

# Midea Real Estate 2024 Environmental, Social and Governance Report



# About this Report

## Scope of Report

This report is the seventh Environmental, Social and Governance (“ESG”) Report produced by Midea Real Estate Holding Limited, which discloses the vision, strategies and practices in respect of environmental, social and governance of Midea Real Estate Holding Limited and its subsidiaries from 1 January 2024 to 31 December 2024 (the “reporting period”) in a comprehensive and objective manner for stakeholders to have a better understanding of the Company’s sustainability performance. In order to make this report more comparable and forward-looking, some contents are extended. Unless otherwise specified, the scope of this report is consistent with that of the 2024 annual report of the Company.

## Basis of Compilation

This report is compiled in accordance with Appendix C2 of “Environmental, Social and Governance Reporting Guide” (the “ESG Reporting Guide”) in the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The detailed index of the ESG Reporting Guide is set forth in the Appendix section of this report for quick reference.

## Source of Data

This report follows the principles of materiality, quantitative, balance and consistency required by the ESG Reporting Guide. All case studies and data cited in this report come from Midea Real Estate’s statistical statements, relevant documents, and public information. The Company states that this report is free from any false representations or misleading statements, and shall be held responsible for the truthfulness, accuracy and integrity of the contents. Unless otherwise specified, the amounts in this report are denominated in RMB.

## Appellation Statement

For the convenience of expression and reading, the terms “Midea Real Estate,” the “Group,” and “we/us” in this report refer to Midea Real Estate Holding Limited and its subsidiaries, and the terms “Company” and “the Company” refer to Midea Real Estate Holding Limited.

## Approval of Report

This report was considered and approved by the Board of Directors of the Company on March 28 2025, in accordance with the materiality principle of the ESG Reporting Guide. It will be released upon approval.

## Availability of Report

The report is prepared in Traditional Chinese and English for readers’ reference, and the Chinese version shall prevail in case of any slight discrepancy in content. An electronic version of this report is available on the website of the Stock Exchange (<https://www.hkexnews.hk>) or the Company’s official website (<https://www.mideadc.com>).

## Feedback

If you have any questions or feedback on this report and its content, please contact us by the following means:

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# Statement on Responsibility

In 2024, the real estate market navigated through a period shaped by policy-driven support and market adjustments, creating a mix of challenges and opportunities. At Midea Real Estate, we stayed true to our vision of becoming a "guider on new way of life in future", pushing forward with transformation and innovation. During the reporting period, we completed an equity restructuring and adopted a low-leverage, asset-light model that spans the entire real estate development value chain. Our focus remains on exploring new ways to shape the industry's future. We believe in long-term growth, where sustainability plays a key role in driving high-quality development. By strengthening corporate governance, setting service benchmarks, building green communities, and working closely with industry partners, we continue to uphold our commitment to responsible and sustainable business practices.

## Excellence in Service, Expanding into Diverse Sectors

At Midea Real Estate, putting "customers-centered" is the foundation of everything we do. We aim to go beyond expectations by improving and innovating our services. We have built standardized service systems designed to support homeowners at every step, ensuring every stage of the customer journey is met with care, while also advancing digital property management through platforms like SmartCare, making the customer experience with high-quality products and superior services more seamless and connected. Leveraging the strong resources of our industry chain, we've expanded our expertise into three key property management sectors: residential communities, industrial parks, and healthcare & senior living. Using specialized service models like S-TECH and S-LIFE, we are steadily broadening our reach, developing a product system and comprehensive capabilities that blend essential property management with value-added services across various business formats. Quality remains at the heart of our projects. From design to construction, we maintain strict oversight to ensure every development meets high standards for sustainability and livability. At the same time, we are integrating smart technology, and prioritizing user-friendly innovations that shape the future of modern homes and communities. In 2024, we successfully delivered 104 projects across 46 cities, handing more than 51,000 homes. With these developments, we have helped 400,000 homeowners turn their aspirations into reality.

## Building a Green Ecosystem, Adhering to Original Aspiration

Guided by China's "carbon peaking and carbon neutrality" strategy, Midea Real Estate remains committed to sustainable, low-carbon development and takes environmental responsibility seriously. Our low-carbon management system covers green properties, commercial spaces, and office environments, with a focus on optimizing energy use, improving resource efficiency, and strengthening environmental protections. In the development of buildings, we continue to refine our low-carbon healthy residence technology system. By incorporating innovations like green building technologies, sponge city principles, and prefabricated construction, we strive to create living spaces that are not only high-quality but comfortable and eco-friendly. By the end of 2024, Midea Real Estate had completed around 10 million square meters of prefabricated buildings and developed 62 projects certified under green building standards. In total, we have accumulated nearly 5 million square meters of green-certified construction space. Recognizing the urgent challenges of climate change, we have also developed strategic responses and strengthened environmental risk management across our projects. These proactive measures enhance our adaptability and help us to achieve balanced ecological and economic development.

## Uniting Employees, Advancing Together with Partners

We recognize our employees as our most valuable asset and are committed to fostering a fair, transparent, and inclusive workplace. To support their well-being and professional growth, we have strengthened our compensation and benefits system, ensuring that employees' fundamental rights are protected. Upholding the principle that "Achieve Success with Talents, Accomplish Talents with Careers," we offer diversified training opportunities and clear, fair career advancement channels, supporting employees' personal growth and development. In supply chain management, we adhere to the concept of responsible sourcing, strengthening the management of supplier compliance and promoting a sustainable supply chain. Through supplier empowerment training and in-depth cooperation and communication, we enhance the professional capabilities and service quality of our suppliers, working together to build a transparent, green, sustainable, and responsible supply chain.

## Inclusive Communities and Joint Governance, Public Welfare with Midea

Midea Real Estate places great importance on community development. Through our Chengyijia brand, we host community activities for all ages, from the Chengyijia Lifestyle Festival to Owners' Spring Festival Galas, creating opportunities for neighbors to connect and build a strong sense of community. Rooted in the belief that collaboration leads to shared success, we launched the Beautiful Life Curator initiative and established over 170 shared neighborhood spaces, including community reading hubs. Beyond building communities, we stay committed to making a positive social impact. Guided by our vision of "Harnessing Smart Solutions for a Greener Future," we actively support public welfare efforts in environmental protection, elderly care, and volunteering. During the reporting period, we introduced the Blue Charity public welfare initiative, formed the Little Blue Elves children's volunteer group, launched the Blue Angel elderly care extended service program, and set up Hele Yinian "Property Management + Elderly Care" service stations. These initiatives reflect our dedication to giving back and enhancing community well-being.

Actions speak louder than words, real progress comes from unwavering commitment. Moving forward, Midea Real Estate will continue to focus on long-term growth, delivering exceptional service and quality. Together with our stakeholders, we will explore new models for sustainable development and build a brighter future!





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# Company Overview

- Company Profile
- Corporate Culture
- Responsibilities and Achievements
- Key Performance in 2024



## Company Profile

Midea Real Estate Holding Limited (the “Company” and together with its subsidiaries, the “Group” or “Midea Real Estate”) (Stock Code: 3990.HK) is a listed company of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), whose shares are included in the constituents of indexes such as Hang Seng Stock Connect Hong Kong Index. Founded in 2004, the Group, guided by the development positioning as a “Smart Healthy Life Service Provider”, has built comprehensive development ecology of “Project Management Services + Property Management Services + Asset Operation + Real Estate Technology”, and continued to move steadily towards high-quality development.

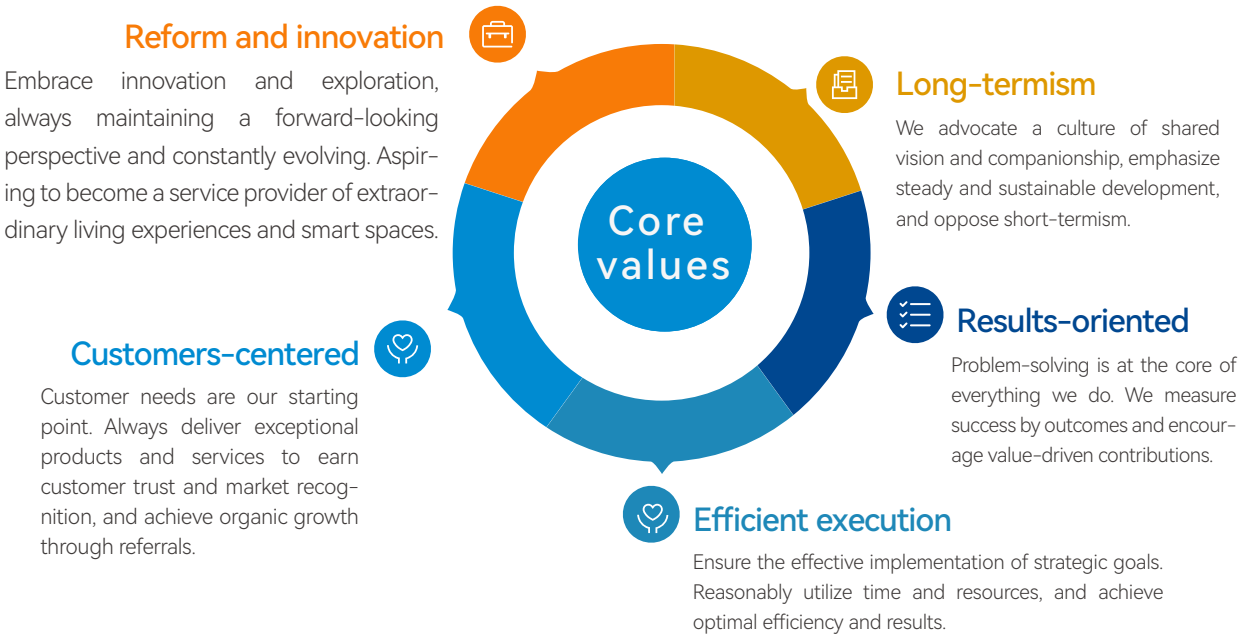
As the real estate industry undergoes profound changes, Midea Real Estate has sharpened its focus on core real estate services, embracing transformation and exploring new innovations. Guided by the principle that “housing is for living, not for speculation,” the Group is actively seeking fresh growth opportunities and business models. During the reporting period, the Group restructured its wholly owned real estate development business, transferring its equity ownership from the listed company to its controlling shareholder. This shift has created a diversified development ecosystem that integrates “Project Management Services + Property Management Services + Asset Operation + Real Estate Technology”. By adopting a low-leverage, asset-light approach, Midea Real Estate continues to engage in the full real estate value chain while actively exploring new development strategies that create greater value for society.

Midea Real Estate Services, upholding service-oriented original aspiration, ranks among the top 18 property service companies in China with its craftsmanship in manufacturing. It established three core business sectors of residential, industrial parks and medical care and wellness, supplemented by diversified tracks such as new energy and group meals. As at the end of the Reporting Period, there were over 400 projects under management with an area under management of approximately 90 million square metres. Midea Real Estate Construction is a professional project management service provider capable of managing integrated multi-business sectors and customising full-cycle services with extensive project management experience and is committed to providing customers with high-quality project management services that are green and energy-saving as well as healthy and multi-functional. Midea Real Estate Commercial and Midea Real Estate Property Development focused on strengthening its light-asset operation capabilities, developed third-party business through innovated operation, and maintained good relationship with customers to achieve quality growth. REMAC ASPACE, as the real estate technology industry in which the Company adopts its strategies for transformation and upgrade, focused on three areas covering design technology, building industrialisation and artificial intelligence homes, aiming to build digital, green, industrialised and intelligent capabilities throughout the building lifecycle, and is committed to becoming a leading enterprise in smart healthy space technology.

In the future, Midea Real Estate will continue to focus on asset-light and specialized service-oriented businesses, steadily advancing toward high-quality development.








Corporate Culture





Responsibilities and Achievements

Award Winning Company	Award Name	Presented by
Midea Real Estate Services	Top 22 China Property Service Enterprises in Comprehensive Strength of 2024 	CPMRI & CRIC Property Management
	2024 Top 100 Most Valuable Brands of China Property Management Service	

Award Winning Company	Award Name	Presented by
Midea Real Estate Services	2024 Top 30 Branded Property Management Companies in South China 	CPMRI & CRIC Property Management
	Ranked 18th in the 2024 Top 100 Property Service Companies in China 	
	2024 Top 10 Hospital Property Service Companies in China 	
	2024 Top 20 Industrial Park Property Service Companies in China 	
	2024 Benchmark Project for Service Capacity (Heyou Hospital) 	

Responsibilities and Achievements

Award Winning Company	Award Name	Presented by
Midea Real Estate Services	2024 Top 100 Property Service Companies in the Greater Bay Area 	EH Consulting & EH Property Research
	2024 Top 20 Residential Property Service Companies in the Greater Bay Area 	
	2024 Top 5 Hospital Property Service Companies in the Greater Bay Area 	
	2024 Top 19 Chinese Property Enterprises by Comprehensive Strength 	EH Consulting & EH Property Research
	2024 Benchmark Enterprise in Smart Property Services in China 	
	2024 Top 50 Chinese Property Enterprises by Organizational Strength	Keyan Think Tank

Award Winning Company	Award Name	Presented by
Remac Aspace <sup>1</sup>	ARCHINA Top 10 Architectural Technology Brands in China	ARCHINA Brand Research Center & ARCHINA New Media Data Research Center
	Leading Enterprise in Intelligent Construction	Foshan Municipal Housing and Urban-Rural Development Bureau
	Most Influential Enterprise in Digitalized Construction & Design	Guangdong Urban Architecture Society
	GPDP AWARD France - Silver	/
	First Prize in "Gold Standard Cup" BIM/CIM Design	
	First Prize in the Guangdong Provincial Society of Steel Construction Science and Technology Awards	
	Design project recognized as a "Green Building Benchmark Project"	
	Design project won the Silver Award in the "2024 China National Competition of Elderly-Oriented Design"	/
	Remac PB was included in the first batch of prefabricated renovation enterprises in Foshan	
Midea Real Estate	Remac PB's concrete MiC structure received IPA certification from the Hong Kong Buildings Department	EH Consulting
	Ranked 15th in the 2024 China Top 20 Brand-value Real Estate Enterprises 	
	Top 20 Chinese Real Estate Enterprises by Comprehensive Strength in 2024 	
	Ranked 14th in Top 30 Listed Real Estate Companies by Comprehensive Strength	
	Top 100 Chinese Real Estate Enterprises by Organizational Strength in 2024	
	Best Employer in China's Real Estate Industry of 2024	

Note: 1. The subsidiaries under Remac Aspace include Remac TY, Remac PB, and Remac Smart.



# Key Performance in 2024

## Financial Performance of Continuing Operations<sup>2</sup>

Total assets RMB <b>9.72</b> billion	Total equity RMB <b>5.08</b> billion	Revenue RMB <b>3.73</b> billion
Operating profit RMB <b>0.82</b> billion	Profit for the year RMB <b>0.49</b> billion	Profit attributable to owners of the Company RMB <b>0.48</b> billion
Dividend per share in 2024 HKD <b>0.27</b>	Cumulative dividends distributed Over HKD <b>9</b> billion	

## Product Service

Delivery during the year Over <b>51,000</b> units	Prefabricated building area <b>2.06</b> million m <sup>2</sup>
Patents obtained <b>523</b>	Customer satisfaction in property sector (C-end) <b>86</b> points

## Compliant Employment

Total workforce <b>9,213</b>	Proportion of female employees <b>38</b> %	Labor contracts signing rate <b>100</b> %
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Note: <sup>2</sup> The listed company completed its restructuring on October 22, 2024. The continuing operations refer to the businesses that remain under the Group post-restructuring, including property management services, asset operations, real estate technology, and project management services (collectively referred to as the "continuing operations").

## Safety and Health

Employee physical examination coverage rate <b>100</b> %	Average time of work safety training sessions <b>29</b> hours
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## Training and Development

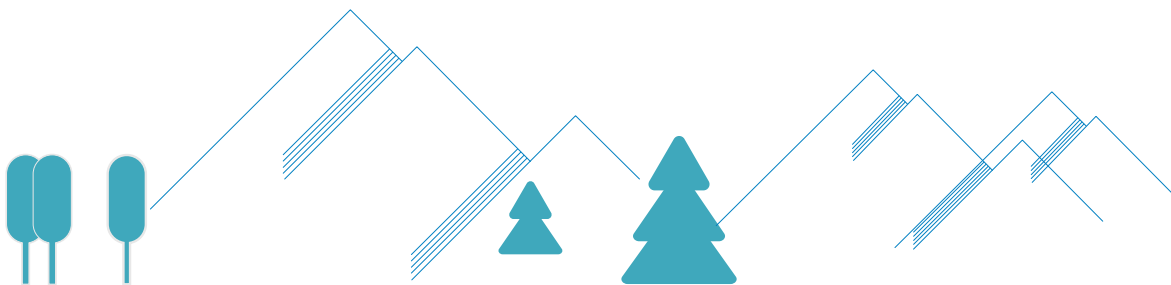
Number of employees trained <b>8,921</b>	Total investment in training RMB <b>1.75</b> million
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## Charity

Total charity investment RMB <b>4.08</b> million
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## Energy Conservation and Emission Reduction

GFA of newly certificated green buildings <b>1.74</b> million m <sup>2</sup>	Intensity of carbon dioxide emissions <b>0.93</b> tCO <sub>2</sub> e/revenue in RMB (million)
Intensity of energy consumption <b>1.74</b> MW·h/revenue in RMB (million)	Intensity of water consumption <b>1,317.3</b> m <sup>3</sup> /revenue in RMB (million)



# Special Feature of the Year

Commitment to Quality  
Leading a Better Life



## Commitment to Quality, Leading a Better Life

Midea Real Estate Services is a key component of Midea Real Estate’s property service management sector. Since its inception, it has remained dedicated to a “Service+” approach, continuously strengthening its foundation for high-quality growth by offering comprehensive, multi-scenario service solutions. Today, Midea Real Estate Services provides a wide range of services, including community property management, integrated facility management (IFM) for industrial parks, healthcare and senior care facility management, campus property management, and commercial and office building management. Its service network spans 70 cities across China, managing over 380 projects with a total contract service area exceeding 90 million square meters, serving more than 1.5 million owners.

Guided by the vision of “Commitment to Quality, Leading a Better Life,” Midea Real Estate Services prioritizes user needs and scenario-based service optimization to develop an intelligent space service system. As it expands, Midea Real Estate Services is tapping into high-growth sectors such as industrial parks and healthcare & senior care services. By adopting a professional, efficiency-driven service model, it continues to enhance service quality and set new industry standards. As of the end of the reporting period, industrial parks and healthcare & elderly care projects accounted for more than half of all non-residential projects. Industrial park services are steadily growing across South China, North China, and East China, covering a wide range of industries, including smart manufacturing, smart home appliances, environmental protection equipment, and logistics parks.





# S-TECH: Driving Industrial Collaboration and Green Development

With continuous upgrades in industrial park solutions, Midea Real Estate Services is changing its approach by integrating industrial ecosystems, fostering community-driven park development, and enhancing spatial design. The Company has established the S-TECH model, built around two core pillars: property services and integrated facility management, complemented by two key extensions: asset management and sustainable development services. At its core, the S-TECH model is guided by five key values: precision standards, technological excellence, green sustainability, a customer-first mindset, and human-centered design, ensuring customized solutions that meet the unique needs of industrial parks. In 2024, this model was successfully implemented in 56 projects, setting new industry benchmarks across multiple regions. As a result, customer satisfaction for industrial park services reached an impressive 98%.

## Innovation Highlights

Precision Standards	Centered on lean service principles, we have developed a smart service platform backed by refined service standards and a highly specialized team, delivering one-stop solutions that are professional, tailored, sustainable, intelligent, and user-focused.
End-to-End Services	We offer over 23 services, including basic property management, integrated facility management, asset management, sustainability services, and corporate support, to meet clients' diverse needs.
Technology-Driven Solutions	Our intelligent management platforms, developed in-house, power smart industrial parks by enabling automated equipment management, energy optimization, and intelligent park operations, enhancing both efficiency and overall management capabilities.
Green Development	Aligning with green building initiatives, we provide eco-friendly management solutions that support low-carbon, sustainable growth in industrial parks.
Customer-centric Approach	Every park is unique, and so are our services. We customize service plans, workflows, and teams to fit the specific needs of each park and its enterprises, ensuring personalized, measurable, and high-quality service delivery.

### Case Study: Creating a Model Smart Park: Revitalization of Foshan National Torch Innovation Pioneering Park

By integrating the S-TECH model, Foshan National Torch Innovation Pioneering Park has successfully undergone a comprehensive transformation. The Company applied the four PM (Project Management) service models to conduct a full-scale assessment of the park's equipment maintenance, environmental upkeep, enterprise services, and security management. A total of 59 improvement measures were gradually implemented across the back-end equipment, front-end environment, and resident enterprises. Issues such as outdated equipment, declining environmental quality, and increasing traffic management pressure have been effectively addressed, steering the park toward becoming a benchmark for innovation and entrepreneurship.



### Case Study: Synergized Development for Park Upgrades: Smart Ecosystem Empowerment of Smart Park

The CNGR new energy project, encompassing diverse spaces such as R&D zones, production areas, industrial parks, and residential areas, demands a high level of precision and data-driven management. In response, Midea Real Estate Services developed the "Smart Park" platform, a proprietary digital ecosystem addressing the full-cycle operational needs of industrial parks. For quality inspections, the platform incorporates a comprehensive set of detailed inspection standards and protocols to ensure strict adherence to predefined criteria. It also supports specialized and meticulous inspections of critical areas and key facilities, such as staircases, elevators, and fire safety equipment, guaranteeing their safety and functionality. By leveraging this platform, the Property COE (Centre of Excellence) team can execute delivery tasks swiftly, comprehensively, and with high precision, significantly enhancing the overall quality of project acceptance.



# S-LIFE: Pioneering a New Era in Medical and Elderly Care Services

Leveraging Midea's extensive presence in the healthcare industry, the S-LIFE medical and elderly care service model enhances professional property management services for medical institutions and senior living communities, offering comprehensive, one-stop support solutions. In 2024, S-LIFE was successfully implemented in projects like Heyou Hospital and the Hetai Elderly Center, replacing the traditional "Four Guarantees and One Service" model (security, sanitation, greenery, facility maintenance, and customer service). S-LIFE seamlessly integrates with hospital workflows, putting customer experience at the center. Through co-development, the model ensures holistic service design for both medical facilities and senior living communities. A key initiative under S-LIFE is the introduction of Medical Waste Management Regulations, ensuring a safe, eco-friendly disposal system. With over 110 tons of medical waste processed annually, the model supports green operations while maintaining strict safety compliance.

Looking ahead, S-LIFE will incorporate more advanced technologies and management philosophies to optimize energy use, enhance smart service capabilities, and refine the medical service chain. This ongoing innovation will drive the continuous evolution of medical and elderly care services. The model will focus on premium hospitals and senior living communities, leveraging industry-wide collaboration to maximize its impact. By deepening collaboration with Midea's healthcare sector, strengthening brand positioning, and expanding into new markets, S-LIFE is striving to deliver higher-quality and more sustainable medical and elderly care experiences.

## Service Highlights

One-Stop Support Services	S-LIFE offers comprehensive, professional support services, covering environmental management, engineering operations and maintenance, security, central transport, landscaping, pre-intervention management, energy management, healthcare, and medical assistance. These integrated solutions are designed to meet the diverse needs of medical and elderly care institutions.
Optimized User Experience Management	Centered around the customer journey, S-LIFE addresses both psychological and functional needs. From reducing pre-admission anxiety to seamless medical information exchange and long-term follow-up care, the model creates a stress-free, reassuring healthcare experience and boosts customer satisfaction.
Smart Energy Efficiency	With expertise in smart industrial park development, S-LIFE has developed an intelligent management platform that optimizes device automation, energy efficiency, and operational performance, raising both efficiency and service standards.
Intelligent Transport Ecosystem	By integrating automated dispatch, smart medical waste transfer, and emergency transport support, S-LIFE ensures seamless operation and maintenance of transport systems, enhancing efficiency, safety, and reliability in healthcare facilities.
Golden Key Hotel-Style Services	Bringing concierge-level hospitality to medical and elderly care institutions, S-LIFE elevates service quality and enhances the overall customer experience.

## Case Study: S-LIFE Pioneers Healthcare-Focused Property Management at Heyou Hospital

In June 2024, MZMK, a specialized healthcare property management company under Midea Real Estate Services, took over property management services at Heyou Hospital in Foshan. Moving beyond the traditional "Four Guarantees and One Service" framework, the Company introduced a full-stack medical service model based on the "LIFE" architecture. By collaborating with partners in the healthcare system, MZMK integrated its services into the hospital's operational workflow. Centered on patient experience, the Company and its partners co-developed solutions that fostered the integration of medical resources, synergy between industry and research, and the co-creation of value.

On November 16, 2024, at the "2024 China Top 100 Property Service Enterprises Summit," guided by the China Real Estate Association, hosted by the China Association of Construction Education, and organized by the Real Estate Professional Committee of China Association of Construction Education and EH Property Research, MZMK was honored with the "2024 China Hospital Property Service Benchmark Project-Heyou Hospital" award.

## Medical Full-Stack Services Based on [LIFE] Architecture

# S-LIFE

**S**  
(Service Flow)  
Full-cycle pre-intervention services

**L**  
(Logistics Flow)  
Intelligent transportation ecosystem management

**I**  
(Information Flow)  
Data interconnection and intelligent management

**F**  
(Experience Flow)  
Ultimate user experience management

**S**  
(Energy Flow)  
Smart and efficient energy management





# Responsibility-based Trust, Prudent Operations

Introduction  
Sustainable Development Management  
Standardized Governance for Robust Growth  
Compliance and Integrity as the Foundation



## Introduction

### KPIs

Patents obtained	Trademarks obtained	Copyrights obtained
523	1,483	230
Average intellectual property training duration	Number of directors and employees participating in anti-corruption training	Employee signing rate of integrity agreement
2.5 hours	380	100 %

## Response to SDGs



# Sustainable Development Management

Midea Real Estate is committed to achieving the integration of corporate value and social value, with the vision of promoting sustainable development of the industry, working together with all stakeholders to fulfill their responsibilities, and actively probing into the path of sustainable development for the enterprise.

