Rights and Interests, the Law of the People’s Republic of China on the Protection of Disabled Persons, and the Regulations on the Employment of Disabled Persons. We proactively provide a certain proportion of employment jobs for disabled people, and a total of 220 veterans were recruited during the Reporting Period.



Women’s Equal Employment and Development

The company strictly adheres to laws and regulations such as the “Law on the Protection of Minors of the People’s Republic of China” and the “Prohibition of Child Labor Regulations”, firmly rejecting the employment of child labor. If any violations of labor standards or the mistaken hiring of underage workers are discovered, the Group’s Human Resources Department will promptly take appropriate measures and immediately report and register the matter with the relevant labor administrative authorities, ensuring the protection of workers’ legal rights and interests.

We oppose forced labor and establish employment relationships with all employees on a voluntary and equal basis, never resorting to any illegal means such as deception, threats, or coercion. The Group’s “Employee Handbook” clearly outlines the working hours for various work schedules. Most of our employees follow a standard working hours system, which operates from Monday to Friday, averaging 40 hours per week, with Saturdays and Sundays designated as statutory rest days. This ensures employees have ample rest time and personal space. The Group does not advocate for mandatory overtime or overtime due to inefficiency or error correction. Instead, we encourage employees to plan their work and life reasonably to maintain a good work-life balance and quality of life.

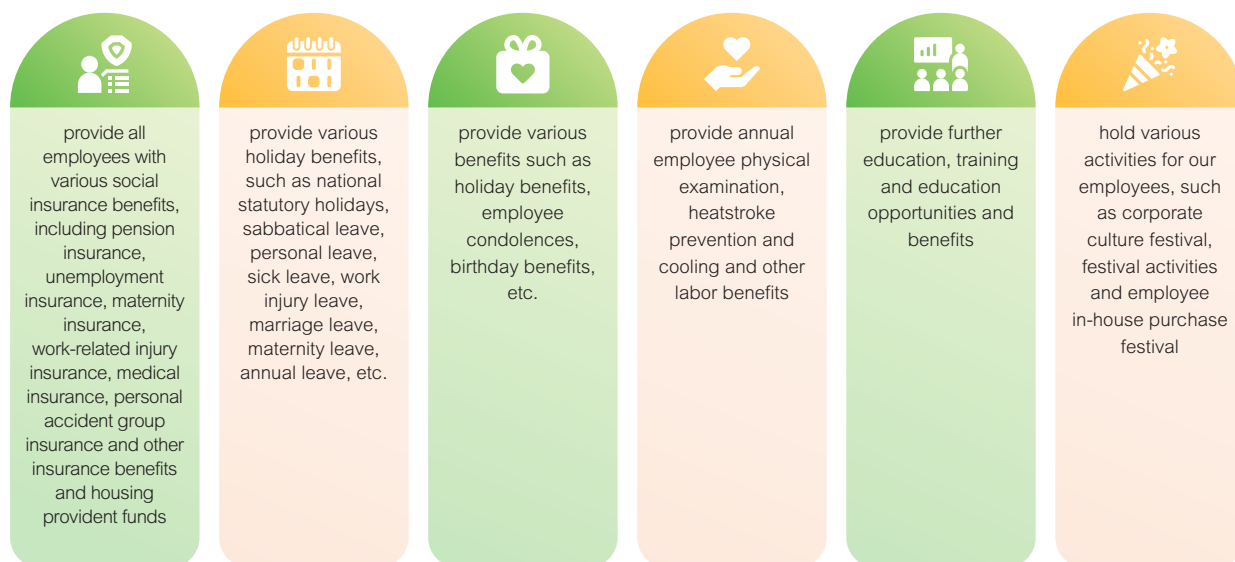
During the Reporting Period, no instances of child labor or forced labor were identified within the Group.



## Environmental, Social and Governance Report

### Remuneration and Benefits

The Group is consistently committed to building a comprehensive and competitive compensation and benefits system. We have established well-rounded salary and benefits policies as well as a performance evaluation system, with detailed provisions outlined in the “Employee Handbook”, “Employee Performance Management System”, and “Remuneration and Welfare Management Measures”. To fully motivate employees’ enthusiasm, initiative, and creativity, the Group adopts performance-based incentives, allowing employees the opportunity to receive rewards above market standards for their outstanding performance or contributions.



*Employee Benefits Overview*

To enhance employees’ sense of experience and belonging, the Group organized over 300 activities throughout the year, including holiday events, tea party, keeping cool in summer events, and winter warmth campaigns, covering more than 10,000 employees.



*Employee welfare activities*

Talent Care



The Group is dedicated to creating an equal, transparent, and effective communication environment. We encourage employees to actively contribute ideas and maintain open dialogue with the Company to drive sustainable growth together.

The Group places great emphasis on listening to our employees’ voices and regularly gathering feedback through interviews, surveys, and other forms of engagement. Our goal is to foster an open atmosphere where employees feel comfortable sharing their thoughts honestly and without hesitation. In 2024, the Group launched the “Happy Planet Plan”, which includes 9 categories and 45 key actions. This initiative is based on the principle of “serving those who serve” and covers the entire employee lifecycle, from onboarding to probation, transfers, promotions, and even timely well-wishes for birthdays, work anniversaries, holidays, and other occasions. It takes into consideration the emotional well-being of employees as individuals at every critical moment, ensuring that they can find happiness within our organization.



- Privileges for Grievances  
Privileges for Parenting
- Privileges for Growth  
Privileges for Pet Owners
- Privileges for Hard Work  
Privileges for Dating
- Privileges for Singles  
And More ...

Happy Planet Plan



## Environmental, Social and Governance Report

During this Year, we conducted 8 “Walking Together with Light” face-to-face sessions with senior executives, covering over 1,000 employees in total.

Since 2019, the Company has conducted annual employee satisfaction surveys to gain insights into employees’ genuine experiences and feedback while working at New Hope Service. Based on the common issues identified, targeted improvements are implemented. In 2024, the overall employee satisfaction rate reached 88%.

### Talent Development

New Hope Service consistently regards talent as the core driving force behind corporate development, placing great emphasis on talent selection and cultivation. We have established “running hand in hand to corporate value” as a vital component of our core values. To build a comprehensive talent development system, the Company has meticulously formulated the “Training Management System”, actively creating ample opportunities for skill enhancement and a fair career development platform for employees.

We encourage employees to strive to improve their professionalism and management capabilities. At the same time, we evaluate the suitability of employees to positions based on the actual situation of job vacancies. Through strict and standardized appointment and dismissal procedures, and with full respect for employees’ preferences, employees can be appropriately allocated to achieve efficient matching of talents and positions.

