

# 用心構築美好生活

## BUILDING BETTER LIVES

Grow into a customer -  
preferred smart city service brand



## 2024 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

永升服务集团有限公司

Ever Sunshine Services Group Limited

(Incorporated in the Cayman Islands with Limited Liability)

Stock code: 01995

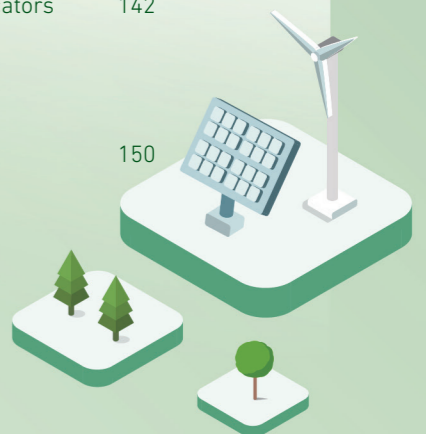
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# 1. ABOUT THIS REPORT

Ever Sunshine Services Group Limited (hereinafter referred to as “Ever Sunshine Services” or the “Company”) and its subsidiaries (hereinafter referred to as “we” or the “Group”) is pleased to release our sixth Environmental, Social and Governance (“ESG”) report (hereinafter referred to as this “Report”).

## INTRODUCTION TO THE REPORT

On the basis of previous years’ ESG reports, the Company will further comprehensively and objectively disclose the vision, strategies and practices related to environmental, social and governance of Ever Sunshine Services during the period from 1 January 2024 to 31 December 2024 (the “Reporting Period”) to promote stakeholders’ understanding of the Company’s sustainable development performance. Unless otherwise stated, the scope of the Report is consistent with the Company’s 2024 annual report.



## BASIS OF PREPARATION

This Report has been prepared in accordance with “Environmental, Social and Governance Report Code” (the “ESG Report Code”) as set out in Appendix C2 of the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). An index of the content of the indicators in the ESG Report Code is detailed in the Appendix section of this Report to facilitate quick reference by readers. The disclosures in this Report comply with the “comply or explain” provisions of the ESG Reporting Guideline.

## REPORTING SCOPE

The policy documents, statements, data, etc. in this Report cover the actual scope of the Group’s business, except where individual information is specifically stated.

## DATA SOURCES

This Report follows the principles of materiality, quantitative, balance and consistency of the ESG Report Code. The data and cases are all derived from the Company’s statistical reports and related documents. Unless otherwise specified, the currency amounts included in this Report are in RMB.

## APPROVAL OF THE REPORT

This Report follows the materiality principles of the ESG Report Code and was considered and approved for issue by the board (the “Board”) of directors of the Company on 29 April 2025.

## REPORT COMMITMENT

The Company undertakes that this Report does not contain any false statements or misleading statements and is responsible for the truthfulness, accuracy and completeness of its content.

## ACCESS TO THE REPORT

This Report is available in traditional Chinese and English for readers’ reference. The electronic version of the Report is available on the HKEx news website of the Stock Exchange(www.hkexnews.hk) or the official website of the Company(www.ysservice.com.cn).

## FEEDBACK ON THE REPORT

If you have any question or feedback on this Report and its content, please feel free to contact us via the following methods:



You can also contact us through the following channel:  
Email address: IR@ysservice.com.cn



## 2. THE OPENING REMARKS

The external environment in the past few years has undoubtedly been full of challenges. The property industry has demonstrated strong resilience, and Ever Sunshine Services has also shown its ability to navigate through economic cycles. As the first year of the "2nd Five-Year Strategy" development, Ever Sunshine Services adheres to the principle of high-quality and sustainable development. It focuses on improving service quality and operational efficiency, strengthens internal management and strategic transformation, insists on providing high-quality and attentive services, adheres to green development, low-carbon and environmental protection practices, and places emphasis on talent cultivation and internal promotion, thus writing a new chapter in sustainable development.

### High-quality Services: Enhance the Momentum of High-quality and Sustainable Development

Ever Sunshine Services focuses on customers' needs and is guided by the goal of creating a service experience that "Let customer be trouble-free, worry-free, and discontent-free". In 2024, we introduced technological services into our projects under management, bringing more convenient service experiences to customers, and were honored as one of the "Top 5 Digital Capability Property Enterprises in China in 2024". We innovatively explored the development direction of property management under the guidance of Party building, established 416 Starlight Volunteer Service Teams, bringing together more than 3,000 Starlight volunteers, and actively meeting the specific and practical needs of residents' daily lives. We exchanged sincere services for customers' trust. Serving 101 cities, 1,457 projects under management and more than 1.10 million households, we received 1,042 silk banners of gratitude and 4,923 commendations. Our high-quality services have been seen and chosen by more people.



## 2. THE OPENING REMARKS

### Green Development: Deepen the Foundation for High-quality and Sustainable Development

Ever Sunshine Services practices green property management, integrating the green concept throughout the entire business process, covering aspects such as energy management, water resource management, waste management, and green office operations. It is committed to becoming an industry benchmark and leader in green and low-carbon development. In 2024, we continued to add more charging piles for motor vehicles, providing convenient support for green travel to community residents. We deepened the construction of the green supply chain. In combination with the "joyful smart-selection" community retail activities, we introduced more green and organic products into community life. We upgraded the energy consumption management system and set assessment goals for energy consumption quotas, promoting the green and refined transformation of property management.

### Talent Cultivation: Pool Together the Synergistic Forces for High-quality and Sustainable Development

Ever Sunshine Services adheres to the people-oriented principle, regarding every employee of Ever Sunshine as a solid cornerstone of the Company's development. In 2024, we iterated and updated the talent cultivation system, aiming to cultivate employees' capabilities that make them employable for life. A total of more than 2,000 colleagues were promoted and developed, and nearly 10,000 colleagues increased their incomes. More employees realized their values and achieved growth. We established a brand-new honor mechanism, the "Ever Sunshine Excellent Service Patent", which is named after the initiator of the innovative service, to commend employees who put forward excellent ideas and service plans. Driven by the corporate culture, we have built a service team full of passion, a winning mentality, and proficient skills.

Prioritize truth-seeking and take the lead, and be skilled in implementation and successful in achievements. In the future, Ever Sunshine Services will adhere to the development strategy of "platform + ecosystem". Guided by high-quality and sustainable development, it will deeply and determinedly focus on the path of "Building better lives", and join hands with stakeholders to create a better life featuring sustainable development.



# 3. ABOUT THE COMPANY

Ever Sunshine Services adheres to the beautiful mission of "Building better lives", focuses on "Let customer be trouble-free, worry-free, and discontent-free". It adheres to diversified development, drives the property revolution with technology, provides customers with comprehensive smart city services, deepens the layout of the "Four-wheel Drive", builds a "platform + ecosystem" type of enterprise, and is determined to grow into a customer-preferred smart city service brand.

## 3.1 Company Profile

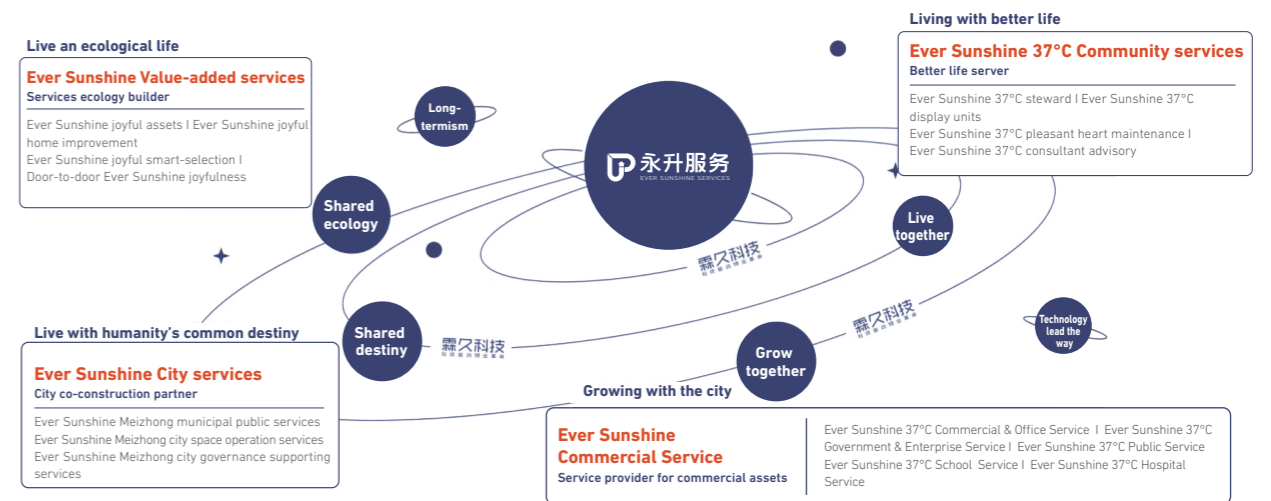
Ever Sunshine Services is a smart city service brand with a first-class property management qualification, enjoying a good reputation and experiencing rapid growth. It was listed on the Main Board of the Stock Exchange in December 2018 (Stock Code: 01995). The Company's product matrix covers five major types of services, namely community services, city services, value-added services, commercial services, and smart services.

Ever Sunshine Services has been rated as one of the Top 100 Chinese Property Management Service Enterprises for several consecutive years. In 2024, it ranked among the Top 9 in terms of the comprehensive strength of Chinese property service enterprises and has obtained a series of national and global system certifications. After years of hard work, Ever Sunshine Services is developing towards a diversified and innovative property service enterprise. Currently, the project types of Ever Sunshine Services cover ten major business forms, including residential properties, commercial properties, industrial parks, office buildings, schools, hospitals, exhibition halls, cultural and tourism projects, transportation hubs, and city services. It keeps expanding its business scope and improving its service level, and is determined to grow into a customer-preferred smart city service brand.



# 3. ABOUT THE COMPANY

As of 31 December 2024, the management scale of Ever Sunshine Services exceeded 250.6 million square meters, and the contracted gross floor area ("GFA") exceeded 350.9 million square meters. It has successfully entered 101 prefecture-level cities across the country and provided a better life for more than 1.10 million households of residents. In the future, Ever Sunshine Services will always uphold the corporate mission of "Building better lives", establish a service ecosystem featuring "professionalism and expertise", focus on the actual needs of customers, and strive to provide customers with comprehensive and personalized services.



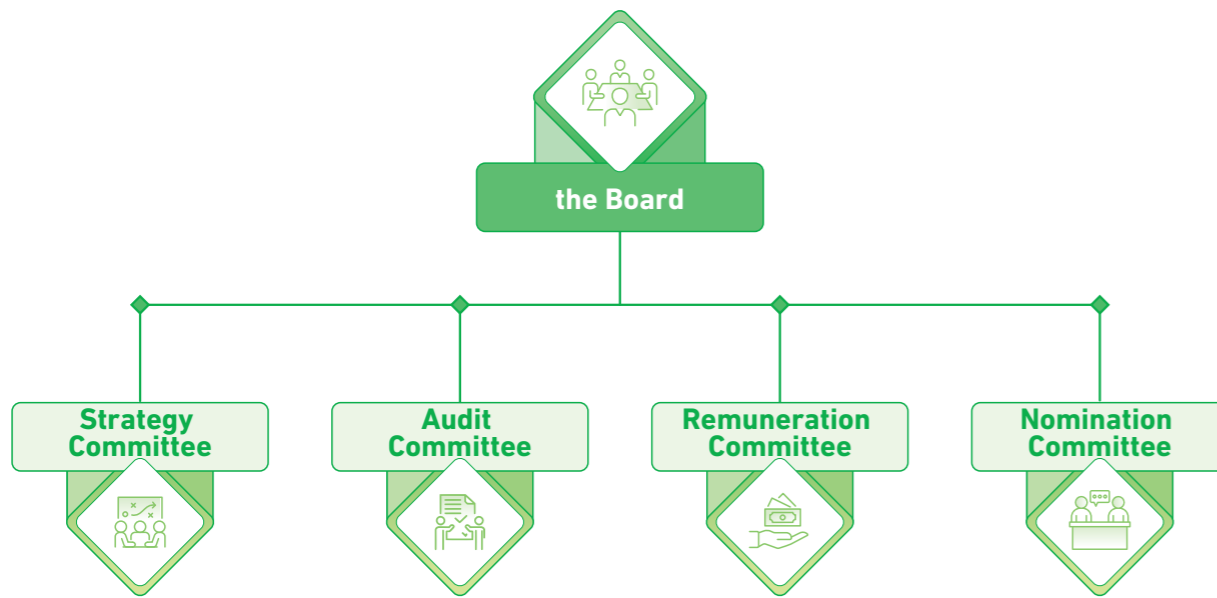
Ever Sunshine Services Product Matrix -Gravitational Service Ecology 2.0



### 3. ABOUT THE COMPANY

#### 3.2 Organization Structure

Ever Sunshine Services firmly believes that a high level of corporate governance is the prerequisite and foundation for maintaining the efficient development of the Company. In light of the Company’s business scope and development status, the Board, as the highest governance body, is responsible for coordinating and making decisions on major matters of the Company. The Board has established a Strategy Committee, an Audit Committee, a Remuneration Committee and a Nomination Committee, which work together for collaborative management. In the future, Ever Sunshine Services will continuously rely on its sound organization structure, keep strengthening the construction of the corporate governance system, maintain a high standard of corporate governance, and enhance the corporate value.



The Organization Structure of Ever Sunshine Services

### 3. ABOUT THE COMPANY

#### 3.3 Corporate Culture

Ever Sunshine Services attaches great importance to customer needs and has established a scientific, complete and clearly oriented corporate culture system. We always adhere to the mission of “Building better lives”. With an appreciative perspective and a grateful attitude, we continuously provide services that “Let customer be trouble-free, worry-free, and discontent-free”. We guide our employees to uphold the value of “Better for ourselves than for everyone else”, strive joyfully and serve wholeheartedly every day.

In the future, Ever Sunshine Services will adhere to the eight business principles, namely development, service, cooperation, innovation, decision-making, authorization, implementation and risk control. It will continuously create corporate value, keep striving, and make every effort to realize the beautiful vision of “grow into a customer-preferred smart city service brand”.

<b>Mission</b>	Building better lives	
<b>Vision</b>	Grow into a customer-preferred smart city service brand	
<b>Values</b>	Let customer be “trouble-free, worry-free, and discontent-free” An appreciative eye, a grateful heart Happy struggle With heart and soul every day Better for ourselves than for everyone else	
<b>Operating Principles</b>	Principle of Development, Principle of Service, Principle of Cooperation, Principle of Innovation, Principle of Decision-making, Principle of Authorization, Principle of Implementation, Principle of Risk Control.	



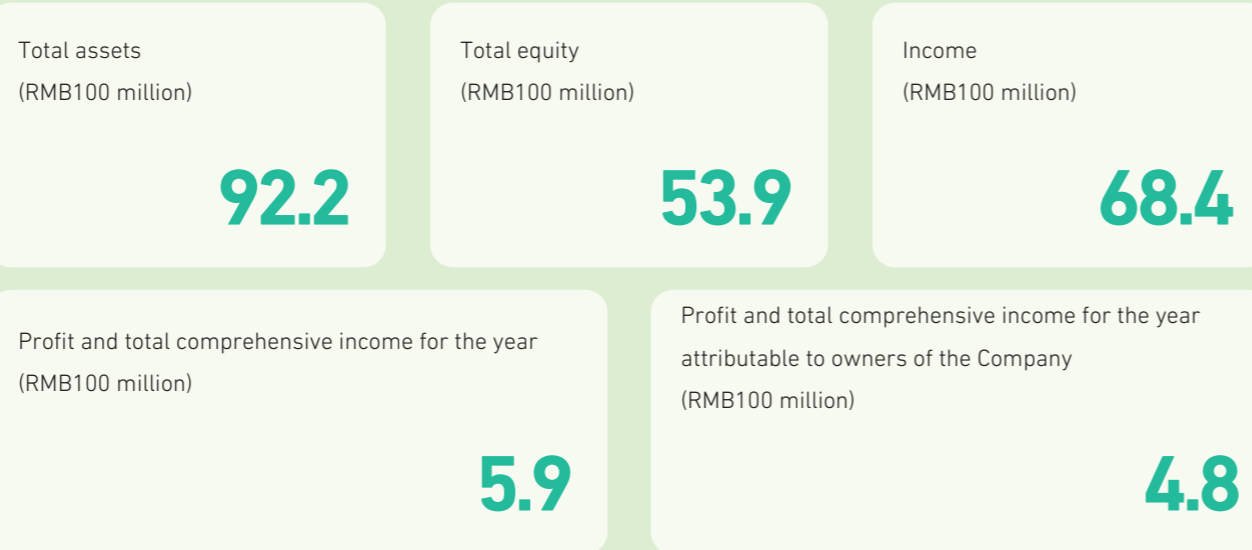
3. ABOUT THE COMPANY

3. ABOUT THE COMPANY

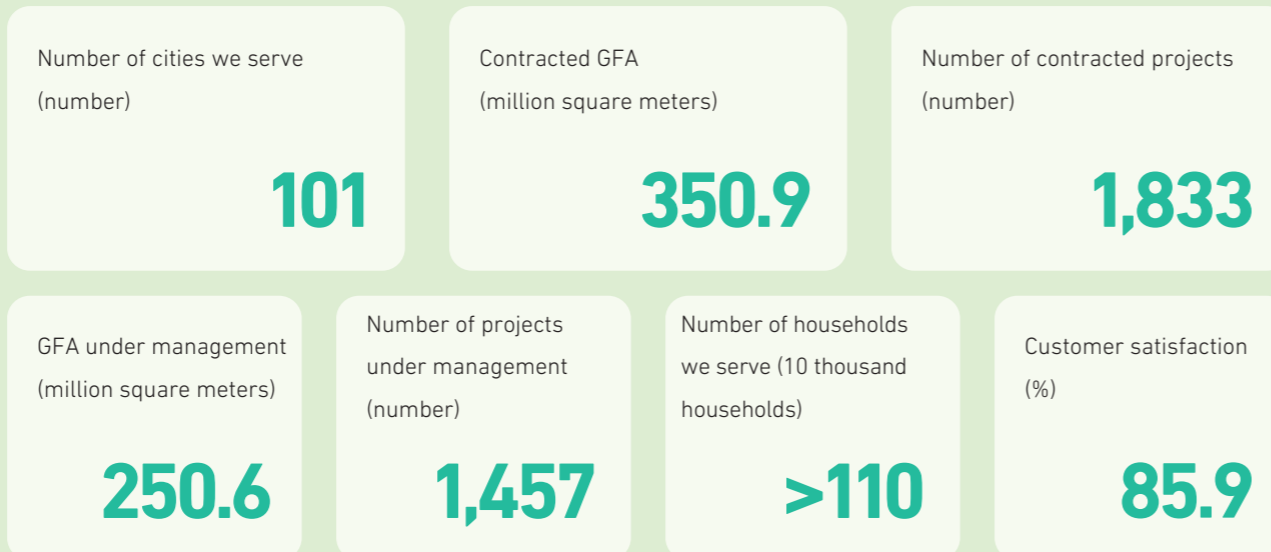
3.4 Responsibility for 2024

ECONOMIC INDICATORS

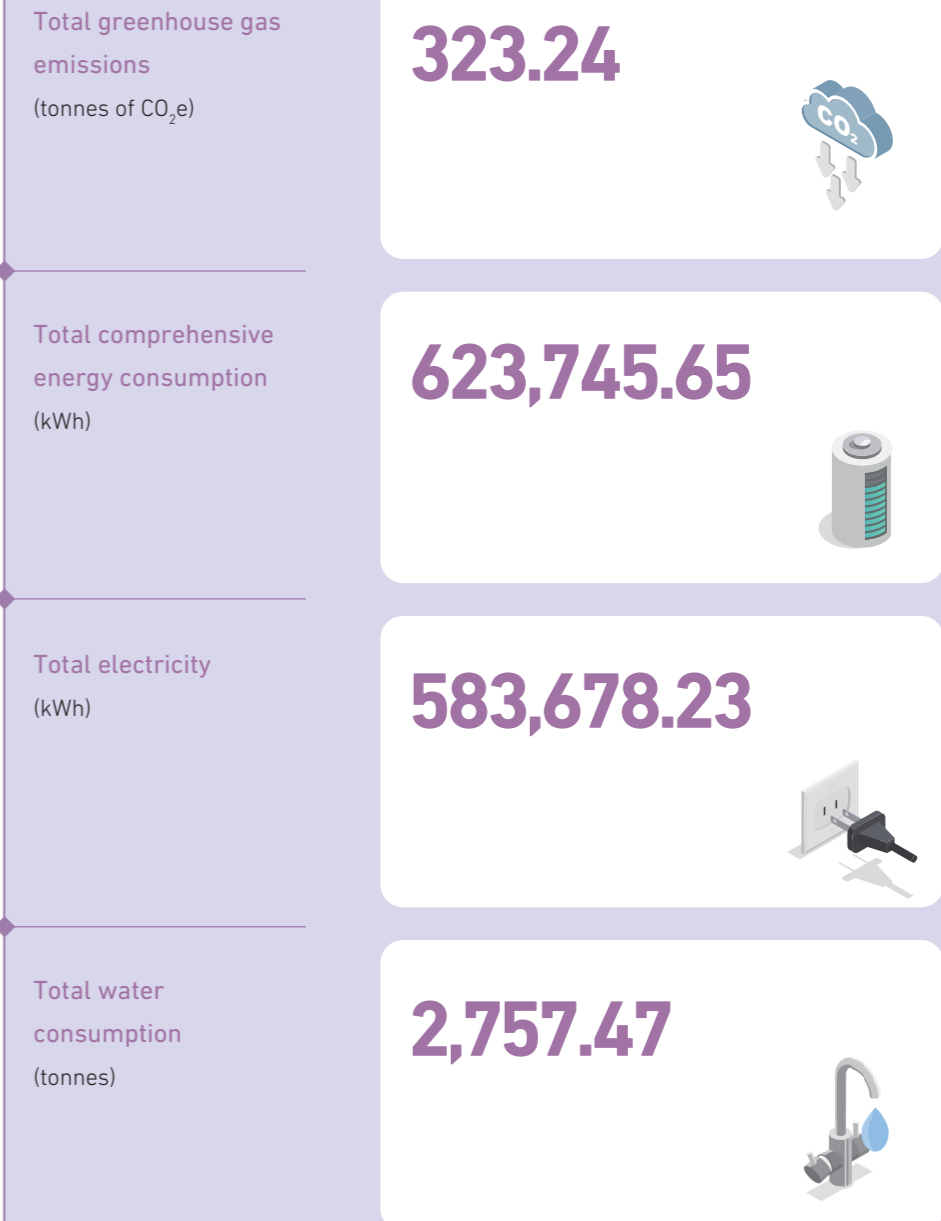
Financial Performance



Product Services



ENVIRONMENTAL INDICATORS



3. ABOUT THE COMPANY

3. ABOUT THE COMPANY

SOCIAL INDICATORS

Employment Compliance

The total number of employees (persons)

**25,734**

The total number of male employees (persons)

**15,545**

The total number of female employees (persons)

**10,189**

Percentage of male employees (%)

**60.4**

Percentage of female employees (%)

**39.6**

The number of fresh graduates recruited (persons)

**99**

Social insurance coverage (%)

**100**

Safety and Health

Number of production safety trainings (times)

**396**

Number of emergency drills (times)

**1,814**

Care for Employees

Employee activities carried out number (number)

**400+**

Number of participants in employee talks (persons)

about **6,500**

Community Investment

Social welfare input in 2024 (RMB in 10 thousand)

**27**

Training and Development

The number of employees trained (persons)

**25,361**

Total training investment (RMB in 10 thousand)

**362**

The average of hours of training for male employees (hours)

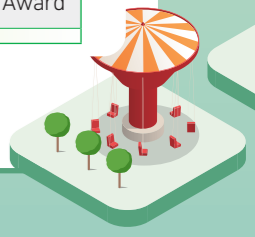
**92.0**

The average of hours of training for female employees (hours)

**89.5**

3.5 Awards for 2024

Level/Issued by	Awards
China Property Management Association	Selected as an enterprise case in the "2025 ESG Research Report of China Property Management Institute"
Wind ESG Rating System	AA
Liepin.com	2024 Shanghai Annual Exceptional Employer
ZhilianZhaopin	2024 Shanghai Top 30 Best Employers
Bafang Jincheng	2024 Professional Credit Excellence Employer Award
Yongyou	2024 AIGC Human Resources Pathfinder
CIWEI	2024 Most Innovative Youth-Friendly Employer Brand
Beisen	2024 Annual Excellence in Human Resource Management Practice Award





# 4. SUSTAINABLE DEVELOPMENT MANAGEMENT

Ever Sunshine Services integrates sustainable development into its top-level design, further improves the ESG working mechanism, strengthens the responsibilities of the Board, actively promotes interaction and mutual trust among stakeholders, and continuously creates value for all parties.