## Board Statement

The Company’s Board of Directors places great emphasis on sustainable development management, deeply understanding its strategic significance. The Company has established a set of effective ESG management mechanisms and built a well-defined ESG governance structure with clear responsibilities.

As the highest decision-making body of Midea Real Estate, the Board of Directors assumes overall responsibility for the Group’s ESG work, leading, formulating and supervising the Group’s ESG development direction and strategies, as well as identifying, evaluating and managing ESG risks related to the Group’s business. The Board of Directors regularly receives briefings from the ESG Working Committee, ESG Working Office or other relevant management, and reviews and approves the Company’s ESG policies and the Environmental, Social and Governance Report.

The Company earnestly follows the Listing Rules and has formulated key ESG targets covering greenhouse gas (GHG) emissions, pollutant emissions, resource consumption, etc. The Board of Directors has reviewed and discussed these targets and regularly reviewed the attainment of relevant ESG targets to adapt to the latest developments in the external environment and the Company’s business.

## ESG Governance Structure

Midea Real Estate has defined the responsibilities and division of labor at each level to effectively promote the Group’s ESG governance work. As the highest decision-making body of the Company, the Board of Directors is responsible for formulating ESG strategies, reviewing and evaluating the group’s annual ESG performance, and providing guidance and requirements for future work. The ESG Working Committee, which reports to the Board, is responsible for promoting ESG-related work and effectively implementing various management measures. The ESG Working Office, set up under the ESG Working Committee, is responsible for preparing annual ESG reports, tracking the attainment of ESG goals, and assisting in reporting the Company’s ESG work progress to the Board.

ESG Working Levels	Key Responsibilities	Staffing
ESG Working Committee	<ul style="list-style-type: none"><li>Directly reporting to the Board of Directors, as the coordination body under the Board.</li><li>Undertaking various ESG-related management work, including coordinating ESG-related business promotion, plan implementation and information collection.</li><li>Regularly reporting to the Board of Directors on the ESG implementation and work plans.</li></ul>	Composed of relevant functions, such as product management, project management, bidding and procurement, audit and supervision, and human resources
ESG Working Office	<ul style="list-style-type: none"><li>Responsible for preparing the Company’s annual ESG reports.</li><li>Responsible for following up on the attainment progress of ESG-related goals.</li><li>Assist the working committee in reporting ESG work to the Board of Directors.</li></ul>	Composed of relevant functions such as securities affairs and brand management

# Stakeholder Communication

Midea Real Estate continues to improve its communication strategies with stakeholders, build diversified internal and external communication platforms, and establish a long-term effective communication mechanism. Through practical and efficient platforms, the Company consistently disseminates its sustainability concept and responsible practices, enhancing stakeholder transparency and awareness. Meanwhile, through in-depth research on issues of concern to stakeholders and gathering feedback on its sustainability efforts, the Company integrates stakeholder insights into decision-making, transforming them into driving forces for sustainable corporate development.

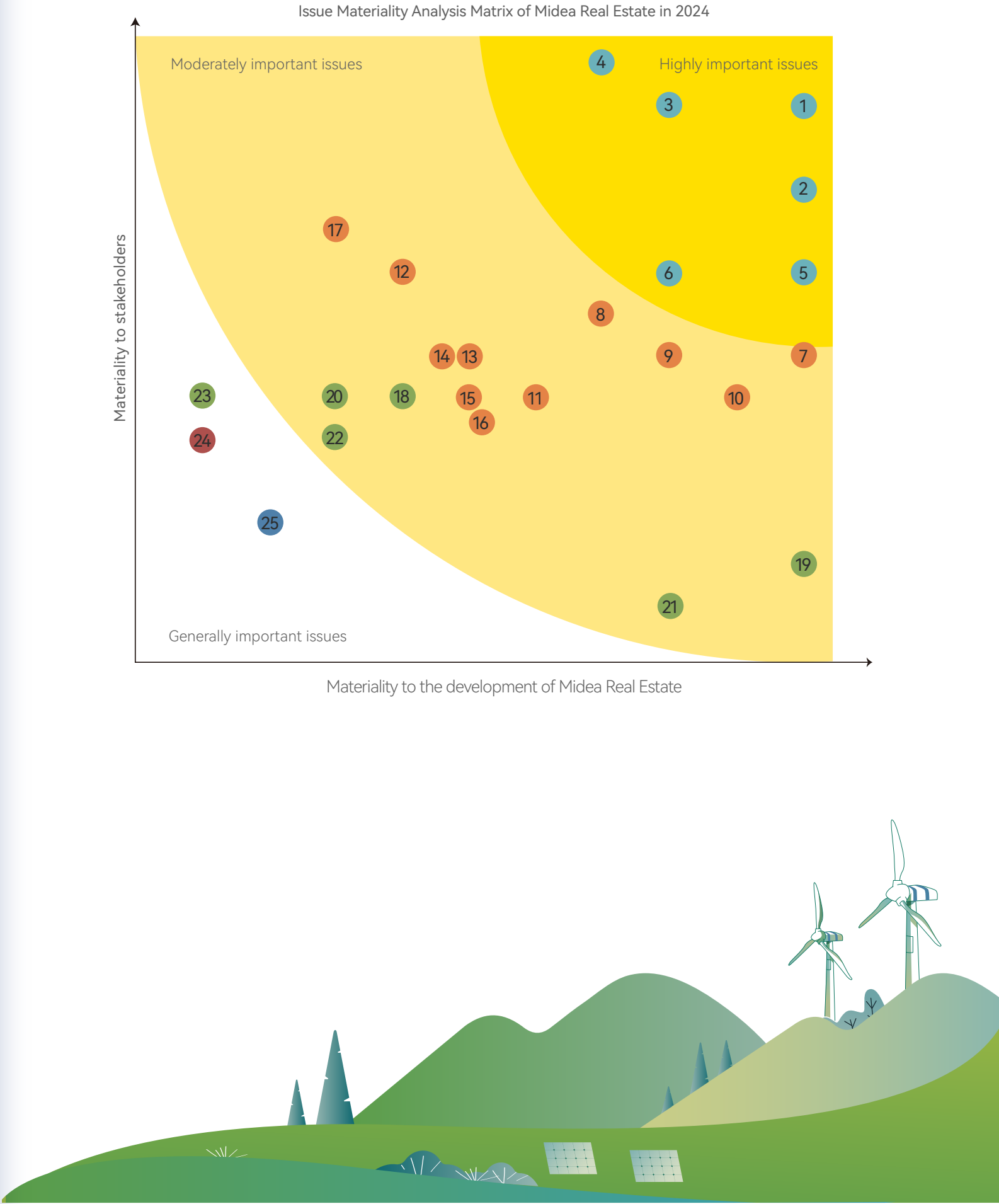
Stakeholders	Demands & Expectations	Ways of Communication
Shareholders & investors	Transparent disclosure Safeguard shareholders' rights Compliant corporate governance	Regular disclosure of business information General meeting of shareholders Investor conference & roadshow
Governments & regulators	Law-abiding and compliant business operation Fully implement national policies Anti-corruption and anti-bribery Support local development	Regular reporting and communication Forums and exchange events Formulate relevant policies Participate in local development actively
Property owners/customers of malls & office buildings	High-quality products and services Effectively respond to customer complaints Safeguard customer's safety Customer's privacy protection	Effective complaint channels and responses Satisfaction surveys Disclosure of fee information Property/commercial service activities
Employees	Talent attraction and retention Development and training Safety and health Benefits and care	Regular communication Regular training session Employee activities Fair compensation
Environment	Energy conservation Pollutant emission reduction Effective utilization of materials	Green production and green office Environmental information disclosure Forums and exchanges
Suppliers	Win-win cooperation for mutual benefit Good faith and contract performance	Regular daily communication Supplier conferences Procurement activities
Industry association/chamber of commerce	Comply with the industrial norms Promote industry innovation	Strengthen industrial exchange Strengthen innovative research and development
NGOs & the public	Local community development & care Support social service	Public service activities Community services Information disclosure

# Analysis of Substantive Issues

In order to better respond to the expectations and demands of internal and external stakeholders, and clarify the Group’s ESG direction and key points of information disclosure, Midea Real Estate continues to carry out materiality issue analysis. We formulated a material issue matrix of the Group through steps such as issue identification, stakeholder survey, and issue analysis, so as to respond to the key concerns of various stakeholders and disclose the Company’s ESG work progress comprehensively and accurately.

Issue Identification	In 2024, based on the Company’s business layout and development, material ESG issues for the year were identified in accordance with the compliance requirements of the Hong Kong Stock Exchange. The assessment also referenced MSCI ESG Ratings, SASB (Sustainability Accounting Standards Board), and other sustainability management standards in the real estate industry, while benchmarking against best practices from industry peers.
Survey	To gain a deeper understanding of stakeholder expectations, a questionnaire survey was conducted among key stakeholders, including company management, employees, property owners, investors, suppliers, government agencies, and regulatory bodies.
Issue Analysis	By aligning the Company’s sustainability concerns with stakeholder priorities, a list and matrix of material ESG issues were developed.

Importance	Issue	No.
Highly important issues	Product quality and health	1
	Customer satisfaction	2
	Employee health and safety	3
	Customer privacy and information protection	4
	Anti-corruption & anti-briber	5
	Green building	6
Moderately important issues	Improvement of utilization efficiency of resources	7
	Waste management	8
	Talent attraction and retention	9
	Compliant operation	10
	Protection of employees' rights and interests	11
	Employees' remuneration & benefits	12
	Management of exhaust gas and wastewater discharge	13
	Responsible supply chain	14
	Water resources management	15
	Response to climate change	16
	Employee training and development	17
	Reasonable marketing and publicity	18
	Sustainable development management	19
	Intellectual property rights protection	20
	Green operation	21
Generally important issues	Biodiversity conservation	22
	Public service and charity	23
	Industrial cooperation and development	24
	Community communication and integration	25





# Standardized Governance for Robust Growth

The Company continues to improve its internal governance structure, builds a systematic, scientific and standardized system with efficient operation and strong supervision, and seeks higher-quality development with enhanced organizational management.

## Governance Framework

The Board of the Company has set up the Audit Committee, the Remuneration Committee and the Nomination Committee. Through a well-structured and efficient division of responsibilities, these committees exercise the Company’s management and operational authority in accordance with the law. As of the end of the Reporting Period, our corporate governance policies and measures met the relevant requirements of the normative documents on the governance of listed companies issued by the China Securities Regulatory Commission, the Stock Exchange and other institutions. In 2024, the Company held two general meetings and six Board meetings in total.

## Board Diversity

Board diversity is a key factor in maintaining the Company’s competitive advantage and driving sustainable growth. In accordance with the Board Diversity Policy, Midea Real Estate has established clear appointment criteria and election procedures for board composition, taking into account dimensions including but not limited to gender, age, cultural and educational background, professional experience and skills. During the reporting period, the Company appointed a new female independent non-executive director, further enhancing gender diversity at the board level. As of the end of the reporting period, the Board comprised nine members: three executive directors, three non-executive directors (including one female non-executive director), and three independent non-executive directors. These directors bring extensive expertise in real estate, finance, and law, providing strong support for the Company’s diversified business model—encompassing “Development Services + Property Management Services + Asset Operation + Real Estate Technology”—while also strengthening its commitment to corporate and social responsibility.



# Compliance and Integrity as the Foundation

The Company operates in accordance with the law as the basic principle, strictly abides by the Company Law of the People’s Republic of China, the Law of the People’s Republic of China Against Unfair Competition and other laws and regulations, while upholding business ethics and enhancing information security and intellectual property management to pave the way for stable and high-quality development.

## Intellectual Property Protection

Midea Real Estate strictly complies with relevant laws and regulations such as the Trademark Law of the People’s Republic of China, the Copyright Law of the People’s Republic of China, the Patent Law of the People’s Republic of China, and the Law of the People’s Republic of China Against Unfair Competition. The Company fully implements intellectual property protection by applying for timely protection of trademarks, copyrights, and patents, and by providing training and supervision, thereby safeguarding the interests of the Company, its partners, and its clients.

## Intellectual Property Protection Mechanism

Midea Real Estate has established a robust intellectual property management system through a series of institutional documents such as the Intellectual Property Management Measures, the measures for Patent Management, the measures for Trademark Management, the rules on the Implementation Measures for Patent Management, and the Legal Guidelines on Rights Protection in Trademark and Trade Name Infringement Cases. Dedicated legal professionals are responsible for the development and improvement of the intellectual property management system, ensuring clear responsibilities and efficient handling of issues. The Company continuously optimizes its online intellectual property management system, covering the entire process of managing patents, trademarks, copyrights, and more. Additionally, Midea Real Estate monitors its core trademarks to prevent infringement behaviors such as trademark counterfeiting and unauthorized registration. In 2024, Midea Real Estate did not experience any infringement of intellectual property rights.

## Intellectual Property Protection Training

In 2024, Midea Real Estate conducted four intellectual property-related training sessions for brand personnel from subsidiary companies, as well as research and development, marketing and brand personnel at Remac Aspace. These training sessions covered topics such as “Patent Writing and Application,” “Basic Concepts of Domestic Trademarks, Registration and Usage Suggestions, and Risk Prevention,” “Overseas Trademark Protection and Control,” and “Basic Knowledge of Material Patents and How to Write Relevant Technical Disclosure.” These sessions aimed to raise employees’ awareness of intellectual property protection through topics like trademark registration processes and usage risk prevention. In 2024, over 200 employees participated in intellectual property training, with an average training duration of 2.5 hours.



Intellectual property training site

# Intellectual Property Achievements

Intellectual property has become a key element of business competitiveness. Recognizing its importance, the Company has made intellectual property protection a key part of its strategic development, ensuring that innovation and IP management work hand in hand to support sustainable growth, strengthen brand value, and expand market influence. By the end of the reporting period, Midea Real Estate had accumulated 523 valid patents, 1,483 trademarks, and 230 copyrights.

## Information Security

Midea Real Estate places great emphasis on information security and the protection of customer privacy. The Company strictly complies with the Cybersecurity Law of the People’s Republic of China, the Personal Data (Privacy) Ordinance, and other relevant regulations, and has formulated the Information Security Management Specification to enhance employees’ awareness of information security and regulate the handling of sensitive data.

## Information Security Management

Midea Real Estate has developed a comprehensive information security management framework led by the CEO (Chief Executive Officer), with the CIO (Chief Information Officer) overseeing system implementation and key security measures, data security and privacy protection in critical areas.

In 2024, the Company continued its participation in the Information Security Support Mechanism for Key Enterprises in Shunde, enabling real-time monitoring and timely responses to potential security threats. As part of this initiative, Midea Real Estate implemented over 15 internal security response measures and implemented five system patch upgrades. To strengthen security awareness, the Company conducted internal campaigns on antivirus protocols and cybersecurity best practices. Additionally, two vulnerability scans were performed on key targets prone to data breaches, such as internal networks and hosts, using the vulnerability scanning system.

Furthermore, the Company reinforced its approach to customer and supplier data security by refining its “request-approval-usage” process for handling customer information and implementing data masking for sensitive data. We also conducted audits of customer data export processes. For supplier data protection, the Company introduced a risk monitoring mechanism and deployed a centralized Supplier Relationship Management (SRM) platform. This system provides end-to-end oversight across all business segments, offering a comprehensive view of supplier data throughout its lifecycle. Meanwhile, when suppliers conducted product testing, their products were placed in the Company’s internal network for a one-month trial period, during which security alerts were closely monitored and potential risks mitigated. As of 2024, Midea Real Estate has not experienced any information security emergencies or data breaches.

## Information System Security Testing

Midea Real Estate continues to conduct regular information security training and has established a comprehensive information risk warning management system. Particular attention is given to high-risk cyber threats, such as phishing emails and ransomware attacks, with internal training sessions and alerts shared via email and corporate WeChat groups. Additionally, information security warning boards have been set up in office buildings, keeping employees informed of potential risks. In the event of a potential security incident, the Company follows a severity-based response protocol and shares case studies in WeChat groups to improve preventive awareness.

## Business Ethics

Midea Real Estate continuously strengthens the systematic management of business ethics by strengthening internal oversight mechanisms, standardizing operational processes, and fostering a corporate culture rooted in integrity and trust. These efforts aim to elevate business ethics standards across the Company.

## Compliance System Development

Midea Real Estate abides by the Corporate Governance Code and implements the Legal Affairs Management Manual of Midea Real Estate, establishing clear compliance standards and guidelines that provide a solid institutional guarantee for the promotion of compliance management.

The Company regularly publishes the New Regulations Express and Risk Control Cases Monthly, offering in-depth interpretation of the new laws and regulations related to the industry issued by various departments in the current month. This initiative ensures that all employees remain up to date with the latest regulatory developments. For cooperative project companies, we have issued the Administrative Measures for the Meetings of Shareholders, the Board of Directors and the Board of Supervisors of Cooperative Projects of Midea Real Estate. This policy standardizes the meeting procedures and decision-making processes of these three types of meetings of the Group’s city cooperative project companies to ensure that these meeting procedures are legal and compliant.

To further embed compliance awareness, we actively conduct compliance training, covering multiple dimensions such as legal risk interpretation and specific practical guidelines. As of the end of 2024, Midea Real Estate has conducted a total of 24 training sessions for relevant personnel of the Group, city companies and business units, with an average of 2 training sessions per month, with 600 participants.

## Anti-corruption

The Group adopts a zero-tolerance attitude towards commercial corruption, strictly abiding by the Anti-Money Laundering Law of the People’s Republic of China, the Law of the People’s Republic of China Against Unfair Competition and other laws and regulations. The Company enforces a clear disciplinary framework through the Measures for Accountability Management, which defines a “Ten Red Lines” principle outlining specific employee violations and corresponding penalties. In addition, Midea Real Estate has formulated the Anti-Corruption Practices applicable to all employees, and requires them to sign the Integrity Agreement to uphold integrity and self-discipline and foster a corporate culture of integrity.

In 2024, 100% of employees signed the Integrity Agreement, and one corruption case was raised and concluded. Besides, the Company has implemented a variety of training activities such as integrity education, value publicity, code of conduct, and promotion and implementation of laws and regulations, and has carried out two integrity training sessions for Midea Real Estate employees in total, so as to continuously strengthen the awareness of compliance and integrity among all employees.

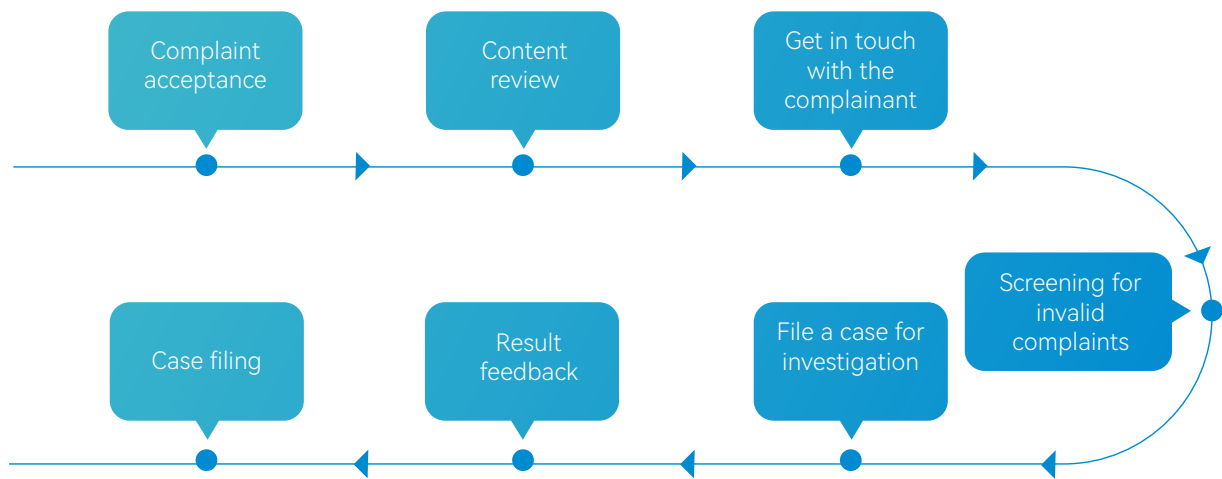


# Whistleblowing management

We have effectively implemented a mechanism for whistleblowing and whistleblower protection, continuously refining the Measures for Management of Tip-offs, Complaints and Reporting of Disciplinary Violations, clarifying the normative requirements for the management of whistleblowing and complaints. We provide multiple channels for reporting misconduct, including hotline, email, QQ, WeChat official account, letter mailing, face-to-face reporting, and entrusting others to report, and accept complaints and feedback from internal and external stakeholders. Additionally, Midea Real Estate has established a dedicated agency responsible for the daily management of reporting matters, formulating a standardized complaint handling process, arranging special personnel to carry out investigations, and timely following up and investigating suspected fraud incidents to ensure that all reported incidents are handled properly and in accordance with established management protocols.

The Company prioritizes protecting whistleblowers' privacy and legal rights, keeping the name, home address, telephone number and other information of the whistleblower highly confidential. The reporting materials and records are included in the confidential management by special personnel in a timely manner, while completed cases are promptly archived with strict confidentiality, so as to prevent any retaliation against the whistleblower. We have also set up a reward system for whistleblowing, which divides the reports provided by employees into three categories: "with clues," "with evidence," and "verifiable." Different amounts of cash rewards are offered for each category, with the highest individual reward limit set at RMB 1 million. This system is designed to encourage employees to proactively report fraudulent or unethical behavior that may harm the Company's interests.

## © Whistleblowing process



## © Reporting channels

Whistleblowing hotline: 0757-2660 7621  
Email of Audit and Risk Control Center: gcjc@mideazy.com  
Email of President: dazai.wang@mideazy.com  
Wechat official account and QR code: Midea Real Estate with Integrity and Honesty  
Mailing address: Audit and Supervision Function34/F, Midea Real Estate Plaza, Beijiao Town, Shunde District, Foshan City, Guangdong Province



QR code for Whistleblowing

# Risk Management

Midea Real Estate has always put the prevention and resolution of major risks in an important position, and has gradually improved its internal control system and risk management mechanism in strict accordance with the requirements of relevant laws and regulations and the Articles of Association, establishing a comprehensive risk management and prevention framework.

The Company has established a three-tier risk management structure, which is led by the Board and the Audit Committee, guided and supervised by senior management, and implemented by various business units. We require the legal teams of the city-based companies and business units to report on risk issues monthly, and to submit reports on significant risks or analyze the reasons behind any litigation losses on a monthly, quarterly, and annual basis. In addition, issues identified during the litigation process are to be highlighted, and management and optimization suggestions are made to achieve closed-loop risk management, ensuring the Company's robust operations. In 2024, the Group's organizational structure underwent optimization, with the Audit and Supervision Function elevated to a primary department. The reporting level was accordingly streamlined, resulting in a flatter management structure, which helped to enhance decision-making efficiency and management effectiveness.

## Investor Management

Midea Real Estate is committed to providing timely and accurate information disclosure to its shareholders, investors, and the public, ensuring the authenticity, accuracy, completeness, timeliness, and fairness of the information. This allows investors to fully understand the Company's finances, operations, human resources and other major matters.

Midea Real Estate upholds integrity and responsibility, respects its investors, and actively engages with them. The Company regularly publishes performance reports each quarter and releases an annual performance report, as well as other announcements when necessary. It has established a normalized communication mechanism and diversified communication channels, to meet investors' informational needs and enable investors to have a comprehensive and in-depth understanding of the Company's development status and future strategic planning. In 2024, Midea Real Estate conducted a total of 79 roadshows, two reverse roadshows, and 14 daily exchange meetings, and participated in 15 industry strategy conferences, reaching over 300 domestic and international investment institutions.





# Prioritizing Quality and Setting Service Benchmarks

Introduction  
Earning Trust through Thoughtful Services  
Pursuit of Superior Quality  
Smart Living with Technology



## Introduction

### 2024 Targets

Complaint response timeliness rate	Complaint closure rate	Digital marketing transaction volume ratio
Achieve over 92%	Not lower than 95%	Not lower than 15%

### Current Progress

Achieved	Complaint closure rate reached	Transaction volume ratio accounted for
95%	99%	11%

### Performance Highlights

R&D investment	Gold Standard Housekeeper System
RMB 24.99 million	Covers over 900 housekeepers across various levels

Annual delivery: 104 projects in 46 cities, totaling more than 51,000 units delivered

Property management contracts: Manages 420 projects, including 56 industrial park projects, 10 campus projects, and 3 healthcare and elderly care projects.

### Response to SDGs



# Earning Trust through Thoughtful Services

The Company focuses on understanding what customers genuinely need and closely tracking how the industry is evolving. It continues to refine its customer service model, building a complete service cycle and improving key touchpoints to deliver on its promise of creating homes that earn lasting trust through reliable, thoughtful service.