In the practice of talent cultivation, New Hope Service takes a holistic approach, continuously strengthening the implementation of talent development and employee training. We deeply explore and cultivate both internal and external lecturer resources, ensuring a steady supply of key talent to the enterprise. Currently, the Group’s employee training system mainly covers three categories: new employee onboarding training, internal training, and external training.

During this Reporting Period, the Group conducted a total of 6,031 training sessions nationwide, with 93,245 participants and a cumulative total of 11,187 training hours.

Type of training	Introduction to Training Types
 <p><b>Onboarding training for new employees</b></p>	<p>The Company will give a detailed introduction to new employees on job responsibilities, work procedures and work standards to facilitate the development of the work.</p>
 <p><b>Internal training</b></p>	<p><b>Three main types of internal training:</b></p> <p>Company system and operation skills training: systematic training for various management systems, operation skills and processes.</p> <p>Cohesion training for the Company's employees: according to the Company's corporate culture and the status of the employees, various forms of training activities such as employee seminars, reading and sharing clubs are carried out.</p> <p>Management experience sharing and case analysis: the experience sharing and case studies from each business unit are organized.</p>
 <p><b>External Training</b></p>	<p>To meet the needs of business development or the improvement of employees' abilities, the Company dispatches or agrees to employees to participate in training activities organized by external training institutions.</p>

## New Hope Service Academy

The Group focuses on multiple dimensions, including cultural implementation, strategic advancement, professional empowerment, and talent supply, with "sharing, growth, and service" as the concept, takes the digital learning platform as the medium, and is supported by a complete talent development system, comprehensive curriculum and teaching system to create a talent training system with New Hope Service's characteristics — New Hope Service Academy.

During the Year, New Hope Service organized 7,022 online training sessions, in which a total of 80,619 participants received 13,095 hours of trainings carried out by 727 lecturers.



## Environmental, Social and Governance Report

<b>Xinchen program</b>	Management trainee training program
<b>New employees accommodation program</b>	New employees training program
<b>Talent conservation program</b>	Executive general management skills enhancement Program
<b>Talent cultivation program</b>	Project manager comprehensive management ability enhancement program
<b>Talent cultivation program PRO</b>	Regional director comprehensive management skills enhancement program
<b>Supervisor cultivation program</b>	Supervisor general management skills enhancement Program
<b>Leadership training program</b>	Management associate director training program

### *New Hope Service Academy Talent Development Program System*

New Hope Service adheres to the development idea of “youthful talent and internally nurtured leadership”, abundant learning opportunities and highly competitive growth spaces. Leveraging the “New Hope Service Academy”, the Company continuously refines its training system, including: leadership training camps such as “Talent Conservation”, “Talent Cultivation”, and “Leadership Training”, as well as professional promotion classes such as investment and expansion, business, finance, engineering, etc. By combining “training + experiencing”, employees’ capabilities and experience improved.



*2024 Management Trainee Training*



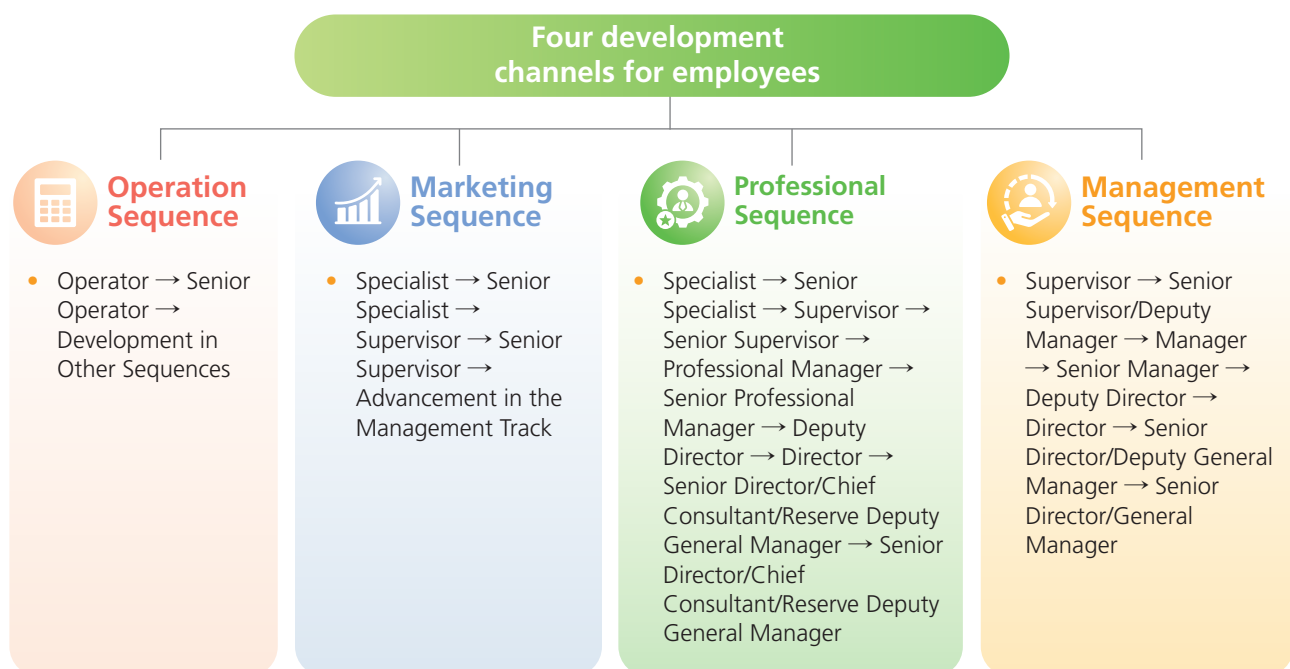
Project Leader Capability Enhancement Training Camp



## Development Channel

New Hope Service support the all-round development and growth of talents, fully stimulate the multi-dimensional potential of employees, comprehensively improve employee capabilities and team effectiveness, and promote talent growth to resonate with company development.

We build a broad career development platform for talents, covering two dimensions: vertical promotion and horizontal expansion.

- Vertical development: We have constructed four major development channels: management sequence, professional sequence, marketing sequence and operation sequence. According to employees' ability level, personal quality, development potential and career development willingness, we accurately match the corresponding sequences.
- Horizontal development: Considering the diversity of employees' career development wishes, we not only promote employees' promotion in strict accordance with job level requirements within each job sequence, but also actively open up horizontal development paths, so that employees can have a platform and opportunity for cross-sequence expansion among different sequences.