## 4.1 Statement of the Board

The Board follows the requirements of the ESG Report Code of the Stock Exchange, continuously strengthens the Board's supervision and participation in the Company's ESG issues, establishes and continuously improves sustainable development management, and integrates the ESG concept into business practices.

### ESG Governance Responsibility

The Board assumes the ultimate responsibility for supervising the Company's ESG issues (including climate-related risks and opportunities). As the highest decision-making body of the Group's ESG management system, the Board is responsible for formulating ESG management guidelines and strategies, determining the priorities and goals of ESG-related issues, making overall plans and reviewing risk management measures, annual ESG performance, and the achievement of key goals. It ensures that the Company's ESG performance is consistent with its business goals and promotes sustainable development.

### ESG Goal Management

The Board carries out a comprehensive review of the annual goal setting and its ESG performance on a regular basis. To ensure the effective implementation and achievement of ESG goals, it adopts a method combining quantitative and qualitative analysis to accurately assess the degree of achievement of ESG goals and potential areas for improvement. Meanwhile, we regularly release ESG reports to disclose our ESG performance and improvement plans to shareholders, investors and the public, demonstrating the Group's commitment and actions in sustainable development.

### ESG Risk Management

The Board attaches great importance to the potential impacts brought about by ESG-related risks and opportunities. Through means such as ESG issue materiality assessments, it systematically identifies, evaluates, monitors, and effectively manages potential ESG risks and opportunities (including climate-related risks and opportunities). It promptly adjusts risk management strategies, actively responds by adopting effective measures, minimizes the impacts of unfavorable factors, and ensures the stable development of the enterprise.

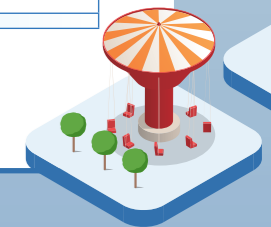
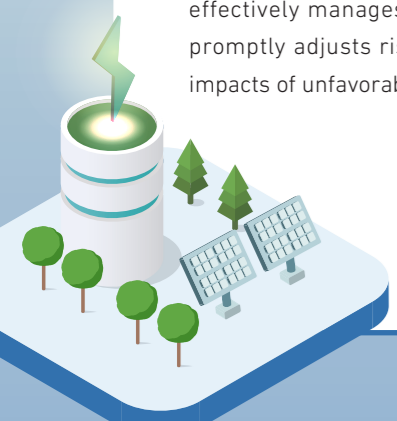
# 4. SUSTAINABLE DEVELOPMENT MANAGEMENT

## 4.2 ESG Governance Structure

Ever Sunshine Services has established a three-tier ESG governance structure of "decision-making-management-implementation". With the help of relevant management systems, it clearly defines the responsibilities and reporting mechanisms for sustainable development affairs, and promotes the implementation of sustainable development work.

ESG Governance Structure of Ever Sunshine Services

Governance Level	Personnel Composition	Key Functions
Highest Governance Body	Board	<ul style="list-style-type: none"> <li>Responsible for the formulation of the Company's ESG management policy, strategy, ESG-related issues priorities and targets;</li> <li>Co-ordinate the review of annual ESG performance, risk management, achievement of key targets and information disclosure;</li> <li>Audit and ensure that appropriate and effective internal ESG management and control systems are in place;</li> <li>Identify and assess ESG-related risks and opportunities that impact on the Company's operations;</li> <li>Review the Group's ESG performance and its goals and their achievement;</li> <li>Take full responsibility for the ESG's governance strategy and reporting.</li> </ul>
ESG Committee	Coordinated by the executive president of the Company and comprises the heads of the functional departments of the Company's headquarters	<ul style="list-style-type: none"> <li>Maintain the operation of the ESG system, enhance employees' awareness of environmental and social responsibility;</li> <li>Identify ESG issues related to the main operations of the Company, and/or the shareholders and other important stakeholders of the Company;</li> <li>Guide, monitor and review the implementation of ESG work of the Company, and respond to the latest ESG issues;</li> <li>Ensure that the Company complies with relevant legal and regulatory requirements and promote all departments to implement various ESG policies;</li> <li>Assess the risks and opportunities that the Company may face and make relevant recommendations to the Board as appropriate to enhance the Company's ESG performance.</li> </ul>
ESG Management Executive Level	Executive personnel of relevant functional departments of the headquarters, regional companies, and other business units	<ul style="list-style-type: none"> <li>Implement relevant resolutions of the Board and ESG Committee;</li> <li>Implement the collection, recording and reporting of ESG related documents and data;</li> <li>Implement and optimize the Group's ESG concepts, strategies and measures in daily operation and management.</li> </ul>



## 4. SUSTAINABLE DEVELOPMENT MANAGEMENT

### 4.3 Communication with Stakeholders

Ever Sunshine Services attaches great importance to the opinions and suggestions of stakeholders. Through various communication channels such as questionnaires, management roadshows, general meetings of shareholders, investor inquiries, and satisfaction surveys, it maintains communication and exchanges. It regularly collects and evaluates the feedback from stakeholders, and adjusts the Group's ESG strategies and actions according to the feedback results.

A List of Stakeholder Communications of Ever Sunshine Services

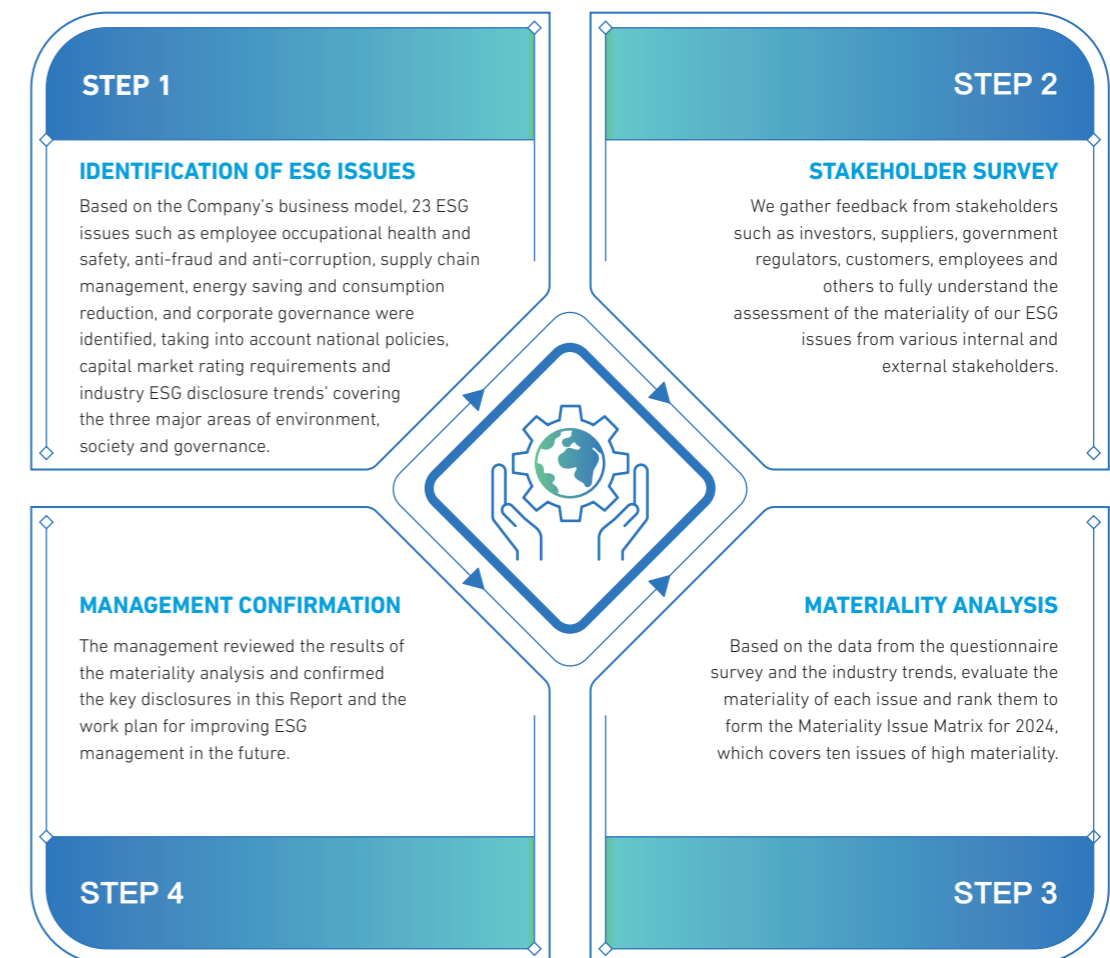
Stakeholders	Major Requirement	Communication Channels or Means
Customers	Professional and comprehensive products and services	Carry out daily business operations Set up a customer service center
	Harmonious community culture	Conduct customer satisfaction surveys
	Customer relationship maintenance	Carry out on-site visits by customer manager
	Customer information protection	Set up an online service platform
Employees	Protection of legitimate rights and interests	Conduct performance review/assessments Conduct employee satisfaction surveys
	Salary and benefits	Carry out employee talks/Views exchange sessions
	Occupational health and safety	
	Career development and opportunities	Carry out caring activities for employees
Shareholders/ Investors	Financial performance and profitability	Convene general meetings
	Protection of rights and interests	Complete information disclosure in a timely manner Publish reports regularly
	Information disclosure and transparency	Hold investor meetings/Carry out investor enquiries
Government	Comply with laws and regulations	Accept the supervision and management of government departments
	Legal operation and pay taxes according to the law	Participate in government meetings or training
	Implement national policy	Report on policy implementation
Suppliers and Business Partners	Mutual benefit and win-win cooperation	Supplier assessment/audit
	Fair and open relationship	Hold regular meetings
	Promote industry development	Conduct on-site visits Promote project cooperation
Community or Non-Governmental Associations	Protect the community environment	Control of greenhouse gas and waste emissions
	Support and carry out charity activities	Organize or participate in charity/poverty alleviation activities
		Carry out donations and volunteer activities

## 4. SUSTAINABLE DEVELOPMENT MANAGEMENT

### 4.4 Material Issues Identification and Analysis

In order to fully understand the needs and expectations of the Group's management and various stakeholders regarding ESG-related issues, we carry out research on materiality issues among internal and external stakeholders. We identify and evaluate material sustainable development issues from two dimensions: "materiality to stakeholders" and "materiality to the Company".

Workflow for the Identification and Evaluation of Materiality Issues



### 4. SUSTAINABLE DEVELOPMENT MANAGEMENT

2024 ESG Material Issues Matrix for Ever Sunshine Services



2024 Ranking of Material Issues for Ever Sunshine Services

Materiality	Ranking	Materiality Issue	Scope	No.
High Materiality Issues	1	Occupational Health and Safety of Employees	Social	6
	2	Anti-fraud and Anti-corruption	Governance	21
	3	Tackling Climate Change	Environmental	1
	4	Employee Development and Training	Social	13
	5	Energy Saving and Consumption Reduction	Environmental	5
	6	Employees' Rights and Benefits	Social	8
	7	Customer Satisfaction	Social	9
	8	Product Quality and Service	Social	18
	9	Compliance Operation	Governance	19
	10	Employees Recruitment and Diversity	Social	7
Moderate Materiality Issues	11	Customer Information and Privacy Protection	Social	10
	12	Green Property	Environmental	3
	13	Responsible Supply Chain Management	Social	14
	14	Smart Property	Social	16
	15	Corporate Governance	Governance	20
	16	Customer Well-being and Health and Safety	Social	11
	17	Intellectual Property Rights Protection	Governance	22
	18	Risk Management and Sustainable Business	Governance	23
	19	Avoiding Child Labour and Forced Labour	Social	15
	20	Green Office and Environmental Promotion	Environmental	2
	21	Charity and Community Building	Social	12
	22	Social Communication and Participation	Social	17
	23	Biodiversity	Environmental	4







### 4. SUSTAINABLE DEVELOPMENT MANAGEMENT

#### 4.5 ESG Key Actions and Performance










With reference to the United Nations 2030 Sustainable Development Goals (SDGs) and the Stock Exchange's ESG Report Code, we have integrated ESG concepts into our daily operations and management, and the key ESG actions and performance of Ever Sunshine Services in 2024 are set out below.

Reporting Chapter	SDGs	Stock Exchange's Indicators	2024 Key Actions and Performance
CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART	 	B5 General Disclosure	➤ 90.29% rectification rate of internal audit issues corrected
		B5.1	➤ Carried out anti-corruption trainings for executive directors, management and employees, with 396 hours of training and 25,735 participants
		B5.2	
		B5.3	
		B5.4	
		B6.3	
		B7 General Disclosure	➤ A total of 92 Must-reads on business ethics before Starting Work and DingTalk announcements were released, with the number of views reaching 584,000 participants
		B7.1	
		B7.2	
		B7.3	➤ The Letter of Commitment to Integrity was signed by 100% of the suppliers
		➤ Carried out 27 anti-corruption trainings for suppliers, with 21.55 hours of training and 496 participants	
		➤ Middle and senior management personnel signed the Statement of Responsibility for Integrity Building with a signing rate of 100%	
		➤ All newly recruited employees signed the Commitment Letter of Eight Military Regulations with a signing rate of 100%	
		➤ All employees signed the Employee Handbook and the Internal Control Manual - Business Prohibitions	

4. SUSTAINABLE DEVELOPMENT MANAGEMENT

Reporting Chapter	SDGs	Stock Exchange's Indicators	2024 Key Actions and Performance
LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART	 	B6 General Disclosure B6.2 B6.5	<ul style="list-style-type: none"> <li>This year, quality supervision covered 10 regions and 18 city-based companies</li> <li>The courses of the "New Feather UP Stewards Special Training Camp" have been updated and optimized. A total of 36 trainings have been carried out on the ground, and 880 people have completed the graduation certification</li> <li>100% timely response, 100% timely contact, 100% timely completion, and 100% satisfaction with the handling</li> </ul>
			
LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE	 	A1 General Disclosure A1.5	<ul style="list-style-type: none"> <li>Carried out climate scenario analysis work, and conduct a quantitative risk assessment of the main operation location (Shanghai) of Ever Sunshine Services for chronic physical risks and acute physical risks</li> <li>Comprehensively sort out the material climate risks (physical risks and transition risks) of Ever Sunshine Services, as well as the list of corresponding countermeasures and opportunities</li> <li>Implemented the assessment target of energy consumption quota, and carried out on-site visits, optimization and adjustment for projects that exceed the quota. At present, the proportion of projects exceeding the energy consumption quota has dropped from 60% at the beginning of the year to less than 10%</li> </ul>
		A1.6	
		A2 General Disclosure A2.3 A2.4	
		A3 General Disclosure A3.1 A4 General Disclosure A4.1	

4. SUSTAINABLE DEVELOPMENT MANAGEMENT

Reporting Chapter	SDGs	Stock Exchange's Indicators	2024 Key Actions and Performance
ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT	 	B1 General Disclosure B1.1 B2 General Disclosure B2.3	<ul style="list-style-type: none"> <li>Built a smart employee occupational health and safety management system to effectively capture abnormal data and protect employee safety</li> <li>Established the Ever Sunshine Employee Mutual Aid Association to promote the diversification of staff support methods and the implementation of staff welfare</li> <li>The average annual employee satisfaction score across all functions was 4.31, representing an increase from 4.14 in 2023</li> </ul>
	 	B3 General Disclosure B4 General Disclosure B4.1 B4.2	
KIND EVER SUNSHINE, WARM HEARTED COMMUNITY	 	B8 General Disclosure B8.1 B8.2	<ul style="list-style-type: none"> <li>The community-based elderly care services are targeted at the elderly clientele within the community. Through irregularly held activities such as the "Blue Vest Elderly Care Public Welfare Activity" and the "Senior University", the frequency of the elderly's community interaction and their satisfaction are enhanced</li> <li>The third season of the "Baby Run" public welfare activity was carried out in more than 50 cities across the country. Over 5,000 young property owners persisted in completing the 21-day community morning runs. As a result, 6,000 flower stick saplings were donated to the Tengger Desert in Alxa League</li> <li>The Ever Sunshine Public Welfare Action activity: Jointly carry out a community public welfare bazaar with property owners. The property owners who purchase products from "Smart-Selection" actively donate environmental protection public welfare funds, which are used for community publicity activities such as advocating garbage classification and the secondary recycling and reuse of idle items</li> <li>Carry out agricultural support work to assist in the sales of agricultural products (such as the "Hundred Treasures Home, Vegetables Delivering Happiness" activity, which was covered by People's Daily Online)</li> <li>In the face of extreme weather conditions such as blizzards and heavy rains, assume the responsibilities and safeguard the lives and property safety of the residents in communities, industrial parks and city areas</li> </ul>
	 		
			



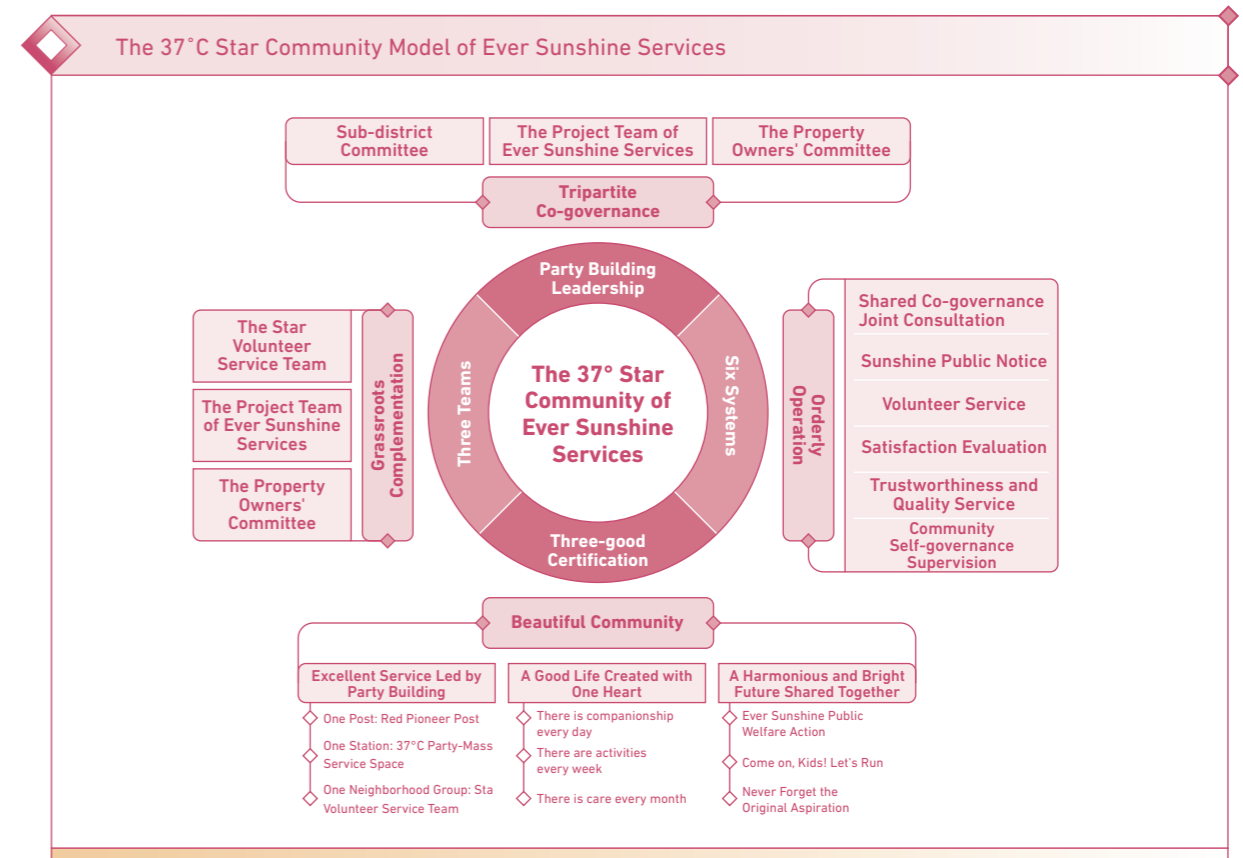
# 5. RESPONSIBILITY FEATURE

Ever Sunshine Services continues to create the “37°C Star Community” and builds a community model with the leadership of the Party building as the core, comprehensively creating a community governance model of “everyone has a responsibility, everyone fulfills their duties, and everyone enjoys the fruits”. Based on the “Tripartite Co-governance”, we jointly build in partnership with the Ever Sunshine project team, the property owners’ committee, and the sub-district committee to form an efficient cooperation mechanism. Through the grassroots complementarity of the “Three Teams”, namely the Star Volunteer Service Team, the project team, and the property owners’ committee, the deep integration of service coverage and governance is achieved. Meanwhile, relying on six systems, covering links such as transparent public announcements, satisfaction evaluations, volunteer services, and community supervision, the efficient and orderly operation of the community is ensured.

In addition, the Company in combination with the “Three Goods Certification”, creates a community ecology of “excellent service led by Party building, a good life created with one heart, and a harmonious and bright future shared together”. Focusing on activities such as the 17th Sunshine and Vigour Festival and the Red Pioneer Post, it enhances neighborhood interaction and a sense of belonging, and shares a harmonious and wonderful future with all property owners.



## 5. RESPONSIBILITY FEATURE



In 2024, the 37°C Star Community of Ever Sunshine Services has been thriving in more than 50 cities across the country, gradually shifting from a management and service model to gaining full recognition from community residents. During the Reporting Period, nearly 500 Red Pioneer Post staff and Red Cross first aid workers have been dedicated to providing services. More than 50 projects have been awarded provincial/municipal honors for being Red Property Management projects and Party building demonstration projects. Through the “Happy Life Service Formula” which includes “professional enhancement, reducing the distance in service, multiplying the warmth through activities, and solving problems at high speed”, we have injected more warmth into the community and opened a new chapter for wonderful residential areas.

### With Professional Support, We Wholeheartedly Present a Heartwarming Answer

The 37°C Star Community of Ever Sunshine Services has united the forces of community sub-district office, resident representatives, property management companies, social organizations and other parties. It has effectively helped to solve the troubles of the residents in the community, injecting joint strength into the service management of the community and the grassroots governance at the community level, thus enhancing the sense of gain and happiness of the residents in the jurisdiction.



### 5. RESPONSIBILITY FEATURE

#### Case

#### Actively Carry out Community Renovation and Optimization

Through the construction of the 37°C Star Community, Ever Sunshine Services has continuously promoted community renovation and governance improvement. In the Cuiting Community in Suzhou, in accordance with the suggestions of the property owners, the Company transformed the original sandpit into a brand-new playground, providing children with a safer entertainment space. Meanwhile, it actively coordinated with relevant departments to solve the long-standing problem of waterlogging at the north gate of the Cuiting Community on rainy days, improving the travel experience of the residents. Various renovation measures carried out by the Company have won unanimous praise from the residents, demonstrating the considerate and efficient community service capabilities of Ever Sunshine Services and its commitment to a better life.



Comparison of the Playground Before and After the Renovation



Comparison of the Waterlogging Problem at the Entrance of the Community Before and After the Renovation

#### Reduce the Distance in Service, and Take the Initiative to Get Closer to Customers

During the Reporting Period, Ever Sunshine Services had a total of 23 Party branches, 20 Party building demonstration sites, and 10 regional business divisions across the country. 1,123 Party members were distributed in all stages and links of project service construction. They gave full play to the vanguard role of Party members at the forefront of the projects, reduced the service distance from the masses, enhanced the red service capabilities, and "escorted" a better life.

### 5. RESPONSIBILITY FEATURE

#### Case

#### Red Pioneers Conscientiously Guard the Warmth of the Community



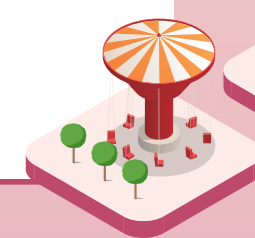
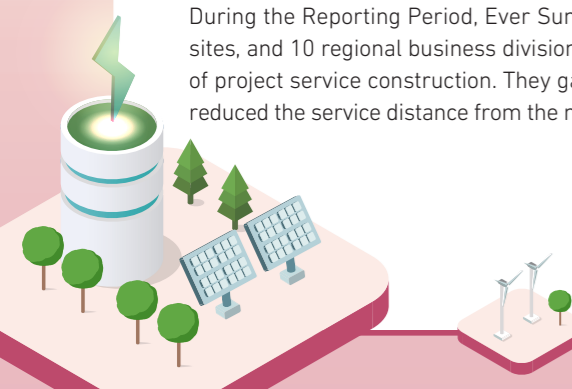
The "Red Pioneer Posts" of Ever Sunshine Services practice community care with practical actions. The property stewards of the Central Palace project in Ningbo actively and proactively contact the community and collaborate with volunteers to provide in-home companionship, cleaning and other services for the elderly with advanced ages and those living alone every month. Meanwhile, they organize the elderly to participate in activities in the 37°C Space, such as "Longevity Birthday Parties" and handicraft making. They also invite surrounding medical institutions to carry out free medical consultations and health lectures, injecting warmth and vitality into the community, which demonstrates Ever Sunshine Services' profound care for a wonderful community.