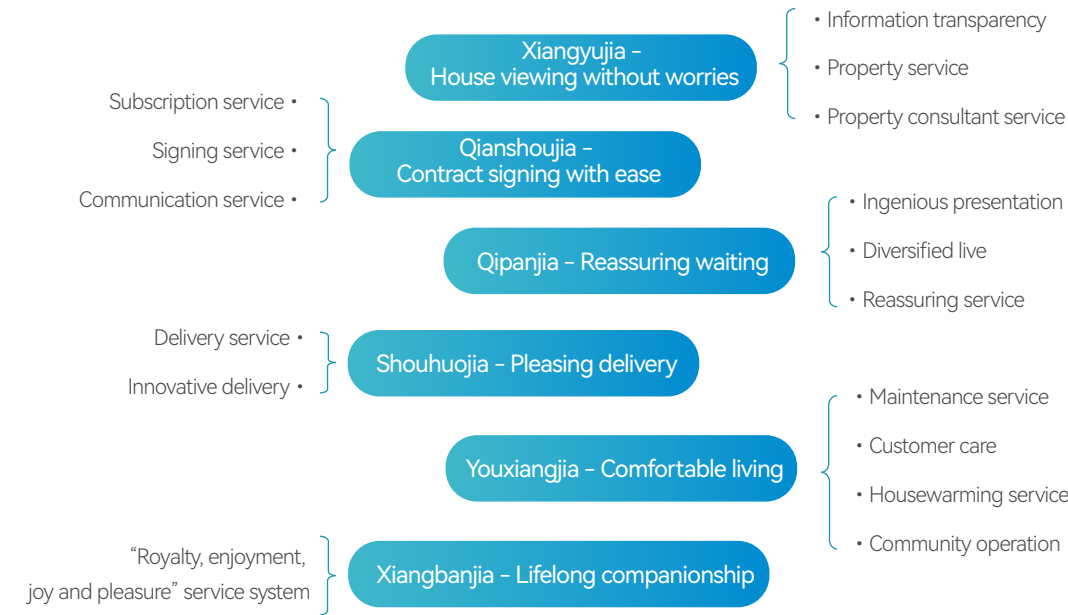
## Optimizing Service Management

Midea Real Estate upholds the principle of “Customer-centered,” consistently working to deliver high-quality, reliable services. The Company is focused on strengthening core service capabilities and driving innovation through digital transformation, particularly in the development of smarter community services. To support consistent delivery, the Group has established clear management systems and service standards, including the Project Standardization Application Manual and the Midea Standard 2.0 Service Visualization Manual. These frameworks guide operations across site management, customer service, cleaning, and landscaping, ensuring service delivery remains aligned with customer expectations.

## Service System

Midea Real Estate is committed to providing “warm service” through its “Company with Sincerity” service system, constantly innovating and upgrading its service products. With a deep understanding of homeowners’ evolving needs, the Company refines its “royalty, enjoyment, joy and pleasure” service system to provide comprehensive, full-cycle care. In 2024, the focus shifted to long-term homeowner engagement. Service standards and frameworks for the two flagship service lines, “Meizun” and “Meixiang” were upgraded to reflect this commitment. These enhancements now span over 120 projects nationwide, benefiting more than 500,000 homeowners. Guided by a proactive, customer-centric mindset, the Company remains dedicated to ensuring each homeowner experiences attentive, reliable service at every stage of life.

### 6-cycle full-dimensional service system



## Meizun Service System: A Five-Dimensional Model for a Better Life

Zunhui · Intelligent Guardian	AI-powered shield; Blue-collar guardian; Age-defying equipment rooms; Wellness care
Zunxiang · Scenic Views	Premium horticulture; green bank; magnificent lobbies; year-round scenery; ecological water features
Zunshang · Culture Vitality	Poetry and books; dance with spring; dynamic spaces; creative gardens; blue vests volunteers; “Sincerity” community
Zunrong · Tailored Concierge	Worry-free private enjoyment; embedded functions; “Smart Service”; 15 minute living radius; 24-hour convenient services
Zunxiang · Better Life	One-stop services to fulfill wonderful expectations; WOW moments; delightful home handover experiences; thoughtful companionship

## Meixiang Service Product System

### Three Spaces



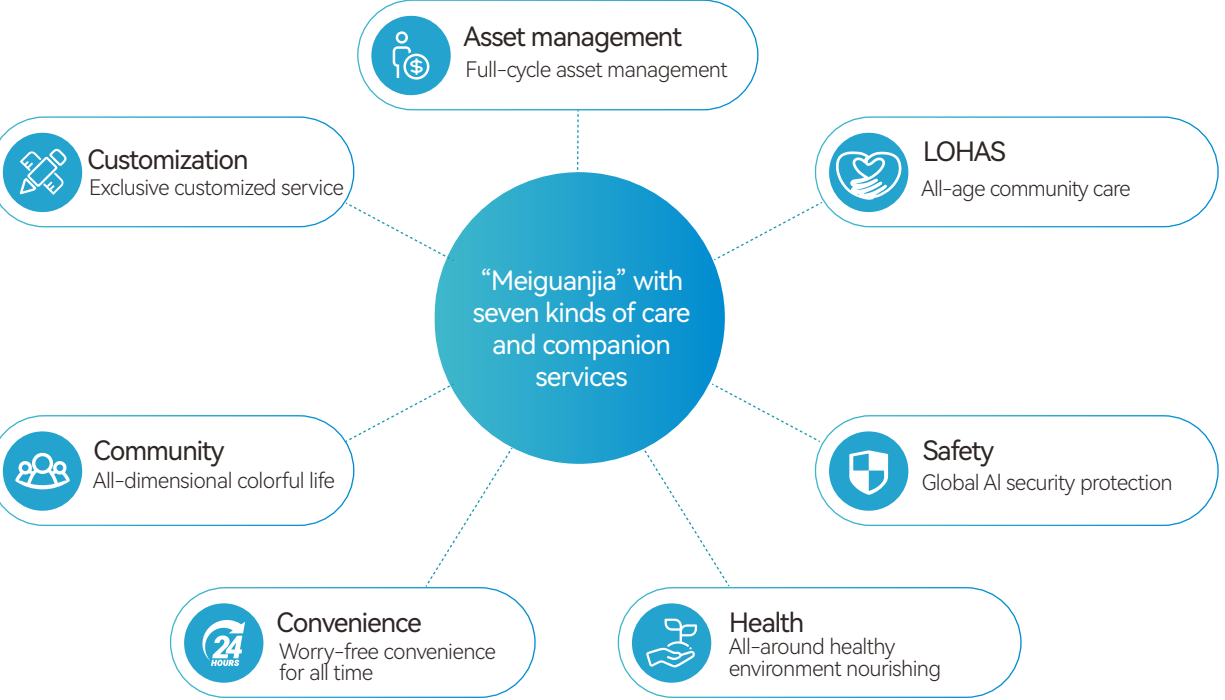
### Six Experiences





“Meiguanjia” with seven kinds of care and companion services:

Midea Real Estate conducts in-depth customer research to provide tailored service experiences to meet the diverse expectations of clients. The Company developed the Meiguanjia butler service system, built around seven key areas of personalized care and structured across five tiers: Junior, Intermediate, Senior, Expert, and Gold. Additionally, we have established the Gold Butler Club, providing a structured training and development pathway for butlers. This initiative promotes professional growth while delivering attentive, full-spectrum, companion-style services. As of 2024, the Gold Butler system included more than 900 butlers across all levels. Among them, 21 exceptional performers were selected as Gold Butler Club members in recognition of their outstanding service.



Intelligent Service Platform

As full-cycle services continue to expand, Midea Real Estate is also pushing forward with smart service development. The Company is steadily refining its digital platforms, such as Midea Real Estate Cloud, Yunlin Community, and the Cloud Delivery Platform, to improve how services are managed. With strong support from information technology, these tools help boost efficiency and raise the overall standard of customer service.

Midea Real Estate Cloud

Midea Real Estate connects the house purchase recommendation and customer service platforms, allowing property owners to enjoy exclusive online services on Midea Real Estate Cloud, and providing one-stop solutions for reported repairs, complaints, consultations, and more services. In some pilot projects, the cloud supervision system was incorporated into Midea Real Estate Cloud.

Midea Real Estate Services has launched various service platforms, including the Yunlin Community APP, Yunlin Community WeChat mini-program, and Yunlin Mall. In addition to serving all customers of residential houses delivered by the Group, we also provide digital property services for third-party customers. We have provided online incident and repair reporting, consultation and Q&A, complaint suggestions, gate release, online payment, home service appointments, and many other life services for over a million customers. In 2024, the Yunlin Community APP and mini-program introduced new modules for renovation management and visitor appointments, further enhancing convenience for customers' daily lives and improving their satisfaction.

Yunlin Community

[Renovation Management]

Integrating renovation services into the smart community, supporting homeowners in managing the full renovation process online:

- Full-cycle renovation viewing
- Renovation inspection details
- Renovation entry permit application
- Release of renovation items
- Renovation acceptance application

[Visitor Appointment]

A new shortcut for visitor appointments, providing flexible access with a QR code:



Add the Yunlin Community mini-program to unlock an intelligent and convenient lifestyle:



Yunlin Community Function Upgrades

Cloud Delivery Platform	The Cloud Delivery Platform has improved its own functions in optimizing the legibility of signed document fonts, supporting individual and batch delivery of parking spaces, one-key export of signed documents in the back end, etc. On top of that, the back-end functions are optimized so that the management personnel can clearly grasp the status of each indicator, making it convenient for staff to manage the delivery progress.
400 Call Center	The call center focuses on continuous exploration of services, with pre-sales consultation, after-sales services, and major complaints all distributed online and tracked offline through a complete system to achieve closed-loop management. By analyzing and integrating customer big data, we trigger complaint alerts and escalations, coordinating across departments to make services more proactive and efficient. The 400 call center system continues to optimize the complaint escalation log, including adding complaint subjects, categories, and cumulative progress feedback.
Customer Service System Iteration	Conduct a multi-dimensional and all-around evaluation by business priority, lean dimensions, business maturity, beneficiary group scope, and technical implementation difficulty, mainly including four types: data statistics and analysis, interaction experience optimization, risk control enhancement, and business operation support.

## Feitian Plan

To align with the shift toward digital development and its own operational characteristics, the Company launched the "Feitian Plan" in 2023. This initiative standardized service touchpoints across all stages and upgraded digital systems in property management, commercial operations, and related areas. It also strengthened collaboration across different business segments. In 2024, the focus remained on strengthening digital capabilities in the property sector. The Smart Service platform was launched, along with steady progress in building the tech service system, integrating business, finance, and tax functions, and setting up the AI Smart Service Center. These efforts have supported automation, clearer management processes, data-led decisions, intelligent services, and platform development. While improving efficiency, the plan also advanced smart upgrades in property services, delivering a better experience for customers.

Midea Real Estate Services	Based on the Smart Life system, the Smart Service platform brings AI-driven digital tools into community services and daily living. It supports a range of settings, including smart communities, healthcare, parks, schools, and digital group dining. This approach enables a fully digital operation across all areas of property service—covering different business segments, workflows, and use cases.
Midea Real Estate Business Management	The Huishang Cloud system was launched to realize digital upgrade for the business operation management process.

## Case Study: Smart Service Platform

The Smart Service platform is designed to be the digital backbone of Midea Real Estate’s intelligent service and operations system. It brings together three main components: the Smart Service ERP, the Yunlin Community mini-program, and the upgraded version of the WeChat Midea Butler. With integrated features, streamlined service processes, and upgraded management tools, the platform supports the digital delivery of property services, meeting homeowners’ needs while building a more efficient and intelligent service environment.

Since its launch in 2024, the Smart Service platform has gone through several rounds of updates and iterations, including:

Emergency Event Management System	Non-Residential Digital Management Platform
AI Training System	Central Transport System

## Protecting Customer Rights and Interests

The Company is committed to enhancing service responsiveness and efficiency, safeguarding customer rights and interests, and upholding the highest standards of data privacy. By maintaining exceptional service quality and products, we strive to meet and exceed customer expectations.

## Customer Privacy Protection

Midea Real Estate places great emphasis on safeguarding customer privacy and strictly complies with relevant laws and regulations such as the Data Security Law of the People’s Republic of China and the Personal Information Protection Law of the People’s Republic of China, as well as internal system regulations such as the Midea Real Estate Privacy Protection Policy, Information Security Management Specification, and IT System Data Export Application Process, and provides definite guidance for employees in managing information security in their daily work.

The Company appoints dedicated employees to oversee the security of customer data from the source, implementing strict access controls to maintain the confidentiality of customer information. We enforce stringent protocols for registration, entry, collection, and archiving of customer profile information, requiring employees to exercise heightened vigilance. All electronic files containing customer data are encrypted, prohibiting disclosure of customer information in any form. In terms of access management, we have implemented a stringent authorization control mechanism. Any request to export customer data must undergo a rigorous approval process, with IT professionals handling the export operation. The export information is affixed with a watermark, and the designated person for export is the first person in charge, who ensures traceability and accountability at every step. These comprehensive measures protect customer privacy from infringement.

In 2024, Midea Real Estate saw no disclosure of customer data and privacy.



# Customer Complaint Handling

Midea Real Estate is committed to standardizing its customer complaint handling mechanisms, ensuring rapid responses, and promptly resolving customer issues. The Group established a complaint handling leading group to systematically manage customer complaints, and formulated guidance documents such as the Operation Guidance for Complaint Handling Management and Customer Service Management Procedures to clarify the boundaries of complaint management and designate corresponding responsible departments. The Company is equipped with a comprehensive customer feedback management process, offering multiple complaint channels, including the Group’s 400 hotline, Midea Real Estate Cloud, the WeChat official account of the enterprise, Yunlin Community, and the property management front desks. We also optimized the grading and categorization mechanism for customer requests, and formulated targeted solutions in light of factors such as case complexity. To ensure compliance and efficient complaint resolution, the Group has implemented the Operation Guidance on Management of 400 Call Center, which specifies response times and handling deadlines, and assessment indicators. The handling result is confirmed through online evaluation or call follow-up, achieving closed-loop management of complaints.

To maintain service quality, Midea Real Estate actively collects frontline feedback and conducts in-depth research on common customer concerns. When faced with complex issues, such as delays in post-delivery repairs, construction payment offsets, limited maintenance inventory, or lack of funds for vacant units, the Company quickly coordinated with relevant departments to deliver targeted solutions and allocate resources. These direct actions helped improve customer satisfaction. In 2024, the complaint response rate reached 95%, with a resolution rate of 99%.

The Company also prioritizes public sentiment monitoring and emergency response. A full reporting and early warning system is in place, supported by training for frontline staff and brand representatives to help manage reputational risk. During the reporting period, our corporate restructuring drew notable public interest. In response, we took a proactive communication approach, focusing on “core messaging, preemptive risk assessment, friendly media engagement, and strategic content distribution.” We conducted task force meetings, which helped explain the restructuring’s context and goals, reflecting both professionalism and an effective response process. This approach helped protect stakeholder interests and supported a strong corporate reputation.

# Responsible Marketing

Midea Real Estate carries out marketing activities based on the standards of accountability, transparency and compliance, implements responsible marketing in an all-around way, and guides consumers to make rational consumption decisions. The Company has formulated regulations and guidelines such as the Six Red Line Management Measures of Real Estate Group for Customers to clearly prohibit behaviors like false sales promotions and promises, and fraud in customer satisfaction surveys, ensuring the authenticity, objectivity, and legality of relevant information during the publicity process. To safeguard customers’ right to information, the Company sets up a transparent disclosure board to disclose project disadvantages and provides abundant documents for online display to enhance the transparency of customer communications.

Additionally, the Company strictly regulates the information output by marketing personnel. It requires legal teams to review marketing materials to prevent violations of advertising laws. It has also piloted the use of electronic AI work badges to automatically identify illegal words and reduce the uncertainty of information transmission. In 2024, the Company advanced the development of a standardized online marketing system, prioritized digital marketing training, clarified platform rules, and standardized marketing communications to ensure compliance and transparency in online marketing, further reinforcing responsible marketing awareness.

# Optimizing Service Experience

## Full Lifecycle Service

To improve residents’ quality of life, Midea Real Estate has built a full lifecycle service model that covers every stage—from sales and handover to long-term community management. This approach ensures tailored support before, during, and after delivery, offering homeowners thoughtful service at every step. The Company follows four core service standards under its “Royalty, Enjoyment, Joy, and Pleasure” framework, with a focus on four key themes: Anxinjia (secure), Yuyuejia (joyful), Qingsongjia (effortless), and Huolijia (vibrant). During the reporting period, more than 10,000 service projects were carried out across over 240 communities nationwide. Through initiatives like the “Ceremonial Gateway,” “Zero Fire Hazards,” and “Zero-Interference Patrols,” Midea Real Estate continues to enhance safety, comfort, and convenience—creating a warm and vibrant living environment for its residents.


## Midea Real Estate Full Lifecycle Service

### Before & During Delivery

29 carefully designed services guide homeowners through each stage of their home’s development. Key services include:


Monthly Home Letter

A monthly update that keeps homeowners informed about construction progress, helping them follow their home’s journey.




Construction Site Open Day

Homeowners are invited to visit the site, offering a chance to see the build quality up close and witness their home taking shape.



“Cloud” Delivery

A fully digital handover process that includes ID verification, appointment booking, payments, and document signing. Dedicated staff support homeowners during online home inspections, ensuring a smooth and convenient experience.




### After Delivery

222 services are in place to support residents throughout their homeowner-ship journey. Highlights include:


Daily Ceremonial Welcome & Farewell

Community managers and security staff offer morning and evening greetings, along with festive gifts for holidays like Chinese New Year, Dragon Boat Festival, and Mid-Autumn Festival, bringing a warm, ceremonial touch to everyday life.




Zero-Interference Patrols

Security personnel wear earpieces and soft-soled shoes to reduce noise and limit unnecessary conversation, ensuring quiet, unobtrusive protection throughout the community.



Zero Fire Hazards

Quarterly safety checks help identify and remove potential fire risks. Any facility upgrades or safety measures are clearly communicated to residents, keeping safety transparent and proactive.



## Warm-hearted Services

In its commercial property management operations, Midea Real Estate is building a Warm-hearted Service System aimed at providing thoughtful, well-rounded support to both tenants and customers, enhancing the overall commercial experience. For tenants, the Company offers a range of complimentary services, including expert advice on customer engagement, guidance on handling complaints more effectively, and support in developing data-informed business strategies. These efforts help tenants strengthen their operations. For customers, Midea Real Estate stays attentive to feedback and works to continuously improve the public experience. Family-friendly features—like nursing rooms and father-baby rooms, have been introduced to better meet visitors’ needs. Upgrades to cleaning standards, the introduction of a smart management system, and refinements to parking fee operations all contribute to a more comfortable and convenient shopping environment.



Nursery Room

## Service Capability Training

Midea Real Estate maintains a customer-first mindset, placing strong emphasis on building a skilled and reliable service team. To support this, the Company established the Service Academy, offering structured, professional training that forms the backbone of service excellence. At the same time, the Center of Expertise (COE) serves as both a support hub and think tank, delivering high-standard, multi-level training that blends theory with hands-on practice. This ongoing development helps strengthen the team’s capabilities across all service areas. To further raise standards and encourage growth, the Company also hosts events such as the Skills Competition and Most Beautiful Smile Service Ambassador selection, motivating staff to continuously improve. During the reporting period, we hosted 12 learning seminars and eight onsite training sessions, building a competitive service support system that integrates industry expertise, academic knowledge, and practical experience to cater to customer needs.



### Case Study: Skills Competition

Since 2016, Midea Real Estate Services has held an annual National Skills Competition with the purpose of "strengthening business expertise and refining job skills." The competition aims to discover specialized skills and promote the application of advanced technical skills at the frontline, improving the operational management of property services.

The 2024 competition was a large-scale event lasting 40 days and covering 70 cities across the country, with 11 regional competition sites. The event attracted over 2,000 employees from various positions, who demonstrated outstanding professional skills and business competence in fierce competition. After a rigorous selection and evaluation process, 44 excellent employees were awarded the honor of Star Employee.



## Customer Satisfaction

Customer satisfaction is central to our commitment to service excellence. Midea Real Estate has implemented a self-developed survey system to collect feedback from all contracted property owners each year. Most responses are gathered through online platforms—Midea Real Estate Cloud, the Yunlin Community APP, and the Yunlin mini-program—supported by follow-up calls from our 400 call center. This approach helps us gather accurate, well-rounded insights into service quality and customer expectations for further improvements. In 2024, Midea Real Estate's property sector achieved a satisfaction score of 86 for C-end clients, and 98 for both B-end and G-end clients.

We prioritize listening to customers throughout their journey—whether it's during online visits, the first month after delivery, move-in, renovation, or as long-term residents. We engage in meaningful conversations about their experiences with services like property management, security, maintenance, sanitation, and landscaping. These insights help us align service standards with customer expectations and identify areas for improvement. To deepen this effort, Midea Real Estate Services organized a Service Power Competition in 2024, bringing together homeowners and industry experts. Guided by feedback and professional input, we developed focused solutions and opened up constructive dialogue on service delivery and community governance. This led to the identification of 12 key service design priorities, which were implemented across national projects using a closed-loop management approach—ensuring continuous improvement and a better living experience for our homeowners.



## Pursuit of Superior Quality

Midea Real Estate considers ensuring product quality as a fundamental responsibility. We integrate meticulous management thinking throughout the entire project lifecycle, combining “precision and intelligence” to create premium, healthy, and safe products, ultimately crafting a warm and harmonious living experience for our customers.

### Valuing Product Quality

Midea Real Estate has always placed product quality at the forefront, adhering to high standards and strict requirements. We manage every stage, from design to construction, with careful attention to quality and safety. With a strong commitment to craftsmanship, our goal is to create sustainable, high-quality living spaces that stand the test of time.



### Midea Real Estate's Standards for Products

Product standards play a key role in ensuring quality and safety. Midea Real Estate follows the Group's established framework for Midea Real Estate's standards, and actively promotes standardization across projects. In 2024, we introduced the Precision Craftsmanship Excellence Standard, covering key areas such as community entrances, homeward paths, public zones, interior finishes, waste collection points, and underground parking. These standards offer clear guidance on design, material selection, and construction methods, improving quality through careful craftsmanship and strengthening product competitiveness. Meanwhile, we have optimized and updated internal regulations related to building facades, basements, and evaluation metrics, further aligning our practices with high architectural standards and raising overall product quality.

Midea Real Estate has established a comprehensive inspection and feedback system. Each month, we track project progress, review construction drawings, and conduct regular on-site inspections. Real-time quality control is applied throughout the process, with Midea Real Estate's standards fully embedded into daily operations. At key project milestones, we carry out quality checks to ensure construction staff understand essential procedures and acceptance criteria. With strict quality controls and clear management processes, the Company consistently safeguards construction quality.

## Quality Supervision and Management

Midea Real Estate places a strong emphasis on product quality and continues to strengthen its supervision and management practices. Alongside internal quality checks conducted on an as-needed basis, the Company engages third-party evaluation agencies to focus on key areas such as interior finishes, landscaping, and supply chain performance. These agencies use a scoring system to evaluate the entire construction and handover process, helping to identify and resolve potential quality or systemic issues early. Our goal is to deliver high-quality, safe products to our customers.

### Product Quality Control Mechanism

Midea Real Estate applies strict quality control across the entire product lifecycle, continuously refining its processes to align with evolving market demands and customer expectations. To promote transparency, the Company introduced the Transparent Construction Site Standard. While meeting all safety requirements, this initiative opens up the construction process to customers—allowing them to see the craftsmanship and quality firsthand. Through scheduled site visits, images, and videos, customers can follow progress and gain confidence in the project. Moreover, we offer customized design options for floor plans, hard finishes, soft furnishings, and smart upgrades, delivering a next-generation, fully integrated home that offers high-quality, personalized living experiences.

### Focus on Design Technology

Technological innovation remains a key driver of Midea Real Estate's growth. The Company continues to strengthen its R&D platform and innovation system, using design technologies to support construction quality. These efforts contribute to the industry's shift toward industrialization, digitalization, and sustainability, while adding momentum to smart city development.

Remac TY<sup>3</sup> upholds the philosophy of “empowering buildings with technology, creating quality homes with Remac.” With a focus on green digital design, it brings together top-tier resources from across the green prefabrication and smart construction value chain. The Company has developed the “Quality Home 137 Technology System,” using digitalization to enhance construction quality and support visible urban renewal through technology.

In 2024, Remac TY won second prize of the Guangdong Engineering Exploration and Design Association Science and Technology Award for its technological innovation and achievements, recognizing projects such as the “Innovative Research and Application of Near Zero Carbon Building Digital Design & Smart Operation and Maintenance” and the “Foshan Homestead Self-Built House Technical Guidelines”.



Note: <sup>3</sup> Guangdong Tianyuan Architectural Design Co., Ltd. (Remac TY), a subsidiary of Remac Aspace, positions itself as a comprehensive design and technology service provider. Specializing in the design technology industry, the company focuses on creating digital designs for buildings throughout their entire lifecycle, offering full-spectrum, multidisciplinary design consulting services.



# Smart Living with Technology

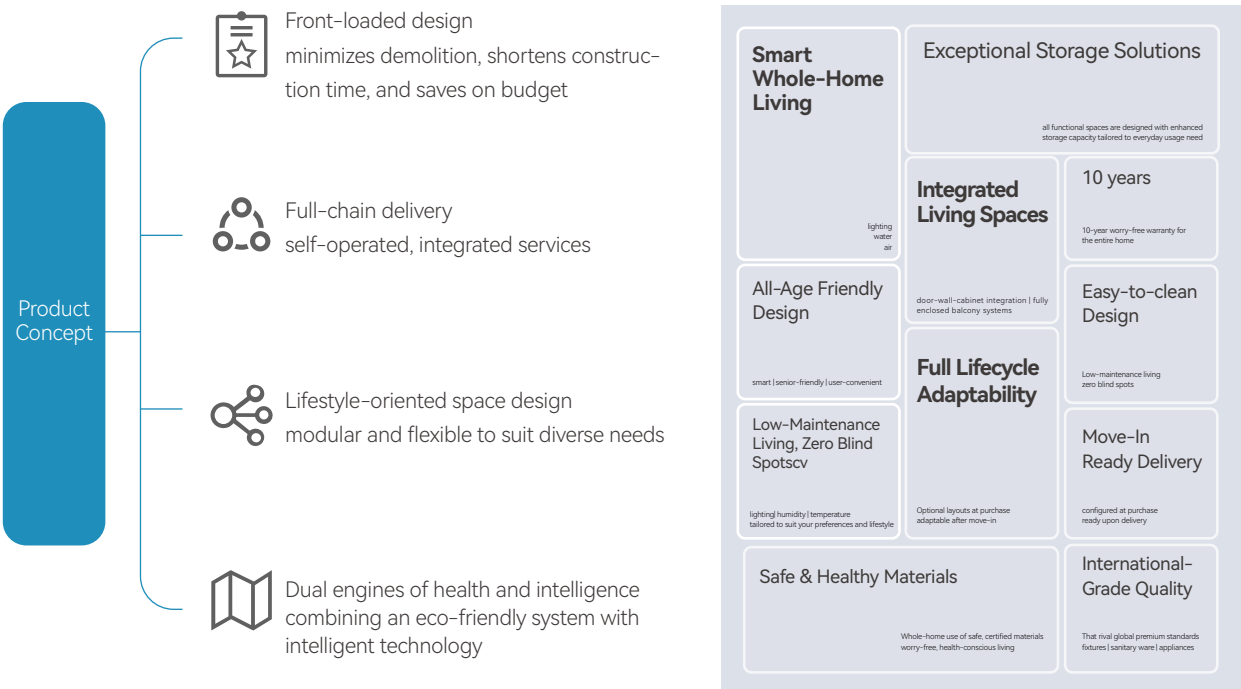
As digital technology rapidly evolves, it continues to reshape everyday life. Midea Real Estate embraces this transformation, focusing on innovation to enhance service quality and deliver smarter, more efficient, and more convenient lifestyle solutions for its customers.