## Environmental, Social and Governance Report

Employees who pass the assessment or certification can initiate the online approval process for career development by applying through filling out the “Probation Period/Pay Increase/Position Adjustment Assessment Form”.

### Occupational Health and Safety

New Hope Service deeply understands the importance of the co-development of employees’ physical and mental health. This not only relates to the personal well-being of employees but also impacts the stability of operations and the efficiency of team collaboration. Our goal is to establish a work environment that promotes employee well-being, providing a solid foundation for the sustainable development of New Hope Service. We strictly enforce relevant laws and regulations such as the “Work Safety Law of the People’s Republic of China”, the “Fire Protection Law of the People’s Republic of China”, and the “Occupational Disease Prevention and Control Law of the People’s Republic of China”. We have formulated and implemented internal policies such as “Work Injury Response Measures” and the “Work Manual”, ensuring compliance with laws and regulations to effectively protect the health and safety of employees. As of the end of the Reporting Period, the Group has obtained occupational safety management system certification, and the related property management services fully comply with national occupational health and safety management system standards.

The Group regularly organizes physical examinations and daily health care activities to guide employees to pay attention to their own health. At the same time, we actively carry out safety and civilized construction inspections, safety education and training, fire drills and other activities to strengthen the safety barrier. If a work-related injury accident occurs, the Company will investigate, analyze and identify the causes of the accident and take appropriate measures to prevent similar accidents from happening again. At the same time, we assign dedicated personnel to comfort and support employees, assist with medical treatment, work injury identification, disability assessment and compensation and other matters. For employees identified as work-related injuries, we arrange work injury leave in accordance with regulations. For employees with a long-term work injury medical period, we require them to submit medical diagnosis documents from designated hospitals by end of each month to keep track of their situation. In addition, the Group purchases group accident insurance for employees in engineering, customer service, discipline inspection and other departments, as well as interns, retired and rehired personnel, and market development personnel to enhance their occupational protection.

To protect the occupational health and safety of employees, the Group has formulated the following measures from two aspects: strengthening labor protection and improving employees’ safety awareness:

- Distribute labor protection supplies according to the standard of labor protection standards, to ensure their safety, hygiene and health of employees during production and work processes.
- Carry out various forms of safety inspections to eliminate hidden dangers, identify weakness in safety, and urge relevant departments to make timely rectification to eliminate hidden dangers.
- Formulate contingency plans and drills for emergencies to help employees master evacuation skills for earthquakes, flash floods, fires, mudslides, landslides, sudden illnesses and other emergencies, improving their ability to respond to emergencies.
- During the high temperature in summer, employees are provided with a series of heatstroke prevention and cooling items, including sending cooling gift packages, summer drinks, summer supplies and fruits, etc.

In the past three years (including the current year), the Group has had no work-related fatalities. During the Year, the work-related injuries resulted in a total loss of 397 working days. In the future, we will continue to provide occupational safety education, enforce occupational safety responsibilities, and take all possible measures to avoid similar situations from occurring.

### GUARD THE GREEN, ILLUMINATE THE FUTURE

As the theme color of New Hope Service, green bears multiple key meanings: it is not only a highly recognizable service logo, but also clearly shows the characteristics of the enterprise; it is also the core competitiveness of enterprises, helping enterprises stand out in the market; it is also a solid guarantee for the steady development of the enterprise, laying a foundation for long-term objectives. The Group actively responds to the national green development requirements, continues to explore low-carbon development paths, and insists on symbiosis and coexistence with the environment.

We strictly adhere to the “Environmental Protection Law of the People’s Republic of China”, the “Water Pollution Prevention and Control Law of the People’s Republic of China”, the “Law on the Prevention and Control of Environmental Pollution by Solid Waste of the People’s Republic of China”, the “Water Conservation Regulations”, and other relevant laws and regulations. We always regard good environmental management as a key task, actively fulfill social responsibilities, and strive to respond to the concerns of all sectors of society.

As a property management company, the Group does not have a significant negative impact on the environment and natural resources. To build a sustainable society in where humans and nature coexist harmoniously, we continuously improve environmental management measures, optimize environmental management system, effectively reduce energy and resource consumption, minimize waste emissions, and contribute to the green sustainable development of society. At the same time, we carry out green promotional activities nationwide, actively promoting regional environmental protection culture such as caring for green plants, recycling resources, and separating waste through nationwide green promotion activities, with the goal of creating a green eco-home; promote the recycling of degradable materials, reduce the use of disposable products, and work together to build a green ecological home.

During the Year, the Group did not violate laws and regulations related to environmental protection.

### Energy Saving and Emission Reduction

#### Emission Reduction

The energy consumption of property management is the main source of greenhouse gas emissions generated by the Group’s operations. The main energy consumption involved in the Group’s operations is electricity. The total energy consumption intensity, air pollutant emission intensity and greenhouse gas emission intensity this year have decreased compared with the previous year, reflecting the effectiveness of our measures. To realize the rational utilization of resources and energy, the commercial properties of the Group will continue to actively implement a series of measures in their daily operations:

- Sealing and insulation of doors and windows: Installing sealing strips on doors and windows to effectively prevent the leakage of temperature-regulated air, reduce energy consumption for indoor temperature regulation, maintain stable indoor temperatures, and lower the additional load on air conditioning systems caused by temperature loss.
- Temperature control in office: In summer, air conditioning can be turned on when the outdoor temperature reaches 30 degrees Celsius, with the cooling temperature set no lower than 25 degrees Celsius. In winter, heating can be activated when the outdoor temperature drops below 15 degrees Celsius, with the heating temperature set no higher than 20 degrees Celsius. Windows should be closed when the air conditioning is in use.
- Encouraging computer energy saving: With a 5-minute screensaver. Turn off the computer monitor when briefly leaving the seat and shut down the computer when leaving for an extended period.





## Environmental, Social and Governance Report

### ➤ Optimization of lighting systems:

- Regular cleaning and maintenance of lighting fixtures: Regularly clean lighting fixtures to ensure no dust obstructs the light, maximizing the luminous efficiency and optimizing the conversion of electrical energy to light energy.
- Dynamic sensing lighting: Install dynamic sensors in areas such as stairwells and storage rooms that are rarely used. Lights automatically turn on when someone is present and turn off after they leave, effectively avoiding power waste from lights being left on.
- Application of high-efficiency energy-saving lamps: High-efficiency lamps are widely used, such as T5 fluorescent lamps and light-emitting diode (LED) lamps. At the same time, induction energy-saving lamps are used in specific areas such as stairwells and underground garages to intelligently adjust brightness according to ambient light, vehicles and personnel activities, effectively reducing lighting energy consumption.
- Zoned lighting: During working hours, zoned lighting is implemented to ensure adequate illumination. Turn off office lighting during non-working hours; if extended work hours occur, only turn on the lighting in working area; office lights are turned off once workers leave.