The Steward Pay Regular Visits to the Elderly

#### Multiply the Warmth through Activities, with Wonderful Joy Never Ceasing

Ever Sunshine Services has newly organized over 60 Star Volunteer Service Teams, with hundreds of volunteers. Centering around volunteer service groups such as the "Red Vanguard Team, Warm Home Action Team, Attentive Service Team, Sunshine Volunteer Team, and Grid Building Leaders", using volunteer services as the driving force, we have integrated high-quality service resources, bringing beauty and vitality to the community.



### 5. RESPONSIBILITY FEATURE

#### Case

#### Launch Volunteer Actions to Build a Warm Community Together



In 2024, the General Party Branch of Ever Sunshine Services, in conjunction with the Party organizations of multiple property-managed community neighborhood committees in Qingpu District, carried out the mass service activity of "Supporting the Military and Assisting the Elderly, Cleaning Air Conditioners, and Welcoming Summer with Freshness". Members of the Star Volunteer Service Team actively participated and provided care and condolence services for the elderly living alone and families of military personnel. During the activity, volunteers, together with the engineers of Ever Sunshine Home Services, cleaned wall-mounted air conditioners for free, bringing a refreshing and comfortable home environment to more than 20 households and creating a harmonious and mutually supportive community atmosphere.



Volunteer Activity of Air Conditioner Cleaning

### 5. RESPONSIBILITY FEATURE

#### Actively Eliminate Problems and Handle Them More Efficiently

The 37°C Star Community of Ever Sunshine Services comprehensively improves the team's response and emergency capabilities. We adhere to the principle of "responding within 15 minutes for daily service requests and repairs, replying within 30 minutes, solving common problems within 2 hours, and providing solutions for difficult issues within 1 day" to handle various problems for property owners.

#### Case

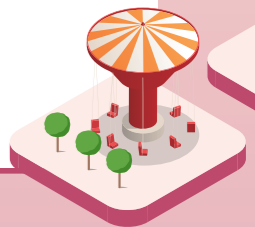
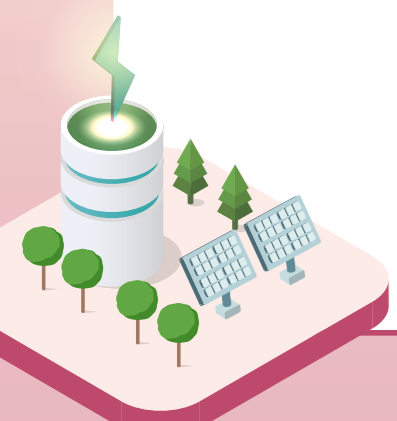
#### The Order Team's Emergency Rescue Highlights Heartwarming Service



On 4 June 2024, an order maintenance staff member of the Boguan Yunzhuo project in Jining discovered an elderly person who had fallen and was injured in the stairwell during a patrol. The staff member immediately informed the supervisor and the property manager and promptly initiated rescue efforts. The team used a medical kit to disinfect and stop the bleeding of the wound. Meanwhile, they soothed the elderly person's emotions, carefully inquired about the cause of the fall, and determined whether medical attention was necessary. The entire process was efficient and orderly until the family members arrived, demonstrating the professional and efficient emergency-handling capabilities of the Ever Sunshine Services' order maintenance team and also showcasing a high level of concern for the life safety of the property owners.





The Order Maintenance Staff Member Carried out Emergency Rescue for the Property Owner



# 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

Ever Sunshine Services continuously optimizes its risk management and internal control system, strengthens the identification and control of potential risks, and ensures compliant operations. It promotes an integrity culture, enhances anti-fraud and anti-corruption management, and strictly protects the intellectual property rights of itself and its partners to prevent the risks of infringement. Meanwhile, the Company deepens the construction of a green supply chain, integrates environmental protection and social responsibilities into supplier management, and promotes the healthy, safe and sustainable development of the supply chain to ensure the coordinated improvement of business value and social responsibilities.

Guide Indicators Responded to in This Chapter		Material Issues in This Chapter
<b>Respond to SDGs</b>  	<b>Response to Indicators of HKEX</b> B5 General Disclosure B5.1 B5.2 B5.3 B5.4 B6.3 B7 General Disclosure B7.1 B7.2 B7.3	- Compliance Operation - Anti-fraud and Anti-corruption - Intellectual Property Rights Protection - Risk Management and Sustainable Business - Responsible Supply Chain



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### GOALS PROGRESS

**Goals setting**

- Improve the Company's governance system
- Establish a sound and overall risk prevention and control system
- Resist improper business practices such as embezzlement, corruption and fraud
- Internal Control Audit: Evaluate the effectiveness of the Company's internal controls, and assess whether the authorization and approval mechanism can reasonably manage and control various important business activities
- Create an atmosphere of integrity, law-abiding, compliance, sunshine and transparency of the integrity culture

**Progress review**

- Carry out regular audits, audits upon leaving office, special audits, and anti-fraud investigations
- 90.29% of internal audit issues corrected
- Carried out anti-corruption trainings for executive directors, management and employees, with 396 hours of training and 25,735 participants; A total of 92 "Must-reads on business ethics before Starting Work" and DingTalk announcements were released, with the number of views reaching 584,000 participants
- The Letter of Commitment to Integrity was signed by 100% of the suppliers
- Carried out 27 anti-corruption trainings for suppliers, with 21.55 hours of training and 496 participants
- Middle and senior management personnel signed the Statement of Responsibility for Integrity Building, with a signing rate of 100%
- All newly recruited employees signed the Commitment Letter of Eight Military Regulations, with a signing rate of 100%
- All employees signed the "Employee Handbook" and the Internal Control Manual - Business Prohibitions

**Next plan**

- Comprehensively enhance the risk management and control capabilities and deepen the risk prevention and control system
- Deeply cultivate in the cities as planned in the 2nd Five-Year Strategy, and carry out audits with the city companies as the unit
- Focus on handling the whistleblow against city general managers and those at higher positions, and meanwhile improve the self-purification ability of the regions





## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### 6.1. Corporate Governance

Ever Sunshine Services strictly complies with the requirements of the Listing Rules of the Hong Kong Stock Exchange and relevant laws and regulations, and fully implements its corporate governance responsibilities. We are committed to promoting the long-term and sustainable development of the Company through an efficient decision-making mechanism. Meanwhile, we fulfill our ESG information disclosure obligations with a proactive and transparent attitude, and actively accept the supervision and suggestions from stakeholders, including shareholders, investors and the general public.

To ensure the effectiveness of governance, we have established a diversified corporate governance structure, clearly defined the scope of responsibilities of each management institution, established smooth communication channels, and managed investor relations in a standardized manner. We always adhere to the principles of equality, mutual trust and mutual benefit, and work hand in hand with stakeholders to build long-term and stable cooperative relationships, jointly promoting the coordinated development of corporate value and social value.

#### 6.1.1. Board Diversity

Ever Sunshine Services has always attached great importance to the diversification of the composition of the Board, and is committed to enhancing the decision-making efficiency and governance level of the Board from a diversified perspective. When nominating and appointing members of the Board, the Company adheres to the qualifications and capabilities as the core criteria, and comprehensively considers the needs of business development and the strategic advantages brought about by diversification. The dimensions of diversification considerations cover aspects such as gender, age, professional background, industry experience, cultural vision, and educational experience.

As of 31 December 2024, the Board of Ever Sunshine Services consisted of 7 members, including 1 female director. Specifically, it was composed of 3 executive directors, 1 non-executive director, and 3 independent non-executive directors. The members of the Board possess extensive and profound professional experience. Among them, 3 members have rich practical experience in the property management and real estate industries; 1 executive director also serves as the Company's Chief Financial Officer, focusing on finance and risk management and having excellent risk control capabilities; 1 independent non-executive director holds the qualification of the Responsible Investment Essentials awarded by the United Nations PRI Academy, providing professional support for the Company's strategic deployment in the field of sustainable development.

During the Reporting Period, Ever Sunshine Services convened Board meetings

**4** times

general meetings

**3** times

Carried out investor communications

nearly **700** times

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Key Contents of the 2024 Board Meeting and General Meeting of Ever Sunshine Services

Meeting	Contents
Board	<ul style="list-style-type: none"> <li>➤ Discussion of the Company's annual/half-yearly results and reports;</li> <li>➤ Review of the Board's diversity policy;</li> <li>➤ Review of corporate governance policies and practices;</li> <li>➤ Review of the effectiveness of risk management and internal control systems;</li> <li>➤ Review the mechanism by which the Board can obtain independent views and opinions;</li> <li>➤ Review of the shareholder communications policy;</li> <li>➤ Approve the declaration of an interim dividend/special dividend and recommend the declaration of a final dividend;</li> <li>➤ Proposed amendments to the articles of association;</li> <li>➤ Approve the change in the use of proceeds from the Subscription;</li> <li>➤ Approval of continuing connected transactions and review of continuing connected transactions entered into in 2023, etc.</li> </ul>
General Meeting	<ul style="list-style-type: none"> <li>➤ Consideration and adoption of the 2023 Annual Report;</li> <li>➤ Re-election of directors;</li> <li>➤ Renewal of the appointment of the auditor;</li> <li>➤ The general mandates to issue shares and repurchase shares;</li> <li>➤ Change of company name;</li> <li>➤ Amendments to the memorandum and articles of association;</li> <li>➤ Declare final dividends;</li> <li>➤ Approve the continuing connected transactions and the transactions thereunder (including the proposed annual caps therein), etc.</li> </ul>

### 6.2. Risk and Compliance Management

Ever Sunshine Services is committed to effectively fulfilling its risk management responsibilities through a sound and efficient risk control system and processes. The Audit and Supervision Center promotes and supervises the construction of the risk management system, integrating compliance requirements and risk control into daily operations. The Company continuously optimizes its internal control mechanisms, strengthens business ethics training, and enhances the compliance awareness of all employees. Meanwhile, we continue to improve the whistleblowing and supervision mechanism, unblock the whistleblowing channels, strictly implement anti-fraud and anti-corruption management, ensure the efficient operation of the supervision system, and contribute to the stable development of the enterprise.

#### 6.2.1. Risk Management System

Ever Sunshine Services further optimizes the "Three Lines of Defense" risk management model, continuously enhances its risk identification and response capabilities, and earnestly fulfills its risk management responsibilities. The Company has established a supervision mechanism with the Board at its core, and the implementation is carried out in layers by the headquarters and regional functional departments. Meanwhile, the Audit and Supervision Center carries out supervision work independently to ensure the efficient implementation of risk management measures and provides a strong guarantee for the stable operation of the Company.

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### “Three Lines of Defense” for Risk Management

Lines of Defense of Risk	Head/Department	Risk Management Duties and Responsibilities	Duties and Responsibilities
The first line of defense Response to risks with the attitude of masters	Regional manager (heads of functional department and project frontline)	Risk management taker under the leadership of the President	<ul style="list-style-type: none"> <li>Identify, manage and report risks;</li> <li>Use initiatives to anticipate and solve problems and reduce the Group’s risk.</li> </ul>
The second line of defense Make risk management systematic	Headquarters functional departments		<ul style="list-style-type: none"> <li>Develop, revise and improve internal systems for systematic control;</li> <li>Provide professional knowledge and tools for risk issues, identify and respond to risks.</li> </ul>
The third line of defense Guarantee with objective Independence	Audit and Supervision Center		<ul style="list-style-type: none"> <li>Independently and objectively identify and evaluate risk issues and regularly monitor and audit;</li> <li>Identify problems and promote fundamental solutions to them;</li> <li>Risk management training with high frequency and variety;</li> <li>Maintain audit oversight as a deterrent, based on risk prevention and control, to protect business development.</li> </ul>

#### Risk Management Process and Control Measures

Ever Sunshine Services has always been focused on strengthening risk management. It continuously implements core systems such as the Measures for Major Operational Risk Management, the Internal Control Management Measures of the Leasing and Sales Business Department, and the Measures for Emergency Incident Management, and constantly improves the four-stage management process of “risk identification-assessment-response-supervision and improvement”. Meanwhile, the Company attaches greater importance to the identification of ESG-related risk factors, further incorporating labor risks, extreme weather risks, etc. into the comprehensive risk assessment and management system to ensure the comprehensiveness and effectiveness of risk control.

#### Risk Management Process

Control Phase	Control Measures
1st Phase: Risks identification	<ul style="list-style-type: none"> <li><b>Proactive Detection and Reporting:</b> all departments and employees of the Company report all mega and major incidents occurring in the property management area within the first hour;</li> <li><b>Routine Group Audits:</b> the Group audits carry out routine internal control management audits, special audits and whistleblowing investigations every year to proactively and systematically identify risks;</li> <li><b>Regional initiatives to carry out self-inspection:</b> the audits lead regions to set up audit teams to carry out self-inspection and actively practice the principle of “everyone is responsible for what concerns me” to identify possible established or potential risks in a timely manner through daily inspections;</li> <li><b>Regular inspections by various departments at headquarters:</b> the business departments at headquarters, in conjunction with the regions, carry out annual sunshine self-inspections within their own lines covering the entire Group, as well as occasional inspections and spot checks on a sample of regions and projects to identify various risks and issues and to urge rectification;</li> <li><b>Automatic monitoring and early warning:</b> audit neural network early warning indicators are online and running (5 risk early warning indicators have been put online) to identify specific risk matters through the system and put on the brakes in a timely manner by monitoring beforehand and during the process; in 2024, one national invention patent was successfully applied for; manual monitoring of administrative penalties in the same industry to serve as a warning internally.</li> </ul>

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

Control Phase	Control Measures
2nd Phase: Risks assessment	<ul style="list-style-type: none"> <li>The level of risk (high, medium, or low risk) is assessed with reference to the classification of the risk (hidden safety incidents, major incidents and extraordinary incidents) and the standards (e.g. nature, amount, etc.).</li> </ul>
3rd Phase: Response to risks	<ul style="list-style-type: none"> <li><b>Regular regional and headquarters functional inspections:</b> the headquarters function departments sort out the current situation through the inspection, deal with risks in time, analyze and review the problems, identify gaps and remedy them, standardize the business standard;</li> <li><b>Response to risks identified by regular audits:</b> The Audit and Supervision Centre carries out regular audits of risk points, issues report, or risk reminder letters for violations of company regulations that have not yet caused adverse effects, and pursues the direct responsibility and management responsibility of those responsible. Meanwhile, it designates the person responsible for risk rectification, supervises the rectification of risk matters by the deadline and provides timely feedback to management on rectification measures and results;</li> <li><b>Response to major and extraordinary incidents:</b> a special team will be set up by the regional head in collaboration with the Chief Executive Officer and the Group’s functional departments in charge to deal with them;</li> <li><b>Response to violations:</b> cooperate with the judicial authorities to deal with them.</li> </ul>
4th Phase: Supervision and improvement	<ul style="list-style-type: none"> <li><b>Supervision and improvement:</b> Incorporate all the issues identified and recommendations made during the audit process into the scope of rectification, follow up on the rectification of issues on a monthly basis, and formulate measures and plans for those issues that require continuous rectification;</li> <li><b>Collaborative transformation:</b> The Audit and Supervision Centre continues to strengthen follow-up supervision and inspection, profoundly analyses the root causes of the problems, carries out joint investigation and reform as well as breakthroughs and ensures that the rectification and improvement of compliance are in place, improve the omissions in internal control and ensure the implementation of the Company’s decisions and deployment.</li> </ul>

#### Internal Control System

Ever Sunshine Services is committed to the comprehensive, in-depth and normalized implementation of internal control processes and measures. Through systems such as the Risk Management Checklist, the Company continuously standardizes business operation behaviors and reveals key risk points. We update the “Audit Management Measures” and the Internal Control Manual-Business Prohibitions according to the needs of business development, further improve the coverage of internal audits, organically integrate key business risk points into management and operation processes, and gradually build a normalized comprehensive internal risk control framework.

During the Reporting Period, Ever Sunshine Services promoted 12 departments to carry out the Sunshine Self-inspection Action. The Company carried out four special audits on the businesses of regional and city companies, covering satisfaction surveys, budget prices, fee management, and multi-business energy consumption. Through in-depth analysis and early warning of abnormal data, the Company put forward targeted audit suggestions, optimized the control mechanism, and further improved the lean management level. In addition, the Company carried out one departure audit on the functional directors of the headquarters, focusing on examining the system and mechanism, business approval, and performance of duties during their management period to ensure clear rights and responsibilities and standardized management.

In 2024,  
internal audit coverage in  
business segments and  
regions reached

100%

number of projects  
completed

12 cases

9 important systems  
and processes were  
improved and optimized

audit issues corrected  
reached

90.29%

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Internal Audit System of Ever Sunshine Services

Type of Audit	Content of the Audit
<b>Internal Control Management Audit</b>	We develop audit and review procedures and plans, conduct comprehensive internal control assessments based on the operations of regional or city companies, gain a comprehensive understanding of the organization's risk management. By obtaining information on relevant audits, approvals, contracts and processes, we gain an in-depth understanding of the handling procedures of various activities, identify business risks and problems, and supervise the audit risk unit to carry out rectification until the rectification is completed, forming closed-loop management. Through the improvement of systems and processes, the overall internal control management level and risk prevention capability of the organization will be enhanced.
<b>Special Audit</b>	Audits are conducted on specific issues, specialized businesses or management departments, focusing on specific areas and moving from point to point to facilitate the resolution of systemic business problems and enhance the management of the business; Special audits such as the special audit on paid work order management, the special audit on parking revenue, the special audit on multiple incomes and the satisfaction survey.
<b>Resignation Audit</b>	Audits are conducted on the performance of duties, operational performance and personal integrity of former senior management during their tenure of office, to determine the compliance of their management activities, examine whether there are any fraud, work errors, management deficiencies or other adverse operational risks and potential problems, making management recommendations on the above risks and problems.

In order to ensure stable operation and compliant management, Ever Sunshine Services has established a sound internal control system. Through a systematic internal control management framework, it identifies potential risks and formulates targeted measures to ensure the compliance and transparency of all business activities. Meanwhile, the Company continuously optimizes its internal control response system, covering key areas such as risk management, financial management, and construction management, so as to improve governance efficiency and promote the sustainable development of the enterprise.

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

The types of internal controls of Ever Sunshine Services, as well as the corresponding systems and measures, include:

### Internal Controls Response System and Measures

Type of Internal Controls	Response System	Response Measures
<b>Operation</b>	<ul style="list-style-type: none"> <li>the Eight Military Management Regulations of Ever Sunshine Property</li> <li>the Code of Business Conduct for Ever Sunshine Services</li> <li>the Internal Control Manual - Business Prohibitions</li> <li>the Risk Management Checklist</li> <li>the Management Measures for Interest Conflict among Employees</li> <li>the Management Measures for Major Operational Risk</li> <li>the General Outline for Working Together, Symbiosis and Win-win Cooperation with Supply Sides-Procurement Management System</li> <li>Cost Collection Practice Guideline</li> <li>the Seal Management Measures</li> <li>the Management Measures for Accountability</li> <li>the Contract Management Measures</li> <li>the Quality Management Measures for Pre-Intervention Services</li> <li>the Project Public Liability Insurance Management Measures</li> <li>the Customer Satisfaction Management System</li> <li>the Human Resources Inspection Management Scheme</li> <li>the Group Data Management System</li> <li>the Guideline on the Management of Car Parking Charges</li> <li>the Risk Analysis of Commonly Asked Questions on Property Fee Collection and Guidance on Legal Basis</li> <li>the Operational Guideline on Standardization and Compliance in Contracting</li> <li>the Supplier Management System for Residential Projects of Ever Sunshine Services</li> <li>the Procurement Management Measures for Residential Projects of Ever Sunshine Services</li> <li>the Management System for Short-distance Transfer and Clearance of Construction Waste</li> <li>the Procurement Management System</li> <li>the Sheng Kuang Bidding and Procurement Management Measures</li> <li>the Management Measures for New Business of the Group</li> <li>the Management Standards for Community Resource Business</li> <li>the Internal Control Management Measures of the Rental and Sales Department, etc.</li> </ul>	<ul style="list-style-type: none"> <li>The Eight Military Management Regulations of Ever Sunshine Property are the bottom line of the Company's operation: corruption and bribery, misappropriation of public funds, connected transactions, outside part-time jobs, improper relationships, competition in the same industry, disclosure of confidentiality, and falsification are prohibited;</li> <li>The Code of Business Conduct for Ever Sunshine Services specifies the business conduct that employees should follow in their work, regulating the behaviour of employees as well as related parties of the Company, in order to maintain an operating environment of integrity and fair trading and to safeguard the sustainable, sound and healthy development of the enterprise;</li> <li>The Audit and Supervision Centre has prepared and issued a comprehensive Internal Control Manual, which is a further refinement of the Eight Military Regulations and is closer to the actual business management. The Internal Control Manual - Business Prohibitions and the Risk Management Checklist clarify the prohibitions, operational specifications and key risk control points for various types of business, making the business professional, compliant and standardized.</li> <li>The operations department improves systems, processes, authorizations and systems, establishes special risk control mechanisms (monthly special inspections, annual inspections, etc.), and establishes a sound operational risk warning mechanism to address various internal control risks.</li> </ul>



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

Type of Internal Controls	Response System	Response Measures
Finance	<ul style="list-style-type: none"> <li>the Accounting Information Quality Control System</li> <li>the Tax Management System</li> <li>Guidelines on Property Tax File Management Practice for Ever Sunshine</li> <li>the Property Value-added Tax Accounting Manual for Ever Sunshine</li> <li>the Financial Instruments Management Measures</li> <li>the Expense Reimbursement Guidelines of the Financial Shared Service Center</li> </ul>	Through comprehensive system construction and improvement, process optimization, authorization system improvement and system risk control enhancement, as well as proactive and comprehensive self-inspection, special inspection for finance and headquarters financial inspection, the Financial Management Centre identifies problems and urges them to rectify and facilitate the improvement of the mechanism.

### 6.2.2. Compliance Management Building

Ever Sunshine Services continuously improves its compliance management system, strictly implements the integrity management system, strengthens the internal control system, and implements the accountability mechanism to ensure a fair and transparent business environment. Meanwhile, we strengthen the management of rights protection and litigation, enhance the ability to prevent legal risks, and intensify information security management to ensure data compliance and operational security, which helps the enterprise operate in compliance and promotes its long-term stable development.

#### Integrity Management System

Ever Sunshine Services has always adhered to the principle of integrity, firmly opposes any form of bribery and corruption, and is committed to establishing a sound management system for integrity construction and business ethics, ensuring the efficient implementation and widespread application of relevant management measures.

#### Management Framework

##### Integrity and Business Ethics Management Framework

Management Level	Members	Key Responsibilities
The Board	Members of the Board	Has overall responsibility for the supervision and management of the Company's overall operational risk
Business Ethics/ Integrity Building Management Team	Executive Director, Head of Audit and Supervision Centre, Head of Human Resources and Administration Centre and other relevant department heads	<ul style="list-style-type: none"> <li>Review and supervise the implementation of business ethics and integrity building and anti-corruption-related systems and establish corresponding management mechanisms and processes</li> <li>Promote and train occupational ethics-related systems and conduct codes</li> <li>Supervision and leading investigations into suspected fraud and disciplinary offences committed by employees within the Company</li> </ul>

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

#### Governance System

Ever Sunshine Services strictly complies with relevant laws and regulations such as the Company Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, and the Interim Provisions on Prohibiting Commercial Bribery Behaviors. Meanwhile, it implements strict internal control measures to strengthen integrity management. The Company continuously enforces core systems such as the Eight Military Management Measures for Ever Sunshine, the Code of Business Conduct for Ever Sunshine Services, and the Anti-Corruption Policy, and updates the Anti-Corruption Management Measures to further improve the anti-corruption management system, eliminating improper behaviors such as embezzlement and bribery, misappropriation of public funds, related-party transactions, leakage of confidential information, and fraud from the source. The Company also regularly reviews and optimizes relevant systems to ensure the continuous implementation of compliant operations and high ethical standards.