## Practicing Smart Operations

Driven by innovation, Midea Real Estate continuously enhances its product design philosophy and delivery standards, while expanding its use of intelligent operations. The Company is actively developing smart homes and smart communities, using technology to strengthen industries and reimagine modern living. By integrating smart solutions into daily life, it aims to improve residents' quality of living and create a seamless connection between technology and well-being.

## Product Delivery Standards

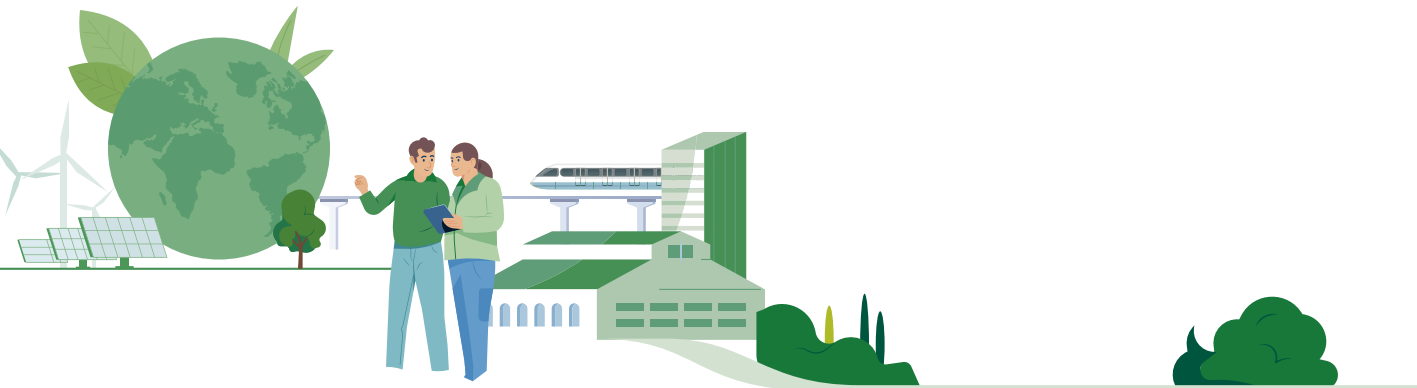
By gaining deep insights into users' core pain points, such as structural constraints that hinder design implementation, hidden safety risks in concealed works, and budget overruns during home decoration, Midea Real Estate upholds four key product principles. It integrates design, construction, full-house customization, and smart home modules into a unified solution. All auxiliary materials and furniture are strictly selected to meet China's E0-class environmental standards, safeguarding home health from the source. With "integrated delivery" as its core, we replace traditional fragmented renovation experiences by offering seamless services that include optimized storage, easy-to-clean designs, personalized customization, and eco-friendly, move-in-ready living spaces. Focusing on the home living environment, we plan services across the full lifecycle—from the first delivery to lifestyle upgrades—continuously offering modernized home solutions that evolve alongside growing families.



AI Light and Shadow Housekeeper

The AI Light and Shadow Housekeeper combines human motion detection with ambient light sensing to intelligently manage lighting and shading. It adjusts artificial lighting and uses natural light more effectively based on indoor brightness and movement, aligning with the body's circadian rhythm. This creates dynamic lighting that supports comfort, well-being, and ease of living. From tailored study lighting to nine preset scenarios and ten premium ambiance modes, it offers an immersive, personalized lighting experience and creates an optimal and healthy home environment—bringing a sense of ritual and elegance to daily life.

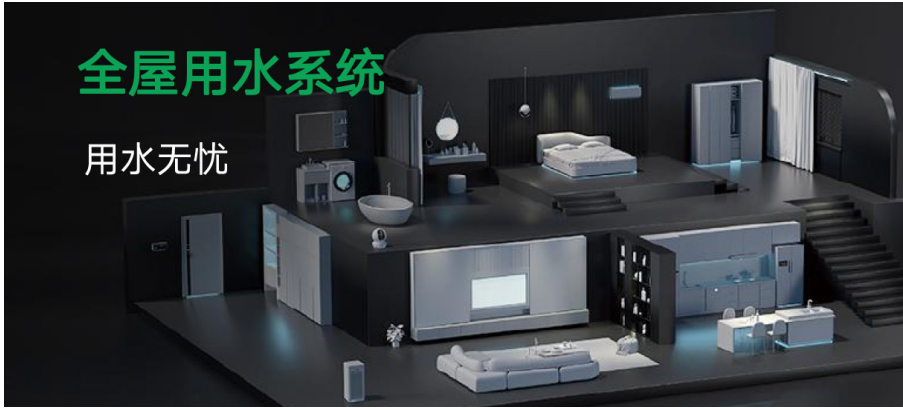
Personalized Lighting at Your Fingertips	<ul style="list-style-type: none"><li>Adjust the color temperature (from 2700K to 6000K) and brightness (from 1% to 100%) of each zone freely via the central control screen</li></ul>
Scientifically Designed Eye-Friendly Lighting	<ul style="list-style-type: none"><li>Study Mode: 4000K neutral light with blue-light reduction to protect children's eyes during homework</li><li>Night Mode: 2000K soft night light, gentle on the eyes and sleep-friendly</li><li>Dinner Mode: 3000K warm yellow glow to create a cozy, romantic dining ambiance</li></ul>
Freedom with Voice Control	<ul style="list-style-type: none"><li>Simply say, "Xiaorui, I'm going to sleep", and the system will switch off the main lights, leave a soft glow from the bedside lamp, and set the air conditioner to 26°C, crafting the perfect environment for restful sleep</li></ul>



AI Water Housekeeper

Empowering healthy water use with technology, our AI Water Housekeeper provides a full-home, 24-hour hot water system and a multi-stage purification system. From the source to your skin, every drop is safely entrusted—let quality water safeguard the health of your entire family.

Whole-Home 24-Hour Hot Water System	
Instant Hot Water High-Tech	<ul style="list-style-type: none"><li>Equipped with a thermal circulation pump and intelligent temperature control, hot water is ready within 3 seconds. Even during peak usage, temperature fluctuations stay within <math>\pm 1^{\circ}\text{C}</math></li></ul>
Energy Conservation and Water Efficiency	<ul style="list-style-type: none"><li>Insulated hot water pipelines reduce heat loss, saving up to 30% on gas usage. Annually, this can conserve around 10 tons of cold water—equivalent to 5,000 bottles of mineral water</li></ul>
One-Touch Temperature Modes	<ul style="list-style-type: none"><li>Switch between personalized modes like: morning wash (<math>40^{\circ}\text{C}</math>), baby bath (<math>38^{\circ}\text{C}</math>), kitchen cleaning (<math>45^{\circ}\text{C}</math>)</li></ul>
Whole-Home Multi-Stage Water Purification System	
Four-stage Purification No Dead Corners, Just Clean Water Everywhere	<ul style="list-style-type: none"><li>Pre-Filter: Captures sediment and rust, protecting your pipes and appliances</li><li>Central Purifier: Removes chlorine and heavy metals for skin-friendly washing</li><li>Central Softener: Eliminates limescale, doubling the lifespan of your heater and shower fixtures</li><li>Point-of-Use Filter: RO reverse osmosis for baby-safe drinking water—perfect for formula or tea</li></ul>
Clean Water for Every Need Drink, Cook, Wash, and Bathe	<ul style="list-style-type: none"><li>Drink: Crisp, pure water enhances flavor—tea tastes better</li><li>Cook: Soft water rinses away pesticide residue and makes rice fluffier</li><li>Wash: Soft water bathing keeps skin from drying and hair silky smooth</li><li>Bathe: Pure water for baby baths—gentle on sensitive skin, reducing the risk of rashes and allergies</li></ul>





## Case Study: Research on Key Energy-Saving Technologies for Smart Living Spaces with AIoT

Since 2022, Remac Smart<sup>4</sup> has collaborated with the Shunde Innovation School of the University of Science and Technology Beijing on a research project focusing on "Key Energy-Saving Technologies for Smart Living Spaces with AIoT", with an emphasis on low-carbon solutions and air quality. The project has achieved notable results. Using the PMV (Predicted Mean Vote) theory, an innovative personalized PMV algorithm was developed to dynamically calculate thermal comfort by collecting real-time indoor environmental and user physiological data. This algorithm adjusts air conditioning systems' temperature, mode, and wind speed in real time. It supports multiple modes, including cooling, heating, and dehumidification, achieving energy savings of 15%-20% while ensuring thermal comfort. Remac Smart has applied for funding for this project through technology funds such as the Foshan Industry-University-Research Project and the Regional Joint Fund of Guangdong Province, promoting the application and dissemination of this technology and offering an innovative model for the development of green and smart spaces.

## Case Study: Integrated Design and Construction of Quality Tech Homes

Midea Real Estate is committed to adopting a systematic approach, akin to "building homes like cars", to create integrated products. By transforming space and functionality, we aim to provide clients with highly efficient tech homes. In 2024, we introduced the SIS system (S-Skeleton, I-Infill, S-Smart), which applies large panel structures to the structural and building enclosure, uses modular decoration technology for internal finishes, and incorporates smart home solutions to achieve truly full lifecycle housing. The SIS system now covers three family structure scenarios: Dynamic Home, Serene Home, and Balanced Home, tailored for newlyweds, independent nesters, and multi-generational families. This approach enhances product applicability and growth potential, catering to the different needs at each stage of family development.



## Smart Community

Midea Real Estate is dedicated to addressing the everyday needs of homeowners by integrating digital and smart technologies into urban and community development. By applying advanced tools such as the Internet of Things (IoT), cloud computing, and big data, the Company promotes smarter community management and coordination, building connected, convenient, and resident-friendly living environments.

### Improving the lifestyle of community residents

#### Pedestrian Traffic

Implement "One-Code Access" and "Face Recognition" systems for public and private areas. Visitors need to scan a QR code to gain access, with the system linked to elevator control for automatic calling upon facial recognition.

Designate child safety zones and send real-time alerts to parents, ensuring the overall safety and harmony of the community.

#### Vehicle traffic

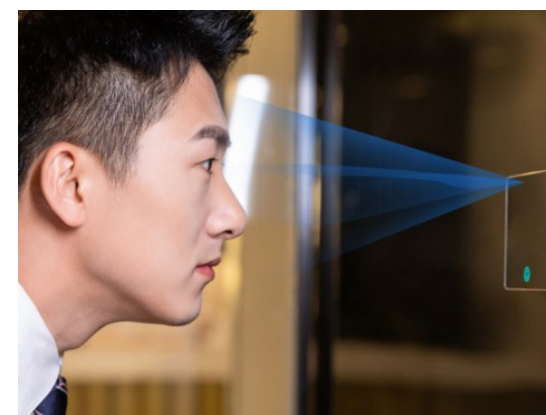
Create an integrated network of "lot + space + pile + owner + car". This system guides gasoline car owners to the nearest available parking spaces to pedestrian entrances, while offering one-stop services for electric vehicle owners, including charging spot reservations, navigation, fast charging, and payment settlement, ensuring efficient parking and charging experiences.

#### Security

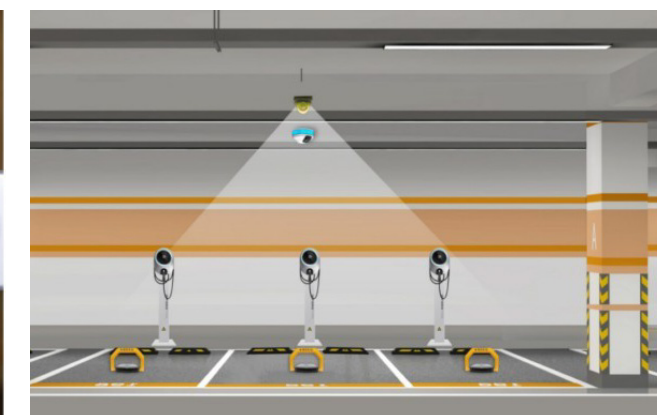
Implement round-the-clock surveillance, closely monitoring the presence of outsiders and any potential safety hazards such as objects being thrown from heights. In case of abnormal situations, relevant parties are promptly alerted to take necessary actions.

#### Equipment

Fully integrate smart water and electricity meters, realize remote meter reading with a single click, generate monthly bills, and send them to the owners.



Face Recognition for Owners



Charging Parking Spaces of the Community

Note: 4. Remac Smart, a subsidiary of Remac Aspace, is a leading brand in whole-home intelligence and a pioneer in spatial intelligence solutions. With a self-developed full-stack technology system and a suite of core smart products, the company delivers intelligent space solutions across various sectors, including residential communities, hotels, and commercial parks. Its comprehensive quality services spans consulting, R&D, design, delivery, after-sales support, and operations.



Empowering the environmental management of communities

Energy Management

The smart community launched four energy conservation solutions, namely, “lighting energy conservation”, “intelligent charging piles”, “photovoltaic energy storage”, and “rainwater collection system”. Together, these form an integrated energy management system linked to smart devices, enabling 24/7 monitoring of energy use. The system generates real-time charts, performs automated analysis, and applies intelligent adjustments to optimize overall energy efficiency.

Charging Pile Management

- Intelligent Management
- Peak-Shaving Management

Using Internet and IoT technologies, charging stations are remotely monitored to track usage, charging speed, and energy consumption. Residents can view charging status and progress through an app or digital platforms, making the process more transparent and user-friendly.

To balance energy demand and reduce electricity costs, the system automatically adjusts charging speeds based on grid load. This improves charging efficiency and provides residents with a smoother, more cost-effective charging experience.

Case Study: Future Community Digitalization — Midea · Luxury Clivia in Wenzhou

Midea · Luxury Clivia in Wenzhou adheres to the core concept of creating future smart residences. Relying on the planning framework of future communities and leveraging novel ideas, models, and technologies, it strives to foster a vibrant and harmonious digital and intelligent community. The project is committed to building a community living complex based on “belonging, comfort, and a sense of togetherness”.

We strictly follow the Future Community Digital Construction Guidelines of Zhejiang Province (Version 2.0) and focus on the principle of “people’s aspirations for a better life”. Centered around the three core values of “human-centered, ecological, and digital”, we have developed a comprehensive digital system that includes multiple access points, nine application scenarios, a service application marketplace, city/district community smart service platforms, and digital infrastructure. In the future, this system will be integrated with the “Zheli Future Community Online” platform, further enhancing the intelligence of community management and services, and creating a more diverse and refined future living space.



Sustainable Growth for a Thriving Ecosystem

- Introduction
- Green Operations and Low-carbon Development
- Green Building for Low-carbon Living
- Climate-centric Strategies for Adaptive Action



Introduction

Goals set for 2024<sup>Note</sup>

To achieve a reduction of overall administrative energy consumption intensity in 2025 5% | To achieve a reduction of greenhouse gas emission intensity in 2025 5%

To achieve a reduction of water consumption intensity in 2025 5%

KPIs

Prefabricated building area 2.06 million m² | GFA of newly certificated green buildings 1.74 million m²

Response to SDGs



Note: Due to the corporate restructuring of the listed company, the intensity indicators for 2023 and 2024 are not directly comparable. Therefore, the status and progress for 2024 are not disclosed at this time.

Green Operations and Low-carbon Development

Midea Real Estate is firmly committed to sustainable development, embedding green operations across its entire business lifecycle and advancing a comprehensive low-carbon strategy. Through smart management systems and green technology, the Company has built a low-carbon framework that spans property management, commercial operations, and office practices. By improving energy efficiency, making better use of resources, and reinforcing environmental safeguards, Midea Real Estate continues to move urban spaces toward a smarter, more sustainable, and low-carbon future.

Green Property Management

Midea Real Estate to embedding green, low-carbon, and sustainable principles into its property management practices. Through careful planning and consistent execution, the Company promotes environmentally friendly management, creating communities that are both comfortable and eco-conscious. The Company has set a clear objective to maintain a community green coverage rate of at least 98% while also encouraging residents to participate in green upkeep and environmental awareness programs. Regularly held green initiatives help strengthen the connection between people and nature, contributing to a vibrant and sustainable community culture. As of 2024, Midea Real Estate’s property management services have been certified under the ISO14001 Environmental Management System (EMS).

To ensure these initiatives are effectively carried out, the Company has established a detailed monitoring and evaluation framework. A dedicated team oversees resident satisfaction surveys and reviews landscaping efforts. Biannual assessments track key indicators, including green coverage and plant survival rates, with results used to refine and improve ongoing management strategies.



ISO14001 Environmental Management System Certification



# Green Landscaping Plan

Green landscaping is a vital component of sustainable property management. Midea Real Estate integrates ecological improvements with people-focused design, using a variety of strategies to enhance greenery and encourage resident participation. The goal is to create communities where ecological and cultural values come together in meaningful ways.

Use of organic fertilizers	Actively promotes the use of organic fertilizers and adopts biological pest control methods to reduce reliance on chemical inputs. These practices help control pests and diseases, improve soil quality, and support ecological balance within the community.
Landscaping maintenance	Conducts regular maintenance, including tree pruning, pest monitoring, and soil restoration, ensuring long-term landscape preservation and ecological health.
Community garden development	Transforms underutilized spaces into community gardens with flower beds, themed plant arrangements, and recreational areas. Informational signage is added to raise environmental awareness and create nature-friendly spaces for residents.
Selection of native plants	Prioritizes the planting of indigenous species such as kapok trees, flamboyant trees, elaeocarpus, and sweet osmanthus to align with local climate and soil conditions, reducing maintenance needs and conserving resources.
Increasing green coverage	Implements a multi-tiered vegetation strategy, combining trees, shrubs, and herbaceous plants to maximize green space coverage and enhance carbon sequestration capacity.

# Energy Management

Midea Real Estate continues to advance energy-saving upgrades and expand the use of clean energy across its projects. Nationwide, the Company has retrofitted parking garage lighting systems by replacing 25,000 traditional fixtures, resulting in annual energy savings of over 1.1 million kWh. It has also upgraded energy recovery systems for 300 elevators and optimized variable frequency pressurized water pumps—consistently exploring ways to improve efficiency and lower emissions. In 2024, Midea Real Estate was certified under the ISO 50001 Energy Management System.

In clean energy applications, the Company actively promotes sustainability through the installation of EV charging stations and non-motorized vehicle charging points in new communities. It works closely with power supply departments to upgrade infrastructure in aging communities and has added charging facilities in unsold units for rental use. Additionally, solar street-light retrofit projects are underway, replacing high-energy lighting with renewable-powered alternatives—reducing reliance on traditional energy sources and accelerating the shift toward low-carbon community living.

# Water Resource Management

Midea Real Estate promotes water conservation by integrating smart irrigation technologies and thoughtful plant selection into its property management practices. The Company prioritizes drought-tolerant native species and uses a strategic mix of trees and shrubs to lower water demand and reduce maintenance needs. Efficient drip and sprinkler systems are widely adopted, supported by intelligent irrigation controls that monitor soil moisture and weather in real time. This enables precise watering schedules and is expected to cut overall water usage by 30% to 50%. To further support sustainability, the Company has installed rainwater harvesting systems on rooftops and in public areas. Collected rainwater is reused for landscape irrigation, reducing dependence on municipal water supplies and supporting long-term water resource management.

# Waste Management

Midea Real Estate strictly adheres to regulations such as the Standard for Planning of Urban Environment Sanitation Facilities, Technical Specification for Collection and Transportation of Municipal Solid Waste, and Standard for Setting of Environmental Sanitation Facilities. To ensure proper waste management, the Company has established internal guidelines, including the Household Waste Collection and Disposal Operations Manual, Household Waste Transportation Guidelines, and Medical Waste Management Regulations. Committed to resource-efficient waste processing, Midea Real Estate implements circular practices, which include repurposing trimmed branches and fallen leaves by shredding and using them as ground cover or mixing them into the soil to improve its structure and support green space maintenance. The Company also promotes creative reuse by organizing community workshops where residents transform natural materials into handmade items. These initiatives help raise environmental awareness and foster resident involvement in sustainable living, encouraging a stronger culture of green practices throughout the community.

## Optimizing Waste Management through Collaborative Mechanisms

In 2024, Midea Real Estate Services, in collaboration with real estate developers and relevant government departments, addressed waste management issues at the source. The initiative focused on improving the design of waste disposal rooms in new developments, effectively tackling issues such as odor control and minimizing disruption to residents' daily movement. In Guiyang's older communities, Midea Real Estate Services partnered with local authorities to promote the installation of waste sorting stations. This effort established a collaborative model between the property manager, government, and community, helping to improve waste sorting practices and strengthen long-term management.





# Community Green Management

The Company encourages residents to embrace sustainable living through the Community Low-Carbon Convention, guiding them to adopt greener habits in daily life. The Company regularly hosts low-carbon campaigns and the Green Plant Adoption program, inviting residents to take part in volunteer activities such as tree planting and weeding. These efforts strengthen community engagement and promote shared responsibility for a greener, low-carbon environment.

Additionally, the "Green Bank" is a key initiative that reflects the Company's innovative approach to community green management. Midea Real Estate has developed a Value Management System for Precious Tree Species and created seasonal care plans to support ongoing green maintenance throughout the year. During events like Arbor Day, residents are invited to join in environmental education and tree planting activities. By the end of the reporting period, the Green Bank had successfully cultivated 250,000 seedlings, contributing to healthier, more vibrant community green spaces.

## Case Study: Co-building a Green Community Through Seasonal Maintenance and Gardening Experiences

Midea Real Estate upholds a green development philosophy and proactively fulfills environmental responsibilities. It developed meticulously tailored conservation plans aligned with seasonal characteristics, focusing on the "Green Guardianship for Four Seasons" initiative. In spring, the Company nurtures about 250,000 seedlings for the "Green Bank" to replenish the community's green spaces. In summer, emphasis is placed on the meticulous trimming of "three sides and one corner" areas, significantly improving the visual appeal of the landscape. In autumn, creative landscape features and artistic installations are introduced, offering homeowners a unique, relaxing environment in which to unwind. During winter, the focus shifts to ensuring plants endure the colder months, with measures such as frost prevention, clearing, and trimming of trees and shrubs to prepare them for the winter.

In addition, Midea Real Estate enhances homeowner engagement by opening a dedicated "Gardening Space" where residents are provided with seedlings and tools to personally participate in the upkeep of green spaces. This initiative fosters a stronger sense of community and creates a harmonious, interactive environment that adds warmth and vitality to the neighborhood.

# Low-carbon Commerce

Midea Real Estate collaborates with commercial tenants to promote green development by building a comprehensive green operations system. This approach supports the ongoing transformation of commercial spaces toward low-carbon, sustainable models. With smart management and clean energy at the core, the Company actively explores innovative strategies that align ecological value with economic performance to meet long-term sustainability goals.

Midea Real Estate implements tenant green management in phases to enhance the sustainability of commercial operations:

Tenant Renovation Stage	Power distribution and wiring plans are carefully reviewed to ensure reasonable energy use. The use of high-consumption lighting, such as incandescent and halogen lamps, is prohibited. Tenants are encouraged to adopt energy-efficient equipment.
Tenant Operation Stage	We provide energy efficiency guidance to tenants, including recommendations for optimizing kitchen operations and reducing the use of idle equipment.
Tenant Equipment Evaluation Stage	Regular evaluations of electrical equipment are conducted, with suggestions provided for phasing out outdated, high-energy devices to improve energy efficiency over time.

# Waste Management

We have developed internal management systems such as the Safety Inspection Work Specification for Midea Commercial Catering Merchant Closure and Waste Collection and Transport Rules Training. These systems require all catering merchants to separate kitchen waste into dry and wet waste, and follow standardized disposal procedures. To support effective implementation, the Company regularly conducts training sessions for cleaning staff and merchants, promoting waste sorting knowledge and overseeing proper operational practices. Additionally, merchants are required to sign waste transportation contracts with government-approved service providers. This ensures daily waste is promptly collected, transported by municipal vehicles, and disposed of in compliance with environmental regulations, thereby ensuring environmental compliance and efficiency in waste disposal.

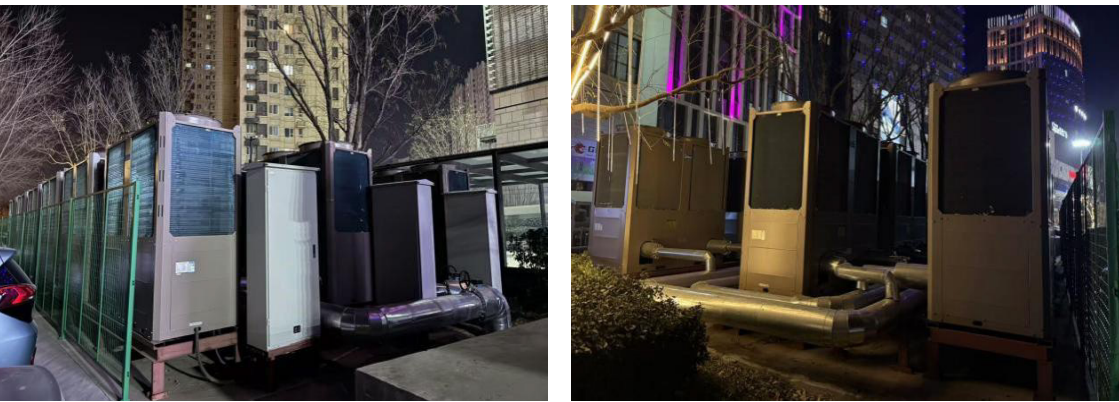
# Commercial Energy Management

Midea Real Estate sets tailored energy control and performance targets based on historical consumption data, project operations, and other relevant factors. As part of daily operations, the Company conducts energy-saving training and awareness initiatives to promote efficient practices. Monthly monitoring and analysis of project-level energy data help detect anomalies in real time, enabling close oversight of key indicators such as loss and load rates. This approach supports comprehensive energy optimization and ensures that management and consumption goals are consistently achieved.