➤ Energy conservation and emission reduction promotion: Popularize energy conservation and emission reduction knowledge, strengthen the awareness of energy conservation and emission reduction among all employees, and promote the development of good energy conservation habits by issuing notices on energy conservation and emission reduction measures and posting posters in public areas.

➤ Equipment upgrading: actively purchase and timely replace equipment with high energy efficiency, and effectively improve energy efficiency from the hardware level.

Based on its actual conditions of operation, the Group has set an emissions target of maintaining the total GHG emissions intensity for the year ended 31 December 2025 to be not more than the 2024 baseline.

### Waste Reduction

The waste generated by the Group in the process of property management services primarily includes office and domestic waste, construction waste, kitchen waste and hazardous waste. Among these, hazardous waste- such as used toner cartridges and batteries, are handled by professionally qualified contractors; non-hazardous waste mainly covers general office waste and domestic waste. To properly dispose of domestic waste mainly generated by tenants, residents and customers in the property, the Group entrusts a third-party waste treatment contractor with professional qualifications to properly dispose of different types of domestic waste. The Group strictly complies with local urban management regulations, properly disposes of construction waste left by some owners in the projects under management and makes every effort to create a comfortable living environment for the owners.

We are committed to the proper management and disposal of waste generated by our business activities, maintaining high standards in waste reduction, actively enhancing the awareness of our employees, and providing relevant support to improve their skills and knowledge in sustainability.

In order to protect the environment of the park, New Hope Service insists on carrying out regular garbage sorting actions in each management project, including introducing garbage sorting booths equipped with hand basins, setting up four sorting points in the general area, setting up garbage sorting voluntary advice teams, classifying, transporting and disposing of garbage resources according to standard procedures, and continuously promoting garbage sorting knowledge.

This year, the density of hazardous waste and non-hazardous waste generated has decreased compared to the previous year. Moving forward, we will continue to implement the following measures by the Group in material conservation and waste classification:

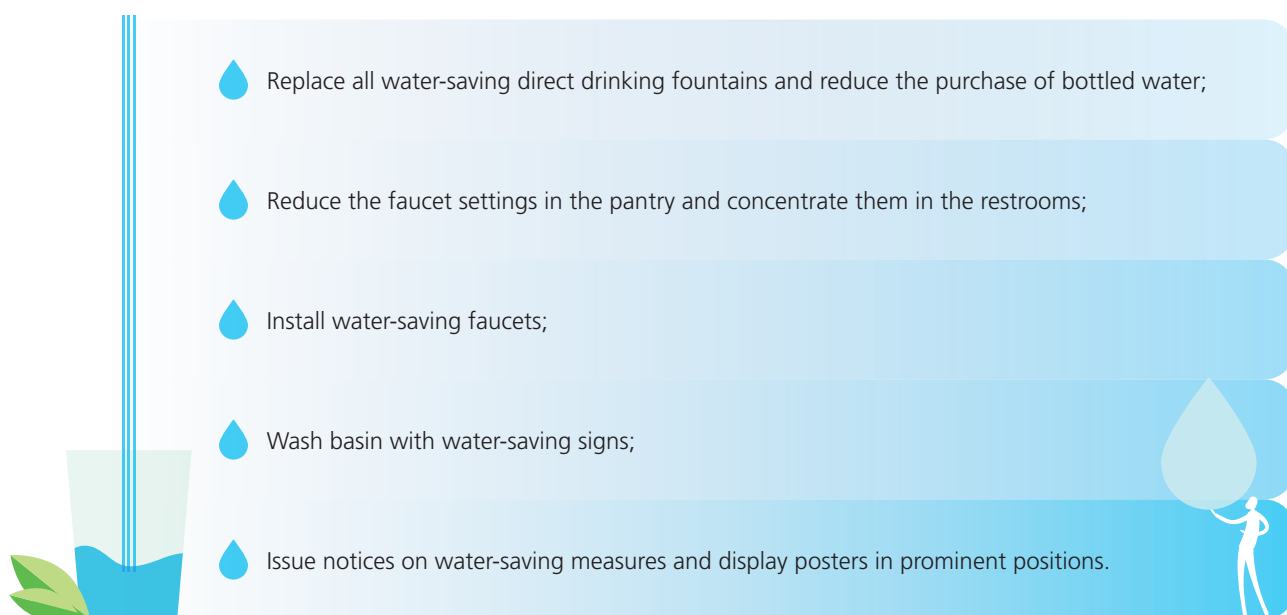
<b>Regarding the park</b>	<p>Banners, posters and notices are prominently displayed in the park to inform owners of the correct way to separate domestic waste</p> <p>Set up garbage sorting stations and arrange personnel to guide the correct sorting of garbage</p> <p>Special disposal areas for large waste, decoration waste and construction waste are planned in the park</p> <p>Routine inspection of the hygiene and sorting of refuse collection points</p> <p>The canteen of the New Foodism Group Meals project actively promotes the use of biodegradable melamine plates and tableware, which are reused after thorough cleaning and disinfection, reducing the use of disposable tableware</p>
<b>Regarding the office</b>	<p>Promote paperless office, encourage employees to use OA, Feishu and other online systems to transfer resources and document processing</p> <p>Set up garbage classification signs in the office area to clarify the classification and identification of hazardous waste. Hazardous waste such as toner cartridges and waste batteries shall be marked in strict accordance with the national hazardous waste classification standards, and specially assigned persons shall be responsible for temporary storage and regular cleaning</p> <p>Optimize equipment procurement standards, prioritize low-waste, environmentally friendly office equipment, promote the use of reusable office supplies, such as printers that can replace ink cartridges, and reduce the use of disposable toner cartridges</p> <p>Encourage employees to hand over discarded office consumables to the administrative department for unified treatment and implement the “old-for-new” system</p> <p>Double-sided printing and copying and reduce unnecessary printing and copying</p> <p>1 printer per floor</p> <p>Except for paper with confidential information, all wastepaper is sent to wastepaper recycling company for recycling</p> <p>Replace disposable water cups, disposable chopsticks and other disposable items with ceramic water cups and other recyclable items</p> <p>Post promotional posters in office areas to raise employees’ awareness of environmental responsibility</p>

The Group has set a waste generation target of maintaining the total non-hazardous waste discharge intensity for the year ended 31 December 2025 to be not more than the 2024 baseline.