#### Integrity Management System

Management Rules/System	Brief Description of the Content of the Rules/System
Eight Military Management Measures for Ever Sunshine	The Company is serious about discipline, regulates internal management and staff code of conduct, establishes and maintains good moral standards and professional standards, and establishes eight military regulations, which include: prohibition of corruption and bribery, prohibition of misappropriation of public funds, prohibition of connected transactions, prohibition of disclosure of secrets, prohibition of outside part-time jobs, prohibition of competition in the same industry, prohibition of falsification, and prohibition of improper relationships.
Management Measures for the Declaration of Conflict of Interests of Employees	These management measures apply to all employees and are designed to help employees properly handle conflicts of interest that occur in the course of their work, prevent the improper acquisition of benefits and prevent fraud from occurring. These management measures are used to clarify the definition of conflict of interest, the way to declare it, and to regulate the workflow of conflict of interest declaration and handling.
Code of Business Conduct for Ever Sunshine Services	To clarify the code of business conduct to be followed by employees in their daily activities and to regulate the conduct of employees and related parties of the Company such as suppliers and customers, in order to maintain an operating environment of integrity and fair trading and to safeguard the continued sound, high quality and healthy development of the Company in a friendly and ethical business environment.
Whistleblowing Management Scheme	It sets out the Company's policy and commitment to whistleblowing and the protection of whistleblowers, and details on how to report fraud and other irregularities, clarifies the principles and methods of whistleblowing management, regulates the content of whistleblowing and the handling procedures, and ensures that whistleblower information is effectively protected. This policy applies to all employees and third parties with whom the Company deals (e.g. customers, suppliers) and the Company encourages the boards of directors of joint ventures to adopt and comply with similar policies.
Anti-Corruption Policy	The Company has an effective and enforceable anti-corruption policy with a zero tolerance for bribery and corruption. This policy covers anti-bribery, conflict of interest management and anti-corruption management systems.
Necessary Instructions on Supervision and Reporting	Require all face-to-face customer premises such as property service centres and rental and sales centres to post the "Necessary Instructions on Supervision and Reporting" to publicise corrupt practices opposed by the Company, the ways to report them and the reporting policy, so as to promote joint monitoring of staff favoritism in business activities by people inside and outside the Company.



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

Management Rules/System	Brief Description of the Content of the Rules/System
<b>Letter of Commitment to Integrity</b>	All suppliers who sign a contract with Ever Sunshine Services are required to sign this document. The supplier promises not to provide financial support, not to invite relevant personnel of Ever Sunshine Services to participate in any banquet, travel, leisure and entertainment activities that may affect the impartial performance of their duties; not to lend money, housing, transportation, communication tools and other items to Ever Sunshine Services employees for use, as well as kickbacks and formalities; not to participate in all kinds of procurement activities of Ever Sunshine Services by collusion, bid-rigging and other improper means. If the supplier violates the above commitments, Ever Sunshine Services has the right to take relevant punitive measures, such as entering information on violations and crimes into the "Enterprise Anti-Fraud Alliance", "blacklist", etc.
<b>Management Measures for Accountability</b>	In order to safeguard the Company's operation in accordance with the law, prevent operation and management risks, strengthen internal management, enhance the Company's supervision mechanism, and ensure the reciprocity of responsibilities and rights, the Audit and Supervision Centre, together with the Human Resources Administration Centre, compiled the Measures. It is clear that employees who cause or may cause economic loss or adverse impact on the Company due to violation of laws and regulations, favouritism, falsification, disclosure of company secrets, dereliction of duty, negligence and abuse of power, etc., belonging to the behaviours that should be pursued and punished.

Ever Sunshine Services regularly makes public the Corporate Integrity Code and the Anti-Corruption Policy to the public, and ensures that they are reviewed and updated at least once a year. These norms cover all members of Ever Sunshine Services and its subsidiaries, including ordinary employees, directors, supervisors, and senior management personnel. Meanwhile, they are also applicable to all business partners, such as customers and suppliers. In accordance with the relevant guidelines and policies, the Company carries out regular internal business ethics audits to ensure that the behaviors of all parties comply with the requirements of integrity and ethical standards.



Accountability Mechanism

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Accountability Mechanism

In 2024, Ever Sunshine Services continued to strengthen anti-corruption management, demonstrating a zero-tolerance attitude, and promoted the rectification of audit issues and management optimization. In accordance with the needs of business development, the Company revised and improved the Management Measures for Accountability, adding relevant clauses concerning personnel management, contract management, procurement management, brand management, and operation management, further strengthening management responsibilities and the accountability mechanism. Meanwhile, the Company continuously optimized relevant control measures to comprehensively enhance the level of integrity management, including:

- 1 Optimization of financial management:**  
 the implementation of a systematic reconciliation of operations and finances and a day-to-day and month-to-month closure system ensures transparency and immediate monitoring of the flow of funds.
- 2 Clear division of responsibility:**  
 further clarify the division of responsibilities for the recovery of outstanding fees to improve the efficiency and timeliness of problem handling.
- 3 Enhanced monitoring and auditing:**  
 strictly control the use of stewards' mobile phones. It is prohibited to activate the payment and receipt functions and bind bank cards to prevent illegal fund collection behaviors.
- 4 System security upgrade:**  
 deploy the parking cloud system, prepaid electricity meters and energy consumption system to strengthen the security management of financial data.
- 5 Promotion and training:**  
 increase the promotion of anti-corruption cases as well as integrity education and training to enhance the awareness of integrity and self-discipline among all employees.
- 6 Inter-departmental collaboration:**  
 coordinate with multiple departments to standardize the management of fee collection, strictly prohibit illegal fund collection behaviors, and ensure the thorough implementation of relevant policies.



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Rights Defence and Litigation Management

Ever Sunshine Services has continuously attached great importance to the management of rights protection and litigation, and has strictly implemented compliance requirements. In 2024, the Company continued to implement the Management Measures for Litigation Cases and related management announcements, emphasizing the principles of controlling employee representation and lawyer fees. It also maintained the good practices of online litigation management and the promotion of electronic contracts, and improved management efficiency through an incentive policy linked to regional performance.

In addition, the Company actively responded to the amendment of the Civil Procedure Law of the People's Republic of China, advocating an online court session mode for cases other than complex and difficult ones, so as to further reduce litigation costs. During the Reporting Period, the Company launched the Litigation Management System for Young Property Owners' Arrears, achieving comprehensive coverage and visualization of litigation management. Through systematic management, work efficiency has been effectively improved, contributing to the continuous optimization of compliant operations.

### Information Security Management

Ever Sunshine Services has always been concerned about the internal information security management of the Company and strictly complies with the Data Security Law of the People's Republic of China and the Administrative Measures for Information Security Classification Protection. In 2024, the Company continued to implement core management documents such as the Information Security Management System, the Strict Prohibition of Damaging the Company's Information System Data, and the Strict Prohibition of Disclosing the Company's Confidential Information, further consolidating the foundation of information security management and ensuring the standardized and efficient operation of the system.

During the Reporting Period, the Company has obtained certifications such as the security level protection of information systems, ensuring that its management system complies with the latest national and industry standards and requirements, which provides a strong guarantee for information security management.

The annual goal for the usage rate of electronic signatures is 80%, and the actual achievement is

**85%**

The annual goal for the usage rate of standard contracts is 75%, and the actual achievement is

**79.4%**

Legal training and special assistance were provided to 21 city companies. The training duration was 20 hours, covering

**304 people**

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Security Management Measures

- **Email security management:** an automatic identification system is adopted to intercept spam and phishing emails. Meanwhile, a number of security announcements and educational materials are released to prevent data damage and the leakage of the Company's information.
- **Enhanced confidentiality policy:** through strict confidentiality rules and the "Eight Military Regulations", it is clearly prohibited to disclose any form of the Company's confidential information, ensuring the implementation of the confidentiality management system.
- **Accountability mechanism:** in accordance with the Management Measures for Accountability, the responsibilities for information management are clarified. Specific punitive measures are established for improper information handling or information security leakage incidents, with serious accountability imposed to strengthen the information security awareness of all employees.
- **Sunshine self-inspection:** led by the Audit and Supervision Center, the functional departments at the headquarters regularly carry out self-inspections within their respective lines of business, continuously assess and optimize the information security management situation, and ensure the dynamic improvement of the information security system.
- **Early warning and special audits:** utilize a neural network early warning system to carry out real-time monitoring and special audits of abnormal data, ensuring information security and business compliance, and effectively avoiding potential risks.
- **Anti-virus Management:** all employees are required to install Huorong Antivirus Software. The Company links the installation situation with management specifications. Employees who fail to install the software as required and cause losses will be subject to corresponding penalties to strengthen terminal security protection.

### 6.2.3. Whistleblowing Monitoring Mechanism

Ever Sunshine Services has always been committed to publicizing the supervision and whistleblowing, as well as anti-corruption policies to all employees, suppliers and customers. According to the Whistleblowing Management Measures, it has established a transparent and efficient reporting mechanism.

The Company has set up dedicated whistleblowing channels and detailed acceptance procedures, and strictly implemented the whistleblower protection policy to ensure that violations can be promptly exposed and effectively handled. To strengthen supervision and enhance transparency, the Company has posted the Notice of Supervision and Whistleblowing and posters, and placed roll-up banners and printed table cards in public customer-facing areas such as property service centers and real estate sales centers, clearly stating the precaution that "whistleblowers should not be retaliated against". We encourage both internal and external personnel of the Company to participate in supervision jointly, and work together to create a clean and self-disciplined work culture atmosphere. During the Reporting Period, no major corruption incidents were found in the Company.

In 2024,

the number of cases in which the Audit and Supervision Centre completed whistleblowing investigations was

**11**

with an incident closure rate of

**100%**



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Public Whistleblowing Channels

#### Reporting Channels Available for the Public

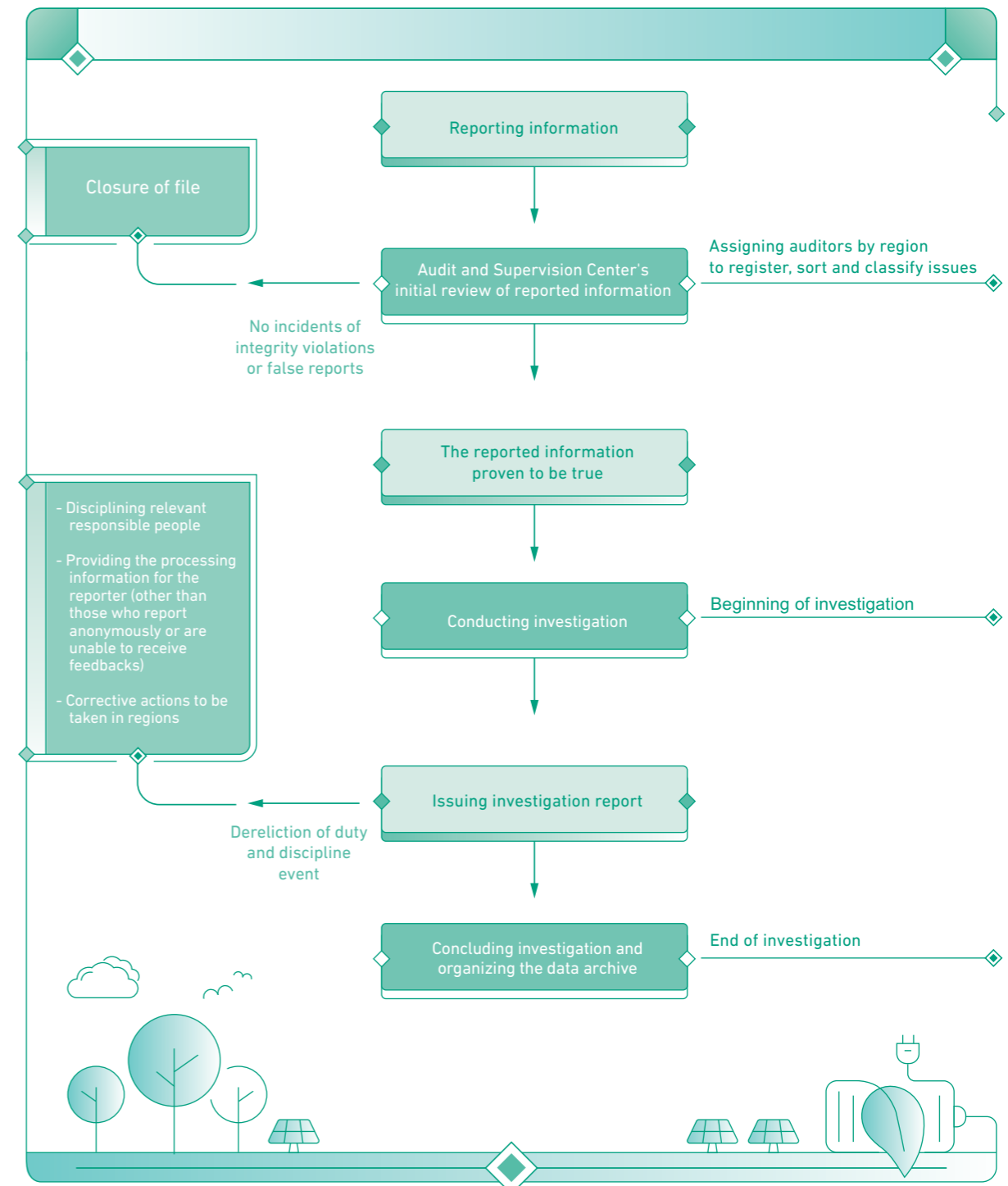
- Letter whistle-blowing:  
8/F, Building 5, Henderson CIFI Centre (South), Lane 1088, Shenhong Road, Minhang District, Shanghai, Audit Monitoring Centre of Ever Sunshine (attention), postcode: 201107
- Report by phone:  
400 080 7878 ext. 2 button
- Report by E-mail:  
jubao@ysservice.com.cn
- Company official website:  
Whistleblowing\_Ever Sunshine Services (www.ysservice.com.cn)



#### Whistleblowing Management Process:

Ever Sunshine Services attaches great importance to the standardized management of the whistleblowing process. It has established a complete management process for whistleblowing, covering the entire process from information reception, preliminary screening, conducting an investigation after verification of the truth, issuing an investigation report and implementing rectification measures, to finally filing and closing the case. This effectively promotes the implementation and improvement of the integrity management system and contributes to the compliant and stable development of the enterprise.

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART



Whistleblowing Management Process



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Protection for Whistleblower



Ever Sunshine Services has established a sound whistleblower protection policy. Through measures such as strict confidentiality and prevention of retaliation, it safeguards the legitimate rights and interests of whistleblowers, promotes the construction of an integrity culture, and creates an honest and fair working environment.

1

#### Whistleblower Protection Policy:

- Whistleblowing confidentiality: We are committed to keeping all whistleblowing materials and the identity of the whistleblower strictly confidential, except where disclosure is required by law or in the event of a referral of a fraud case to the judicial authorities.
- Protection against retaliation: Ensure that whistleblowers are treated fairly, which includes protecting whistleblowers from unfair dismissal, persecution or improper punishment. Any form of retaliation against whistleblowers or witnesses will be taken seriously.

2

#### Specific Measures:

- Real-name priority: We encourage real-name whistleblowing and give priority to real-name whistleblowing. Meanwhile, we will provide feedback on the results of the investigation to the real-name whistleblower.
- Anonymous whistleblowing: For whistleblowers who do not wish to be identified, the option to whistleblow anonymously is provided.
- Oppose false whistleblowing: We are against any form of malpractice such as false whistleblowing, defamation and libel.

### 6.2.4. Business Ethics Training

Ever Sunshine Services continuously promotes the construction of a sunny and transparent corporate culture through diversified integrity training and publicity activities. These activities cover the management level, all employees, suppliers, and customers, including activities such as the "Integrity First Month" activities, integrity oaths, integrity reminders during festivals, integrity culture training for new employees, integrity presentations at supplier conferences, as well as online professional ethics and integrity courses. In addition, the Company also strengthens the awareness of rules and the spirit of contract through forms such as the selection of "Internal Control Masters", so as to promote long-term cooperation and common development with suppliers and achieve the goal of mutual benefit and win-win results.

#### Coverage Rate of Anti-corruption and Business Ethics Training

Training Target	Training Target	Training Target
<b>Full coverage</b> Management and all staff (including regular and probationary staff)	<b>Full line coverage</b> All business departments	<b>Full level coverage</b> Internal (middle and senior management, project managers and (general employees, new employees); External (suppliers, customers)
Coverage Rate <b>100%</b>	Coverage Rate <b>100%</b>	Coverage Rate <b>100%</b>

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

Selected

1

internal control benchmark team

to guide all employees to practice the integrity culture

9

internal control masters

6

internal control stars

Carried out on business ethics and anti-corruption for executive directors, management and employees

The total training duration is

**396** hours

and the number of participants reaches

**25,735** people

Released a total of

**92**

Must-reads on business ethics before Starting Work and DingTalk announcements for all employees through the Company's Ever Joyful system

with the number of views reaching

**584,000** person-times

Signing rate of the Statement of Responsibility for Integrity Building by the middle and senior management personnel

**100%**

**27**

trainings anti-corruption and business ethics trainings were carried out for suppliers

with a total training duration of

**21.55** hours

A total of

**496** person-times



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Anti-corruption and Business Ethics Training Content

Training Target	Training Content
Board	<ul style="list-style-type: none"> <li>➢ "The Eight Military Regulations", Internal Control Management and Integrity Eco-Governance System, etc</li> </ul>
Training for management and employees	<ul style="list-style-type: none"> <li>➢ Internal Control Manual-Business Prohibitions, the Risk Management List, the Internal Control Manual and "The Eight Military Regulations"</li> <li>➢ Anti-corruption training: Integrity morning meetings, online learning courses such as the Integrity Eco-Governance System</li> <li>➢ Business ethics training: Integrity morning meetings, Conflict of Interest Course for Employees</li> </ul>
Suppliers and customers	<ul style="list-style-type: none"> <li>➢ "The Eight Military Regulations", Supplier Integrity Pledge, Business Prohibitions and Cases of Business Violations</li> <li>➢ Consensus on long-term cooperation, prohibited employee behaviour and whistleblowing policy, avoidance of conflict of interest, anti-unfair competition and anti-commercial bribery, etc.</li> </ul>

### Case

#### Carry out the Integrity Culture Publicity Month Activity

In March 2024, Ever Sunshine Services held the third Integrity Culture Publicity Month Activity with the theme of A Clean and Upright Atmosphere, Integrity Motivating You and Me. The Audit and Supervision Center, through a series of publicity forms, went deep into regions and projects, calling on all employees to firmly say no to corruption. The activities included integrity morning meetings, centralized declaration of conflicts of interest, all employees signing the Internal Control Manual-Business Prohibitions, chief operating officers signing the Statement of Responsibility for Integrity Building, as well as the "Fighting Corruption and Upholding Integrity, Never Forgetting the Original Aspiration" integrity index survey. In addition, the Company announced the annual internal control benchmark team and internal control masters, interviewed the general managers of business departments at the headquarters, regional general managers, and representatives of business backbones, extensively exchanged experiences in integrity building, and promoted the formation of a corporate culture atmosphere where employees respect the rules and jointly build integrity.



Representatives of Chief Operating Officers Sign the Statement of Responsibility for Integrity Building of Chief Operating Officers

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Case

#### Audit Publicity and Implementation of the City Training Camp of the General Casting Plan

Ever Sunshine Services regularly carries out audit publicity and implementation. Through the interpretation of fraud cases, it deeply analyzes the background of the cases, the methods of fraud, the resulting losses, and the Company's penalty results. Taking these cases as a warning, it strengthens the in-depth understanding of city company general managers about the harm of fraud, helping them build a solid ideological defense line for integrity and self-discipline. The Company focuses on high-risk audit points such as violations in bidding, contract fraud, employee embezzlement, and business diversion orders. Through special audit publicity and implementation, it imparts risk identification skills, and elaborates on prevention methods of abnormal data and suspicious processes. This has significantly improved the internal control management level of city companies and built a solid defense line for integrity management.



The Scene of the Audit Publicity and Implementation of the City Training Camp of the General Casting Plan in April 2024

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Case

#### Reminder of Integrity Culture during Festivals



In order to strengthen the awareness of integrity and self-discipline and prevent the occurrence of corruption, Ever Sunshine Services releases integrity festival reminder posters covering all employees during important festival nodes such as New Year's Day, Spring Festival, Dragon Boat Festival, and Mid-Autumn Festival. By clearly defining the red lines of integrity, it reminds employees to cherish their career and family happiness, suppress the emergence of corrupt thoughts from the source of ideology, and avoid the occurrence of violations. These reminders are like a "preventive injection", which not only safeguards the Company's asset security and stable operation, but also creates a positive, fair and clean cultural atmosphere. They enable employees to jointly enjoy harmony and happiness in both work and family, and provide escort for their career development.



Notice of Integrity Reminder during Festivals

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### 6.3. Protection of Intellectual Property Rights

Ever Sunshine Services attaches great importance to the protection of intellectual property rights and is committed to safeguarding the intellectual achievements of itself and its partners from infringement. The Company strictly abides by relevant laws and regulations such as the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, and the Patent Law of the People's Republic of China. It formulates the Intellectual Property Rights Management System and continuously implements internal regulations such as the Trademark Management Measures, the VI Management Measures, and the Brand Management System to ensure the standardization and high efficiency of intellectual property rights management. We standardize and regularize the intellectual property rights protection process, clarify the specific provisions for trademark protection and use, and systematically promote the implementation of intellectual property rights management. Meanwhile, the Company respects and strictly complies with the scope of intellectual property rights authorization of its partners. When any infringement is discovered, it promptly provides support and assistance to jointly maintain a fair and compliant business environment.

During the Reporting Period, the Company discovered one case of brand infringement. We promptly launched a special project to sort out infringement cases nationwide. Through external searches and in-depth investigations of our actual projects under management and business operations, we finally sent lawyer's letters to 29 companies confirmed to have committed infringement acts. Moreover, we filed lawsuits against companies with severe infringement circumstances, effectively safeguarding the Company's legitimate rights and interests.

Meanwhile, the Company strictly implements the relevant operation guidelines for trademark management and brand protection, and continuously optimizes the management of brand logos to ensure the consistency of trademark use and the standard visual image, constantly improving the level of intellectual property rights protection. In addition, the Company actively encourages internal innovation. It carried out patent application training for all employees of Linjiu Technology, and encourages employees to apply for patents through a bonus incentive mechanism, further enhancing the Company's innovation ability and brand value. This demonstrates the Company's dual emphasis on and practice of intellectual property rights protection and innovative development.

We had obtained

**238** copy rights

**16** patents

**360** registered trademarks



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Trademark Protection



Ever Sunshine Services attaches great importance to preventing the risk of trademark infringement and ensuring the legal and compliant trademark registration. By publicizing and implementing the norms for trademark use, improving the trademark planning, carrying out prior communication, and standardizing the publicity behavior, we comprehensively enhance the capabilities of trademark management and intellectual property rights protection, providing a strong guarantee for the brand value of the enterprise.

- 1 **Establish awareness of protection:**  
establish awareness of trademark protection throughout the Group and promote information on the rational and usage norms of trademarks;
- 2 **Make a trademark plan:**  
make a plan for trademark to avoid infringing on registered trademarks of others', when promoting emerging businesses or building emerging firms;
- 3 **Keep preliminary communication:**  
keep preliminary communication with the Group's legal department, the brand department and external professional institutions, before promoting trademark registration, and ensure the feasibility, legality and compliance of the proposed registered trademark. The application of trademark registration is subjected to the completion of preliminary communication and the internal approval;
- 4 **Standardize advertisement behaviors:**  
strictly standardize the use of trademark when naming the products or services or conducting public preach. Do not use others' registered trademarks as public preach name of the Group's products or services to avoid trademark infringement;
- 5 **Carry out trademark rights protection:**  
initiate formal litigation against peer companies using the " Ever Sunshine" trademark, demanding that the relevant peer companies withdraw the use of the "Ever Sunshine" trademark to reduce malicious competition.

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### 6.4 Responsible Supply Chain

Ever Sunshine Services continuously promotes the construction of a sustainable supply chain, constantly optimizes the supply chain management system, and implements innovative supplier management procedures, taking environmental protection and sustainability as the core principles of procurement decisions. The Company, through providing special training and regular evaluations, urges suppliers to fulfill their environmental and social responsibilities, and jointly promotes the green transformation of the supply chain to achieve the goals of sustainable development.

#### Supplier Management System

Ever Sunshine Services continues to promote the construction of a sustainable supply chain, optimizes the management mechanism, and drives the green transformation. The Company strictly abides by the Law of the People's Republic of China on Tenders and Bids and relevant laws and regulations, and continuously implements internal systems such as the Management Measures for Project Service Suppliers and the General Outline for Working Together, Symbiosis and Win-win Cooperation with Supply Sides, ensuring the compliance and fairness of procurement activities and enhancing the efficiency of the supplier management system.