In 2024, Midea Real Estate continued to upgrade its smart water and electricity management systems. By integrating tenant data with real-time monitoring tools, the Company enhanced its ability to track usage, detect anomalies, and analyze consumption patterns more effectively. By the end of the reporting period, projects such as "Beautiful Block" in Zhuzhou and Foshan had implemented optimized metering systems and intelligent energy management platforms, leading to a year-on-year reduction of approximately RMB 580,000 in public energy costs.

## Case Study: Energy-saving Heating Transformation and Cost Optimization at Business Management Sector's Project in Handan City

In 2024, the Handan project significantly reduced heating costs by continuously optimizing its heating plan and engaging in multiple rounds of communication with heating enterprises. The project introduced an air source heat pump system from Handan Transport Investment Group Co., Ltd., which was integrated into the mall's heating system. This innovation effectively avoided heat loss from the original plate heat exchanger, optimized the layout of the heating system, shortened the heating distance, and greatly improved the efficiency of energy use. Moreover, Handan Transport Investment Group Co., Ltd. bore the cost of the air source heat pump's electricity usage, and the mall can flexibly adjust heating temperatures based on indoor and external weather conditions, further optimizing heating efficiency and ensuring the high utilization of energy. This transformation provided strong support for the sustainable operation of the project.



## Clean Energy Use

Midea Real Estate continues to optimize its energy mix by promoting photovoltaic (PV) technology and accelerating the construction of electric vehicle (EV) charging infrastructure. These efforts help reduce building-related greenhouse gas emissions and increase the use of clean energy across projects. In 2024, the PV system at Zhenjiang Midea Wonderful Square was installed, tested, and connected to the grid, generating an annual output of 0.76 million kWh. A rooftop distributed PV system was also completed at the Zhuzhou project. Meanwhile, EV charging stations were gradually introduced at Wonderful Square and Under Light Square in Guizhou, as well as Wonderful Square in Foshan—supporting the transition to low-carbon, sustainable energy solutions.

## Green Office

Midea Real Estate places green development at the core of its operations, integrating energy conservation and emission reduction into everyday office practices. By adopting paperless workflows, digital tools, and intelligent systems, the Company optimizes resource and energy consumption to improve efficiency and promote low-carbon operations. These ongoing efforts reflect a commitment to building an energy-conscious, low-carbon enterprise that contributes to broader sustainability goals.

## Minimizing Resource Waste

To reduce resource waste, Midea Real Estate is actively promoting paperless office practices. Key business processes—such as accounting, fund settlement, and contract payment applications—have been fully digitized, enabling end-to-end automation from submission to approval and significantly reducing offline operations. By the end of the reporting period, the "paperless project" had saved over 120,000 sheets of paper. At the same time, we have continuously improved its waste paper recycling and office supply reuse systems. In printer management, clearer ink cartridge replacement procedures have been put in place, helping reduce replacement frequency and related material waste. These efforts reflect the Company's ongoing commitment to resource conservation and sustainable development.

## Reducing Energy Consumption in Office Areas

Midea Real Estate has iterated and optimized its existing energy management system, adding features such as automatic device binding and real-time alerts for abnormal energy use. These upgrades offer more precise tools for daily operations. In parallel, the Company has improved its energy reporting functions by updating water usage visuals and increasing the frequency of data updates, making consumption analysis more intuitive and efficient.



## Green Building for Low-carbon Living

Midea Real Estate embraces a green, low-carbon development philosophy, placing environmental sustainability at the core of its operations. A full-cycle green development model has been established—from low-carbon construction methods to green building practices and operational recommendations. By combining advanced research with practical application, the Company continues to accelerate the construction of a modern green building system that delivers high-quality, healthy, livable, eco-friendly, and low-carbon living spaces. These efforts support not only better living standards but also the broader goal of ecological harmony and sustainable urban development.

## Low-carbon Building Standards

Against the backdrop of the national strategy of carbon peaking and carbon neutrality by 2060, the 14th Five Year Plan for Building Energy Efficiency and Green Building Development, and the Outline of the Healthy China 2030 Plan, the Group continuously advances the design and technological framework for low-carbon and healthy buildings. Through extensive research on exemplary low-carbon, energy-efficient architectural practices, the Company identifies commonalities and emerging technological applications, conducting in-depth analyses of domestic and international standards such as the Technical Standard for Nearly Zero Energy Buildings, Standard for Building Carbon Emission Calculation, and LEED v4.1 BD + C. Considering the characteristics of residential communities and regional thermal climate zoning, we upgraded our Low-Carbon Healthy Residence Technology System with the focus on the goals of energy conservation and carbon reduction, health and comfort, and low-carbon operations and maintenance.

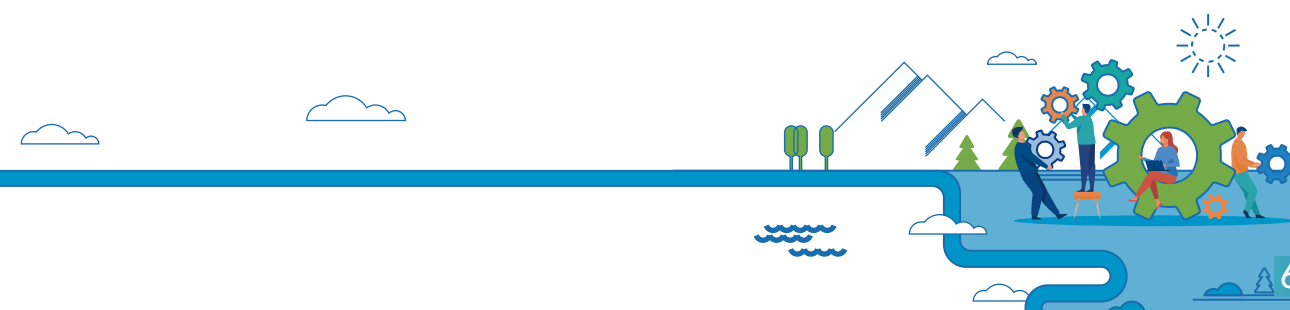
To further implement the Work Plan for Accelerating Development of Energy Conservation and Carbon Reduction in the Construction Sector, Remac Aspace has completed the Regions with Hot Summer and Warm Winter—Low-carbon Healthy Residence Technology System Application Research. The initiative aims to contribute to the vision of "building better homes, communities, neighborhoods, and cities." This research has been included in the Science and Technology Innovation Program Project led by the Guangdong Provincial Department of Housing and Urban-Rural Development. In response to China's evolving energy-saving policies and the shift toward wider implementation of ultra-low-energy buildings, Remac Aspace continues to refine its low-carbon, healthy living technology system, driving its practical application across projects.

In 2024, Remac TY, a subsidiary of Remac Aspace, was recognized as an "Outstanding Enterprise" by the Foshan Green Building and Energy Conservation Association for its exceptional performance in the green building sector. Several of its projects received awards, including the "Green Building Benchmark Project," highlighting the Company's strong commitment to innovation and sustainable development.

### Building design goals of the low-carbon healthy residence technology system

Basic products: Average energy consumption reduced by  $\geq 30\%$ ; Average carbon emission intensity reduced by  $\geq 40\%$ , achieving  $> 7 \text{ kgCO}_2/(\text{m}^2 \cdot \text{a})$ .

Near-zero energy consumption products: Achieve a total building energy consumption value of  $\leq 65\%$  and reduce carbon emission intensity by  $\geq 50\%$ , achieving  $> 10 \text{ kgCO}_2/(\text{m}^2 \cdot \text{a})$ .





We always stay true to our original mission of green and low-carbon development, continuously enhancing product quality and advancing green and eco-friendly technical standards. The following table presents the industrial and local standards we co-edited in 2024:

Standard Name	Participating Entity	Participation Form	Standard Level
Specification for Quality Evaluation of Modular House Production and Supply	Remac Building Technology	Lead Author (In Progress)	Group Standard
Standard for Assessment of Interior Assembled Decoration	Remac PB <sup>5</sup>	Co-authored	Group Standard
Foshan Public Infrastructure for Normal and Emergency Use Design Guidelines (Trial Version)	Remac TY	Co-authored	Municipal Standard
Foshan Homestead Self-Built House Technical Guidelines	Remac TY	Co-authored	Municipal Standard
Building Information Modeling (BIM) Delivery Standards	Remac TY	Co-authored (In Progress)	Provincial Standard
Technical Specifications for Prefabricated Fixed Formwork Shear Walls and Floor Support Plate Structures	Remac TY	Co-authored (In Progress)	Remac TY

Green Building Technology Innovation

Midea Real Estate places great emphasis on advancing construction technology and promoting green upgrades. Through ongoing research and the application of innovative solutions, the Company supports environmental protection and low-carbon development across every stage of the building lifecycle.

Green Materials

Remac Aspace continues to drive innovation in green building materials, focusing on improving the environmental performance of both inorganic and organic components. Through in-depth research and strict formulation control, the Company reduces carbon emissions in production while enhancing the eco-friendly properties of its materials. Key initiatives include the use of excimer PP films, environmentally friendly PUR hot-melt lamination, and lead-free base formulations. These efforts have improved the formaldehyde-free, low-carbon characteristics of panel products, leading to the successful optimization of the “B-grade Vitality Board.” Additionally, Remac Aspace actively responds to the national "carbon peaking and carbon neutrality" goals by vigorously promoting the certification of green materials. As of now, the B-grade Vitality Board and zero-formaldehyde flooring have completed on-site factory assessments for EPD certification, and further certification under Foshan’s Green Building program is in progress.

Remac Aspace remains committed to strengthening its innovation capacity and intellectual property portfolio. In 2024, Remac Aspace filed 39 new patent applications, secured 74 patent approvals, and submitted 21 copyright applications—reinforcing its leadership in intelligent construction and low-carbon green building technology.

Note: 5. Remac PB, a subsidiary of Remac Aspace, leverages intelligent manufacturing in prefabricated buildings and the research and development of low-carbon new materials and technologies. Adopting an "Internet + Construction Technology" business model, the company standardizes and modularizes building products and construction techniques, providing clients with integrated solutions for prefabricated buildings and interior decoration materials and components.

Sponge City

Remac Aspace has formulated guidance documents such as the Green Building Design Management Guidelines and Sponge City Design Guidelines, introducing the concept of “Sponge City” into project construction in an all-around way. In community planning, the company takes into account urban topography, water systems, and other natural conditions to implement scientifically designed drainage systems and construct water-ecological infrastructure. By promoting the reuse of cement expanding vegetation coverage, and enhancing the communities’ water absorption, storage, seepage and purification capabilities, Remac Aspace is creating healthy and environmentally friendly “sponge communities.”

To support the development of sponge cities, Remac Aspace remains committed to an ecology-first approach. The Company works closely with government agencies, research institutions, and other stakeholders to explore effective, scalable models for sponge city construction. Guided by the Unified Standard for Construction Quality Acceptance of Building Engineering (GB50300-2013), the Technical Guide for Sponge City Construction-Low Impact Development Rainwater System (Trial), among other standards, Remac Aspace has developed a tailored project evaluation index system. This framework defines key performance indicators, assigns weightings to each metric, and guides design optimization and project acceptance criteria—accounting for the distinct features of various sponge city components. As of 2024, Remac Aspace had successfully delivered approximately 400,000 square meters of sponge city projects, significantly advancing quality management practices within the sector.

Continuing the “Sponge” Design to Create a Livable Environment

Remac Aspace has incorporated the sponge city concept into the design of its project on the east side of Donghua South Road in Longjiang Town, Shunde District, Foshan. Covering an area of 51,624 square meters, the project implements sponge city management right from the source, adapting to the local terrain and water systems. It features sunken green spaces (5,898square meters) and permeable paving (1,319 square meters), achieving an annual runoff control rate of 72.18%. This design not only meets the Foshan Sponge City Planning standards but also creates a comfortable, eco-friendly environment where "a light rain won't dampen your shoes; and the sponge city shines."





Green Intelligent Manufacturing

Midea Real Estate places environmental sustainability at the heart of its operations. Its subsidiary, Remac Aspace, plays a key role in advancing green construction technologies. Across its prefabrication production bases, the Company actively promotes energy conservation, waste reduction, and water resource protection, supporting a low-carbon, efficient, and sustainable transformation of the construction industry.

Energy Management

Guided by its green, low-carbon development philosophy, Midea Real Estate has established internal frameworks such as the Energy Management Measures and Energy Consumption Assessment System to ensure structured planning, monitoring, and evaluation of energy use. In 2024, we further optimized our energy management system at our Foshan and Huizhou factories, updating and expanding certifications such as ISO 14001 Environmental Management System. The Foshan factory successfully passed the QSPSC and 5S certification audits, obtained Foshan’s green building material government procurement compliance certificate, and is set to receive national green building material certification in the first quarter of 2025. Meanwhile, the Huizhou factory expanded its certification scope to include the production and services of MiC (Modular Integrated Construction) products.

In 2024, we implemented a peak-cutting strategy and precise energy planning to optimize consumption patterns. By aligning energy use with production schedules to reduce fluctuations between peak and off-peak demand. These efforts, along with other ongoing initiatives, continue to improve overall energy efficiency across operations.

Energy Monitoring	Key production facilities have been equipped with smart metering devices, including electricity, water, and gas meters. For high-energy equipment such as concrete mixers and curing kilns, real-time power monitoring systems are in place to track energy consumption. This data-driven approach allows the Company to detect anomalies early and adjust equipment operations for better efficiency.
Energy Monitoring	At our Foshan plant, frequency converters were installed on energy-intensive machinery, intermittent equipment operations were optimized, and production processes were adjusted, resulting in a 10.8% year-on-year reduction in electricity consumption. Meanwhile, the Huizhou plant introduced high-efficiency mixers, automated rebar-cutting machines, and a Manufacturing Execution System (MES) to fine-tune process parameters, significantly boosting energy efficiency.
Energy Monitoring	We have established a comprehensive set of energy consumption and equipment efficiency indicators. Monthly evaluations are conducted, and energy performance is directly linked to departmental performance reviews. This system encourages active employee participation in energy-saving and emission-reduction efforts across operations.

During the reporting period, we made significant progress in distributed photovoltaic (PV) power generation. The Foshan plant generated approximately 2 million kWh of electricity over the year, with 750,000 kWh used on-site and 1.21 million kWh, representing 61.8% of total output, fed back into the grid. This achievement contributed to a reduction of approximately 1,511 tons of CO<sub>2</sub> emissions.

Waste Management

Midea Real Estate strictly adheres to the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste and the Standard for Pollution Control on the Non-hazardous Industrial Solid Waste Storage and Landfill, among other regulations. The Company has established and refined its Environmental Management System, Regulations on the Management of Three Wastes, and Three Wastes Monitoring Management Plan, clearly defining departmental responsibilities and authorities in waste collection, discharge, and disposal.

Through technological innovation, the Company continues to improve waste resource utilization. At the Foshan factory, the Company has implemented a reuse program for aluminum formwork, sorting and reprocessing used formwork for repeated use, reducing both carbon emissions and disposal costs. At the Huizhou factory, mold standardization has been adopted, including mold modification and the use of universal components, significantly lowering mold waste. Additionally, both plants recycle concrete residue into materials used for road repair and infrastructure maintenance, increasing recycling efficiency.

In the design phase, Midea Real Estate prioritizes environmentally friendly and renewable materials such as low-carbon steel and recycled concrete to reduce raw material use and construction waste. The Company also promotes aluminum formwork over wooden alternatives to increase reuse rates and reduce site waste. During construction, green building techniques and standardized practices are applied to minimize waste generation and support reuse. Construction sites are equipped with enclosed waste stations and sealed containers to support strict waste classification. Recyclable materials are processed into municipal road backfill, road base layers, recycled aggregates, or eco-friendly non-fired bricks, used in foundation backfilling, roadbed layers, or partition walls, reducing reliance on landfill and incineration.

Work Content		Specific Measures
Flying dust	Covered with dense mesh	Cover all the bare soil with dense mesh
		Adopt dense mesh to cover the outer window holes for some projects
	Rinse with spraying water	Set a car washing pool to rinse the transport vehicles
		Spray water on the construction roads regularly
Other waste	Waste steel mold recycling	Recycling, refurbishment, and standardized management
	Aluminum mold recycling	Establishment of old mold library and mold reprocessing
	Unset concrete recycling	Crushing of hardened concrete slag during the production process

# Water Resource Management

Midea Real Estate is committed to reducing water consumption and improving water efficiency through optimized water usage plans, enhanced rainwater and wastewater separation and collection, and the promotion of wastewater recycling and resource utilization. As of the reporting period, both the Company's projects under construction and properties under management have not been within any water conservation zones.

## Tertiary Sedimentation Tank for Wastewater Recycling

At the Foshan plant, a tertiary sedimentation tank has been installed at the mixing station. Using gravity separation, chemical reactions, and microbial decomposition, this system effectively removes suspended solids, organic matter, and harmful substances from wastewater. The treated water is then recycled into the production process, enabling wastewater reuse.

## Optimization of Rainwater & Wastewater Separation and Collection Systems

The Huizhou plant has implemented a comprehensive rainwater and wastewater separation system by installing drainage channels around key areas such as the mixing tower, aggregate storage area, waste material yard, sand and gravel separation zone, and vehicle washing station. These channels are connected to the sedimentation tank and supplemented by sand-settling wells to ensure efficient wastewater collection and treatment. The integrated drainage and sedimentation system prevents wastewater from entering municipal pipelines or being directly discharged, significantly enhancing wastewater collection efficiency and maintaining long-term drainage system stability.

# Noise Management

Midea Real Estate takes a comprehensive approach to managing factory noise, focusing on equipment upgrades, noise reduction, process improvements, and strategic production planning. These measures aim to reduce noise pollution and protect both the environment and employee well-being.

## Equipment Management

Replaced outdated air compressors with low-noise models and installed silencers at exhaust outlets; Added flexible rubber pads to conveyor belt systems and vibration platforms to reduce mechanical vibration noise.

## Protective Measures

Constructed soundproof walls and enclosures using acoustic panels; Installed sound-absorbing panels on workshop walls to reduce noise reflection; Provided production staff with noise-canceling headsets, earplugs, and earmuffs; Conducted regular hearing checks and health monitoring to ensure employee well-being.

## Process Optimization

Implemented low-power, small-size vibrating rods for concrete operations to minimize construction noise.

## Production Planning

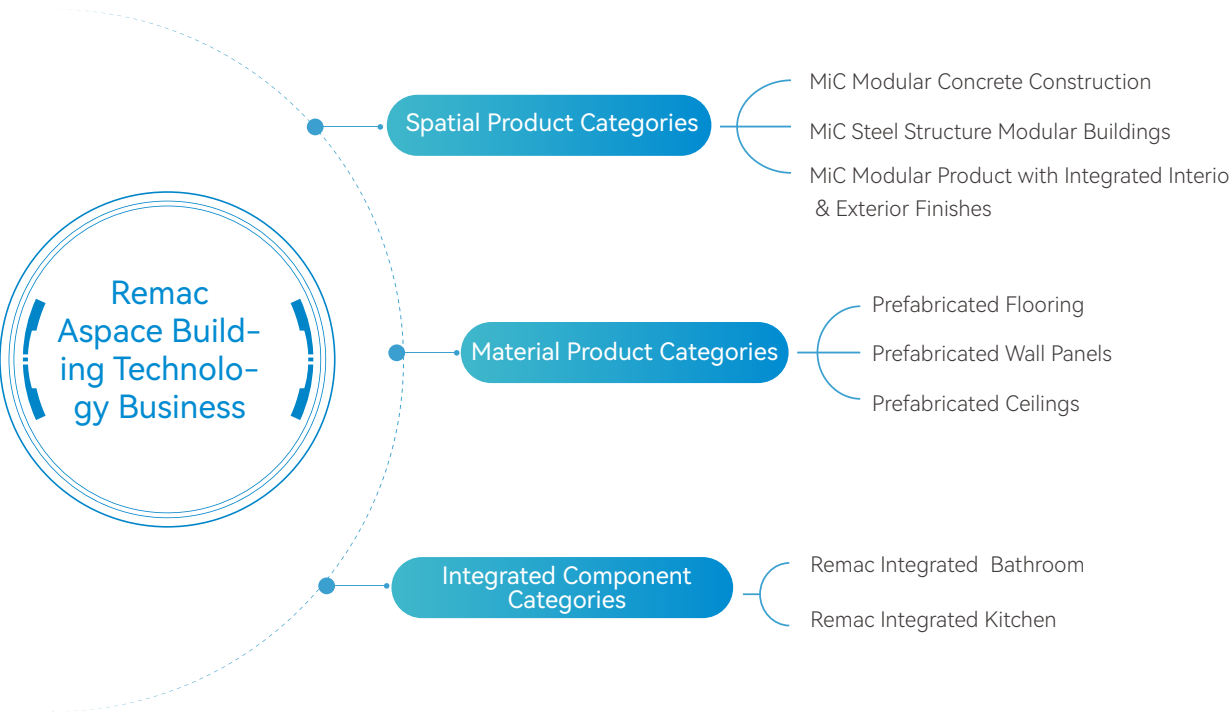
Relocated high-noise equipment to factory corners, away from offices and rest areas; Installed noise monitoring devices in key areas to track real-time noise levels and conduct periodic analysis; Applied targeted improvements to areas exceeding noise limits.

# Low-carbon Prefabrication Innovation

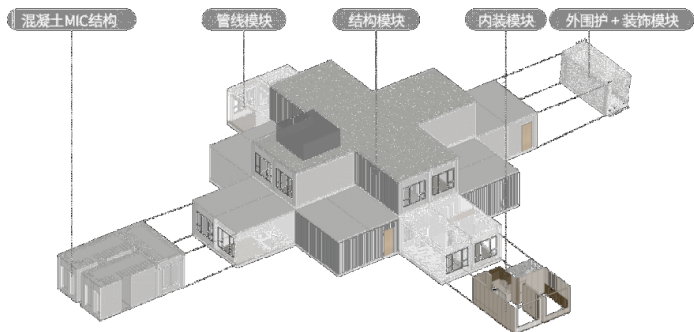
Remac Aspace is committed to advancing the industrialization of prefabricated buildings, promoting green architecture through product innovation, regional growth, international outreach, and the adoption of high-efficiency, eco-friendly technologies. By integrating low-carbon concepts with cutting-edge solutions, the Company continues to enhance its offerings, leading the industry toward green transformation and sustainable development.

# Product Matrix Upgrades

In 2024, Remac Aspace fully upgraded its prefabricated building product matrix, establishing a system that includes spatial categories, material types, and integrated component categories. In spatial categories, the Company focused on MiC modular products with fully integrated interior and exterior finishes. As for its material products, the Company enhanced the performance of the A-grade Vitality Board, significantly improving its eco-friendliness and ease of application.



Prefabricated Interior



MiC Concrete Module Construction

# Global Market Expansion

Remac Aspace continues to focus on prefabricated building solutions, with business expansion centered in the Guangdong-Hong Kong-Macao Greater Bay Area and steady progress in international markets. In April 2024, Zhuhai Ruizhu Construction Technology Co., Ltd. successfully obtained the IPA (In-principle Acceptance) certification issued by Hong Kong's Buildings Department, officially qualifying the Company to supply MiC components for high-rise buildings up to 40 stories in Hong Kong. This achievement establishes a solid foundation for further market penetration in the Greater Bay Area. Simultaneously, Remac Aspace has designed MiC modular villas and ADU backyard housing solutions tailored for markets such as Australia and Canada. By leveraging BIM technology for digital modeling and visualization, the company optimizes production processes, enhances efficiency, and notably reduces energy consumption.

# Focus on Low-Carbon Development

Remac's MiC modular integrated building solutions highlight the efficiency and environmental advantages of prefabrication. More than 90% of the building process, including structural connections and interior finishes, is completed in the factory, significantly reducing on-site construction time, labor costs, and environmental impact. Following the successful delivery of several MiC projects in Hong Kong, Remac Aspace continues to combine advanced prefabrication techniques with smart, low-carbon innovations. These efforts support the Company's international expansion and reinforce its global competitiveness in the prefabricated construction industry.

## Deepening the Practice of Modular Construction in the Guangdong-Hong Kong-Macao Greater Bay Area

Remac Aspace follows the principle of "quality first", expanding its business in the Hong Kong and Macao regions with strict quality management. In 2024, the Company delivered the transitional housing project at the former Wing On School site at Tai Shu Ha Road West. It also completed green modular interior decoration work at Envision Greenwise's exhibition hall, the Hengli Avenue Apartment Project in Nansha District, Guangzhou, and the NextCity Apartments in Lecong, Shunde. These projects highlight the strengths of modular construction, including reduced energy use, lower environmental impact, and faster project delivery.

# Low-carbon Design Achievements

Driven by both technological R&D and project implementation, the Company has achieved remarkable results in the field of intelligent construction, with multiple design solutions receiving recognition through prestigious industry awards.