## Environmental, Social and Governance Report

### Water Conservation Measures

The water resources required for the Group's daily operations are sourced from the government and are primarily used for daily services, properties, offices, and planting. The Group has not encountered any issues in obtaining water resources and continues to strive for the efficient use of water in daily operations. While ensuring service quality and normal operations, we aim to minimize water consumption as much as possible. The total water consumption intensity this year has decreased compared to the previous year. We will continue to implement the following measures to enhance employees' awareness of water conservation and reduce water consumption during our operations:



Based on its actual conditions of operation, the Group has set a target of the total water consumption intensity for the year ended 31 December 2025 to be not more than the 2024 baseline.

### Reduce Packaging

The delivery packaging materials of our group meal include plastic lunch boxes, paper and cartons. To actively implement the concept of environmental protection, we strongly advocate that customers give priority to dining in the canteen, to reduce the consumption of disposable products and help green lifestyle.



*New Foodism Group Meals Dine-in*



*New Foodism Group Meal Delivery Packaging Box*

Based on its actual conditions of operation, the Group has set a target of the total density of packaging materials used for the year ended 31 December 2025 to be not more than the 2024 baseline.

### Dealing with Climate Change

New Hope Service responds to the national “carbon peak” and “carbon neutrality” policies, aligning with the green, low-carbon and net-zero transformation of the whole society. It continues to explore green and low-carbon models, gradually improving the emergency response mechanism to cope with extreme weather, reducing the potential negative impacts related to climate change risks, and timely adjusting the Company’s service content and operation model according to the industry trend to seize the green development opportunities presented by climate change.

The Group reviews the business operations on a regular basis, and based on the existing risk management system, identifies the physical risks and transition risks associated with climate change that may have a significant impact on the Group with corresponding countermeasures in place. We also actively develop response strategies to prevent risks or mitigate their adverse effects.



## Environmental, Social and Governance Report

Risk category	Impact on the Group	Risk response measures
Physical Risk		
Immediate risk: Extreme weather accidents	— Employee safety issues caused by extreme weather.	— Take precautionary measures for employees during severe typhoons and rainfall, such as allowing them to work from home remotely
	— Property damage to the business due to extreme weather events.	— Monitor the weather forecast and implement safety measures in advance
		— Regularly organize emergency drills such as flood prevention and typhoon preparedness to enhance employees’ ability to respond to sudden disasters
		— Organize disaster escape drills for employees and owners
Long-term risk: Global temperature rise, sea level rise	Global temperatures rising impact working environment and product output.	— Provide additional cooling measures for employees
		— Reduce outdoor working hours
		— Implement solutions using renewable energy sources
Transition Risk		
Policy and regulatory risks: Climate-related policies tighten	Legal issues and financial burdens arising from non-compliance with the latest disclosure requirements.	— Monitor regulatory trends to ensure the Group’s emissions comply with the latest legal requirements
		— Regularly review existing property management strategies

Risk category	Impact on the Group	Risk response measures
<b>Technical risks: Products or services being replaced by low-carbon technologies</b>	As market regulations on high-carbon emission products increase, if product technology fails to keep up with market demands for energy efficiency and environmental protection, they may be replaced by low-carbon technology products or services, thereby affecting profitability and market share.	<ul style="list-style-type: none"> <li>— Actively deploy green energy power production</li> <li>— Expanding the application of low-carbon technologies</li> </ul>
<b>Market risk: Increased customer demand for green goods or services</b>	As the market pays more and more attention to green commodities, investors or customers begin to demand low-carbon commodities. If companies cannot provide related commodities, they will lose competitiveness, thus affecting profitability and market share.	Understand market trends and customer needs, and transform to sustainable product and service mechanisms
<b>Reputational risk: Customer or community perception and evaluation of low-carbon transition</b>	Customers or communities have a poor impression of companies that do not prioritize low-carbon transition, leading investors or customers to avoid investing in or purchasing their products, thereby affecting profitability and market share.	Disclose and promote the Company's contributions to ESG initiatives

### Climate Change Management

The Group benchmarks against global best practices and, based on the identified climate risks, formulates strategies tailored to the characteristics of its business operations, to achieve “early prevention, timely avoidance, rapidly response” and comprehensively enhancing resilience and adaptability to climate change.

#### Case: Keeping cool in summer events

Against the backdrop of global climate change, extreme hot weather is becoming more frequent. In response to the increasingly severe challenges of high temperature, New Hope Service actively embraces social responsibilities by responding to social needs, upholding the spirit of humanistic care. The Group has organized several nationwide keeping cool in summer events which covered owners, employees, construction workers, environmental workers, delivery drivers, elderly individuals living alone. Through practical actions, New Hope Service has demonstrated leadership, calling on more businesses and social forces to pay attention to the impacts of climate change. By working together, we can collectively address climate challenges, demonstrating New Hope Service’s commitment and responsibility in this regard.



*Keeping cool in summer events — East China*



*Keeping cool in summer events — Chengdu*

## Case:

### Be fearless and prepare in advance

According to the climate trend forecast of the Meteorological Center, southeast coast was expected to experience severe meteorological disasters during the 2024 flood season. The situation of flood control and typhoon prevention is predicted to be complex and challenging. In response, the New Hope Service Southeast in collaboration with street offices, regional housing and housing and urban-rural construction commission, fire brigade and mass service center formed an emergency drill working group for typhoon prevention and carried out the flood prevention and typhoon emergency plan drill for year 2024. This drill adopted a real-world simulation approach, recreating a scenario where there was strong wind and widespread heavy rain in Wenzhou due to the typhoon landing. The exercise simulated responses to road flooding, water seepage into basements, injured individuals requiring rescue and pipeline blockages. By reinforcing emergency preparedness through hands-on training, the exercise enhanced the flood and typhoon response capabilities of the park's emergency rescue teams, ensuring efficient command execution and effective disaster mitigation.

At the same time, New Hope Service Southeast leveraged this exercise as an opportunity to promote practical experience, continuously refining flood and typhoon emergency response plans, and enhance response measures. By strengthening the capabilities of emergency teams and upholding flood prevention responsibilities, we maintained meticulous preparedness, ensuring the safety of both owners' and community property during flood season.



*New Hope Serves Southeast Emergency Typhoon and Flood Prevention Drill*



### HOPE IS ACCOMPANIED BY CHARITY

The Group continuously adhered to the philosophy of “customer satisfaction determines service value, serving others brings self-esteem, creating value for partners by building a platform, contributing to social value through pursuit of happiness, running hand in hand to share corporate value”. Leveraging its professional expertise in property management, the Group actively participates in various activities such as disaster relief, environmental protection, educational instruction, community welfare, and caring for socially vulnerable groups. It is wholeheartedly dedicated to creating a better life for people and working with all parties to build a warm and inclusive harmonious community.