#### Supplier Management Principles of Ever Sunshine Services

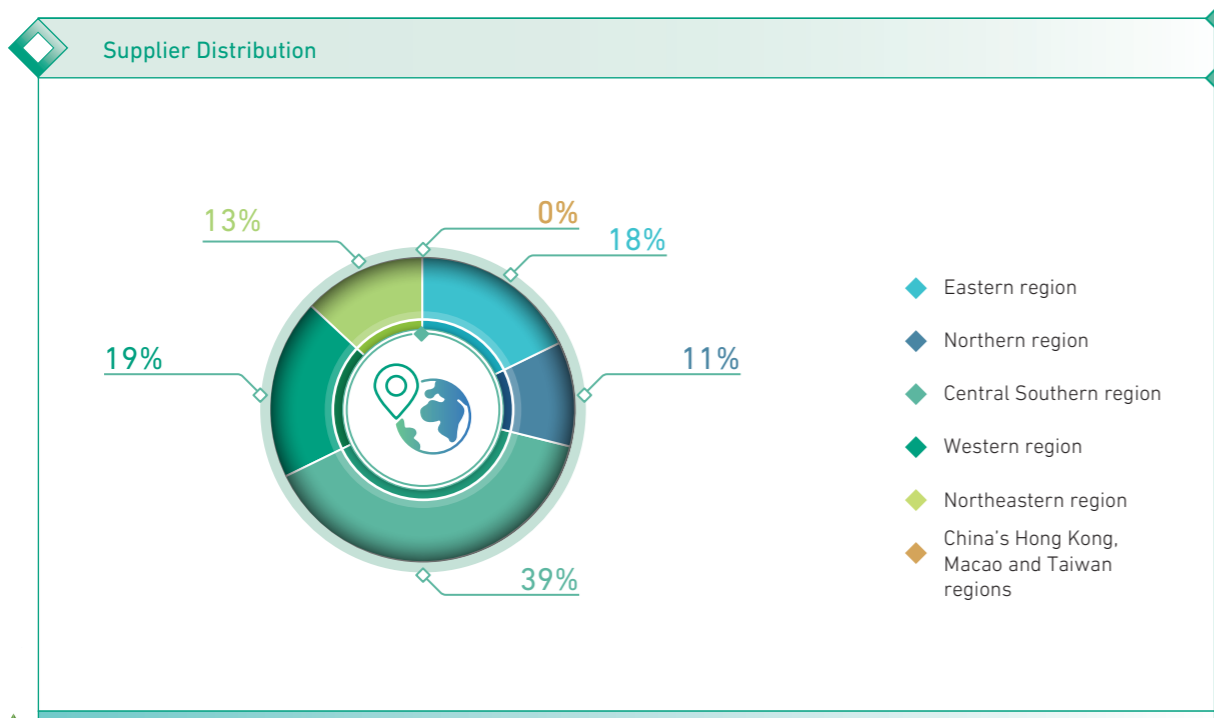
<b>The principle of cooperation</b>	Symbiosis and Win-win Cooperation.
<b>First principle</b>	The selection of all business suppliers is based on the principle that the Group's strategic suppliers are the primary suppliers, supplemented by regional collecting suppliers and special suppliers, with all business suppliers selected.
<b>The principle of integrity and self-discipline</b>	All employees involved in the procurement process shall maintain integrity and shall not use their position or authority for personal gain, nor shall any individual use any means to alter or attempt to influence the outcome of a procurement decision.
<b>The principle of fairness and impartiality</b>	We must be fair to all suppliers when selecting shortlisted suppliers, tendering, negotiating and making decisions, and establish and maintain a good reputation and image of the Company.
<b>The principle of open decision-making</b>	There must be full transparency in the procurement process, with active cooperation, full communication and information sharing among departments, eliminating shady deals.
<b>The principle of separation of three authorities</b>	Procurement operations should follow the principle of separation of three authorities, i.e. the demand function/department is responsible for the development of technical standards and the identification of shortlisted units; the cost function is responsible for/participates in commercial analysis and price negotiations; the procurement manager is responsible for organizing, coordinating and promoting the execution of the procurement process and is responsible for the quality of the procurement process; and the procurement selection team makes the final decision. The procurement process shall be based on the principle of segregation or separation of procurement and inspection, i.e. the procurement personnel shall not be the same person as the user personnel, or if they are the same person, then at least the acceptance personnel shall be included for acceptance, and it shall be prohibited for a single person to complete the procurement process alone from start to finish.
<b>The principle of pre-emptive control</b>	Through the procurement plan report and other means, cross-departmental communications are carried out to reach a consensus on the procurement methods and shortlisting criteria, so as to control the quality and improve the efficiency of procurement at the source.
<b>The principle of full competition</b>	Adequate market sourcing is required to ensure adequate competition by selecting multiple suppliers who meet the quality requirements and are close in strength to participate in the tenders for procurement businesses.



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

<b>The principle of confidentiality</b>	All procurement documents are important secrets of the Company and must not be disclosed or improperly promised. Procurement documents include shortlisted suppliers, tender documents, tender negotiations, decision making processes, supplier privacy documents, agreements, contracts, etc.
<b>The principle of traceability</b>	Procurement information, including supplier selection (inspection, shortlisting, evaluation, satisfaction survey, etc.), procurement plans, tender documents, bid documents, tender opening records, tender enquiry records, minutes of relevant meetings, etc., must be collected, collated, filed and stored (or transferred to the archives) in a timely manner, and uploaded to the procurement information system platform if electronic filing is carried out. In principle, all procurement operations must be completed online once the non-engineering procurement information system is online to ensure that procurement operations are traceable online.
<b>The two-eight principle</b>	Non-engineering procurement operations implement differentiated procurement management actions in accordance with the two-eight principle, i.e. the procurement function and cost function are involved in the control of key and large value operation (except for special operation involving confidentiality), while the rest is done independently by each procurement requirement department.

Ever Sunshine Services continues to deepen its cooperation with suppliers, optimize the supply chain system, and jointly promote high-quality services and sustainable development. In 2024, the total number of the Company's suppliers reached 6,602. The number of suppliers divided by region is set out below:



## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### 6.4.1. Supplier Management Mechanism

Ever Sunshine Services continuously optimizes the efficiency of supply chain management and promotes sustainable development through scientific hierarchical management and strict evaluation mechanisms. We have established and in accordance with the Inspection and Scoring Rules for Retail Cooperative Suppliers of Ever Sunshine Property, suppliers are classified into "Regional Suppliers" and "Group Suppliers" according to their service capabilities and supply regions, and are divided into three levels of "Strategic", "Core" and "General" based on their scores. The Company also continuously monitors the performance of suppliers based on the Supplier Performance Management Score Sheet for Retail Business of Ever Sunshine Services to ensure that the products and services they provide always meet high-standard requirements.

#### Supplier Inventory and Audit Process

Selection of Intended Inventory Supplier	Audited for Inventory	Rating and Signing of Contracts	Cooperative Assessment	Supplier Assessment and Rating
<ul style="list-style-type: none"> <li>Consider user needs, brand identity, quality control, whether it is a green product, etc</li> </ul>	<ul style="list-style-type: none"> <li>Submit information in accordance with the requirements for inventory</li> <li>Carry out preliminary reviews of suppliers in accordance with the review standards</li> <li>Enter the supplier inventory after reviewing and approving</li> </ul>	<ul style="list-style-type: none"> <li>Determine the level of the supplier in accordance with the rating requirements and signing of the contract</li> </ul>	<ul style="list-style-type: none"> <li>Sign a de facto service contract</li> <li>Monthly automatic collection of assessment results by the system</li> </ul>	<ul style="list-style-type: none"> <li>Carry out multi-dimensional assessments of suppliers on a monthly, semi-annual and annual basis</li> <li>Adjust supplier level in January and July of each year</li> </ul>

#### Supplier Rating Management

Ever Sunshine Services carries out multi-dimensional evaluations of suppliers and continuously optimizes the management mechanism to enhance cooperation efficiency. When evaluating suppliers, the Company comprehensively considers key factors such as enterprise scale, qualification certification, operational risks, performance records, and the frequency of cooperation. Moreover, it further incorporates business reputation investigations and ESG performance into the supplier selection and performance evaluation processes to ensure that the supply chain meets higher standards in terms of environmental protection and social responsibility. To improve management efficiency, the Company establishes a Group Procurement Selection and Cultivation Team and a Regional Procurement Selection and Cultivation Team according to the supplier levels. It dynamically monitors the performance of suppliers through monthly process evaluations and adjusts the supplier levels in January and July each year based on the cumulative scores.

#### Procurement Plan and Standards

The procurement plan of Ever Sunshine Services is closely integrated with the customer service plan. The Company focuses on optimizing the entire process from demand analysis, cost control, procurement methods to bid-awarding rules. It further optimizes the supplier product selection process, clarifies the division of labor between regions and the Group, incorporates the management of regional product listing into the unified review of the Group, and improves the concentration and collaborative efficiency of supplier management. These measures not only strengthen the effective management of suppliers at both the Group and regional levels, but also ensure that procurement activities are more efficient and standardized, laying a solid foundation for providing customers with high-quality and environmentally friendly products and services.

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### 6.4.2. Supplier ESG Management

Ever Sunshine Services has always been committed to integrating the ESG concept throughout the entire process of supply chain management. By strengthening the protection of suppliers' laborers' health and safety and strictly implementing the green procurement policy, we promote the construction of a green supply chain, jointly fulfill environmental protection responsibilities with our partners, and enhance the sustainability of the supply chain. Through systematic management and continuous optimization, Ever Sunshine Services is dedicated to building a fair, safe and green supply chain system, achieving a win-win situation between commercial value and social responsibility.

#### The Health and Safety of Our Suppliers' Labour

Ever Sunshine Services attaches great importance to the health and safety of suppliers' laborers and continuously improves the ESG management mechanism of the supply chain. We require suppliers to strictly comply with the OHSAS 18001 or ISO 45001 occupational health and safety management standards, and integrate health and safety factors into the supplier evaluation and contract management systems. When new projects are launched, we require suppliers to submit relevant bidding materials and employee lists to ensure that they fulfill their responsibilities for health and safety management. During the Reporting Period, we sent letters to more than 150 suppliers to reaffirm the Management Requirements for Supplier Service Personnel, and achieved a 100% receipt confirmation rate, which has promoted the protection of labor rights and interests and the sustainable development of the supply chain.

In the service outsourcing contracts, the Company has further clarified and strengthened the management requirements of contractors regarding the health and safety of their employees, which include:

- Service personnel must undergo professional knowledge and skills training and be qualified through assessment before taking up their posts. Personnel in order security positions must work with valid certificates;
- Contractors must purchase personal accident and medical insurance for service personnel, and clearly stipulate in the contract terms the purchase of insurance for outsourced employees of cleaning and order maintenance suppliers;
- For high-altitude operations, relevant national and local safety regulations must be strictly followed. Operators must work with valid certificates and implement necessary safety protection measures;
- Contractors need to provide employees with sufficient labor protection supplies, establish dedicated warehouses for dangerous goods, and appoint specific personnel to manage them;
- Organize a Safety Knowledge Training for all employees once a month to enhance their safety awareness and skills.

## 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### Green Supply Chain

Ever Sunshine Services gives priority to cooperation with green suppliers that meet the standards of ISO 9001, ISO 14001 and OHSAS 18001, and actively promotes the sustainable development of the supply chain. The Company attaches great importance to the environmental performance of suppliers. Through semi-annual performance evaluations, it provides economic incentives to service providers that use environmental protection equipment and tools, and encourages them to replace consumables that are likely to cause secondary pollution.

In addition, each department continues to cooperate with Linjiu Technology to jointly develop and apply online data, promote environmental protection services and equipment. Every year, we commend outstanding cooperative suppliers with excellent environmental performance, further strengthening the supply chain's focus on and investment in environmental protection.

During the year, the Company has continued to promote activities such as the "Taste Hunt Plan" and the "Weekly Group Purchase". It has given priority to the selection of organic agricultural products and actively carried out green projects to assist farmers, demonstrating its commitment to sustainable development.

During the Reporting Period, the Company has put into use Internet of Things (IoT) cleaning equipment nationwide. It has worked closely with suppliers, focusing on enhancing the environmental protection efficiency of the cleaning equipment in aspects such as saving water and cleaning agents, and extending the battery life of lithium batteries.

The saving rate of water and cleaning agents has reached

**50%**

And the service life of lithium batteries has been extended by

**1** year



### 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

### 6. CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART

#### Case

#### Build a Green Supply Chain and Continuously Promote Sustainable Consumption



Since 2021, Ever Sunshine Services has focused on introducing organic and green products through the "Taste Hunt Plan", providing property owners with healthy and sustainable food choices. In 2024, we continued to deepen the construction of the green supply chain. In combination with the "Joyful Smart-Selection" community retail activities, we carefully selected more than 2,000 high-quality green products from around the world. Through forms such as the "Weekly Group Purchase" and the "Ever Sunshine Bazaar", we brought more green and organic products into community life. This not only meets the property owners' demand for high-quality green products, but also further promotes the implementation of the concept of sustainable consumption, demonstrating the Company's long-term commitment to environmental protection and green development.



Organic Product Organic Sunflower Oil



Organic Product Organic Sunflower Oil



Organic Product Ruoqiang Organic Red Dates



Organic Product Organic Pickled Cabbage from Beidahuang



The Taste Exploration Plan Organic Product Feixi Old Hen



Joyful Smart-Selection Edible Raw Eggs

#### 6.4.3. Supplier Communication

Ever Sunshine Services attaches great importance to communication with suppliers. Through a multi-level and multi-channel strategy, it continuously improves communication efficiency to ensure the accuracy and timeliness of information transmission. This year, the Company has further optimized the supplier communication mechanism, increasing the frequency and coverage of visits to enhance the supplier service level and customer satisfaction. During the Reporting Period, the Company carried out over 100 visits to group-level suppliers and over 700 regional visits, achieving a 100% coverage rate.

In order to strengthen communication with suppliers, the Company has implemented the following key measures:

- Regular visits and hierarchical communication: monthly visits to national key merchants and regional suppliers, quarterly visits to seasonal suppliers, and at least two communications to new merchants.
- Site visits to the production environment: regularly visit the production environment of suppliers to understand their production processes, quality control measures, and environmental protection initiatives, ensuring that suppliers meet the Company's standards and requirements during the production process.
- Pre-event communication: communicate with suppliers in advance according to the marketing activity plan every month, organize product selection meetings and small-scale interview meetings with strategic suppliers to ensure that the activities are fully prepared.
- Offline activities: hold merchant investment promotion and product selection meetings every month to broaden cooperation channels and strengthen the connection between supply and demand.
- Annual meeting: at the beginning of the year, hold a supplier appreciation conference and an investment promotion conference to strengthen the partnership and clarify the annual cooperation direction.
- Supplier training: carry out labor safety and hygiene education for suppliers every month. Meanwhile, regularly organize ESG-related trainings such as anti-corruption training to enhance suppliers' capabilities and awareness in terms of compliance and sustainable development.






Carry Out Supplier Communication Activities with Haitian Flavor Industry



Carry Out Product Traceability Activities at the Manufacturer of Danxiansen Edible Raw Eggs

# 7. LEAN EVER SUNSHINE, QUALITY WITH INGENUOUS HEART

Ever Sunshine Services adheres to the mission of "Building better lives", always focusing on customers' needs. Guided by the goal of creating a service experience that "Let customer be trouble-free, worry-free, and discontent-free", it explores higher standards of smart services. Meanwhile, Ever Sunshine Services pays great attention to customers' health, safety and privacy protection. By improving data capabilities and smart tools, it comprehensively enhances service efficiency and quality. Relying on the strategic blueprint of "Platform + Ecology", Ever Sunshine Services will adopt a more refined management model and an innovation-oriented approach to drive the continuous improvement of the customer experience and build a harmonious and happy community ecosystem.

Guide Indicators Responded to in this Chapter		Material Issues in this Chapter
<b>Respond to SDGs</b>   	<b>Response to Indicators of HKEX</b> B6 General Disclosure B6.2 B6.4 B6.5	<ul style="list-style-type: none"> <li>Service Quality</li> <li>Product Quality and Service</li> <li>Smart Property</li> <li>Customer Satisfaction</li> <li>Customer Information and Privacy Protection</li> <li>Customer Well-being and Health and Safety</li> </ul>



## 7. LEAN EVER SUNSHINE, QUALITY WITH INGENUOUS HEART

### GOALS PROGRESS

Goals Setting

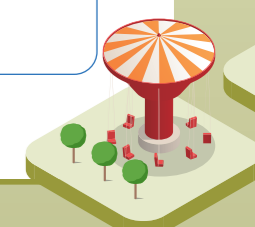
- Implementation of key position competencies: training on the competencies of project leaders, cultivating "truly all-around stewards", and establishing an expert team with specialized and versatile skills.
- Business reconstruction based on comprehensive labor utilization: returning to professional ingenuity to achieve low-cost operation.
- Project self-operation with comprehensive budget as the starting point: standardizing the basic work of project operation, deeply linking the battle map and task system, maintaining the "five aspects", visibly presenting customer-touching service capabilities, intensively cultivating the main city areas, and making each project a benchmark.
- Build an efficient supply chain: establish a one-stop procurement platform to improve the quality of suppliers for strategic and centralized procurement.
- Eliminate high risks and put an end to leakages: a tough battle: implement pre-emptive control of operational risks.

Progress Review

- This year, quality supervision covered 10 regions and 18 city companies. Theoretical teaching and practical implementation of project quality supervision management were carried out for project leaders. The courses of the "New Feather UP" Stewards Special Training Camp were updated and optimized. A total of 36 trainings were held, and 880 people completed the graduation certification.
- Optimization and iteration of the budget system: applying AI technology to the budget management system. Through big data analysis and AI recognition technology, it becomes possible to evaluate and display the annual operation results of projects (financial risk rating, operation risk rating, collection rate, complaints, service requests, etc.).
- Whistleblowing complaints management: four 100%, including 100% timely response, 100% timely contact, 100% timely completion, and 100% satisfactory handling. Remodel the escalation handling mechanism for whistleblowing complaints as well as the satisfaction handling process.
- Deepen the separation of procurement and usage: the separation of procurement and usage was implemented in April, and the separation rate reached 91% in December. The performance evaluation went online in June, and centralized payment went online in July. The daily-clearance function was launched in November.
- Risk prevention and control: establish a three-level control mechanism for risk-prone projects to ensure project continuity, clarify the standards for risk upgrading and downgrading, and quantify the process control work. Stringently punish emergencies to strengthen process management. Strengthen the management of parking lots and construction waste removal.

Next Plan

- Advancement of residential operation capabilities:
  - Three initiatives: proactively carry out inspection and report issues, proactively serve customers, and proactively connect with business opportunities
  - Three high-quality aspects: high-quality response, high-quality meetings, and high-quality in two aspects
  - Three special projects: separation of procurement and usage, exception management, and lean operation with dual stewards.
- Construction of team service capabilities:
  - Certification for specialists in each business line
  - Empowerment system for city operation responsible persons
  - Practical training for project managers
  - Competency certification for truly all-round stewards
  - Training for front-line positions



## 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

### 7.1. Stick to Service Quality

Ever Sunshine Services takes the blueprint of "Platform + Ecology" for its development, implements the concepts of "long-termism" and "technology leadership", breaks through the boundaries of traditional property management, and redefines the connotation of services. Based on the needs of all age groups, we extend the reach of our services to every corner of the city and build a comprehensive service network covering the entire life cycle. Through the deep integration of technology and services, Ever Sunshine Services drives the transformation of the industry with its remarkable innovation capabilities. It is committed to becoming a driver of leading a better life and creating a brand-new future that combines smart services with humanistic care.

#### 7.1.1. Optimize a High-Level Service System

Relying on the "Gravitational Service Ecosystem", Ever Sunshine Services has established a service territory covering five major areas: community operation, value-added services, commercial property management, city governance, and smart technologies. It has deeply expanded ten types of scenario-based services, including those for residential areas, commercial and office buildings, industrial parks, education, healthcare, exhibition halls, cultural tourism, elderly care, transportation hubs, and city services. With the three core driving forces of "full life cycle coverage", "full-scene integration", and "all-age care", we continuously enrich the connotation of services and enhance the customer experience. In the future, Ever Sunshine Services will, with a more systematic concept and forward-looking practices, lead the industry transformation and development of quality services. For more information, please visit our website: [www.ysservice.com.cn](http://www.ysservice.com.cn).

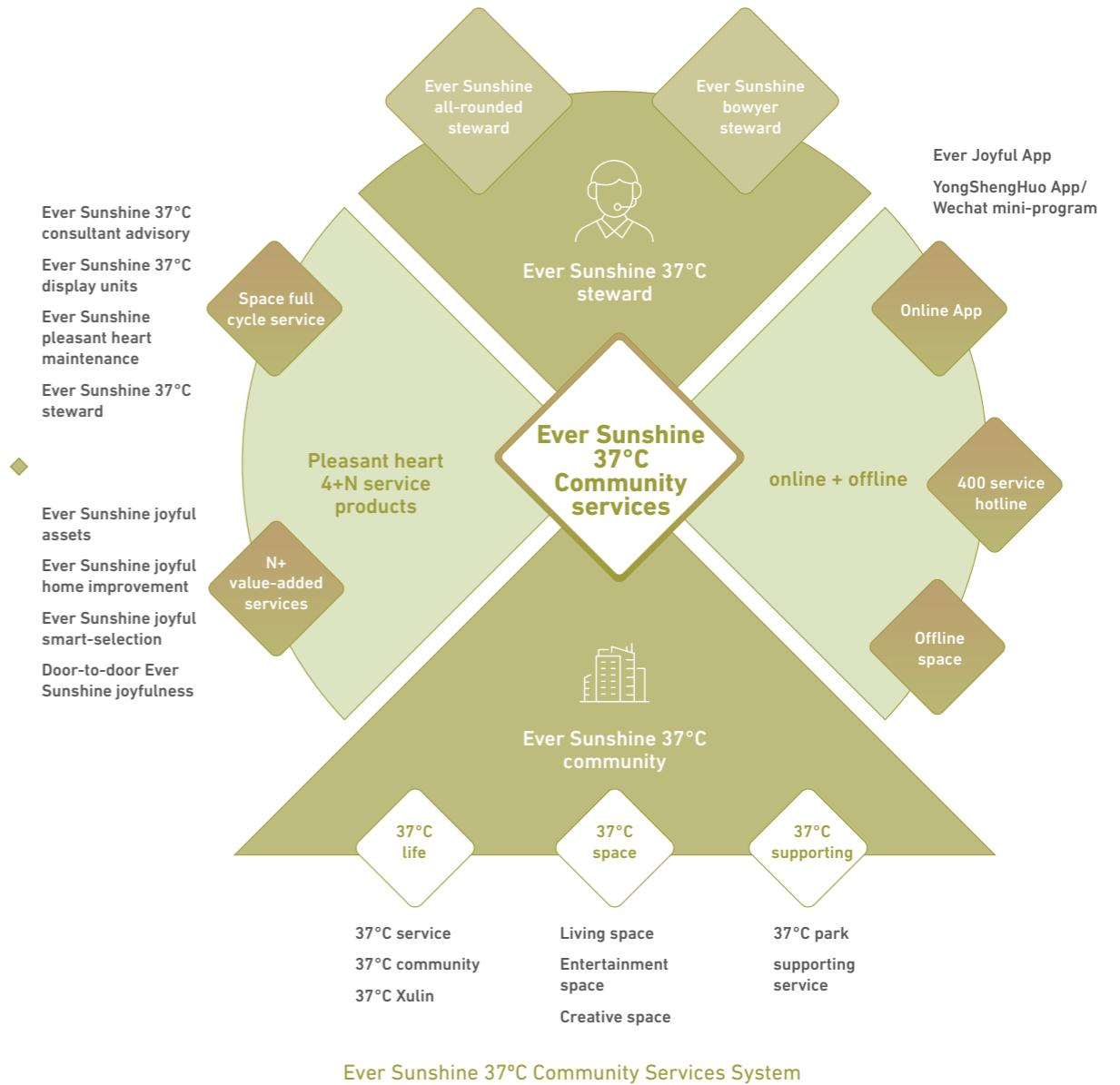
We strictly comply with relevant regulations and carry out regular annual reviews as well as external evaluation audits once every three years for the ISO 9001 Quality Management System certifications obtained by Yongsheng Property and Linjiu Technology. This ensures that the management system always meets the latest national and industry standards, providing a strong guarantee for the stability and continuous improvement of the Company's service quality.



## 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

### Living with Better Life

Ever Sunshine Services takes "Building better lives" as its core mission, adheres to the service concept guided by "Satisfaction + Surprise", and at the same time implements a responsible sustainable development strategy. We integrate the core ideas of sustainable development into the entire operation chain and interpret our commitment to customers with excellent service quality. By integrating the six key elements of "culture, system, experience, awareness, skill tools, and scenarios", we have innovatively constructed a "Platform + Ecology" service model, providing customers with comprehensive solutions covering all scenarios. In the future, Ever Sunshine Services will, with a higher level of professional operation, become an industry benchmark leading the services for a better life.