During the reporting period, Remac TY's design, "Guangdong-Hong Kong-Macao Greater Bay Area (Huizhou) Modular Industrial Base", based on the "zero carbon + modular + BIM" smart construction integrated technology, won first prize in the Smart Construction Carbon Neutrality Case Group at the 4th "New Infrastructure Cup" China Smart Construction and BIM Application Competition, and first prize in the Building Engineering BIM Group at the 3rd "New City Construction Cup" International BIM/CIM Application Competition. The design for Midea Middle School founded by the No.2 High School of East China Normal University won first prize in the Intelligent Modular Construction Technology Case Group at the 4th "New Infrastructure Cup" China Smart Construction Competition.



# Green Building Standards and Certifications

Midea Real Estate abides by national and industry standards such as the Assessment Standard for Green Building and Energy Conservation and the Use of Renewable Resources in Buildings, and focuses on researching the technical standards and certification systems for low-carbon and green buildings at home and abroad. The Company continuously promotes green building certification, guided by the techniques of multi-dimensional near-zero carbon technology application systems, and implements low-carbon, energy-saving design strategies. In 2024, the Company added 1.74 million square meters of green building-certified area, achieving 100% coverage of star-rated green buildings, accumulating rich experience and accomplishments in green building development.

## Midea Real Estate's New Green Building Star Rated Projects in 2024

Project Name	Green Building Star Rating	GFA (10,000 m <sup>2</sup> )
Buildings 20-31, Zone E, Yunhu Jiayuan, Xuzhou	Two-star	14.34
Changsha Residence project	One-star	19.5
Midea · The Luxury Mansion project	One-star	125.95
Xinpu New Area Midea Palace project	One-star	6.89
Site 15 of the Guiyang Economic and Technological Development Zone Bearing Factory Area Shantytown Renovation Project	One-star	7.32

From the design stage onward, Midea Real Estate has continued to promote the use of near-zero carbon technologies across the entire building lifecycle.



# Climate-centric Strategies for Adaptive Action

Midea Real Estate actively responds to the national “carbon peaking and carbon neutrality” strategy by placing carbon neutrality at the center of its strategy. The Company promotes green, low-carbon operations and sustainable development across its business. In response to the risks posed by climate change, it has introduced science-based strategies, strengthened environmental risk controls in construction and operations, and improved adaptability, working toward balanced progress between ecological protection and economic growth.

## Carbon Neutrality Initiatives

Midea Real Estate has formulated the Report on Carbon Neutrality Action Plan of Midea Real Estate, which comprehensively assists enterprises in building a dual-cycle value chain from perspectives such as background of carbon neutrality, benchmarking, implementation paths, and action plans, and seeks an economic model to address climate change risks. We always adhere to the principle of “carbon emission reduction over carbon offset”, carry out carbon emission reduction and carbon offset across the board. Based on four main areas—project management services, property management services, asset operations, and real estate technology—the Company has proposed targeted carbon reduction measures, continuously exploring new pathways for high-quality development to achieve the dual carbon goals.

### Overall Plan:

Specific Time	Implementation Schedule
2025	Build a low-carbon real estate enterprise
	Save energy and reduce emissions; reduce costs and enhance efficiency
	Fully enhance product competitiveness
	Comprehensively raise the enterprise's reputation
	Increase the transparency of information disclosure
2026	Complete carbon footprint verification

## Response to Climate Change

Midea Real Estate closely monitors the impact of climate change on its operation, and, taking into account the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), comprehensively analyzes the potential risks inherent in climate change. In addition, it closely integrates these risks into its risk management system, striving to better manage and respond to the risks brought about by climate change.

### Governance

Midea Real Estate established an ESG Working Committee and ESG Working Office in 2021. For the specific management structure, personnel composition, and division of responsibilities, refer to the Chapter “ESG Governance Structure.”

In 2024, the ESG Working Committee continued to strengthen the formulation of ESG strategies, work supervision, plan review, and results evaluation, focusing on monitoring the identification and assessment of transition risks and physical risks related to climate change. The ESG Working Office, under the guidance of the ESG Working Committee, carries out specific climate risk identification and evaluates and responds to climate change risks. Companies and operating units in various cities follow the guidelines and policies formulated by the ESG Working Committee to promote specific work such as energy conservation, consumption reduction, and pollution prevention and control, so as to effectively control and mitigate the transition risks and physical risks related to climate change.

## Strategies

Midea Real Estate recognizes the potential risks posed by climate change, including extreme weather events and the transition risks arising from market dynamics and regulatory policy shifts. Guided by national policies and industry trends, and grounded in its own business realities, the Company takes a proactive approach to assessing climate-related risks. These assessments help reduce potential impacts on operations and financial performance, ensuring greater resilience in a changing environment.

We continue to monitor global climate change-related policies and industry trends, and conduct climate risk analysis and assessment based on the Group’s business situation, identifying the climate change-related risks of Midea Real Estate in 2024. The list of relevant risks is as follows:

Major Risks/ Opportunities	Potential Risks/Opportunities Brought by Climate Changes	Coping Measures
Policy and Legal Risks	<ul style="list-style-type: none"><li>China has completed the establishment of the “1+N” policy system for carbon peaking and carbon neutrality with a focus on low-carbon energy transformation, green industry development, and a green and low-carbon economy.</li><li>The Action Plan for Carbon Peaking before 2030 issued by the State Council clearly proposes requirements such as “accelerating the improvement of building energy efficiency” and “accelerating the optimization of building energy consumption structure.”</li><li>The State Council has issued the 2024–2025 Energy Conservation and Carbon Reduction Action Plan to ensure the fulfillment of binding energy-saving and carbon reduction targets during the 14th Five-Year Plan period.</li></ul>	Study the relevant policies and regulations, and strengthen communications with regulatory authorities and stakeholders; closely follow China’s “1+N” policies for “carbon peaking and carbon neutrality,” design the path for carbon emission reduction, vigorously develop the prefabricated building industry, and promote green production and construction.
Market and Technology Risks	<ul style="list-style-type: none"><li>The restriction on carbon emissions by the “carbon peaking and carbon neutrality” policy may lead to increased costs of construction, building material production, transportation and other links of the building industry.</li><li>By 2025, China will need to complete energy-saving renovation of existing buildings of over 350 million square meters and build ultra-low and near-zero energy-consuming buildings covering an area of more than 50 million square meters.</li><li>In 2025, the newly built BIPV installed capacity of China will be over 50 million kilowatts; the application area of geothermal energy in buildings will be over 100 million square meters; the substitution rate of renewable energy used in buildings in urban areas will reach 8%; the proportion of electricity consumption in the building energy consumption will exceed 55%</li></ul>	<div>Accelerate the research and application of innovative, environmentally friendly materials, and reduce the procurement cost of green building technologies.</div> <div>For further details, refer to the “Green Building Technology Innovation” section of the report.</div> <div>For further details, see the “Green Operations and Low-carbon Development” and “Green Building for Low-carbon Living” chapters of the report.</div>

Major Risks/ Opportunities	Potential Risks/Opportunities Brought by Climate Changes	Coping Measures
Extreme Weather Risks	The Pearl River Delta: Drought, flood, typhoon, extreme precipitation, and high temperature	Fully consider the impact of extreme weather on the corporate operation and formulate an extreme weather response plan. In response to the frequent typhoons that occur every year in the Pearl River Delta, Shanghai, Jiangsu, and Anhui, proactive community management and emergency measures are implemented. Flood control infrastructure is deployed to mitigate flooding risks, with loss-reduction actions initiated under extreme conditions. In addition, we adopt a sponge city design to minimize the impact of heavy rains on community operations.  For more details, please refer to the subsection headed "Sponge City" in the report.
	The Midstream of Yangtze River: Drought, flood, and high temperature	
	North China: Heavy snowfall, dust storms, and drought	
	Shanghai, Jiangsu, and Anhui: Flood, typhoon, extreme precipitation, and high temperature	
	Zhejiang and Fujian: Flood, typhoon, extreme precipitation, and high temperature	
Development Opportunities for Green Prefabricated Buildings	Southwest China: Mudslide and extreme precipitation	For more details, please refer to the chapter headed "Sponge City" in the report.
	In 2025, all newly built buildings in China's urban areas will be green buildings to establish a green, low-carbon recyclable construction model.	
	By 2025, prefabricated buildings in China will account for 30% of all newly built buildings in urban areas of the year.	For more details, please refer to the subsection headed "Green Building for Low-carbon Living" in the report.

## Risk Management

Midea Real Estate has established a relatively complete risk management structure. The ESG Working Committee, ESG Working Office, and all business units comprehensively review and control relevant risks involving climate change and other aspects. The Company implements the risk management procedures in accordance with the four steps of risk identification, risk assessment, diagnosis and response, and monitoring & improvement to reduce the adverse effects of climate change risks on our business, finance and operations, and to better respond to the complicated and changeable climate change situation.

## Indicators and Targets

We will continue to improve energy consumption management and optimize the energy structure. We have established targets for energy use and greenhouse gas emissions in terms of administration, and plan to reduce the greenhouse gas emission intensity of Scope 1 and Scope 2 by 19% compared with that of 2021, steadily advancing climate change management.

# Harmonious Coexistence For Collaborative Growth

## Introduction

People-centric Approach for Sustainability

Collaboration for Mutual Success

Community Engagement and Philanthropy



# Introduction

## Goals Set for 2024

The average employee training duration is no less than **60** hours

The score of employee satisfaction is no less than **85** points

Strengthen the management of work safety and achieve the target of **0** accident

## Current Progress

The average employee training duration is **65** hours

The score of employee satisfaction is **89** points

The number of work-related deaths is **0**

## KPIs

Total number of employees **9,213**

Proportion of female employees **38** %

Total expenditure on employee training RMB **1.75** million

Number of work-related deaths **0**

The supplier signing rate for the Integrity Agreement (for Suppliers) **100** %

Proportion of suppliers passing the certification of quality, environment, and occupational health and safety management systems **100** %

## Response to SDGs



# People-centric Approach for Sustainability

Midea Real Estate firmly believes that talents are the core competitive advantage and valuable strategic assets for the Company's development. We are committed to safeguarding employees' fundamental rights and interests, supporting their growth, ensuring occupational health and safety, and fostering a fair, open, harmonious, and inclusive work environment. We encourage employees to pursue excellence, collaborating to build a sustainable and thriving future together, while sharing the fruits of our collective development.

## Safeguarding Fundamental Rights and Interests

Midea Real Estate strictly abides by such laws and regulations as the Labor Law of the People's Republic of China and the Labor Contract Law of the People's Republic of China, and continuously improves and implements such rules as the Employee Manual, the Recruitment Management Measures, the Remuneration Management Measures and the Internal Competition Management Measures in an effort to build harmonious labor relations.

## Equal Employment

Adhering to the recruitment policy of equality and no discrimination, we have formulated a number of internal systems such as the Personnel Management Measures and the Recruitment Management Measures to rigorously standardize recruitment procedures and selection criteria, and invariably take work performance as the main standard for employee recruitment and selection. We oppose any form of employment discrimination, prejudice, or harassment. Through institutional mechanisms and systematic processes, we safeguard equal employment opportunities for every employee, ensuring equitable treatment regardless of race, religion, health condition, gender, marital status, age, social status, nationality, or sexual orientation.

We firmly oppose child labor and forced labor in any form, scrupulously complying with laws such as the Law of the People's Republic of China on the Protection of Minors and the Provisions on the Prohibition of Using Child Labor. The Company explicitly prohibits the recruitment of employees aged below 16 and requires careful verification of real identity in the process of recruitment, as well as irregular reviews to prevent any employment of child labor. We respect the reasonable labor time and wishes of our employees, and determinedly object to any form of punishment that threatens or forces anyone to work. In the event of child labor or forced labor, the Company will take prompt action and hold relevant personnel accountable.

During the reporting period, Midea Real Estate maintains full compliance with labor regulations by executing employment contracts with 100% of its workforce, and no child labor or forced labor events occurred.

## Diversified Employment

We are committed to fostering a diverse and inclusive workplace by continuously innovating recruitment strategies and expanding hiring channels. Our multichannel recruitment ecosystem integrates public recruitment platforms, university partnerships, industry-academia talent pipelines, and employee referral programs, systematically attracting exceptional talent. We have formulated the Graduate Management Measures and the Intern Management Measures and continue to expanding campus recruitment initiatives, creating ample employment opportunities for university graduates while strengthening our talent pool. In 2024, Midea Real Estate conducted 31 university roadshows across eight key institutions and 23 general universities, ultimately extending offers to 109 qualified graduates.

We are dedicated to building diverse talent frameworks that acknowledge individual competency variations. With focus on employment equity for persons with disabilities and veterans, our headquarters and city branches coordinate with municipal social security administrations to implement barrier-free recruitment mechanisms. Veterans receive supplementary compensation packages including full salary continuity during national service recalls. Localized recruitment strategies for property management and sales teams strategically incorporate community residency preferences, enhancing operational efficiency and community integration. As of the end of 2024, the Company has hired 427 veterans and 38 employees with disabilities, strategically deploying them in competency-aligned positions.



### Case Study: Veterans Exchange Forum

Commemorating formidable years and exemplifying military valor. In observance of PLA Day, the Company hosted a veterans' symposium to honor our former service members. The forum not only provided a platform for discussion and exchange but also inspired the entire workforce to uphold the discipline and resilience of military service, further strengthening team cohesion.



### ◎ Employee Benefit

In accordance with the formulated Benefit Management Measures, we implement diversified benefits and security policies for employees and provide them with multi-level non-remuneration benefits, which involve free physical examination, meal allowance, festival benefits, commercial insurance, vehicle allowance, parental leave, etc.



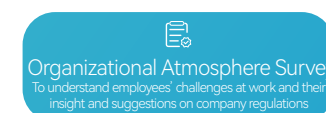
### Democratic Management

Midea Real Estate fully ensures employees' right to be informed, participate, express themselves, and supervise. We actively build effective communication bridges between employees and management through diverse communication channels, both online and on-site, taking every employee's opinions and requests into account. We have founded the Labor Union Committee by law and democratically elected six committee members (including the chairman of the labor union as well as the funding audit committee member, female committee member, organization committee member, etc.) to be responsible for handling daily union matters and addressing employee needs. In 2024, the union held one Staff Representative Meeting with 150 participants. At the same time, we encourage employees to provide feedback or suggestions on work systems and business management through functional seminars and other means, gathering collective wisdom to drive the development and progress of the Company.

#### Regular communication channels



#### Suggestion and feedback channels



### Employee Satisfaction

In 2024, Midea Real Estate continued to conduct organizational atmosphere surveys, focusing on seven key dimensions: strategic capability, organizational and cultural alignment, decentralization of control and processes, leadership, talent maturity, satisfaction with remuneration and incentives, and retention willingness. The aim was to collect employees' opinions and feedback, provide essential guidance for team development in various departments, improve team management efficiency, and enhance employee satisfaction and well-being. This year, the participation rate in the organizational atmosphere survey reached 97%, with an overall score of 88.6.

Additionally, based on the development plans of different business sectors and employees' interest, we conducted employee satisfaction surveys across selected units, focusing on four core dimensions—basic needs, managerial support, teamwork, and overall development—to comprehensively assess employees' current work conditions, performance contributions, sense of belonging, and career aspirations. This initiative aims to refine workplace experiences and strengthen developmental support. In 2024, the survey achieved a 97% participation rate, with frontline employees rating overall satisfaction at 94.7 points.

### Remuneration and Benefits

Midea Real Estate fully respects and ensures fair remuneration for every employee. We have established internal policies such as the Remuneration Management Measures, the Performance Management Measure, and Measures for Benefit Management, and continue to refine our salary distribution and performance evaluation systems. Our goal is to build a fair and competitive remuneration and benefits system that attracts, motivates, and retains exceptional talents, while fostering employee enthusiasm and potential.

### ◎ Employee Remuneration

We continuously optimize our remuneration system, offering employees a range of benefits, including basic salary, monthly incentives, year-end bonuses, special rewards, and various allowances. Meanwhile, we have formulated competitive remuneration and benefits for different posts and ranks to maximize employee motivation. We adhere to the principle of equal pay for equal work for both male and female employees, ensuring that all employees receive fair compensation, free from any form of discrimination or unfair dismissal, thus maintaining fairness in our employment policies.

In addition, we are constantly improving our talent evaluation and development system, which includes cadre evaluation, key performance assessment, staffing review, position adjustment, promotion, salary adjustment, etc. As for performance governance framework, we base our annual performance evaluations on accountability systems, linking the evaluation results to leadership decisions and performance rewards. For individual performance management, we combine monthly work plans with key indicator assessments to clarify key performance objectives for employees at monthly, quarterly, and annual intervals. This supports quantitative performance management, enhancing both the scientific rigor and fairness of our evaluations, and effectively supporting continuous employee growth.

We promote open communication with employees regarding remuneration and performance, taking their concerns and objections into account. We have a salary and performance grievance procedure, through which employees can provide feedback to their department heads. If unresolved, employees must formally submit written appeals to the HR department within 1 month of post-evaluation. The HR division is mandated to commence an impartial investigation within 3 business days of receipt, with legally binding resolution notifications issued within the same time frame, thereby enforcing due process in performance governance through verifiable procedural integrity.

# Employee Privacy Protection

We prioritize the protection of employees’ personal information and privacy by continuously advancing the development of employee information and privacy security systems, strengthening privacy security control measures, and specifying that only the human resources department has authorized access to employee information, with strict limitations on the scope of access for different functional employees. At the same time, we optimize the internal information system’s data access permission management, establishing a stringent authorization review process. HR personnel must obtain approval from their supervisors and pass relevant exams before accessing employee information necessary for their work, ensuring the legality and compliance of data access permissions and effectively safeguarding employee privacy and information security.

# Nurturing Excellent Talents

Midea Real Estate prioritizes its employees’ capability enhancement career growth. We firmly believe in the principle that “Achieve Success with Talents, Accomplish Talents with Careers”, and strive to establish clear and effective career development channels and promotion mechanisms. We continuously optimize our talent cultivation system and provide diverse, high-quality training programs to support the mutual success of both individual employees and the Company.

# Promotion and Development Channel

We focus on building talent pipelines and are committed to nurturing outstanding individuals. We have developed the G-grade development channel, which outlines clear career progression for employees, while improving staffing for the posts, performance incentives and talent development mechanisms to provide employees with a broad platform to unleash their potential. We have established internal policies such as the Internal Competition Management Measures and the Cadre Management Measures and have built a comprehensive promotion and appointment system. These mechanisms provide standardized guidance for job requirements and promotion criteria, ensuring strategic workforce optimization through competency-based role alignment, accountability-driven position structuring, and performance-synergized responsibility execution.

# Vocational Training

We place great importance on talent discovery and empowerment and have developed the Midea Real Estate Measures for Training Management to optimize and expand a training system that caters to different employee levels, including mid-to-senior leaders, high-potential frontline employees, and new hires. Our career training programs are rich and diverse, in line with various business scenarios and employees’ personalized growth needs. We are committed to creating an integrated training model combining online and on-site platforms. Through “Midea Real Estate Academy”, an online learning platform, we offer a variety of courses to enhance employees’ general skills and professional abilities. As of now, the platform has launched over 1,000 courses, covering all functional and business areas, helping employees improve their core competitiveness across the board.



Training Plan	Target Group	Training Positioning	Training Courses (Form)
Bedrock Leadership Program	The Group’s 1st echelon personnel	Cultivate top-performing mid-to-senior level talents with entrepreneurial passion, forward-thinking insights, and exceptional management skills. These individuals will lead the Company and industry in the future.	On-site training camps and visits to industry leaders
Cornerstone PM Excellence Program	Project Managers	Help participants build a systematic project improvement framework, analyze the commonalities and differences in various project management models and service systems, and guide them to develop tailored quality improvement plans based on actual project situations to achieve business objectives.	External training, internal lectures, visits to excellent benchmark projects, simulation exercises, case studies, and field research
Stellar PM Accelerator Program	Project Managers	Based on the responsibilities and skills required for project managers, this program helps participants identify their skills gaps and improve their overall competency to match the Company’s expectations for the role.	Online learning, on-site training camps, action practices, among others, including internal training courses and visits to benchmark projects
Luminary Frontline Program	Project Leaders/ Supervisors	Empower talent selection, placement, assessment, and review, strengthening frontline leadership and practical skills. This will continuously improve service quality and business capabilities to ensure stable and high-quality property services for clients.	Internal courses and hands-on guidance
Nova Graduate Development Program	Graduates	Help new graduates quickly integrate into the team, develop a basic understanding of the Company and industry, and cultivate a talent pool with “excellent capabilities, enormous potential, and steadfast dedication” to support the Company’s business expansion.	Ice-breaking activities, outdoor training, internal learning sessions, visits to benchmark projects, etc

## Case Study: Specialized Training for Enhancing Marketing Expertise

Midea Real Estate views the professional development of its marketing team as a key driver of business growth. In 2024, we launched a specialized training program under the theme “Winning Today to Secure Tomorrow’s Victories”. This program featured expert-led sessions covering high-end product value positioning, psychological analysis of premium clientele, sales techniques, business etiquette, and engaging conversations with high-end customers. By equipping our marketing professionals with these essential skills, we strengthened their expertise and practical capabilities, providing a solid foundation for business expansion.





## Case Study: Digital Marketing Training – The “Star Track” Program

Since 2023, Midea Real Estate has implemented “The Digital Capability Institutionalization Framework”, a standardized online marketing system focusing on knowledge consolidation and capability enhancement to establish a strong presence in high-value digital spaces and expand our customer base in the public domain. To maximize the growth potential of this initiative, we launched the “Star Track” program for 2024–2025. This program is designed around four key pillars: talent recruitment, skill enhancement, professional certification, and practical application, with substantial resource investment and organizational support. Through this initiative, we are cultivating a highly skilled digital marketing team with strong expertise and execution capabilities, significantly improving customer acquisition through in-house online channels and strengthening our competitive edge against external platforms. In 2024, Midea Real Estate released 127,000 short videos across Douyin and WeChat Channels, attracting 370 million views in public traffic. Additionally, we hosted 56,000 live streaming sessions, with an average viewership of 799,000, driving a notable increase in new transactions.



We attach great importance to the continuous enhancement of our employees’ professional skills, striving to cultivate a highly qualified workforce. To this end, we actively support and encourage employees to obtain various professional certifications, helping them advance their expertise. In 2024, we provided substantial support for skill certification, investing over RMB 1.5 million throughout the year. As a result, more than 1,500 employees earned the Certificate for Red Cross First Aider, and over 550 employees were certified as Intermediate Skill Worker of the Fire Facility Operator certification, among others.

## Employee Care

Midea Real Estate prioritizes the well-being of its employees by offering diverse occupational health management services and fostering a safe, healthy, and comfortable work environment. We advocate for a balanced lifestyle, encouraging employees to integrate wellness into their daily lives while maintaining a healthy work-life balance to enhance engagement and a sense of belonging.

## Occupational Health and Safety

We strictly comply with the Law of the People’s Republic of China on Prevention and Control of Occupational Diseases and other laws and regulations, continuously strengthening occupational health and safety management. All employees receive an annual free health check-up and additional commercial insurance, ensuring they gain a comprehensive understanding of their health status. Additionally, we collaborate with hospitals to host health awareness seminars and medical consultation sessions, enhancing employees’ awareness of health protection. Regular fire drills, first aid training, and other activities are conducted to enhance emergency preparedness. We also maintain emergency medical supplies in public areas such as front desks and shared spaces, ensuring a safe and comfortable working environment that supports employees’ overall well-being.

### Case Study: Fire Safety Training

Midea Real Estate recognizes the importance of cultivating employees’ awareness of fire safety. In 2024, we organized a fire safety training program for employees and clients, featuring hands-on demonstrations and detailed explanations of fire-fighting equipment. This initiative strengthened employees’ fire safety awareness and emergency response capabilities, laying a solid foundation for a safer workplace.





# Employee Activities

We prioritize employees’ quality of life, advocating a balance between work and personal life. By organizing a variety of engaging activities, we foster team cohesion, enhance employees’ well-being, and ensure they enjoy fulfilling leisure time while working efficiently.

## Case Study: Festival Thematic Events

### Chinese New Year Fair

On February 4, 2024, Midea Real Estate hosted a Chinese New Year Fair for employees, featuring interactive games, DIY crafts, and traditional festive stalls. Employees could collect stamps by participating in activities and redeem them for New Year gifts, creating a festive atmosphere while bringing joy and warmth to our employees.



### International Women’s Day Celebration

On March 8, 2024, we organized a special event for female employees under the theme “Celebrating Remarkable Women”. The event included interactive games, gift exchanges, watching “YOLO”, “Aesthetics Workshop”, and other diverse activities, providing them a relaxing, enjoyable, and caring experience.



### International Workers’ Day Celebration

As International Workers’ Day approached, Midea Real Estate organized a special event to honor the occasion. Employees received thoughtful gifts such as “Go Duck” energy plushies, cheerful mugs, warm shawls, pouches, and time management planners. The event also featured a selection of delicacies, including Hainan-style Ching bo leung, sushi, and fried milk, allowing employees to enjoy a festive and uplifting atmosphere while fostering a positive and motivated work environment.



## Case Study: Special Care Activities

### Supporting Frontline Employees

In 2024, Midea Real Estate continued its efforts to support frontline employees through various initiatives, including special events, discussions, and direct care programs. These activities provided warmth and encouragement to those working on the front lines while reinforcing the Company’s core values and inspiring employees to remain dedicated to their roles in driving the Company’s success.



### Late-Night Recharge Station for Sales Teams

In September 2024, Midea Real Estate launched a “Late-Night Recharge Station” to support its frontline sales teams. Employees working late shifts were treated to comforting hot meals, including oden and freshly made instant noodles, ensuring they stayed energized while experiencing the Company’s genuine care and support.



## Case Study: Cultural and Sports Activities

### Annual Team Building Event

In August 2024, Midea Real Estate organized its annual team-building event aimed at strengthening cross-departmental communication and collaboration, enhancing team cohesion, and deepening their adherence to mission-driven commitment. During the event, the Company also communicated the business direction and goals for the second half of the year, motivating teams to be ambitious and energizing them to achieve the Company’s objectives for the coming months.