#### Group Headquarters

In May 2024, the Group donated a charitable contribution of RMB72,336 to the “Benefit Hearing Action” initiative of the China Hearing Medicine Development Foundation by the Chengdu Shanxin Social Work Service Center, to extend a gesture of love and support to the hearing-impaired community.



#### Jincheng

On January 14, 2024, the project of Chengdu Tazishan No. 1 organized a toy charity sale and donated RMB1,600 worth of charity materials to Chengdu Children's Welfare Institute in the name of the property owners.



#### Rongcheng

In September 2024, Chengdu Jinguan Xiucheng donated RMB30,000 to the Chengdu Charity Donation Event which held in Tongzilin Street, for the implementation of community public welfare projects.



#### South China

In April 2024, RMB6,000.00 was donated to Lishui Town, Nanhai District Charity Association, Foshan City, to support the public welfare projects.



#### Yunnan-Guizhou

In August 2024, Kunming Dashanghui donated RMB20,000 to the Baichuan Fund of Qianwei Street and Qianxing Community Micro Fund for community public welfare projects.

*Annual charity donations*

## Community Activities

The following table sets forth the highlights of various public welfare activities during the year:

Themes	Activity	Related photos
<b>Environmental Charity Work in the Year</b>		
<b>Garbage classification into the community</b>	Since 2024, New Hope Service has successively carried out garbage classification promotions in various communities such as Jinyue Qingshan in Nanning, Tiana Valley in Chengdu, and Jinlin Yunhui in Suzhou. The promotional campaign successfully reached over ten thousand property owners by the distribution of informational brochures and the organization of interactive games such as the four-category waste sorting bins.	 
<b>"Plant this green and embrace spring" Arbor Day action</b>	On March 12, 2024, the Arbor Day theme event "Plant This Green, Embrace Spring" jointly organized by Sanchuan Port Community New Era Civilization Practice Station, New Hope Service, etc. was held in Wuyue Yunjing Yayuan Community. On the day of the event, community volunteers, enthusiastic owners, and teachers and students of Qingcheng Luyuan Kindergarten jointly planted the "Tree of Hope" to contribute to green environmental protection.	  
<b>"Earth Hour"</b>	In April 2024, New Hope Service joined force with Wenhui Community, Ningbo Rail Transit, and Ningbo Mizhao Healthy to launch an "Earth Hour" public welfare event with the topic of "Caring for the Earth Home, Practicing Green Travel". The activities were successively launched in Lezhu Liangpin Garden, Chenxinli, Jintianfu, and Jinyue Bay. Through the DIY activities "I Love the Earth", green travel awareness campaign, and the distribution of free subway tickets, practical actions were used to encourage the public to choose green travel methods.	  

## Environmental, Social and Governance Report

Themes	Activity	Related photos
<b>Annual Community Charity Activities</b>		
<b>Post-disaster relief in action</b>	In June 2024, Guilin suffered a once-in-a-century torrential rain. After learning the news, New Hope Service South China rushed to Guilin Life Insurance and allocated generator sets, water pumping units, disinfectant, maintenance and testing tools, batteries, milk, etc. within 24 hours. More than 100 pieces of love supplies, with a total value of about RMB20,000 for post-heavy rain recovery work in Guilin.	 
<b>"Jiujiu Festival" A Collection of Goodies Downstairs</b>	In 2024, New Hope Service launched the 6th Jiujiu Festival with the theme of "A Collection of Goodies Downstairs". During this period, 73 projects participated in which from 8 major regions, and the overall activity satisfaction reached 97 points, driving the total amount of pre-stored marketing fees around RMB9.335 million. At the same time, a total of 230 social business booths, 132 life service booths, and 520 owner booths were introduced during the event, totaling 882 good things booths. The products ranged from dairy foods, toys and books, and stylish items to handmade crafts. Combined with interactive games and lucky draws, the event offers residents an experience that goes beyond mere consumption.	   
<b>The 4th Hope Cup Table Tennis Competition</b>	In December 2024, more than 200 owners from 15 communities managed by New Hope Service Southeast gathered at the Wenzhou Table Tennis Association venue to participate in the 4th Hope Cup Table Tennis Competition. The competition includes men's singles, women's singles, and children's singles, and team competitions. During the fierce competition to determine the winner, the event also effectively promoted the harmony of neighborhood relations, allowing participants to fully experience the healthy vitality and endless fun contained in sports.	 



## Weiguang Action

Since the release of the “Shimmer Action” public welfare brand, New Hope Service has continued to strengthen brand linkage, continued to carry out a series of actions such as public welfare donations and volunteer services in various places, and spread the “Shimmer” of happiness to every corner.

The following is a review of some of the public welfare activities of Shimmer Action in the year:

Activity topic	Activity	Related event photos
<b>“Dedicated to the public, loving the galaxy” caring for autistic children</b>	On the occasion of “World Autism Day”, the branch committee of Wenzhou Branch of New Hope Property Service Group Co., Ltd. of the Communist Party of China and Wenzhou Branch of New Hope Property Service Group Co., Ltd. joined many parties in the society to once again participate in a large-scale public welfare activity of caring for autistic children with the theme of “devoting themselves to the public” at Wenzhou Dragon Boat Sports Center, building a bridge of love and warmth for 300 autistic families, during which milk, ham sausage and other love materials were donated to autistic children.	   
<b>Helping farmers</b>	<p>Wenzhou New Hope: In October 2024, the New Hope Service Wenzhou Party Branch and the Wuxiantou Village Branch Committee of Damen Town, Dongtou District, Wenzhou City jointly signed a cooperation agreement on “Party Building, Joint Building, Helping Farmers and Win-Win”. Both parties fully integrate resource advantages, adhere to the beautiful vision of mutual benefit and common development, and carry out long-term cooperation with the goal of benefiting people’s livelihood. Efforts will be made to expand the sales channels of agricultural products (rice from Wuxiantou Village), and party building will lead the way to practice people’s livelihood and happiness.</p> <p>New Foodism: The project team actively responded to the policy call and purchased edible oil worth RMB269,480 through the online sales platform of agricultural and sideline products in poverty-stricken areas in China, helping rural economic development with practical actions, supporting poverty alleviation, and demonstrating corporate social responsibility and commitment.</p>	 