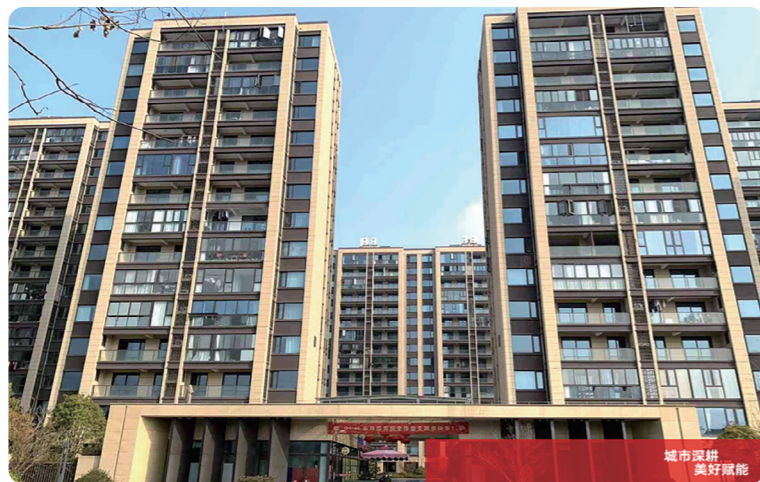
### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

#### Case

#### Ever Sunshine 37°C Residential Service: Creating a Happy Living Place



The Xiangsheng Yunshan Huayuan project in Hangzhou is another high-quality residential project that Ever Sunshine Services has expanded externally in Hangzhou. Since its entry, it has rapidly carried out quality renovation work. In just one month, it has completed key upgrades such as home safety, environmental optimization, and convenience improvement, integrating the beautiful quality standards of Ever Sunshine Services 37°C community into the project operation. Meanwhile, the project has also launched a series of community activities, including the "17°C Sunshine and Vigour Festival", Spring Festival visits, Lantern Festival riddle guessing, etc., injecting strong humanistic care and neighborly warmth, and creating a "trouble-free, worry-free, and discontent-free" happy life experience for the property owners.



Ever Sunshine Services - Xiangsheng Yunshan Huayuan Project in Hangzhou

### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

#### Growing with the City

Ever Sunshine 37°C Commercial Services focuses on the field of "non-residential business forms". As a professional brand under Ever Sunshine Services, we redefine the breadth and depth of city services. Based on a keen insight into the connotation of "a better life", we refine our services to every scenario of city life, meeting customer needs from multiple dimensions. Driven by technological innovation, we promote the leap of services from standardization to intelligence and diversification, and customize smart comprehensive solutions for customers. In the future, Ever Sunshine 37°C Commercial Services will, with continuously innovative service models and excellent operation capabilities, contribute to the development of smart cities, lead the industry's evolution to a higher level, and become a key force for city co-construction and win-win results.

#### Ever Sunshine 37°C Commercial Service System



### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

#### Case

#### Ever Sunshine 37°C Commercial and Office Services: Empowering Smart Parks



Ever Sunshine Services has deeply participated in the smart construction and renovation of Sanwang Communication Park in Songjiang District, Shanghai, providing customers with refined operation services throughout the entire life cycle. As an important carrier of the "Industrial Internet + Artificial Intelligence" ecosystem, the park is equipped with facilities such as a multi-functional exhibition hall, research and development laboratories, and production lines. Relying on a professional team, Ever Sunshine Services ensures the perfection of basic property services. Meanwhile, through high-standard 37°C commercial and office services, it creates a safe, professional, and efficient business environment for customers and improves the overall operation quality of the park.



Ever Sunshine Services - Sanwang Communication Park in Songjiang District, Shanghai

#### Ever Sunshine 37°C City Service System



#### Living and Breathing with Humanity

Ever Sunshine Services has been deeply engaged in city space operation, industrial empowerment, and community livelihood services. It is committed to creating an efficiently operating city service platform driven by smart technologies. Adhering to the service concepts of professionalism and refinement, we optimize the efficiency and quality of city comprehensive governance through the construction of a smart management system. As an important force in promoting city sustainable development, we use diversified service solutions to facilitate the healthy cycle of city operation, actively enhance the quality and happiness of citizens' lives, and inject lasting impetus into shaping a more vibrant humanistic city.



### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

#### Case

#### Ever Sunshine 37°C Public Services: Safeguarding Smart Medical Services



The North Campus of Qinghai University Affiliated Hospital, as the only teaching hospital directly affiliated to a higher education institution in Qinghai Province, shoulders multiple functions such as medical treatment, teaching, and scientific research. Ever Sunshine Services provides comprehensive property services for the North Campus. Relying on the management concepts of "standardization, professionalism, mechanization, and focusing on key points", it covers a number of service items including cleaning, sporadic maintenance, greening, medical guidance and consultation, and support for key departments. Meanwhile, Ever Sunshine Services has introduced an information-based transfer system for medical waste and a central transportation system to ensure the efficient and orderly operation of the hospital campus. Through considerate and meticulous professional services, Ever Sunshine Services provides all-round operation guarantees for the hospital and helps to optimize and improve the medical environment.



Ever Sunshine Services - Qinghai University Affiliated Hospital

#### Living with Life, Living with Ecology

Upholding the core concept of "Building better lives", Ever Sunshine Services innovatively implements the "Platform + Ecology" strategy in its operations, and constructs a service ecosystem guided by customer needs. Through the dual-wheel drive model of "self-operated + jointly-operated", the Company continuously expands the boundaries of value-added services, forming a diversified service matrix covering five major areas:

- 1 **Ever Sunshine joyful smart-selection (retail services):**  
Focusing on the common needs of customers during festive seasons, we provide quality products and services to satisfy customers' pursuit of a better quality of life, forming a new community retail model with reciprocal interactions within the community;
- 2 **Ever Sunshine joyful home improvement (home improvement services):**  
A professional team is formed to integrate home resources and bring together well-known brands to provide one-stop home ownership services for property owners;
- 3 **Door-to-door Ever Sunshine joyfulness (door-to-door services):**  
We study customers' daily life scenarios and provide home life services covering housekeeping, home appliance maintenance, home care, in-home decoration and home beautification;
- 4 **Ever Sunshine joyful assets (rental and sales services):**  
We provide 37°C services to preserve and increase the value of our customers from a professional perspective, including housing leasing, housing escrow, new home sales, car parking space sales, asset valuation and title deeds, helping property owners to manage their assets;
- 5 **Ever Sunshine Joyful Media (marketing services):**  
Specializing in being an expert in community-integrated marketing, it explores the huge potential of community marketing, creates a sustainable business ecosystem that achieves the coordination of brand building and marketing effectiveness for brands, and serves as an operator of brands in community scenarios.



### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

**永升增值服务**  
EVER SUNSHINE SERVICES

全方位满足居民多样化需求

永升小乐到家，客户身边的“生活管家”  
专业的事交给专业的人  
轻松实现省心、放心、开心的美好生活

永升小乐资产，资产打理的“好帮手”  
专业的事交给专业的人  
轻松实现省心、放心、开心的美好生活

永升小乐芯选，业主的“专属买手”  
专业的事交给专业的人  
轻松实现省心、放心、开心的美好生活

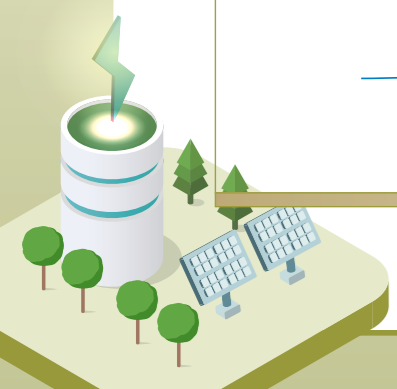
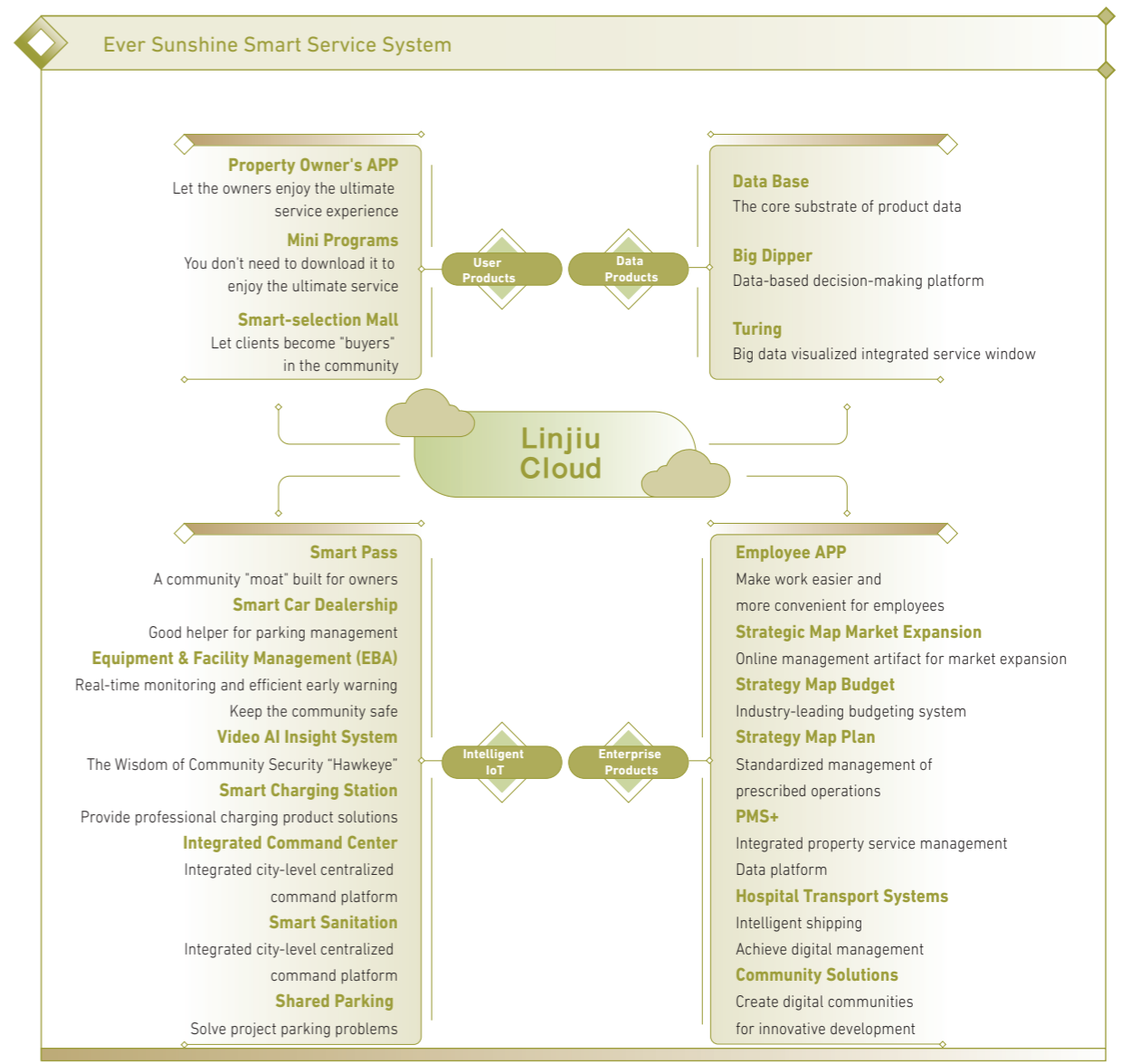
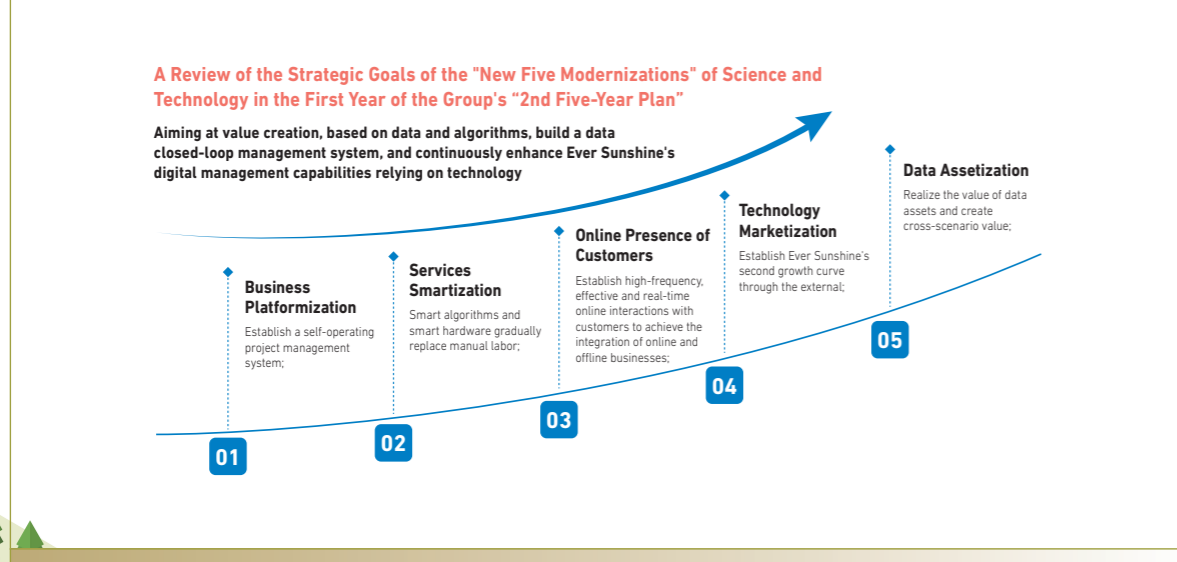
永升小乐美家，值得信赖的“装潢能手”  
专业的事交给专业的人  
轻松实现省心、放心、开心的美好生活

Value-added Services of Ever Sunshine Joyful

#### Share the Future with Technology

Through the “New Five Modernizations” strategy and an open ecological technology platform, Linjiu Technology, a subsidiary of the Group, work hard to promote the comprehensive upgrading of smart services, and empower the innovation of service models with technological innovation. In 2024, Ever Sunshine Services was honored as one of the “Top 5 Digital Capability Chinese Property Enterprises in 2024”, and its smart city service brand “Linjiu Technology” was selected into the “Top 30 Leading Chinese Real Estate Technology Enterprises in 2024”. By empowering smart life with technology, Ever Sunshine Services introduces technology services into management projects, continuously refines service quality, and brings more convenient service experiences to customers.

#### The Strategic Goals of the “New Five Modernizations” of Science and Technology



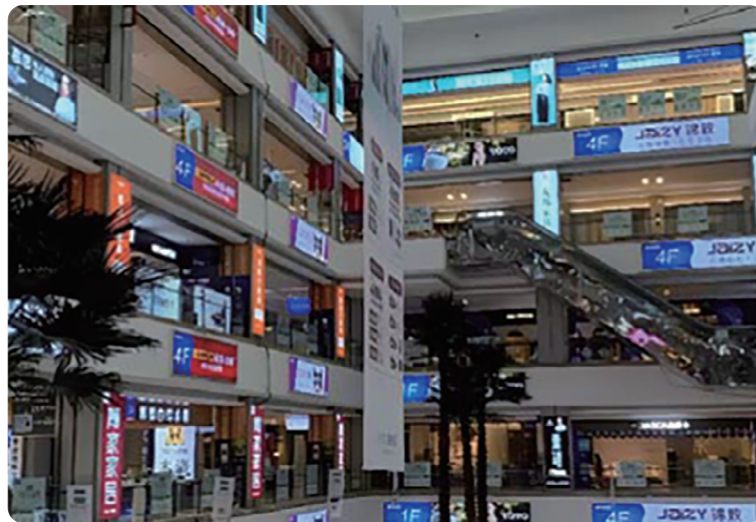
## 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

### Case

#### Linjiu Technology Helps Macalline's Smart Upgrade



In 2024, Macalline Property collaborated with Linjiu Technology to carry out a comprehensive smart upgrade of the shopping mall. In terms of fire protection, Linjiu Cloud's AI smart fire protection integrated solution was introduced to achieve early warnings for objects piled up in fire corridors, linkage of alarm videos, and tracking of the progress of incident handling. With the help of AI big data analysis, potential fire hazards can be detected in advance. Meanwhile, the project introduced Linjiu Cloud's air quality detection and analysis system to monitor the air quality indicators of the shopping mall in real-time. This transformed the traditional manual periodic detection into automatic system detection, improving the inspection efficiency and saving labor costs, thus providing customers with a more comfortable and safe shopping environment.



After the Smart Upgrade of Macalline (Wenshui Store)

## 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

### 7.2. Maintain the Rights and Interests of Customers

Ever Sunshine Services regards the protection of customers' rights and interests as a key focus of its business development, and is wholeheartedly committed to enhancing the living experience and service quality. We focus on customers' health and well-being, providing reassuring and reliable services. Meanwhile, we strictly abide by the management norms of privacy and information security, and build a solid barrier for data protection. Ever Sunshine Services takes it as its responsibility to comprehensively safeguard customers' legitimate rights and interests, responds to their trust with excellent service quality, and creates a community life that combines both quality and warmth.

#### 7.2.1 Protect the Safety and Health of Customers

Ever Sunshine Services always places the safety and health of customers at the core, and is committed to creating a safe and worry-free living environment for every customer. It gives top priority to privacy security. Through a rigorous management system and refined service measures, it ensures that customers can feel professional and attentive protection in every service.

#### Customer Health and Wellbeing

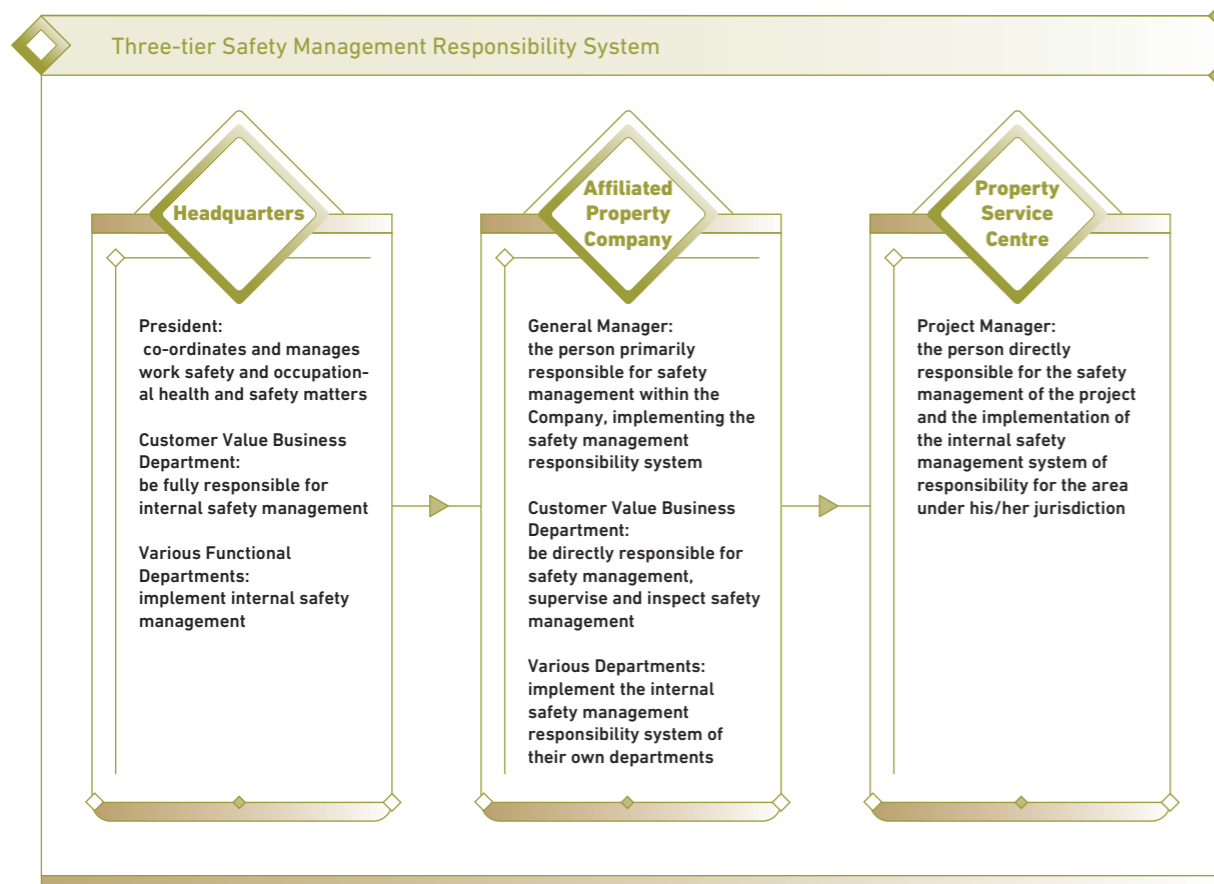
Ever Sunshine Services adheres to the concept of "safety first, prevention as the main approach", strictly follows relevant laws and regulations such as the Work Safety Law of the People's Republic of China, and has formulated a series of internal regulations such as Property Emergency Management (General) and Basic Management Requirements for Facilities and Equipment (General). It has thus established a sound management system for customers' health and safety. Through refined operations and comprehensive prevention and control measures, we create a healthy and comfortable living environment for our customers.

#### Safety Management System

In order to comprehensively improve health and safety standards as well as risk prevention and control capabilities, Ever Sunshine Services has established a three-level hierarchical safety management mechanism. The headquarters, subordinate property management companies, and property service centers collaborate to jointly safeguard the safety of customers. The president personally oversees work safety and occupational health affairs, and strictly implements the "one-vote veto system", resolutely preventing the implementation of any plans with potential safety hazards. Through clear division of responsibilities and a rigorous management system, Ever Sunshine Services integrates professionalism into every detail, strengthens the safety line for customers, and interprets its commitment to a better life with meticulous care.



7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART



**Safety Management Assessment**

Ever Sunshine Services deeply integrates safety management into its corporate operations. Based on a rigorous responsibility assessment system, it continuously raises the standards for work safety. The Company formulates an annual safety responsibility assessment plan to carry out strict evaluations of each property management company in terms of goal achievement, responsibility fulfillment, and occupational health management. The Company's headquarters signs responsibility agreements with the safety officers of each property management company, clarifying goals, division of labor, and the accountability mechanism. Moreover, the salaries of all safety responsible personnel, including the president, are linked to safety performance, ensuring that management at all levels strictly fulfills their commitments and promoting the comprehensive upgrading of safety management.

7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

**Safety Risk Management**

In the management of community safety, Ever Sunshine Services follows the concept of "preventing problems before they occur". By revising the Management measures for Emergencies, it strengthens the comprehensive identification and management of potential safety risks. We have established a systematic risk control mechanism and emergency response plans, standardizing the processes of response, reporting, and handling of emergency incidents, so as to efficiently deal with various emergency situations and minimize possible losses of personnel and property. With all-round and refined management practices, we provide customers with a safer, healthier, and more worry-free living environment.

Emergency Identification and Early Warning	Emergency Reporting and Disposal	Follow-up Prevention and Handling
<ul style="list-style-type: none"> <li>We identify the type, degree, cause and development trend of risks in a timely manner by effectively identifying and analysing a combination of quantitative information, such as data on emergencies, satisfaction surveys, work order anomalies, inspection results, team performance and third-party opinions. Based on the results of the analyses, risk warnings are issued in a timely manner, and targeted treatment measures are taken in accordance with established procedures.</li> </ul>	<ul style="list-style-type: none"> <li>When dangerous emergencies (e.g. fire) occur, we take effective measures in strict accordance with the emergency plan. We require that when a dangerous emergency occurs, we report it at the first time through the "Ever Sunshine Joyful" APP, and meanwhile, activate the emergency response plan and handle it following the event classification rules until it's closed-loop to protect the lives and properties of our customers.</li> </ul>	<ul style="list-style-type: none"> <li>After an incident, we follow the principle of "three don'ts" (analysis of the cause of the accident, education of those responsible, and lack of precautionary measures), clarify responsibilities, formulate an accident handling plan, and record the handling process. Based on the seriousness of equipment accidents, we learn lessons and take effective management preventive measures to avoid the recurrence of such accidents. In response to fires, equipment safety, and pipeline network accidents, we formulate targeted emergency plans and carry out regular drills to prevent major safety and property damage.</li> </ul>

**Emergency Handling Process**



## 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

### Case

#### Fire Safety Inspection

To ensure the safety of the lives and property of all property owners and prevent and reduce potential fire accidents, Ever Sunshine Services successively issued the Notice on Carrying out the Special Action to Eliminate Fire Hazards of Electric Bicycles in March 2024, the Notice on Carrying out Fire Hazard Investigation and the Preparatory Special Action before "November 9" in July 2024, and the Important Notice on Reaffirming Fire Safety Management Responsibilities in December 2024. It carried out at least three rounds of fire hazard investigation work, and each regional company organized all projects to carry out full-coverage fire emergency plan drills around "November 9".