Employee Family Football Event



Employee Participation in Guiyang Marathon

Implementation of Workplace Safety

Ensuring the health and safety of our employees is the cornerstone of Midea Real Estate’s sustainable development. We strictly adhere to the Work Safety Law of the People’s Republic of China and have established a comprehensive safety production management system. We actively implement safety management practices, optimize safety assessments throughout the project lifecycle, drive digitalization in safety management, and enhance employee safety awareness and capabilities to ensure comprehensive protection.

Safety Management

Midea Real Estate has formulated the Management Measures for Safe and Civilized Implementation and other health and safety management regulations, clearly outlining detailed safety production rules to provide standardized guidance for safe operations. We have established a three-level work safety management system covering “Midea Real Estate Group – City Companies – Project Departments of City Companies”, defining the responsibilities of safety production management at each level. Priority is given to construction guidelines, safety inspection and rectification, as well as assessment and rewards & punishments, all coordinated and implemented by engineering management departments at each level to ensure worker safety throughout the production process.

Additionally, we have established an accountability mechanism for major safety incidents, incorporating safety accident management into our red & yellow card system. Major casualty accidents and other safety issues occurring in the production process are linked to the appointment and dismissal as well as the annual performance of management personnel, motivating employees to actively engage in safety management. Furthermore, we have instituted a construction site insurance system, requiring suppliers to provide adequate health and safety coverage for workers, thereby enhancing the overall safety of the production environment. In 2024, Midea Real Estate achieved the target of zero casualty and zero accidents in the production process.

Three-level Work Safety Management System:



Safe Construction

We have formulated management regulations such as the Measures for Civil Engineering Assessment and Management and the Measures for Management of Project Quality and Safety Assessment, and the Management Measures for Delivery Assessment to continuously improve safety assessments throughout the entire project lifecycle. We strengthen the identification and control of major safety risks. For potential safety issues, we have set up a multi-level assessment process, including routine checks by safety officers, regular company assessments, and third-party specialized inspections, to comprehensively monitor, control, and eliminate safety hazards, and resolve major safety risks, ensuring both construction safety and quality.

Detection of building materials	In accordance with the national standards, the Company carries out actual measurement of building materials in the civil engineering construction and decoration stages, and makes a preliminary judgment on the qualified rate by comparing the design value with the measured results.
Assessment of potential risks	We conduct routine safety assessments for potential risk points, such as foundation pits, hanging towers, and construction elevators, and improve the operation specifications for construction scenarios such as fire management, electricity safety, and aerial work.
Management and control of raw materials	We conduct project inspections based on professional third-party evaluations for different categories and performance materials, ensuring that the selection of raw materials controls production safety. This guarantees that the materials used during the construction and decoration phases meet quality standards.

Smart Construction Sites

We actively enhance intelligent construction safety by applying digital technologies such as artificial intelligence, the Internet of Things, and big data. This enables the continuous improvement of the “Smart Construction Site” digital control system, empowering construction safety through visualization. Using this system, we integrate work handover and sample control procedures into the online management process, standardizing operations and enhancing the overall standardization of the construction process. This year, we advanced the real-time scoring management system in the “Smart Construction Site” system, scoring the construction process in real time. At project completion, the score is generated, and the Company takes corrective actions, such as deductions or accountability, based on the results. This encourages employees to strictly adhere to construction standards, ensuring construction quality and safety.

Safety Culture

Midea Real Estate prioritizes cultivating employees’ safety culture and sense of responsibility. We actively conduct safety production training and awareness programs for all employees and suppliers, continuously enhancing safety awareness and emergency response capabilities. Within the Company, we regularly organize targeted training such as key analysis of large-scale machinery management and control, “Work Safety Month” campaigns, and “Craftsman safety inspection” modules for workers. Meanwhile, we invite professional third-party experts to carry out work safety training and publicize a construction culture in which “everyone bears in mind safety anytime and anywhere”, ensuring safety awareness becomes deeply ingrained.

Collaboration for Mutual Success

Midea Real Estate firmly believes that high-quality corporate development is inseparable from joint progress and shared growth with its partners. Upholding the philosophy of responsible procurement, we continuously refine supplier management, leverage our strengths to empower suppliers, and foster mutually beneficial collaboration. Together, we strive to build a transparent, eco-friendly, and sustainable supply chain.

Strengthening Responsible Procurement

We emphasize the sustainable development of our supply chain by establishing a three-level supplier management structure covering the Group’s headquarters, city companies, and project companies. This structure clearly defines the supplier management responsibilities at each level, ensuring the efficient implementation of supplier management practices.



Supplier management structure and specific responsibilities:

Group Headquarters	<ul style="list-style-type: none"><li>• Coordinate and formulate supplier risk management measures to identify and prevent systemic risks of suppliers.</li><li>• Conduct regular business communications with strategic suppliers.</li><li>• Integrate information on city and key specialized suppliers, and formulate overall responses for major issues.</li></ul>
City Companies	<ul style="list-style-type: none"><li>• Coordinate and set up city supplier risk management measures and identify city supplier operation risks.</li><li>• Collect suppliers' on-site performance information, assess the impact and scope of risks, and formulate countermeasures.</li><li>• Timely report significant risk events.</li></ul>
Project Companies	<ul style="list-style-type: none"><li>• Identify on-site performance risks of suppliers.</li><li>• Timely report greater risk events.</li></ul>

Supplier Management

We have established and continuously refined a comprehensive supplier lifecycle management process, strengthening risk identification and control at key stages such as supplier access, evaluation, and withdrawal. This approach effectively mitigates supply chain risks and forms a standardized, sustainable supply chain management system.

©Supplier Admission

In compliance with the Law of the People’s Republic of China on Bid Invitation and Bidding, we have formulated internal management regulations, including the Measures for Supplier Management, Measures for Bidding and Procurement Management, and the Operation Guidance on Bidding and Procurement of Cooperation Projects, to set clear supplier management requirements and standardize procurement procedures. We have implemented a structured management process with five crucial pillars, including pre-qualification, background research, field research, periodic rating, and withdrawal mechanism, enhancing transparency and efficiency in supplier management. Additionally, all potential suppliers are required to submit a self-assessment report during the admission stage, evaluating their contractual risk across enterprise credentials, cooperation volume, and other dimensions. Our admission review process assesses suppliers based on licensing qualifications, product quality, business capacity, financial stability, and contractual performance risks, ensuring that we collaborate with high-quality, reliable, and stable partners.

©Supplier Evaluation and Management

We continuously optimize supply chain management by implementing a tiered supplier management system. Suppliers are assessed and categorized via an “A-B-C-D” or “Excellent-Good-Qualified-Unqualified” grading model, with clearly defined responsibilities at each level to enhance management efficiency. We have established a multi-dimensional internal assessment system that considers financial stability, delivery performance, engineering quality, management coordination, and project timelines. Suppliers are assessed and categorized based on cost efficiency, collaboration history, on-site performance, financial health, and compliance with corrective actions. Unqualified suppliers undergo in-depth reviews and may face penalties such as suspension or downgrade, with regular supplier exit procedures to maintain a quality partnership network. As of 2024, Midea Real Estate has 32 A-level suppliers and 44 B-level suppliers.

We prioritize risk control, aiming to minimize supply chain vulnerabilities. Quarterly risk identification and assessments are conducted across contract fulfillment, operational status, and financial health, with tailored mitigation strategies in place to provide standardized guidelines for supplier risk management. We regularly conduct bi-monthly inspections and on-site factory visits. Focusing on aspects such as project delivery quality, coordination, and financial stability, we carry out background checks and performance risk assessments for all partner suppliers. This rigorous evaluation process ensures that we engage with first-rate strategic suppliers, laying a solid foundation for long-term and stable partnerships. In 2024, we optimized quality management for material suppliers, improving supply reliability and after-sales service to maintain the quality of our products.

We have developed specific and feasible solutions to the various risks identified:

Supplier performance risks	<ul style="list-style-type: none"><li>• Screen and accumulate premium strategic suppliers, continuously focus their business activities, conduct resource checking and planning of key specialized annual suppliers, and incline business to long-term stable strategic suppliers.</li><li>• Collect suppliers' on-site performance problems on a monthly and quarterly basis, determine corresponding solutions, and follow up on their implementation.</li><li>• Comprehensively raise the admission requirements of new suppliers, require all potential suppliers to issue a self-assessment report on performance risks, strengthen pre-qualification work before bidding, and ensure business handover before bidding and site entry.</li></ul>
Supplier operational risks	<ul style="list-style-type: none"><li>• For new suppliers in key specialties or those within the supplier database, conduct biannual supplier information surveys to comprehensively assess their business operations.</li><li>• The Group coordinates risk research on strategic suppliers and proactively conducts high-frequency “headquarters to headquarters” interactive communication to understand the overall operation of strategic suppliers.</li><li>• City companies formulate day-to-day communication and mutual visit plans with suppliers, focusing on supplier operational risks during regular work coordination.</li></ul>
Supplier financial risks	<ul style="list-style-type: none"><li>• Include a financial evaluation dimension in the supplier evaluation system as a consideration in business allocation.</li><li>• Regularly check suppliers' fund position to ensure their ability to perform is sound and controllable.</li></ul>

©Supplier Withdrawal

To maintain a fair and just cooperation environment, suppliers who violate bidding rules, fail to honor contracts and commitments, maliciously provide false information, conceal related transactions, have significant issues in quality sampling, use commercial bribery or other improper means to seek benefits, or engage in illegal activities will be blacklisted. Once blacklisted, these suppliers and their affiliated companies must be eliminated within three months, and they will be prohibited from cooperating for the next ten years. Additionally, suppliers who fail to meet the standards in process and annual evaluations will be dealt with through methods such as suspension of bidding, suspension or banning of use, or blacklisting.



## Transparent Procurement

Midea Real Estate holds a zero-tolerance stance on corruption and actively practices transparent and integrity-based procurement, aiming to create a clean supply chain ecosystem. We require all suppliers to sign the Integrity Agreement (for Suppliers) at the contract stage, explicitly specifying cooperation norms, conflict of interest issues, and other related aspects to strengthen the foundation of fair and just cooperation. In 2024, the signing rate of the Integrity Agreement (for Suppliers) by Midea Real Estate suppliers reached 100%.

## Supplier Digital Management

Midea Real Estate actively promotes the digital application of supply chain management, continuously expanding the application scenarios of the Smart Supply Chain (SCC) system. The goal is to create a digital empowerment platform for resource integration, high-efficiency collaboration, and service-oriented operation. This year, we introduced the third-party supplier collaboration management platform, SRM, to manage the entire supplier lifecycle, covering key stages such as supplier access, performance, and evaluation. This enhanced the transparency and traceability of the supply chain. Meanwhile, we applied AI models to achieve intelligent contract management. Once a contract is signed and entered into the system, the platform can automatically identify unreasonable clauses, legal risks, and unjustified payment amounts or ratios through smart contract review and comparison functions, effectively reducing compliance risks in business operations. Furthermore, we optimized and upgraded the management of supplier and financial accounts for agents, branches, and other entities, greatly improving management efficiency while achieving unified oversight.

## Establishing a Green Supply Chain

Midea Real Estate is committed to creating environmental value and building a green supply chain. We continuously promote green procurement by incorporating ISO certification reviews into supplier admission audits and integrating environmental and social indicators into the supplier evaluation system. Our assessments focus on product quality, production licensing, manufacturing environment, and compliance with emission and wastewater discharge standards, encouraging suppliers to enhance their environmental and social responsibility performance. Together, we aim to drive the industry toward a greener and healthier future. This year, we have persistently advanced the procurement of eco-friendly and low-carbon building materials, such as integrated bathroom solutions and honeycomb panels, contributing to the sustainable development of the industry. In 2024, 100% of our suppliers successfully obtained certification in Quality Management System (QMS), Environmental Management System (EMS), and Occupational Health and Safety Management Systems (OHSMS).



## Driving Supply Chain Development

Midea Real Estate is dedicated to strengthening collaboration and trust with its suppliers to build an efficient and cooperative supplier ecosystem. Through supplier empowerment training and in-depth cooperation exchanges, we aim to enhance suppliers' expertise and service capabilities, improve resource sharing, and support the development of a diverse and sustainable supply chain.

We have formulated the Business Control Rules and Training Guidelines for New Suppliers and organized systematic training sessions to help suppliers gain a deeper understanding of Midea Real Estate's corporate culture and operational processes, ensuring a seamless integration and efficient collaboration. This year, we conducted quarterly training sessions to communicate updates on contract terms, technical requirements, and product standardization improvements. Additionally, we held two system operation training sessions, and 450 supplier partners from construction and material supply attended, achieving a 100% coverage rate.

We prioritize timely and effective communication with our suppliers to maintain strong and cooperative relationships. This year, we engaged with 88 strategic suppliers in two business exchange meetings, covering topics such as planning, finance, and management, ensuring 100% coverage of our strategic suppliers. We also hosted two product iteration and upgrade seminars tailored to specific professional fields, facilitating product innovation and optimization and mutual benefits with a 100% coverage rate for single-specialty suppliers. Furthermore, we established awards such as "Excellent Supplier", "Steadfast Partnership Award", and "Resilience in Challenges Award" to recognize exceptional suppliers and drive continuous improvement in our supply chain.

### Case Study: Advancing Supply Chain Innovation for a Better Quality of Life

On March 25, 2024, Midea Real Estate's subsidiary, Midea Real Estate Services, held a "Quality Excellence, Synergistic Success" partner conference, attracting over a hundred partner representatives to discuss and explore future directions. The conference aimed to strengthen collaboration capabilities and systems while building an intelligent, green, and responsible service supply chain across diverse industries. During the event, Midea Real Estate Services presented awards to outstanding partners from 2023, including the "A-Level Supplier", "Business Expansion Contribution Award", and "Steadfast Partnership Award". Attendees also visited flagship managed projects, underscoring the Company's commitment to long-term collaboration and mutual success.





# Community Engagement and Philanthropy

Midea Real Estate attaches great significance to community development, centering its efforts on “serving the people and making their life convenient and safe”. Through diverse community activities and renewal initiatives, we foster neighborly interactions and collaborative community building. Upholding the public welfare philosophy of “making good use of intelligent power to build a green future”, we actively engage in environmental protection, elderly care, and volunteer programs, among other philanthropic activities, thereby contributing to social welfare and creating societal value through pragmatic efforts.

## Community Activities

Midea Real Estate continues to leverage its Chengyijia brand, building a warm, interconnected community under the “Chengyijia Home” blueprint. We explore differentiated operational models to host all-age community activities, forming a holistic system centered on social culture, community groups, shared spaces, and community leaders. This approach creates a vibrant and sustainable community ecosystem, enhancing the quality of community life.

### Case Study: Community Bonds through Shared Culture

Midea Real Estate emphasizes co-creation and shared experiences with residents. Through the operation of community groups and initiatives such as Chengyi Life Festival and homeowners’ Spring Festival Gala, we provide warm-hearted resource support and services for residents, strengthening community bonds. Additionally, our subsidiary, Midea Real Estate Services, organizes seasonal events like “Spring Environmental Protection Season”, “Summer Nature Season”, “Autumn Arts Season”, and “Winter Humanities Season”, catering to the diverse developmental needs of our communities and creating a warm, mutually beneficial environment.

## Chengyi Community Groups

In collaboration with residents, we have established various community groups, including the Parent-Child Club, Old Friend Club, Public Service Club, Sports & Wellness Club, Cheongsam Club, and Music Club. These groups host a variety of activities, enriching the cultural life of the community and giving residents a sense of belonging and connection, ultimately building a harmonious neighborhood.



### Case Study: Community Bonds through Shared Culture

## Chengyi Life Festival

In July 2024, Midea Real Estate launched the second Chengyi Life Festival, dedicated to creating an enriching and engaging holiday atmosphere for children in its communities. With a focus on parent-child learning, community service, and neighborhood markets, the festival featured a diverse range of activities designed to foster family and neighborhood interactions, strengthen community bonds and happiness, and create a warmer community. This year, Midea Real Estate organized over 150 activities across 38 cities, engaging more than 10,000 families.

### ©Exploring Cultural Wonders

Through museum explorations, cultural experiences, and historical discovery activities, children embarked on journeys to sites like Sanxingdui, uncovering ancient civilizations and expanding their cultural horizons while appreciating broad and profound Chinese heritages.

### ©Unraveling the Mysteries of Nature

A series of themed activities—covering farming, meteorology, wildlife, nature, and marine exploration—offered children hands-on experiences with agriculture, weather phenomena, and nature, nurturing their curiosity and ecological awareness.

### ©Immersing in the World of Professions

Through immersive career exploration activities, children visited fire stations, traditional Chinese medicine clinics, and companies like NIO and broadcasting centers, gaining insights into various professions while developing safety awareness, cultural appreciation, creativity, and communication skills.

### ©Embracing the Joy of Life

By hosting events such as neighborhood carnivals, outdoor movie nights, football matches, and lawn music festivals, we enrich community cultural life and create meaningful opportunities for neighbors to interact, transforming the community into a warm and welcoming home for all.





## Case Study: Community Bonds through Shared Culture

### “Amazing Neighbors” Owners’ Spring Festival Gala

This year, we continued to host the annual Spring Festival Gala for homeowners, an event that embodies the spirit of Creativity, Enjoyment, Kindness, and Togetherness, further reinforcing the “Amazing Neighbors” brand. Homeowners actively participated through community groups, behind-the-scenes coordination, and talent showcases. Spanning over 50 cities and 210 communities nationwide, the gala attracted more than 3,600 homeowner groups, resulting in over 1,150 unique performances. By enhancing engagement and harmonious neighborly relations, we joined hands with our residents to create a vibrant and fulfilling community lifestyle.



## Case Study: Community Shared Spaces

In 2024, Midea Real Estate Services continued to refine its community shared space operations, launching three signature community space IPs: “Scrolls & Stories”, “Sports & Wellness Hub”, and “Inspiration Garden”. These initiatives aim to engage homeowners in jointly improving their living environment through diverse and innovative services, revitalizing community spaces, and enhancing residents’ living experience and sense of happiness.

### “Scrolls & Stories” Reading Community

Midea Real Estate Services established and launched the “Scrolls & Stories” Public Cultural Centers nationwide, offering a variety of cultural activities, including growth classes, parent-child sessions, reading-sharing events, and book exchanges. These initiatives provide residents with rich cultural resources, fostering a vibrant literary atmosphere in the community. To date, 66 “Scrolls & Stories” cultural centers have been set up across the country, hosting 50 themed events this year, such as book exchanges, reading salons, wellness classes, and red envelope collaborative painting, attracting over 500 participants.



## Case Study: Community Shared Spaces

### “Sports & Wellness Hub” Fitness & Sports Community

Leveraging communities’ diverse sports facilities and community groups, Midea Real Estate Services has systematically developed the “Sports & Wellness Hub”, creating a 5-minute fitness circle for homeowners. The program includes organized sports clubs and competitions, such as ball games, Tai Chi, and other fitness activities, serving as a gathering place for sports enthusiasts. This initiative meets the residents’ needs for an active lifestyle, social interaction, and fitness culture. Currently, 107 fitness centers have been established, with 10 large-scale community sports events—including basketball, table tennis, badminton tournaments, running, and hiking—held this year, with over 1,000 participants, continuously enhancing the vibrancy of the community.



### “Inspiration Garden” Community Co-Built Gardens

Midea Real Estate Services integrates public space governance by selecting suitable planting areas, where community residents engage in gardening activities through collaboration, co-building, and shared ownership, creating a garden within the neighborhood and managing green assets together. Volunteers, individuals, or teams contribute ideas, actions, daily management, and maintenance of the community garden, encouraging residents to actively participate in community public affairs and co-create a green ecological environment. This year, Midea Real Estate Services has established three “Inspiration Gardens” and organized 60 activities themed on parent-child tree planting, plant lessons, and making friends with trees, with over 1,000 participants.





# Beautiful Life Curator Program

Midea Real Estate Services has launched the “Beautiful Life Curator” program, introducing a new model for community operations based on crowdfunding, self-governance, co-building, and sharing. The program relies on a shared governance mechanism that includes joint inspections and joint meetings, good proposals, and community co-building to collaborate with homeowners in creating beautiful communities that are well-managed, convenient, safe, and harmonious. The “Beautiful Life Curator” plays multiple roles: community-engaged homeowner, resident advocacy ambassador, property service compliance auditor, cultural ecosystem curator, intergenerational care catalyst, and neighborhood mediation specialist. They can enjoy five major rights: exchange and study, quality supervision, community co-governance, good life proposals, and community incubation, which provide sustainable momentum for a harmonious and orderly community ecosystem.

## Five Major Rights of the “Beautiful Life Curator”

Exchange and Study	Participate in the series of exchange and study activities for Beautiful Life Curators, engage with outstanding curators from various regions, and visit benchmark projects.
Quality Supervision	Participate in community quality inspections, conduct thorough checks and make requests regarding on-site property quality, ensuring that property services are steadily improving.
Community Co-Governance	Special joint meetings are organized for curators, where relevant parties discuss and manage various public affairs within the community, realizing co-building and co-governance.
Good Life Proposals	Represent homeowners by proposing service wish lists, which, after evaluation, are jointly implemented by property services and homeowners, ensuring continuous community improvement.
Community Groups Incubation	Organize actions with property services and volunteers around the curators’ focus, incubating homeowner-centric community organizations, and making neighborhood life more colourful.

In 2024, the “Beautiful Life Curator” mechanism has been implemented across 11 regions and 276 residential service project centers nationwide. We have recruited over 300 Beautiful Life Curators, and implemented more than 1,000 service proposals, forming a truly co-enhancing community governance model and jointly crafting a better life.



# Midea Revitalisation Action – Upgrading Homes

Time changes, but quality endures. To address issues such as function loss and aging in communities over time, Midea Real Estate, in partnership with Midea Real Estate Services, launched the “Midea Revitalization Action”. The initiative continuously invests special funds for the “Home Renewal + Smart Transformation” of already delivered communities, ensuring that neighborhoods remain beautiful despite the passage of time. In 2024, we focused on upgrading key community facilities, including entrances, underground parking, garden pathways, and activity areas, with a total investment of RMB 50 million. These improvements enhance the overall living experience and ensure that the community continues to offer a sustainable, superior environment.

Community Entrances	Upgraded the entrance facade and facial recognition gate system.
Underground Parking	Replaced energy-saving lights, upgraded the vehicle management system, brightened the parking lot, and improved wall murals and flooring.
Garden Road Greening	Added drainage channels and corner stones along garden roads, planted trees, and replenished ground-cover plants.
Activity Spaces	Renovated the running tracks and children’s playground floors, maintained fitness equipment, and added recreational seating and themed spaces.

## Warm-hearted Mall

This year, Midea Real Estate’s business management sector has launched a variety of themed activities for both tenants and customers. Through these events, we have expanded our operational channels and boundaries, continuously increasing our customer base and influence, while fostering mutual growth with our clients and partners.

- ▶ On the tenant side, our Business Management sector organized community activities for tenants on an irregular basis, such as yoga classes, floral arrangement lessons, mental health seminars, visits to sanitation workers, and elderly care homes. These activities enhanced community interaction and strengthen tenant cohesion. In 2024, we hosted nearly 200 community charity events.
- ▶ On the customer side, we organize regional cultural events at shopping malls, including Chaozhou Yingge dance and intangible cultural heritages—fish-shaped lantern parades and fire pot performances. Additionally, activities such as New Year’s Eve concerts, coffee salons, floral arrangement courses, pet baths, and maple leaf appreciation events are held to enrich and diversify the services offered, enhancing customer participation and a sense of belonging.



# Public Welfare Activities

Midea Real Estate is committed to meeting the fundamental needs and advancing the development of social groups, deepening its engagement in charitable and social services, and working towards building happier neighborhoods. We prioritize service and actively organize diverse public welfare initiatives, encompassing environmental protection, elderly care, and community volunteer programs. Through initiatives such as the launch of “Blue Charity” the establishment of the Helehui elder care system, and the creation of elder-friendly communities, we fulfill our social responsibility and foster a sense of warmth and care within the Company.

## Case Study: Relaunch of Midea Real Estate Services’ Public Welfare Initiative “Blue Charity”

In the summer of 2024, Midea Real Estate Services relaunched its public welfare initiative, “Blue Charity”, alongside the Chengyi Life Festival, calling on community members to contribute to local causes in ways they can. Led by the “Little Blue Elves” and “Blue Angels”, the initiative invites community members to engage in activities like beautifying homes, supporting elder care, and promoting environmental awareness. It encourages everyone to participate, work together, and transform good intentions into meaningful actions, bringing love and support to the neighborhood and helping create a harmonious living environment.

### Formation of the “Little Blue Elves” Children’s Volunteer Team

During the summer of 2024, Midea Real Estate Services established the “Little Blue Elves” children’s volunteer team, filled with a sense of responsibility and care. The team engaged in community activities, including waste management and fire safety education. This initiative not only enhanced children’s social skills and civic awareness but also strengthened community ties, contributing to a safer and cleaner environment. This year, the Little Blue Elves team organized 20 volunteer events, including flea markets, waste sorting, and cleaning up litter, with over 200 participants.



### “Blue Angels” Extension Services: Transforming Elder Life into Enjoyable Living

Midea Real Estate Services remains committed to creating elder-friendly communities and providing dedicated care for seniors. This year, the Company launched the “Blue Angels” elder care extension service, which has already been piloted in 18 projects, including the prestigious Meizun series. The service aims to build a cultural and recreational system for seniors under the Helehui initiative, addressing their spiritual and cultural needs.

Our thoughtful “Blue Angels” provide assistance to elderly residents with limited mobility, offering services like trash disposal and last-mile delivery. They also offer volunteer services for emergency medical accompaniment and urgent situations, easing seniors’ urgent daily challenges with warm, compassionate support.



## Case Study: Relaunch of Midea Real Estate Services’ Public Welfare Initiative “Blue Charity”

The attentive “Blue Angels” butlers customize health coordination services for seniors, conducting regular health checks (such as blood pressure monitoring) and organizing medication for those over 70. For semi-independent seniors, they collaborate with professional resources to provide public welfare care, safeguarding their physical and mental well-being.