## Environmental, Social and Governance Report

Activity topic	Activity	Related event photos
<b>Voluntary blood donation</b>	New Hope Service has successively organized voluntary blood donation actions in Chengdu, Ningbo, Wenzhou, Nanning, Kunming and other places. During this year, the cumulative blood donation volume exceeded 5,000 ml. New Hope Service keeps to pass on love and live life.	 
<b>Accurate assistance</b>	On September 11, 2024, New Hope Service Suzhou participated in the public welfare action launched by the Industrial Park Charity Federation and actively supported the poverty alleviation work in the park, including: charity medical assistance in the park, "Love Sanitation Workers, Love Physical Examination", and "Sunshine Poverty Alleviation" visits and supports and other projects.	
<b>Send coolness in summer-medical workers</b>	In 2024, the New Foodism Group Meal's Hospital Project held three summer cooling activities, covering a total of 3,000 doctors and nurses.	   
<b>Public welfare volunteer action</b>	New Hope Service Guangxi's Dashanghui Project, which is located in Anyang community, have carried out joint activities of learning from Lei Feng for three consecutive years. During this year's Learning from Lei Feng Month, New Hope Service carried out a total of 9 convenient volunteer services in the urban area.	 

## APPENDIX

### Appendix 1: Sustainability Information Summary

The following is the summary of the sustainable development information of the Year in the environmental aspect:

Environmental Aspect	Units	Year 2024	Year 2023
<b>Air Emissions<sup>1</sup></b>			
Nitrogen oxides (NO <sub>x</sub> )	kg	537.93	220.79
Sulphur oxides (SO <sub>x</sub> )	kg	132.02	44.02
Particulate matter (PM)	kg	53.75	26.49
<b>Greenhouse Gas Emissions<sup>2</sup></b>			
Direct greenhouse gas emissions (Scope 1)	tonne of CO <sub>2</sub> e	527.67	415.49
Greenhouse Gas Removed from Newly Planted Trees (Scope 1)	tonne of CO <sub>2</sub> e	—	65.02
Indirect greenhouse gas emissions (Scope 2)	tonne of CO <sub>2</sub> e	30,926.95	49,841.46
Total greenhouse gas emission (Scope 1 and 2)	tonne of CO <sub>2</sub> e	31,454.62	50,191.93
Greenhouse gas emission intensity per employee (Scope 1 and 2)	tCO <sub>2</sub> e/employee	7.99	19.10
Greenhouse gas emission intensity per square meter (Scope 1 and 2)	tCO <sub>2</sub> e/square meter	< 0.01	< 0.01
<b>Waste</b>			
Hazardous waste	Kilogram	—	310.10
Hazardous waste generated (per employee)	Kg/employee	—	0.12
Total non-hazardous waste	Tonnes	5,340.93	5,194.52
Non-hazardous waste intensity (per employee)	Tons/Employee	1.36	1.98
<b>Paper Consumption</b>			
Paper usage	Kilogram	6,494.70	17,132.17
Paper consumption intensity (per employee)	Kg/employee	1.65	6.52
<b>Energy Consumption</b>			
Total electricity consumption	MWh	56,258.96	85,468.44
Natural gas consumption	Cubic meter	24,000.00	78,352.00
LPG consumption	kg	—	2,610.00
Petrol consumption	Liter	1,059.00	11,122.72
Diesel consumption	Liter	—	24,134.61
Total energy consumption	MWh	58,779.38	123,033.84
Total energy consumption intensity (per employee)	MWh/employee	14.92	46.82
Total energy consumption intensity (per square meter)	MWh/square meter	< 0.01	0.01

<sup>1</sup> Air pollutant emissions mainly come from vehicles under the Group's name. In addition, this is calculated according to Appendix 2 "Reporting Guidance on Environmental Key Performance Indicators" published by the Hong Kong Stock Exchange.

<sup>2</sup> Greenhouse gas emission inventory is calculated by reference to the Greenhouse Gas Protocol published by the World Resources Institute and the World Business Council for Sustainable Development, and the ISO 14064-1 of Greenhouse Gas Emissions Standard by the International Organization for Standardization.

## Environmental, Social and Governance Report

Environmental Aspect	Units	Year 2024	Year 2023
<b>Water Consumption</b>			
Total water consumption	Thousand cubic meters	1,353.33	1,818.82
Total water consumption intensity (per employee)	Thousand m <sup>3</sup> /employee	0.34	0.69
Total water consumption intensity (per square meter)	Thousand cubic meters/square meters	< 0.01	< 0.01
<b>Total Packaging Material Consumption</b>			
Total packaging materials used	Thousand cubic meters	1.44	New in 2024
Density of packaging materials used: Tons/employee	Density of packaging materials used: Tons/employee	< 0.01	New in 2024
Density of packaging materials used: Tons/square meter	Density of packaging materials used: Tons/square meter	< 0.01	New in 2024

## Environmental, Social and Governance Report

The following is a summary of the Group's social sustainability information for the Year:

Social Category	Units	Year 2024	Year 2023
<b>Number of Employees</b>			
Total employees	Person	3,939	4,309
<b>Total Number of Employees (by Gender)</b>			
Female	Person	1,881	1,929
Male	Person	2,058	2,380
<b>Total Number of Employees (by Employee Category)</b>			
Full-time entry-level staff	Person	3,497	3,868
Full-time middle management	Person	422	418
Full-time senior management	Person	20	23
<b>Total Number of Employees (by Age Group)</b>			
Aged below 30	Person	1,128	1,338
Aged 30–50	Person	2,252	2,298
Aged over 50	Person	559	673
<b>Total Number of Employees (by Geographical Region)</b>			
New Service Headquarters	Person	166	171
Rongcheng Region	Person	318	Not applicable
Jincheng Region	Person	279	Not applicable
High-end service Division	Person	235	Not applicable
Southeast Region	Person	298	363*
South China Region	Person	519	446*
Yunnan-Guizhou Region	Person	248	241*
East China Region	Person	474	557*
North Central Region	Person	346	352
New Foodism	Person	47	54
Total number of others (including Jinguan New Town, Ming Yu Commercial and Hong Kong, Macao and Taiwan)	Person	1,009	994
<b>Employee Turnover Rate</b>			
Employee turnover rate	%	36.62%	28.67%
<b>Employee turnover rate (by gender)</b>			
Woman	%	35.93%	27.10%
Male	%	37.24%	29.90%
<b>Employee turnover rate (by age group)</b>			
Under 30 years old	%	44.49%	30.49%
30–50 years old	%	29.16%	28.70%
Over 50 years old	%	44.32%	24.64%

\* In 2024, in accordance with the group's strategic adjustment of the theater organizational structure, the Sichuan Region has been abolished, and new High-end Service Division, Jincheng Region, and Rongcheng Region have been established. The overall business of Hangzhou and Jiaxing cities from the original East China Region has been merged into the Jiangsu-Shanghai Region, forming a new East China Region. The overall business of Ningbo city from the original East China Region has been merged into the Southeast Region. The Kunming Region and the overall business of Guiyang and Bijie cities from the North Central Region have been merged into the Yunnan-Guizhou Region.