Fire Safety Drill Carried out by Ever Sunshine Services

#### Supervisory Inspection

Ever Sunshine Services adheres to the management concept of constantly striving for perfection. Through a strict supervision and inspection mechanism, it deeply integrates supervision into the key links of operation, comprehensively improving the service quality and management level of residential projects. We focus on projects with weak operation quality, prominent risk hazards, and areas where property owners' demands frequently arise. The joint supervision team of the Group and the region carries out regular inspections, accurately identifies problems, and promotes optimization and improvement. Through unremitting dynamic adjustment and process optimization, Ever Sunshine Services, with its meticulous management practices, creates an efficient and high-quality life service experience for property owners, demonstrating its persistent pursuit of excellent quality.

Throughout 2024, monthly routine inspections of hidden safety hazards and risk sources were carried out, combined with one safety-themed activity per month, covering 100% of the projects.

For the year, there were

0 production safety-type liability accident

0 fire-type liability accident

0 related administrative penalty

## 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

### List of Supervision and Inspection Tours

Type of Supervisory Inspection	Department Responsible	Inspection Content	Coverage Rate
Basic quality inspection	Regional Customer Value Management Department	Carry out at least 2 supervisory inspections and cross-inspections of projects per month, including general community inspections and fire inspections	Coverage of 100% of projects
Morning meetings are held for quality inspection	Regional Customer Value Management Department	Responsible for carrying out supervisory inspections and re-inspections, and overseeing the cross-inspection of the quality of morning meetings held for all projects under the jurisdiction of the region, and the frequency of monthly inspections should not be less than 1 time/project/month	Coverage of 100% of projects
	Each city/region head is responsible for organizing each project manager/project head	Carry out cross-inspection of the quality of morning meetings held across projects within the city/region, and the frequency of monthly checking should not be less than 1 time/project/month	Coverage of 100% of projects
Nightly quality inspection	Regional Customer Value Management Department	Carry out supervisory inspections and re-inspections and oversee nightly quality cross-inspection for all projects under the jurisdiction of the region	Monthly inspection coverage of no less than 30% of the number of projects under the jurisdiction of the region and 100% quarterly coverage
	Each city/area head is responsible for organizing each project manager/project head	Carry out nightly quality crossinspection of projects within the the city/region	
Pre-holiday special inspection	Each city/area head is responsible for organizing each project manager/project head	Carry out special inspections on holidays or at specific times	Coverage of 100% of projects

### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

#### Safe Production Trainings and Drills

Ever Sunshine Services regards safety education as a solid foundation for safeguarding the well-being of property owners. Through a wide variety of trainings and drills, it comprehensively improves the safety skills and awareness of its employees. Ranging from the security of the residential area to the response to emergency incidents, and from fire safety to the rescue of people in elevators, we deepen employees' understanding of safety management through educational activities in multiple channels and forms, and establish a comprehensive safety guarantee system.

In 2024, the Company organized a total of 396 work safety trainings, with 46,080 participants; and 1,814 emergency drills were carried out, with the number of participants reaching 52,606. Ever Sunshine Services builds a solid safety barrier with a rigorous training mechanism and a high frequency of drills, ensuring that property owners can live without worries and that peace of mind is rooted in every service detail.

#### Case

#### Special Training for "Security Guard Officers" of Ever Sunshine Services

Ever Sunshine Services organizes special training for "Security Guard Officers" in spring and autumn every year, covering aspects such as service standards, risk identification, hidden danger inspection, and emergency drills, to improve the professional qualities of the backbone personnel in the order management department. The special training shares emergency handling methods through real-life cases, which helps with project management and risk control. In 2024, the spring intensive training and special skill training covered 101 cities, with about 800 order management personnel participating, strengthening their ability to safeguard safety.



The Scene of the Study and Training in the Special Training Camp for "Security Guard Officers"



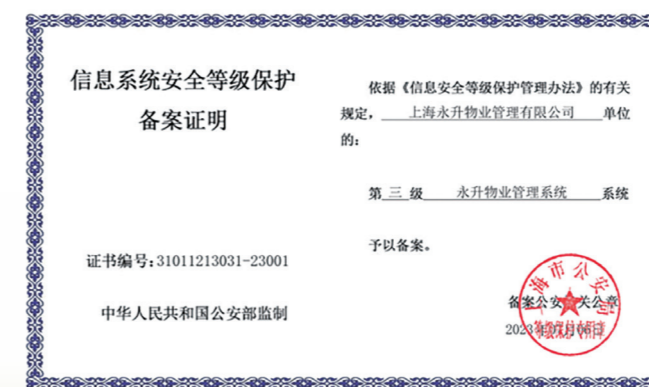
The Scene of the Group's Special Training Camp for "Security Guard Officers" in 2024

### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

#### 7.2.2. Focus on the Security of Customer Information

Ever Sunshine Services always regards the protection of customers' privacy as an important responsibility, and fully implements laws and regulations such as the Personal Information Protection Law of the People's Republic of China. By updating and implementing internal norms such as the Ever Sunshine Life Privacy Policy and the User Service Agreement, it provides a strong institutional guarantee for customers' privacy and security. With standardized processes and a hierarchical control mechanism at its core, we have established a comprehensive information security management system, proactively preventing potential leakage risks and ensuring that customers' data is always highly secure. In 2024, the Company achieved an excellent record of 0 customer information leakage, 0 internal data leakage, and 0 information security complaint.

The security standard expansion of all products under "Linjiu Technology" has reached the top level in the industry. Ever Sunshine Services, driven by technology and supported by management, builds a solid defense line for users' privacy and data security, and continuously fulfills its commitment of trust to customers with higher security guarantees.



Certificate of Record-filing for Information System Security Level Protection of Linjiu Technology

#### Customer Information Security Management

Ever Sunshine Services regards the security of customers' information as the core responsibility of the enterprise and constructs a solid security barrier with a multi-level management system. By deploying the technology of bastion hosts, we have significantly strengthened data protection and incorporated information security into the three-level management structure. In addition, through regular spot checks and control, strict file management processes, as well as a two-way protection mechanism combining online and offline measures, we ensure that customers' information is always under a high level of protection.

Ever Sunshine Services elevates the protection of customers' privacy to a strategic height, directly linking the performance in privacy protection with the president's performance evaluation. This strengthens the sense of responsibility of the management at the top level, ensuring that privacy protection permeates the entire chain of the enterprise's operations and safeguarding customers' trust with higher standards.



## 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

- **Information modification:** the process is requested by the person responsible for the data, and the approval process is ultimately approved by Chief Data Officer of Ever Sunshine Services, to ensure all data is secure;
- **Data export:** Ever Sunshine Services generally do not allow any employee to export data, all data basically need to be accessed online to avoid leakage of customer data due to random export by employees;
- **Information query:** Ever Sunshine Services online system will hide customer phone numbers, at the same time, we carry out three-tier control of offline customer information, and establish a perfect system for the access and borrowing of relevant documents to ensure employee compliance query;
- **Information leakage:** we have a comprehensive contingency plan for information leakage emergencies and strictly implement precautionary measures to ensure that information is not leaked.

### Information Security Training

Ever Sunshine Services takes information security training as a key measure to establish a privacy protection system with the participation of all employees. We have organized special information confidentiality training with a 100% coverage rate for all employees, and carry out at least one information security special training every year. The training content covers the management of customers' information files, daily maintenance, and the online information process, ensuring that the awareness of security permeates every business link.

### Customer Privacy Awareness

To further strengthen privacy protection, we have incorporated information security into the online courses for grassroots employees and the publicity system of the entire Company, and made it a regular reminder content in quality inspections and management supervision. Meanwhile, the Company has listed privacy protection training as a compulsory course for new employees during their induction and integrated it into an important module of the steward intensive training camp, ensuring that all employees have a deep understanding of and strictly abide by the privacy protection guidelines of Ever Sunshine Services. Through systematic training, publicity and implementation, Ever Sunshine Services continuously consolidates the foundation of awareness and capabilities in information security, safeguards customers' data with professionalism and a sense of responsibility, builds a solid security barrier, and demonstrates its solemn commitment to customers' trust.

### 7.2.3. Protect the Rights and Interests of Customers

#### Responsible Marketing

Ever Sunshine Services adheres to the principle of responsible marketing, integrating professionalism and prudence throughout the entire process of promotion and customer financial management. We strictly comply with relevant laws and regulations such as the Advertising Law of the People's Republic of China. We release the "Required Reading before the Starting Work" every week, clarifying the behavioral standards of the team in marketing and financial affairs, ensuring that all transactions are real and transparent and all commitments are effective, and comprehensively safeguarding the interests of customers.

## 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

In 2024, the Group further optimized and upgraded the customer financial management system, adjusted the assessment criteria to the comprehensive collection rate, covering property management fees, parking space fees, and energy consumption fees, and comprehensively strengthened the charge management and channel standardization of all projects.

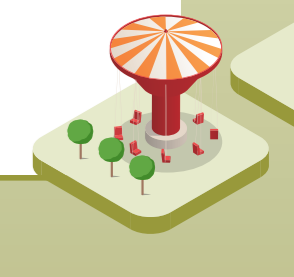
Ever Sunshine Services takes compliance as the cornerstone of its development, wins the trust of customers with transparency and a sense of responsibility. Through a sound marketing and financial management mechanism, it builds a stable and orderly service ecosystem, continuously creating value for customers.

### Customer Satisfaction

Ever Sunshine Services always places customers' needs at the core of its business. Through the continuous optimization of customer service management practices, it continuously improves customers' experience and satisfaction. The Company has innovatively upgraded its methods for satisfaction surveys and assessments, adopting a comprehensive satisfaction evaluation system that organically combines instant evaluations (accounting for 20%), APP survey evaluations (40%), and internal company telephone survey evaluations (40%), ensuring diverse and accurate feedback channels. In 2024, the comprehensive customer satisfaction rate reached 85.92%. This achievement demonstrates customers' trust in and recognition of Ever Sunshine Services.

Based on the results of the satisfaction surveys and customers' feedback, we have established a sound customer service management mechanism:

- **Annual satisfaction enhancement plan:** Combined with the actual operation situation, we formulate targeted plans and ensure the implementation effect through three-level supervision by the Group, the region, and the sub-region.
- **Unsatisfactory item tracking:** Relying on the internal call center, we regularly follow up on customers' feedback, handle problems promptly, and ensure that the improvements are implemented in a timely manner.
- **Mobile service:** We implement a full-staff mobile management approach. Stewards and management teams take the initiative to carry out inspections and face-to-face communication with customers, strengthening service details and efficiency.
- **Large customer visit mechanism:** For commercial and office properties, a three-level system of visiting major clients at the project, regional, and headquarters levels has been established to gain an in-depth understanding of the operational needs of newly delivered, renewed, and benchmark projects. In 2024, the Company carried out more than 100 visits to group-level suppliers and more than 700 regional visits, achieving a 100% coverage rate.
- **Headquarters fly inspection mechanism:** The headquarters carries out spot checks on commercial and office projects, establishing a three-level inspection system that includes monthly project inspections, quarterly regional inspections, and group spot checks. In 2024, the database of positive and negative criteria materials for quality inspections has been further enriched, and the inspection standards have been further refined. Standardized management is utilized to help improve customer satisfaction.



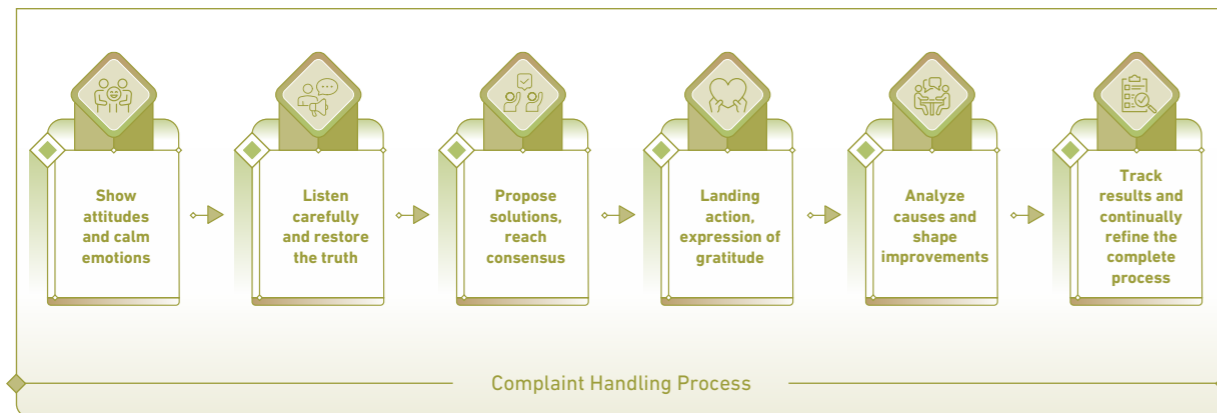
### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

Through multi-dimensional and multi-level management innovations, Ever Sunshine Services responds to customers' needs with professionalism and sincerity, constantly sets new service benchmarks, and creates a better living and working experience for customers.

#### Complaint and Rights Protection Process

Ever Sunshine Services adheres to the principle of "customers first" and strictly implements the Complaint Management Regulations. With the "1530211" handling standard at its core, it is committed to establishing a standardized and efficient complaint-handling process. We have set four "100%" goals - 100% timely response, 100% timely response, 100% timely completion, and 100% satisfaction with handling. We incorporate the efficiency of complaint handling and the improvement of customer satisfaction into the Company's strategic evaluation system, and go all out to ensure that every customer's demand can be resolved quickly and effectively, providing customers with a reliable service experience with professionalism and sincerity.

We continuously improve the complaint handling process, formulate and strictly implement a series of service standards and policies to ensure that the voice of every customer can be listened to in a timely manner, responded to quickly, and handled properly.



### 7. LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART




- **The "1530211" principle:** for a complaint from a customer, we require the steward and relevant customer service staff to take the order within 15 minutes; contact the customer within 30 minutes; reply or solve the problem within 2 hours, or provide a solution to the customer within 1 day if the problem is complex; and complete a return visit within 1 working day after the complaint has been dealt with.
- **Complaint classification and control:** we insist on the classification and control of customer complaints. For general complaints, serious complaints and major complaints, we assign different levels of responsible persons to take charge of handling them, so as to effectively improve the efficiency of complaint handling and provide customers with quick and satisfactory answers.
- **Complaints escalation processing:** if the complaint is not resolved for more than 7 days, it will be escalated to the person in charge of the city area; after 15 days, it will be escalated to the person in charge of regional customer value business department; after 30 days, it will be escalated to the person in charge of the region; after 60 days, it will be escalated to the person in charge of the customer value business department of the Group.
- **Complaint/satisfaction analysis meeting:** In order to continuously optimize our services, we hold regular meetings for whistleblowing complaints and satisfaction analysis at all levels to ensure timely response and effective resolution of customer issues.

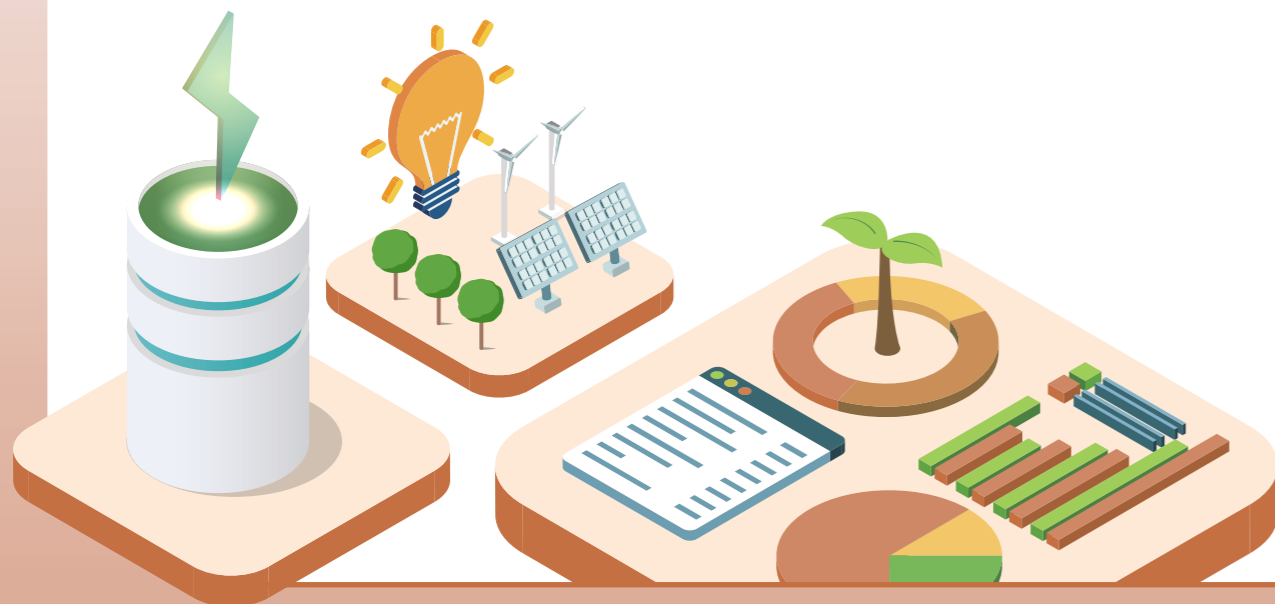
In 2024, Ever Sunshine Services achieved a response rate of 93.35% and a handling completion rate of 99.97% in handling customer service complaints. Meanwhile, we integrated the measure of "stewards accompanying on-site visits 100%" into the process of handling work orders for property owners' indoor service requests, responding to customers' needs with a more attentive service attitude.



# 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

Ever Sunshine Services actively responds to the challenges and opportunities brought about by climate change with practical actions, and strictly implements relevant laws and regulations such as the Environmental Protection Law of the People’s Republic of China. We optimize the environmental management system, comprehensively implement efficient energy management measures, and integrate the green concept into every aspect of property operation. Meanwhile, we pay attention to the protection of biodiversity, advocate a green office culture, and promote the sustainable development of cities and communities with practical actions, demonstrating our sense of responsibility for the environment and ecology in our operational practices.

Guide Indicators Responded to in this Chapter		Material Issues in this Chapter
<b>Respond to SDGs</b>   	<b>Respond to Indicators of HKEX</b> A1 General Disclosure A1.5 A1.6 A2 General Disclosure A2.3 A2.4 A3 General Disclosure A3.1 A4 General Disclosure A4.1	<ul style="list-style-type: none"> <li>- Tackling climate change</li> <li>- Green office and environmental promotion</li> <li>- Green property</li> <li>- Biodiversity</li> <li>- Energy saving and consumption reduction</li> </ul>



## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### GOALS PROGRESS

**Goals setting**

- Improve the climate risk management system, carry out climate risk and opportunity assessments, and promote climate scenario analysis
- Further refine energy-saving and emission reduction actions at the operation level, flexibly utilize emission reduction technologies, and promote smart properties
- Promote the use of prepaid electricity meters to expand the benefits and influence of energy-saving renovations
- Continuously advocate a green and low-carbon lifestyle to form a sustainable community culture

**Progress review**

- Carry out climate scenario analysis, and conduct a quantitative risk assessment on the headquarters area of Ever Sunshine Services for chronic physical risks and acute physical risks
- Comprehensively sort out the important climate risks (physical risks and transition risks), coping strategies and management of Ever Sunshine Services
- Implement the goal of energy consumption quota assessment, and carry out on-site visits and optimization adjustments for projects that exceed the quota. At present, the proportion of projects exceeding the energy consumption quota has dropped from 60% at the beginning of the year to less than 10%

**Next plan**

- Systematically promote the assessment and response work of climate transition risks, and formulate practical and feasible action plans to reduce the negative impacts of risks. Seize the opportunities of low-carbon transformation and promote the Company’s transformation towards a sustainable business model



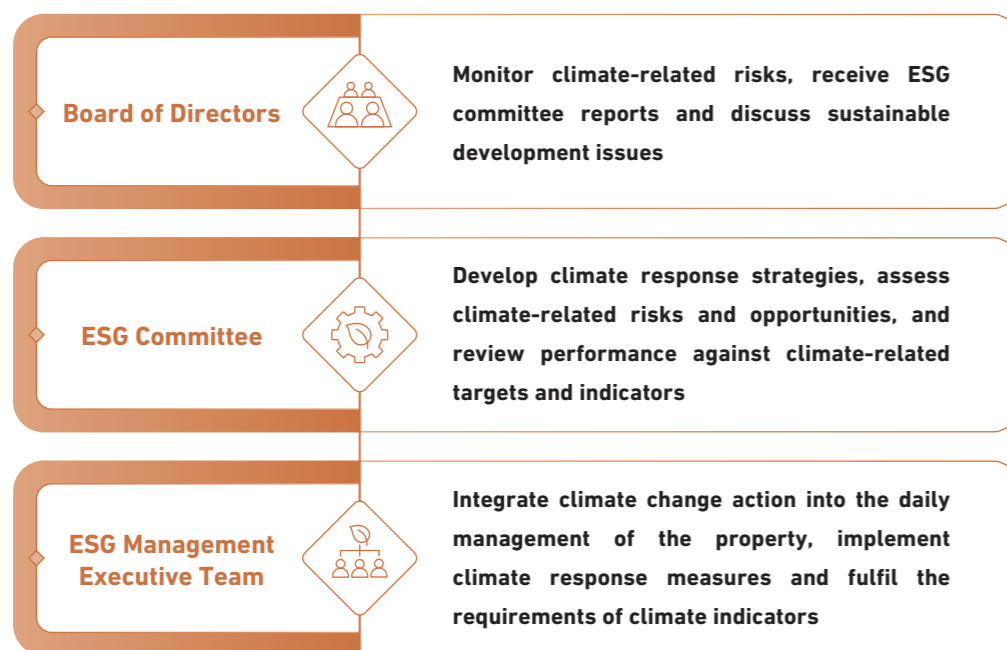
## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### 8.1. Cope with Climate Change

In the global wave of coping with climate change, Ever Sunshine Services actively responds to the national strategic goals of "carbon peak by 2030 and carbon neutrality by 2060". We integrate the concept of green and low - carbon into the Group's strategy and continuously contribute to environmental protection. From the optimization of the governance system to the implementation of development strategies, we focus on climate risks and opportunities, deeply promote the risk management mechanism, clarify the quantitative path of indicators and goals, and systematically disclose climate - related information and countermeasures in the Group's operational activities. We demonstrate our long - term commitment to the environment and society through comprehensive and professional actions.

#### 8.1.1 Climate Change Governance System

Ever Sunshine Services has established an ESG Committee led by the CEO, which is fully responsible for the overall planning and supervision of sustainable development strategies, including climate change. An ESG management executive team is set up under the ESG Committee, focusing on management and implementation, and integrating climate actions into the entire chain of the enterprise's operations. Every year, the ESG Committee systematically sorts out climate policies and management systems, carries out in-depth evaluations of the progress in achieving goals, and carefully examines the effectiveness of risk management. With an efficient and standardized governance mechanism, it drives the implementation of sustainable development strategies, comprehensively enhancing the enterprise's resilience and competitiveness in coping with climate challenges.



Ever Sunshine Services Climate Change Governance System

## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### 8.1.2. Climate Change Response Strategies

Ever Sunshine Services has always confronted the multiple challenges brought about by climate change with a forward-looking perspective and accurate insights. Ranging from physical risks to transformation pressures, it formulates scientific and feasible response strategies and implements them efficiently, steadily advancing its sustainable development strategy.

#### Climate Scenario Analyses

In order to carry out in-depth and forward-looking analysis, adhering to the principle of high comparability, we have selected two Shared Socioeconomic Pathways (SSPs) from the Sixth Assessment Report (AR6) of the Intergovernmental Panel on Climate Change (IPCC), namely SSP1-2.6 (low greenhouse gas emission scenario) and SSP5-8.5 (high greenhouse gas emission scenario). We also refer to two scenarios of the Network for Greening the Financial System (NGFS) of central banks and regulatory authorities, which are NGFS Net Zero 2050 and NGFS Current Policies. Climate scenario analysis is carried out according to three time spans: the short term up to 2030, the medium term up to 2040, and the long term up to 2060. In this way, the identification and assessment results of climate-related risks under the best and worst scenarios are presented, providing strong support for future strategic decision-making.