For empty-nest elderly residents, the property team forms “Chit-chat Groups” to cook meals, do household chores, and keep company with the seniors, offering them much-needed companionship. With these considerate services, the program enhances seniors’ well-being, bringing more love and care to their lives and enhancing their sense of happiness.



## Case Study: Hele Yinian “Property Management + Elderly Care” Service Stations

Elderly care is a complex social issue that requires a systematic approach. Leveraging the physical infrastructure of communities, Midea Real Estate Services actively collaborates with various partners to focus on elder care. In partnership with the Hetai Elderly Care Center and Heyou Hospital, we established the first Hele Yi Nian “Property Management + Elderly Care” service station at Midea Guangxia Garden in Foshan. This initiative integrates community resources to jointly build a home-based elderly care center, offering a comprehensive range of personalized services for seniors, including daily living assistance, health management, emotional support, and cultural and recreational activities, aiming to enhance the overall life quality of senior residents. In 2024, the Hele Yinian elderly care service station successfully organized nearly 50 health and wellness activities, such as wellness experiences, health lectures, and cultural events for seniors.





# Appendix

## List of ESG Policies

ESG KPIs

ESG Index



# List of ESG Policies

ESG Index	Applicable Laws and Regulations	Internal Policy of 2024
A1 Emissions	Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution	Waste Management Measures
	Law of the People's Republic of China on Prevention and Control of Water Pollution	Measures for Management of Flying Dust on Construction Site
	Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste	Regulations on the Management of Three Wastes
		Operational Guidelines for Household Waste Collection and Disposal
A2 Use of Resources	Law of the People's Republic of China on Energy Conservation	Guidelines for Household Waste Removal
		Regulations on Medical Waste Management
A3 Environment and Natural Resources	Law of the People's Republic of China on Energy Conservation	Energy Management Measures
	Environmental Protection Law of the People's Republic of China	Energy Conservation Management Criteria
	Law of the People's Republic of China on Prevention and Control of Environmental Noise Pollution	Criteria for Lean Management of Energy Consumption
A4 Climate change	Green Community Initiative Program (City Construction [2020] No. 68)	
	Low-carbon Community Pilot Construction Guidelines (Development and Reform Office for Climate [2015] No. 362)	Environmental Management System
		Sponge City Design Guidelines
B1 Employment		Energy Management Measures
	Civil Code of the People's Republic of China	Community Low-carbon Convention
	Labour Law of the People's Republic of China	Guidelines for Energy Saving and Consumption Reduction of Midea's Commercial Projects in Operation
	Labor Contract Law of the People's Republic of China	Control and Management of Concrete Quality
	Law of the People's Republic of China on Promotion of Employment	Control and Management of PC Production Process
	Social Insurance Law of the People's Republic of China	Repair Scheme for Apparent Quality Defects of PC Components
	Provisions on Minimum Wages	Green Building Design Management Guidelines



ESG Index	Applicable Laws and Regulations	Internal Policy of 2024
B2 Health and Safety	Labour Law of the People's Republic of China	Measures for Safety System Establishment and Implementation (Trial)
	Law of the People's Republic of China on Prevention and Control of Occupational Diseases	Management Measures for Work Safety Responsibility System (Trial)
	Law of the People's Republic of China on Work Safety	Measures for Work Safety Risk Classification and Control
	Fire Protection Law of the People's Republic of China	Measures for Hidden Danger Identification and Control
	Emergency Response Law of the People's Republic of China	Unified Standard Practices of Safety Civilisation
	Regulations on the Safety Management of Hazardous Chemicals	Measures for Work Safety Accident and Work-related Injury Management (Trial) Measures for Electricity Safety Management (Trial)
	Regulation on the Reporting, Investigation and Handling of Work Safety Accidents	Measures for Hazardous Operation Management (Trial)
	Interim Provisions on the Troubleshooting and Governance of Work Safety Accidents	Measures for Confined Work Space Management (Trial)
	Work-related Injury Insurance Regulations	Measures for Special Operation Personnel Management (Trial)
	Provisions on Management of Occupational Health in Workplace	Measures for the Safety Management of Hazardous Chemicals (Trial)
	Classification and Catalogue of Occupational Diseases	Measures for Project Quality and Safety Switch-out
		Measures for Management of Project Quality and Safety Process Assessment
		Measures for Management of Safety Civilization Implementation
		Standard Practices of Civil Construction Safety Civilization
		Standard Practices of Refined Decoration Safety Civilization
B3 Development and Training	/	Midea Real Estate Measures for Training Management
B4 Labour Standards	Labour Law of the People's Republic of China	Measures for Recruitment Management
	Provisions on Prohibition of Child Labour	Anti-Corruption Practices
	Law of the People's Republic of China on the Protection of Minors	

ESG Index	Applicable Laws and Regulations	Internal Policy of 2023
B5 Supply Chain Management	Construction Law of the People's Republic of China (Amended in 2019)	Rules on the Implementation of Business Control and Training of New Suppliers Included in the Library
	Law of the People's Republic of China on Bid Invitation and Bidding	Centralized Procurement Management Operation Guidelines
	Regulation on the Implementation of the Law of the People's Republic of China on Bid Invitation and Bidding (Amended in 2019)	Group Bid Invitation and Procurement Management Procedures
	Government Procurement Law of the People's Republic of China	Supplier Management Practice Guide
	Civil Code of the People's Republic of China	Rules on Implementation of Supplier Assessment
		Detailed Rules for the Implementation of Preferential and Incentive Policies for Quality Engineering Suppliers
		Table of Supplier Sources
		Supplier Team Configuration Standards
		Supplier Satisfaction Survey Report
		Rules on the Implementation of Business Control and Training of New Suppliers Included in the Library
		Measures for Supplier Management
		Measures for Blacklist Management
		Guidelines for Bidding and Procurement of Cooperative
B6 Product Responsibility	Law of the People's Republic of China on Product Quality	Precision Craftsmanship Excellence Standard
	Urban Real Estate Administration Law of the People's Republic of China	Transparent Construction Site Standard
	The Measures for the Management of Advance Sale of Urban Commercial Houses	Measures for Management of Project Material Samples and Material Acceptance
	Regulatory Measures on the Sale of Commercial Houses	Measures for Management of Process Templates and Process Acceptance
	Regulations on Quality Management of Construction Projects	Measures for Management of Comments on Construction Model
	Regulations on the Administration of Development and Operation of Urban Real Estate	Technical Standards for Engineering Construction of Underground Garage Floor
	Regulations on the Administration of Property	Measures for Management of Integrated Projects of Design and Fine Decoration
	Advertisement Law of the People's Republic of China	Measures for the Management of Facade Coating Works
	Patent Law of the People's Republic of China	Midea Real Estate Manual of Intelligent Site Standardization
	Copyright Law of the People's Republic of China	Measures for the Protection and Administration of Finished Products
	Trademark Law of the People's Republic of China	Remac Smart Measures for Management of Project Standard Actions
	Law of the People's Republic of China on the Protection of Consumers' Rights and Interests	Standard Guidelines on the Cloud Supervisor Implementation
	Cybersecurity Law of the People's Republic of China	Guidelines for Customer Risk Pre-Control during Project Planning and Design
	Civil Code of the People's Republic of China	Guidelines for Customer Risk Pre-Control during Project Sales
	Personal Information Protection Law of the People's Republic of China	Guidelines for Customer Risk Pre-Control during Project Construction
	Provisions on the Administration of Mobile Internet Application Information Services	Guidelines for Customer Risk Pre-Control during Project Delivery
	Provisions on Protecting the Personal Information of Telecommunications and Internet Users	Guidance on Management of Project Sites Opening and Delivering
	Provisions on the Cyber Protection of Children's Personal Information	Operation Guidance on Management of Simulation of Acceptance
	Standards for Planning and Design of Urban Residential Areas GB 50180-2018	Operation Guidance on Management of Engineering Maintenance
	Standards for Design of Intelligent Buildings GB 50314-2015	Operation Guidance on Management of Complaint Handling
	Standards for Evaluation of Green Buildings GB/T 50378-2019	Requirements for Time Limits of Customer Complaint Response and Handling
	Code for Design of Civil Buildings Thermal Engineering GB 50176-2016	Operation Guidance on Customer Service System Management
	Standards for Design of Energy Efficiency of Public Buildings GB 50189-2015	Operation Guidance on Management of Customer Service Quality Enhancement
	Standard for Evaluation of Green Renovation of Existing Buildings GB/T 51141-2015	Operation Guidance on Management of 400 Call Center

ESG Index	Applicable Laws and Regulations	Internal Policy of 2023
	Technical Specification for Waterproofing of Underground Construction GB 50108-2008 Standards for Basic Design of Building Foundation GB 50007-2011  Standards of Fire Prevention for Building Design GB 50016-2014 (2018)  Standards for Basic Design of Building Foundation (Standards of Guangdong Province) DBJ 15-31-2016 Standards for Design of Automatic Fire Alarm System GB 50116  Engineering Technical Standards for Safety Protection GB 50348  Unified Standards for Design of Engineering Structure Reliability GB 50153-2008 General Standards for Seismic Safety for Buildings and Municipal Projects GB 55002-2021 General Standards for Engineering Structure GB 55001-2021  Standards for Classification of Seismic Fortification of Building Engineering GB 50223-2008 Unified Standards for Design of Building Structure Reliability GB 50068-2018 Code for Seismic Design of Buildings (2016) GB 50011-2010  Code for Load of Building Structures GB 50009-2012  Standards for Design of Concrete Structures (2015) GB 50010-2010  Technical Specification for Concrete Structures of Tall Buildings JGJ 3-2010 Standards for Engineering Construction of Concrete Structures GB 50666-2011	Operation Guidance on Digital Management of Customer Relations  Customer Service Management Procedures  Research and Development of Space Greening Standardized Module  Manual for Design of Kindergartens  Research and Development of Low-Density Residential Business  Landscape Exploration of Super Oxygen Community  Manual of Intelligent Community Design  Intellectual Property Management Measures  Trademark Management Measures  Measures for Copyright Management  Measures for Patent Management  Measures for Management of R&D Projects  Rules on the Implementation of Measures for Patent Management  Operation Guidance on the Intellectual Property System  Reward and Punishment Measures for Information Security  Operation Guidance on Employees Information Safety  Overall Policy on Information Security Management  Information Security Management Specification  Midea Real Estate Privacy Protection Policy  IT System Data Export Application Process
B7 Anti-corruption	Company Law of the People's Republic of China  Anti-Money Laundering Law of the People's Republic of China  Law of the People's Republic of China Against Unfair Competition (2019 Amendment) Interim Provisions on Banning Commercial Bribery  Anti-Monopoly Law of the People's Republic of China  Law of the People's Republic of China on Bid Invitation and Bidding  Civil Code of the People's Republic of China	Measures for Management of Auditing and Supervision  Measures for Management of Reporting and Complaints  Measures for Management of Tip-off, Complaints and Reporting of Disciplinary Violation Information  Measures for Accountability Management  Anti-Corruption Practices  Integrity Agreement (for Suppliers)  Supervision Workflow and Guidance  Legal Risk Tips and Guidelines for Preventing Unfair Competition in Marketing Operations  Integrity Agreement (for Employees)  Operation Guidelines for Complaint Handling Management
B8 Community Investment	Charity Law of the People's Republic of China	Guidelines for Responsible Branding
		Volunteer Management Manual

# ESG KPIs<sup>6</sup>

ESG KPIs	Unit	Data of 2022	Data of 2023	Data of 2024
A Environmental				
A1 Emissions				
A1.1 The types of emissions and respective emissions data				
Sulphur oxide emissions	Ton	/	/	/
Nitrogen oxide emissions	Ton	/	/	/
PM emissions	Ton	/	/	/
A1.2 Greenhouse gas emissions and density <sup>7</sup>				
Greenhouse gas emissions	tCO <sub>2</sub> e	4,563.08	2,929.74	3,486.15
Scope 1 Greenhouse gas emissions	tCO <sub>2</sub> e	/	/	/
Scope 2 Greenhouse gas emissions	tCO <sub>2</sub> e	4,563.08	2,929.74	3,486.15
Greenhouse gas emission density <sup>8</sup>	tCO <sub>2</sub> e/ revenue in RMB (million)	0.06	0.04	0.93 <sup>9</sup>
A1.3 Total amount and density of hazardous waste produced				
Hazardous waste produced	kg	2,028.41	1,609.38	1,929.74
Mercury containing fluorescent lamp or energy-saving lamp tube	kg	71.21	278.48	338.10
Waste toner cartridges and cartridges	kg	594.63	582.81	935.49
Waste electronic and electrical equipment	kg	1,275.00	675.00	532.50
Battery	kg	87.57	73.08	123.65
Density of hazardous waste	kg/ revenue in RMB (million)	0.03	0.02	0.52 <sup>10</sup>
A1.4 Total amount and density of non-hazardous waste produced				
Non-hazardous waste produced	Ton	1,029,425.83	955,886.75	300,031.88
Density of non-hazardous waste	Ton/revenue in RMB (million)	13.98	12.99	80.44 <sup>11</sup>
A2 Use of Resources				
A2.1 Total direct and indirect energy consumption and density classified by type				
Direct consumption <sup>12</sup>	kW·h in '000s	/	/	/
Gasoline	Liter	/	/	/
Diesel oil	Liter	/	/	/

Note: <sup>6</sup> Unless otherwise specified, the data scope of this report is consistent with Midea Real Estate's 2024 annual financial report.

<sup>7</sup> For the calculation of greenhouse gas emissions, we refer to the Accounting Methods and Reporting Guidelines for Greenhouse Gas Emissions of Public Building Operating Enterprises prepared by the National Development and Reform Commission. In 2024, Midea Real Estate did not produce any emissions of greenhouse gases in Scope 1 generated by natural gas, gasoline and diesel combustion, and the emissions of greenhouse gases in Scope 2 are the emissions generated by purchased power and heat. The emission factor of purchased electricity refers to the grid emission factor of 0.5366 tCO<sub>2</sub>/MW·h, as outlined in the Announcement on the Release of the 2022 Power Carbon Dioxide Emission Factor issued by the Ministry of Ecology and Environment on December 26, 2024.

<sup>8</sup> The density and intensity indicators involved in this report are calculated with the revenue in RMB (million) as the denominator, and the following table adopts the same calculating method.

<sup>9</sup> The listed company completed its restructuring on October 22, 2024. As the operating revenue only accounts for the retained businesses within the listed entity, the greenhouse gas emissions intensity data fluctuated significantly.

<sup>10</sup> The listed company completed its restructuring on October 22, 2024. As the operating revenue only accounts for the retained businesses within the listed entity, the hazardous waste intensity data fluctuated significantly.

<sup>11</sup> The listed company completed its restructuring on October 22, 2024. As the operating revenue only accounts for the retained businesses within the listed entity, the non-hazardous waste intensity data fluctuated significantly.

<sup>12</sup> Refer to the General Rules for Calculation of Comprehensive Energy Consumption (GBT 2589-2020) for the conversion coefficient between various energies.



ESG KPIs	Unit	Data of 2022	Data of 2023	Data of 2024
Indirect consumption	kW·h in '000s	8008.46	5,188.01	6,496.74
Purchased power	kW·h in '000s	7,984.69	5,021.71	6,496.74
Purchased heat <sup>13</sup>	GJ	85.58	598.68	/
Energy consumption in total	kW·h in '000s	8,008.46	5,188.01	6,496.74
Density of energy consumption	kW·h in '000s/ revenue in RMB (million)	0.11	0.07	1.74 <sup>14</sup>

## A2.2 Water consumption in total and density

Water consumption in total	m <sup>3</sup>	9,727,545.56	8,354,759.12	4,913,513.32
Density of water consumption	m <sup>3</sup> /revenue in RMB (million)	132.11	113.57	1,317.3 <sup>15</sup>

## B Social

### B1 Employment

#### B1.1 Total workforce by gender, employment type, age group and geographical region

Total number of employees		People	11,159	10,152	9,213
Gender	Male	People	6,726	6,145	5,669
	Female	People	4,433	4,007	3,544
Employment type	Full-time	People	11,159	10,152	9,213
	Part-time	People	0	0	0
Age group	Aged 29 and below	People	4,326	3,247	2,616
	Aged 30–49	People	6,585	6,588	6,218
	Aged 50 and above	People	248	317	379
Geographical region	Chinese Mainland	People	11,150	10,146	9,208
	China's Hong Kong, Macao and Taiwan regions and overseas	People	9	6	5

#### B1.2 Employee turnover by gender, age group and geographical region<sup>16</sup>

Employee turnover		%	34.6	36.8	40.0
Gender	Male	%	34.4	34.1	42.0
	Female	%	34.9	41.0	36.8

Note: <sup>13</sup> In 2024, the Company changed its office location, switching from centralized heating to underfloor heating, so it no longer involves the consumption of purchased heat.

<sup>14</sup> The listed company completed its restructuring on October 22, 2024. As the operating revenue only accounts for the retained businesses within the listed entity, the energy consumption intensity data fluctuated significantly.

<sup>15</sup> The listed company completed its restructuring on October 22, 2024. As the operating revenue only accounts for the retained businesses within the listed entity, the water consumption intensity data fluctuated significantly.

<sup>16</sup> Employee turnover = Number of employees leaving during the reporting period / Total workforce as at the end of the reporting period \*100%. Employee turnover rate of a category = Number of employees leaving of the category during the reporting period / Total workforce of the category as at the end of the reporting period \*100%.

ESG KPIs		Unit	Data of 2022	Data of 2023	Data of 2024
Age group	Aged 29 and below	%	38.8	49.6	66.1
	Aged 30–49	%	32.1	31.4	30.4
	Aged 50 and above	%	25.8	18.0	17.2
Geographical region	Chinese Mainland	%	34.6	36.8	40.0
	China's Hong Kong, Macao and Taiwan regions	%	33.3	50.0	60.0

### B2 Health and Safety

#### B2.1 Number and rate of work-related fatalities occurred in each of the past three years

Number of work-related fatalities <sup>17</sup>	People	0	0	0
Rate of work-related fatalities <sup>18</sup>	%	0	0	0

#### B2.2 Lost days due to work injury

Total lost days due to work injury <sup>19</sup>	Day	3,331	1,406	1,479
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### B3 Development and Training

#### B3.1 Percentage of trained employees by gender and employee category<sup>20</sup>

Total employees trained		People	9,572	9,763	8,921
Percentage of employees trained		%	85.78	96.20	96.83
Gender	Male	%	59.09	58.24	61.51
	Female	%	40.91	41.76	38.49
Employee category	Senior management	%	0.34	0.78	0.66
	Middle management	%	13.30	14.29	9.37
	Grassroots	%	86.36	84.93	89.97

#### B3.2 Average trained hours of each employee by gender and employee category<sup>21</sup>

Average trained hours of total workforce		Hour	72.03	78.10	64.93
Gender	Male	Hour	70.81	83.87	68.13
	Female	Hour	73.80	69.26	59.81
Employee category	Senior management	Hour	41.92	140.01	170.92
	Middle management	Hour	68.08	85.12	120.04
	Grassroots	Hour	72.76	76.53	58.06
Total investment in training		RMB (ten thousand)	853.14	577.50	175.08

Note: <sup>17</sup> The number of work-related fatalities is the number of deaths of the employees identified as work-related injuries by the local

<sup>18</sup> Ratio of work-related fatalities = number of work-related deaths during the reporting period / total number of employees during the reporting period \*100%.

<sup>19</sup> The number of working days lost after the date of injury due to work-related injury of employees identified by the local social security bureau.

<sup>20</sup> Percentage of trained employees = total number of trained employees / total number of employees \* 100%; Percentage of trained employees in a certain category = total number of trained employees in this category during the reporting period / total number of employees trained \*100%.

<sup>21</sup> Average training hours of employees = Total training hours during the reporting period / Total number of employees; Average training hours of employees of a certain category = Total training hours of employees of the category during the reporting period / Total number of employees of the category.

ESG KPIs	Unit	Data of 2022	Data of 2023	Data of 2024
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### B5 Supply Chain Management

#### B5.1 Number of suppliers by geographical region

Total number of suppliers	Unit	6,338	5,647	5,923
Geographical region	South China	Unit	1,029	978
	East China	Unit	2,191	2,078
	North China	Unit	1,344	1,095
	Central China	Unit	623	651
	Northeastern China	Unit	256	232
	Southwest China	Unit	895	613
	Northwest China	Unit	0	0
	China's Hong Kong, Macao and Taiwan regions and overseas	Unit	0	0

### B6 Product Responsibility

#### B6.2 Number of products and service-related complaints received and coping methods<sup>22</sup>

Number of complaints	Unit	23,947	19,813	14,471
Complaint closed rate	%	99.42	98.40	99.01
Satisfaction rate of complaint handling	%	63.37	52.27	37.51 <sup>23</sup>
Overall satisfaction of customers	Score	87	85	74

### B7 Anti-corruption

#### B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period

Number of brought and concluded legal cases regarding corrupt practices	Case	0	1	1
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#### B7.3 Describe the anti-corruption training provided for directors and employees

Number of directors and employees participating in anti-corruption training	People	1,580	200	380
Average anti-corruption training hours for directors and employees	Hour	1.53	4.53	4.00

### B8 Community Investment

#### B8.2 Resources contributed (e.g. money or time) to the focus area

Total public service investment	RMB (ten thousand)	2,631.52	2,279.28	408.00
Targeted poverty alleviation/Rural revitalization	RMB (ten thousand)	12.00	11.00	/
Education	RMB (ten thousand)	10.00	1,034.27	342.00
Community	RMB (ten thousand)	2,593.04	1200.90	61.00
Environmental protection	RMB (ten thousand)	9.03	/	/
Other volunteer activities	RMB (ten thousand)	7.45	28.11	/
Anti-pandemic	RMB (ten thousand)	/	2.00	/
Donation	RMB (ten thousand)	/	3.00	5.00
Number of employees participating in public service/volunteer activities	People	855	920	1,180

Note: 22. The number of complaints, complaint closed rate, complaint handling satisfaction rate and customer satisfaction data here are all from the residential development sector.  
23. Due to temporary price fluctuations in the real estate market in certain cities, customer sentiment was affected by unexpected market changes in the short term, resulting in a decline in the satisfaction rate of complaint handling.

# ESG Index

Environmental, Social and Governance Aspects, General Disclosure and KPIs	Chapter
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## A. Environmental

Aspect A1: Emissions	General Disclosure	List of ESG Policies
	Information on: (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  Note:  Air emissions include NO <sub>x</sub> , SO <sub>x</sub> , and other pollutants regulated under national laws and regulations  Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.  Hazardous wastes are those defined by national regulations.	
A1.1	The types of emissions and respective emissions data.	ESG KPIs
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ESG KPIs
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ESG KPIs
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ESG KPIs
A1.5	Description of emissions target(s) set and steps taken to achieve them.	Green Office
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Green Building for Low-carbon Living

Aspect A2: Use of Resources	General Disclosure	List of ESG Policies
	Policies on the efficient use of resources, including energy, water and other raw materials.  Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	
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).	ESG KPIs
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	ESG KPIs
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green Office
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.	Green Office
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable

Aspect A3: The Environment and Natural Resources	General Disclosure	List of ESG Policies
	Policies on minimising the issuer's significant impacts on the environment and natural resources.	
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Sustainable Growth for a Thriving Ecosystem



Environmental, Social and Governance Aspects, General Disclosure and KPIs

Chapter

Aspect A4: Climate change	General Disclosure	
	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	
A4.1	Description of the significant climate-related issues which have impacted, and may impact, the issuer, and the actions taken to manage them.	Climate-centric Strategies for Adaptive Action

B. Social

Aspect B1: Employment	General Disclosure	
	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region	ESG KPIs
B1.2	Employee turnover by gender, age group and geographical region	ESG KPIs

Aspect B2: Health and Safety	General Disclosure	
	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to providing a safe working environment and protecting employees from occupational hazards.	
B2.1	Number and rate of work-related fatalities in each of the past three years including the reporting year.	ESG KPIs
B2.2	Lost days due to work injury.	ESG KPIs
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Employee Care – [Occupational Health and Safety]

Aspect B3: Development and Training	General Disclosure	
	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.  Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	ESG KPIs
B3.2	The average training hours completed per employee by gender and employee category.	ESG KPIs

Environmental, Social and Governance Aspects, General Disclosure and KPIs

Chapter

Aspect B4: Labour Standards	General Disclosure	
	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the Issuer  relating to preventing child and forced labour.	
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Safeguarding Fundamental Rights and Interests – [Equal Employment]
B4.2	Description of steps taken to eliminate such practices when discovered.	Safeguarding Fundamental Rights and Interests – [Equal Employment]

Aspect B5: Supply Chain Management	General Disclosure	
	Policies on managing environmental and social risks of the supply chain.	
B5.1	Number of suppliers by geographical region.	ESG KPIs
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.	Strengthening Responsible Procurement
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are operated and monitored.	Strengthening Responsible Procurement
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Establishing a Green Supply Chain

Aspect B6: Product Responsibility	General Disclosure	
	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable
B6.2	Number of products and service related complaints received and how they are dealt with.	ESG KPIs
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.	Valuing Product Quality
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Information Security; Protecting Customer Rights and Interests – [Customer Privacy Protection]

Environmental, Social and Governance Aspects, General Disclosure and KPIs		Chapter
Aspect B7: Anti-corruption	<b>General Disclosure</b> Information on: (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to bribery, extortion, fraud and money laundering.	Business Ethics
	<b>B7.1</b> 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; ESG KPIs
	<b>B7.2</b> Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
	<b>B7.3</b> Description of anti-corruption training provided to directors and staff.	Business Ethics
Aspect B8: Community Invest- ment	<b>General Disclosure</b> Policies on community engagement to understand the needs of the community where the issuer operates and to ensure its activities take into consideration the community's interests.	List of ESG Policies
	<b>B8.1</b> Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Engagement and Philanthropy
	<b>B8.2</b> Resources contributed (e.g. money or time) to the focus area.	Community Engagement and Philanthropy;  ESG KPIs

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