## Environmental, Social and Governance Report

Social Category	Units	Year 2024	Year 2023
<b>Employee turnover rate by geographical region</b>			
New Service Headquarters	%	25.23%	25.65%
Rongcheng Region	%	35.50%	Not applicable
Jincheng Region	%	43.52%	Not applicable
High-end service Division	%	46.10%	Not applicable
Southeast Region	%	39.06%	33.39%*
South China Region	%	31.80%	27.48%*
Yunnan-Guizhou Region	%	30.92%	26.75%*
East China Region	%	39.85%	33.17%*
North Central Region	%	35.81%	31.78%
New Foodism	%	32.86%	21.74%
Total number of others (including Jinguan New Town, Mingyu Business Service includes Hong Kong, Macao and Taiwan)	%	35.49%	26.22%

Social Category	Units	Year 2024	Year 2023	Year 2022
<b>Occupational health and safety</b>				
Work-related fatalities in the last 3 years (including the reporting year)	Person	0	0	0
Rate of work-related fatalities	%	0	0	0
Lost days due to work-related injuries	Days	397	400	402

Social Category	Units	Year 2024	Year 2023
<b>Development and Training</b>			
<b>Percentage of employees trained by gender<sup>3</sup></b>			
Woman	%	49.88%	44.23%
Male	%	50.12%	55.77%
<b>Percentage of employees trained by employee type</b>			
Full-time junior staff	%	90.59%	89.91%
Full-time middle management	%	8.85%	9.57%
Full-time senior management	%	0.56%	0.52%

Social Category	Units	Year 2024	Year 2023
<b>Average training hours of employees by gender<sup>4</sup></b>			
Woman	Hour	44	43
Male	Hour	44	43
<b>Average training hours of employees by employee category</b>			
Full-time junior staff	Hour	44	43
Full-time middle management	Hour	43	42
Full-time senior management	Hour	40	40

<sup>3</sup> The percentage of employees trained this year is calculated as the number of employees trained in each category ÷ the total number of employees trained.

<sup>4</sup> The average training hours of employees for the Year is calculated as the number of employees trained by each category ÷ the number of employees by each category.

## Appendix 2: Index of the Hong Kong Stock Exchange's Environmental, Social and Governance Reporting Guidelines

A. Environmental Aspect			Relevant Section(s)
<b>A1: Emissions</b>	General Disclosure	Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Guard the Green, Illuminate the Future Emission Reduction
	A1.1	The types of emissions and respective emissions data.	Emission Reduction Appendix 1: Sustainability Information Summary
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Emission Reduction Appendix 1: Sustainability Information Summary
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Reduction Appendix 1: Sustainability Information Summary
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Reduction Appendix 1: Sustainability Information Summary
	A1.5	Describe the emission targets set and the steps taken to achieve them.	Emission Reduction
	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.	Waste Reduction
<b>A2: Use of Resources</b>	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Energy Saving and Emission Reduction
	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).	Energy Saving and Emission Reduction Appendix 1: Sustainability Information Summary
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Energy Saving and Emission Reduction Appendix 1: Sustainability Information Summary
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Energy Saving and Emission Reduction
	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.	Water Conservation Measures
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Reduce Packaging

## Environmental, Social and Governance Report

A. Environmental Aspect			Relevant Section(s)
<b>A3: Environment and natural resources</b>	General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Guard the Green, Illuminate the Future
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Guard the Green, Illuminate the Future
<b>A4: Climate change</b>	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Dealing with Climate Change
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Climate Change Management

B. Social Aspects			Relevant Sections
<b>B1: Employment</b>	General Disclosure	Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	People-oriented, Succeed Together Remuneration and Benefits Talent Care
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Appendix 1: Sustainability Information Summary
	B1.2	Employee turnover rate by gender, age group and geographical region.	Appendix 1: Sustainability Information Summary
<b>B2: Health and Safety</b>	General Disclosure	Relating to providing a safe working environment and protecting employees from occupational hazards: (a) policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Occupational Health and Safety
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Occupational Health and Safety Appendix 1: Sustainability Information Summary
	B2.2	Lost days due to work injury.	Occupational Health and Safety Appendix 1: Sustainability Information Summary
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Occupational Health and Safety

B. Social Aspects			Relevant Sections
<b>B3: Development and Training</b>	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Talent Development
	B3.1	Percentage of trained employees by gender and employee category (such as senior management, middle management, etc.).	Appendix 1: Summary of Sustainability Information
	B3.2	The average number of training hours completed by each employee by gender and employee category.	Appendix 1: Summary of Sustainability Information
<b>B4: Labour Standards</b>	General Disclosure	Relating to preventing child and forced labour: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Diversity, Equality and Inclusion
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	Diversity, Equality and Inclusion
	B4.2	Description of steps taken to eliminate such practices when discovered.	Diversity, Equality and Inclusion
<b>B5: Supply Chain Management</b>	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Responsible Marketing
	B5.1	Number of suppliers by geographical region.	Responsible Marketing
	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.	Responsible Marketing
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Responsible Marketing
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Responsible Marketing



## Environmental, Social and Governance Report

B. Social Aspects			Relevant Sections
<b>B6: Product Liability</b>	General Disclosure	Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Dedicated service, Achieving value Customer Relationship Maintenance Customers Experience Improvement Customer Security Protection Information Security Protection Responsible Marketing
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Food Safety Never Be Trivial
	B6.2	Number of products and service related complaints received and how they are dealt with.	Customer Relationship Maintenance
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Protection
	B6.4	Description of quality assurance process and recall procedures.w	Customers Experience Improvement
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Information Security Protection
<b>B7: Anti-corruption</b>	General Disclosure	Relating to the prevention of bribery, extortion, fraud and money laundering: (a) Political Policy; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Optimize Governance, Sustainability Progress Business Ethics
	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.	Business Ethics
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
	B7.3	Description of anti-corruption training provided to directors and staff.	Business Ethics
<b>B8: Community investment</b>	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.	Hope is Accompanied by Charity
	B8.1	Focus on contribution areas (such as education, environmental issues, labor needs, health, culture, sports).	Hope is Accompanied by Charity
	B8.2	Resources deployed in areas of focus.	Hope is Accompanied by Charity