Climate Scenario Analysis

Scenario	Scenario Description
SSP1-2.6 and refer to NGFS Net Zero 2050	<p><b>Physical risks:</b> The temperature increase is controlled within 2°C, and the global energy use pattern has changed. The greenhouse gas emissions have significantly decreased. The frequency and intensity of some extreme weather events have increased. Climate-sensitive regions are obviously affected by extreme events. Meanwhile, the government has taken systematic adaptation and mitigation measures to deal with the possible physical risks.</p> <p><b>Socio-economic impacts:</b> The world is gradually shifting towards a more sustainable path. The density of fossil energy use is low, and consumption is tilting towards green and sustainable fields. The global carbon price will rise. Through strict climate policies and innovation, countries will achieve global net-zero carbon dioxide emissions around 2050.</p>
SSP5-8.5 and refer to NGFS Current Policies	<p><b>Physical impacts:</b> The extraction and use of fossil fuel resources are unrestricted, and the socio-economic development is moving towards a high-carbon-emission direction with a high dependence on fossil energy. The global average temperature will rise significantly, possibly exceeding the pre-industrial temperature level by 4°C. The world can distinctly feel the remarkable increase in the frequency and intensity of climate impact events, and extreme weather affects most regions and populations around the world.</p> <p><b>Socio-economic impacts:</b> The policies of various countries to address climate change have not been further strengthened. A resource- and energy-intensive lifestyle has been formed globally. The transformation of the energy structure has been sluggish, and there is a shortage of accessibility to clean energy. The procurement amount of non-essential consumer goods by consumers has significantly decreased. The macroeconomic environment has further deteriorated, with intensified inflation and increased unemployment rate.</p>



## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### Analysis and Assessment of Climate Physical Risks

In 2024, we initiated the first quantitative analysis of the physical risks of climate change. Given the core position of the headquarters business segment in the Company's overall business, in this analysis, we took Shanghai, the location of the headquarters, as the research boundary, and focused on the climate risk characteristics of this core business area. Based on SSP1-2.6 and SSP5-8.5, and using the climate projection dataset released by the Beijing Climate Center (BCC), we classified the physical risks into five levels: very low, low, medium, high, and very high. We assessed the degrees of four acute physical risks, namely extreme heat, extreme cold, extreme rainfall, and typhoons, as well as two chronic physical risks, namely drought<sup>1</sup> and sea level rise, in this area in the short, medium, and long terms.

The Level of Physical Risk:



Table of the Impact Degree of Physical Climate Risks for Ever Sunshine Services

Risks/ Dimensions		Short-term		Medium-term		Long-term	
		SSP1-2.6	SSP5-8.5	SSP1-2.6	SSP5-8.5	SSP1-2.6	SSP5-8.5
Acute	Extreme Heat	Medium	High	Medium	High	High	Very High
	Extreme Cold	Very Low	Very Low	Very Low	Very Low	Very Low	Very Low
	Extreme Rainfall	High	High	High	High	High	High
	Typhoons	High	High	High	High	High	High
Chronic	Drought	High	High	High	High	High	High
	Rise of sea level	High	High	High	High	High	High

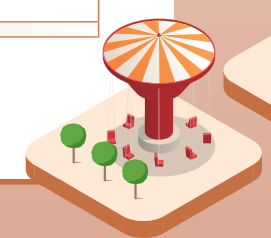
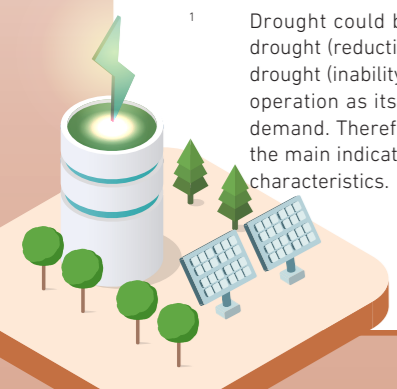
The business segment of Ever Sunshine Services in the Shanghai region faces significant challenges of physical risks. In terms of acute physical risks, it will bear increasingly severe impacts of typhoons and extreme rainfall in the future. Regarding chronic physical risks, it needs to deal with the potential threats brought about by sea level rise in the long term. In 2024, by combining our own business characteristics and strategic planning, we identified and sorted out the climate-related risks faced by Ever Sunshine Services and their potential impacts on the business, and formulated corresponding climate risk management strategies.

<sup>1</sup> Drought could be measured using various methods which usually include different dimensions such as meteorological drought (reduction in precipitation), hydrological drought (shortage of surface or groundwater resources), and socioeconomic drought (inability of water supply capacity to meet demand). Considering that Ever Sunshine Services focuses on city property operation as its core, the relevant risks are more reflected in the contradiction between water supply capacity and water demand. Therefore, in this report, we select "water stress" (that is, the ratio of water withdrawal to water consumption) as the main indicator for measuring drought risks, so as to be more in line with its commercial operation attributes and service characteristics.

## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### Analysis of the Potential Impacts of Physical Risks and Countermeasure Strategies

Type of Physical Risk	Potential Impact	Response Strategies
Acute physical risk	Extreme Heat	<ul style="list-style-type: none"> <li>In the face of the high-temperature heatwaves in summer, the energy consumption of operational buildings and the pressure on fire prevention significantly increase, driving up the operating costs continuously.</li> <li>During the heatwave, it is difficult for the staff to carry out outdoor work due to the extremely hot weather, which in turn leads to project delays.</li> </ul>
	Extreme Cold	<ul style="list-style-type: none"> <li>Extremely cold events in winter lead to a significant increase in users' heating demands, thus driving up the operating costs of property services.</li> <li>In order to cope with the extremely cold weather, it is necessary to increase the allocation of thermal insulation materials and facilities, which will lead to a corresponding increase in maintenance costs.</li> </ul>
	Extreme Rainfall	<ul style="list-style-type: none"> <li>Garages and underground parking spaces are at risk of being flooded, which may lead to an increase in the costs of repairing buildings or replacing damaged assets.</li> </ul>
	Typhoons	<ul style="list-style-type: none"> <li>The strong winds and heavy rainfall triggered by intense tropical cyclones may drive up the maintenance costs of construction sites, and lead to the suspension of outdoor construction work and an increased risk of project delays.</li> <li>The increase in the frequency and severity of extreme typhoon events may cause damage to property facilities and equipment, thereby leading to an increase in building operation costs, equipment depreciation, and related maintenance expenses.</li> </ul>
		<ul style="list-style-type: none"> <li>In response to the potential short-term operational impacts brought about by extreme weather, establish a detailed project climate risk assessment mechanism, dynamically identify high-risk properties, optimize the resource allocation strategy, and ensure that the protective measures and emergency supplies reserves in key areas are sufficient.</li> <li>Establish a systematic response mechanism for extreme weather, optimize the early warning and emergency response procedures for sudden events such as rainstorms, typhoons, and high temperatures. Carry out regular training and drills for property management personnel to improve the emergency response capabilities of front-line teams, ensuring that services remain uninterrupted and the safety of property owners is guaranteed.</li> <li>Assess and introduce smart monitoring and early warning systems to track key indicators such as weather changes, drainage pressure, and electricity supply in real time. Optimize property operation decisions through data analysis, and enhance the ability to provide risk warnings and the speed of emergency response during extreme weather conditions.</li> </ul>



## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### Analysis of the Potential Impacts of Physical Risks and Countermeasure Strategies (Continued)

Type of Physical Risk	Potential Impact	Response Strategies	
Chronic physical risk	Rise of Sea Level	<ul style="list-style-type: none"> <li>• The rise in sea levels may increase the risk of erosion for property assets in coastal and low-lying areas, raise the maintenance costs of infrastructure, and affect the long-term value of assets.</li> <li>• The increasing frequency of extreme tides and storm surges exacerbates the risks of water seepage and damage to underground parking spaces, electrical equipment, and drainage systems, and adds to the operational pressure on property management.</li> </ul>	<ul style="list-style-type: none"> <li>• For properties that may be affected by seawater erosion or water resource shortages, establish a regular long-term facility maintenance plan. Strengthen the inspection and renovation of pipe networks, drainage systems, and underground spaces to ensure the durability and adaptability of property facilities and reduce the long-term maintenance costs caused by environmental changes.</li> <li>• Gradually introduce and upgrade the smart water management system during the operation process. Dynamically monitor the water consumption data of communities and commercial properties, optimize the water resource allocation in high-water-consuming links such as irrigation, cleaning, and cooling, and explore rainwater harvesting and reclaimed water reuse solutions to improve the long-term water resource utilization efficiency.</li> </ul>
	Drought	<ul style="list-style-type: none"> <li>• Long-term water resource shortage may affect the stability of water supply for properties, increase operating costs, and reduce the satisfaction of residents and tenants.</li> <li>• The restricted water demand for greenery maintenance, cleaning, and cooling systems will affect the environmental quality of the community and the property service experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Build a climate risk monitoring system by using digital technologies. Regularly assess the trends of energy consumption, water consumption, and material consumption of properties. Combine big data analysis to optimize the property resource utilization strategy, achieve refined management, and enhance the long-term sustainable operation ability of property assets.</li> </ul>

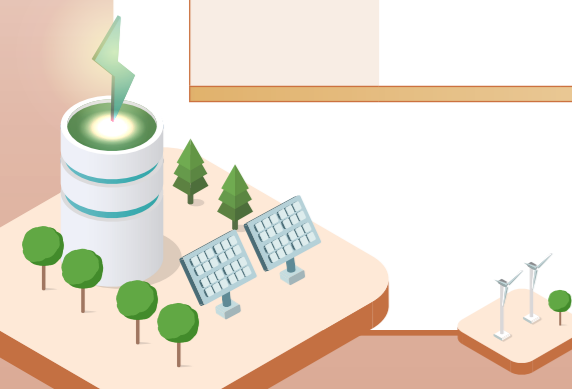
## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### Analysis and Assessment of Climate Transition Risks

Ever Sunshine Services comprehensively copes with the four core risk areas of policy, technology, market, and reputation through a systematic ESG management system. Guided by forward-looking thinking and with the professional guidance of the ESG Committee, the Company deeply integrates risk management with business strategies, ensuring excellent response capabilities in aspects such as climate change, technological innovation, market competition, and brand building. Through scientific assessment, precise policy-making, and continuous optimization, Ever Sunshine Services is committed to turning challenges into opportunities, promoting the steady progress of the enterprise on the path of green transformation and high-quality development, and creating long-term value for stakeholders.

### Analysis of the Potential Impacts, Opportunities and Response Strategies of Transition Risks

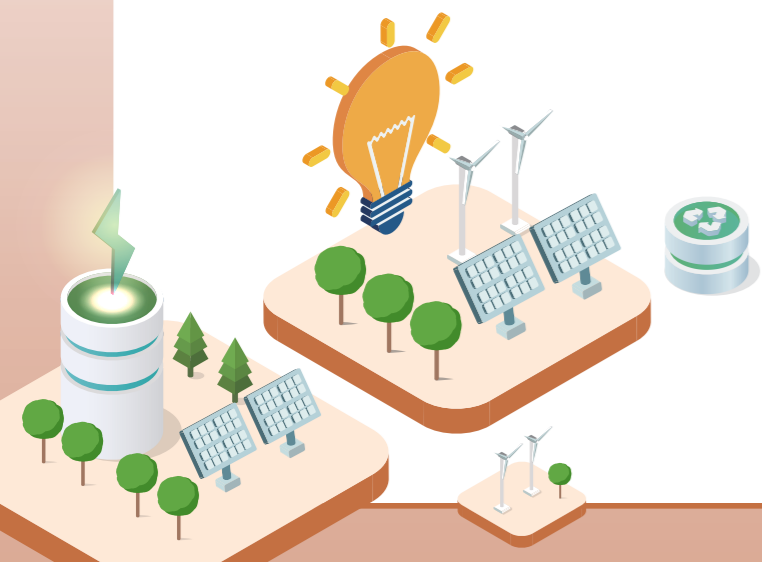
Type of Transition Risk	Potential Impact	Opportunities	Response Strategies	
Policy & regulations	Requirements and Supervision of Existing Products and Services	<ul style="list-style-type: none"> <li>• Increasing the proportion of renewable energy application and improving the energy efficiency of buildings at the same time will lead to a certain increase in the operation costs of properties.</li> </ul>	<ul style="list-style-type: none"> <li>• The use of low-carbon energy reduces the long-term operation costs of enterprises, conforms to the national green development policy, and helps enterprises achieve high-quality and sustainable growth.</li> </ul>	Track on climate change-related laws and regulations, industry standards and regulatory developments, assess the potential impact of policies. <ol style="list-style-type: none"> <li>1. The ESG Committee guides the management and business units</li> </ol>
	Increase the Pricing of Greenhouse Gas Emissions	<ul style="list-style-type: none"> <li>• Strict policies and regulations are expected to increase the operating costs related to carbon taxes and carbon trading. The fluctuations in carbon prices may exacerbate the uncertainty of cost expenditures, posing higher requirements for the management of operating costs.</li> </ul>	<ul style="list-style-type: none"> <li>• Promote the energy-saving upgrade of property projects, adopt low-carbon technologies and smart energy efficiency management, improve energy use efficiency, thereby reducing cost expenditures related to carbon emissions and enhancing the value of assets.</li> </ul>	<ol style="list-style-type: none"> <li>2. Analyze risks precisely and set management priorities.</li> <li>3. Maintain close contact with regulators in order to safeguard business compliance</li> <li>4. Incorporate policy risk management into our overall risk management system.</li> </ol>
	Strengthen the Reporting Obligations for Emissions	<ul style="list-style-type: none"> <li>• Gradually expand the coverage of carbon emission data disclosure, and enhance the transparency and accuracy of the data to meet the expectations of regulators and stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Through high-quality carbon data management, establish a scientific and transparent environmental information disclosure system to enhance the corporate credibility and industry influence, and gain more first-mover advantages in terms of government support, capital matching, and green certification.</li> </ul>	



### 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

Analysis of the Potential Impacts, Opportunities and Response Strategies of Transition Risks (Continued)

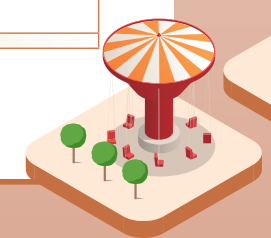
Type of Transition Risk	Potential Impact	Opportunities	Response Strategies	
Technical	The Costs of Low Carbon Technology Transition	<ul style="list-style-type: none"> <li>The investment in the research and development of green design technologies and patents continues to grow, putting forward higher requirements for innovation capabilities and capital allocation.</li> <li>The application of low-carbon technologies has driven up the industry's demand for professional talents and resources, and accordingly, the costs of internal technological upgrading and employee training have increased.</li> </ul>	<ul style="list-style-type: none"> <li>Utilize new technologies to effectively copy with the challenges of high energy consumption brought about by climate change, promote the optimization of operating costs, and achieve the green and low-carbon transformation.</li> <li>Developing or adding new low-carbon goods and services can help enterprises enhance their market competitiveness, meet regulatory compliance requirements, and strive for policy-based subsidy support.</li> </ul>	<p>With green operation as the core, promote the transformation of energy-saving technologies and the upgrading of energy management.</p> <ol style="list-style-type: none"> <li>Comprehensively evaluate the technical costs, operational requirements, market trends and expected benefits.</li> <li>Linjiu Technology has established a technical team, focusing on the energy consumption management system.</li> <li>Optimize energy management by means of digital and smart technologies.</li> </ol>



### 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

Analysis of the Potential Impacts, Opportunities and Response Strategies of Transition Risks (Continued)

Type of Transition Risk	Potential Impact	Opportunities	Response Strategies	
Market	Change of Consumer Behaviour	<ul style="list-style-type: none"> <li>Tenants and property owners may be more inclined to choose green and low-carbon buildings in the future, which poses higher requirements for the sustainable operation capabilities of properties.</li> </ul>	<ul style="list-style-type: none"> <li>Relying on the advantages of green operation, create a low-carbon and efficient property service system, enhance brand credibility and customer loyalty, and create more room for business expansion and innovation of value-added services.</li> </ul>	<p>Grasp the market trends and potential risks, integrate the concept of environmental protection into the management system, and create green competitiveness.</p> <ol style="list-style-type: none"> <li>Optimize the supporting facilities of the community and add more charging piles.</li> </ol>
	Rising Prices of Raw Material	<ul style="list-style-type: none"> <li>Extreme weather events may disrupt the stability of the raw material supply chain, affect transportation efficiency, increase procurement costs and delivery risks.</li> <li>In the short term, it is quite difficult to procure alternative materials. If a suitable solution cannot be found in a timely manner, it may lead to delays or interruptions in the project schedule.</li> </ul>	<ul style="list-style-type: none"> <li>By optimizing supply chain management, establishing long-term cooperative relationships with diversified suppliers, enhancing procurement bargaining power and the risk-resistance ability of the supply chain, while ensuring the stable supply of key materials, strengthening cost control, and creating room for cost reduction and efficiency improvement in the long-term operation of the property.</li> <li>Build a flexible and efficient material allocation mechanism. Leverage smart inventory management to optimize the reserve and dispatch of key maintenance materials. This not only ensures the continuity of operations but also improves the ability to respond to emergencies, strengthening the Company's competitive edge in supply chain management.</li> </ul>	<ol style="list-style-type: none"> <li>Introduce a third-party certification mechanism and obtain LEED and WELL certifications.</li> </ol>



## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

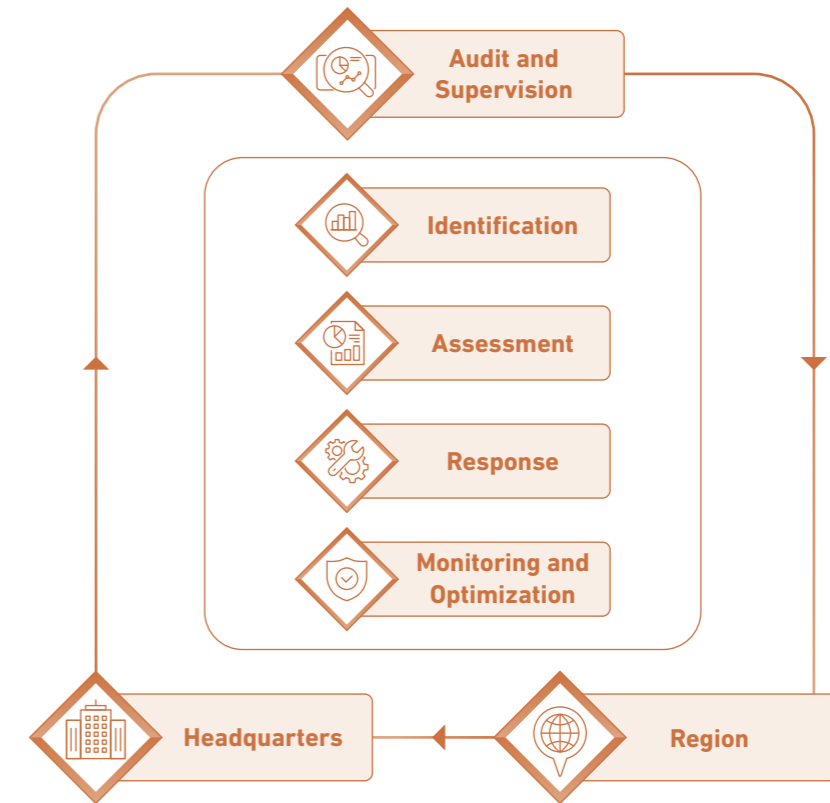
### Analysis of the Potential Impacts, Opportunities and Response Strategies of Transition Risks (Continued)

Type of Transition Risk	Potential Impact	Opportunities	Response Strategies
Reputation The Concerns or Negative Feedback from Stakeholders Increase	<ul style="list-style-type: none"> <li>If an enterprise fails to effectively respond to the increasingly stringent compliance requirements of regulatory authorities, its reputation may be affected, and market trust may be eroded.</li> <li>Investors' attention to the green and low-carbon performance of enterprises continues to increase, and the effectiveness of the low-carbon transformation will directly affect the Company's valuation and its financing ability in the capital market.</li> </ul>	<ul style="list-style-type: none"> <li>Lead industry practices with high - standard compliance management, proactively layout in response to policy trends, establish a transparent and trustworthy information disclosure system. While strengthening market trust, shape an outstanding corporate social responsibility image and enhance brand influence.</li> <li>Transform the achievements of low-carbon transformation into capital advantages. Attract long-term value investors and green financial support with high-quality ESG performance, broaden financing channels, optimize the capital structure, and further consolidate the enterprise's competitiveness in the capital market.</li> </ul>	<p>Formulate and disclose ESG goals in a scientific and rigorous manner to ensure the rationality and feasibility of these goals.</p> <ol style="list-style-type: none"> <li>The Board and the ESG committee jointly take the lead in constructing a complete ESG governance framework.</li> <li>Accurately assess the feasibility of the goals and strengthen risk control.</li> </ol>

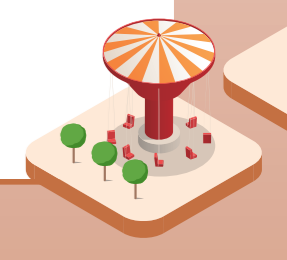
## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### 8.1.3. Climate Change Risk Management

Ever Sunshine Services has comprehensively incorporated climate risk management into the enterprise risk management framework. Relying on the three-level prevention and control system of "region - headquarters - audit and supervision", we have established a control mechanism covering the whole process. With the four-stage management process of "identification - assessment - response - monitoring and optimization" as the core, we carry out systematic management of climate-related risks to ensure that these risks are comprehensively monitored and accurately coped with throughout the entire operation chain. This not only significantly enhances the risk prevention and control capabilities of all employees but also effectively reduces the potential business and financial risks posed by climate change.



Schematic Diagram of the Three-level Prevention and Control System and the Control Mechanism





## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### Physical Risk Management

Ever Sunshine Services has established a rigorous and systematic emergency management process for unexpected events to deal with climate risks and challenges posed by extreme weather in a comprehensive and professional manner. Through special specifications such as the Property Emergency Management Regulations, the Emergency Response Plan for Disastrous Weather, the Emergency Response Plan for Earthquake Disasters, the Emergency Response Plan for Snowstorms, the Emergency Response and Handling Plan for Fires, and the Emergency Management Measures, an emergency response plan system covering multiple scenarios and dimensions has been formed. With front-end management as the core, combined with precise process management, track and review, as well as regular training exercise, we have created a closed-loop management mechanism from early warning to optimization.

#### Emergency Response Process for Extreme Weather Emergencies

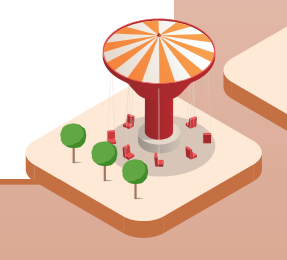
Management Step	Management Measures
Front-end Management	<ul style="list-style-type: none"> <li>➤ Follow weather warnings and monitor extreme weather;</li> <li>➤ Regularly inspect and maintain property facilities to enhance resilience to disasters;</li> <li>➤ Stockpile necessary emergency supplies, such as sandbags, waterproof materials and lighting equipment, with a dedicated fund as a reserve;</li> <li>➤ Formulate and publicize emergency plans so that employees and property owners are equipped with countermeasures.</li> </ul>
Process Management	<ul style="list-style-type: none"> <li>➤ When an extreme weather warning is received, the emergency plan is immediately implemented to notify relevant personnels and take measures such as shutting down facilities and evacuation;</li> <li>➤ When a disaster occurs, the property company quickly evacuates people, ensures the safety of property owners, activates emergency lighting and drainage systems to reduce the impact of the disaster, coordinates external rescues and cooperates with the government in disaster relief, while keeping the information up to date and informing property owners of the situation.</li> </ul>
Track and Review	<ul style="list-style-type: none"> <li>➤ Carry out safety inspections of the affected areas after the disaster to ensure that there are no hidden dangers;</li> <li>➤ Summarize the problems and experiences exposed in the disaster and improve the emergency response plan;</li> <li>➤ Recognize and reward disaster response employees to enhance the team's emergency response capability;</li> <li>➤ Review the response process to improve the ability to respond to climate change.</li> </ul>
Training Exercise	<ul style="list-style-type: none"> <li>➤ Organize regular training on responding to climate change and emergencies to improve the safety and emergency response capabilities of employees;</li> <li>➤ Test the effectiveness of the emergency response plan through regular extreme weather emergency simulation drills;</li> <li>➤ Encourage property owners to participate in training and drills to enhance the community's emergency response capability;</li> <li>➤ Summarize the experience of the drills and continuously improve the response measures.</li> </ul>

## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

From the customers' perspective, we have formed a set of standard process for alerting customer of extreme weather, ensuring that important information can be conveyed to property owners in a timely and effective manner to safeguard their lives and properties in the event of extreme weather conditions.

#### Standard Process for Alerting Customer of Extreme Weather

Collection of Meteorological Information	➤ Arrange a dedicated person who is responsible for paying attention to meteorological forecasts and obtain early warning message on extreme weather in a timely manner.
Confirmation of the Scope of the Impact	➤ Determine the extent of the impact of extreme weather on the neighbourhood based on information released by the meteorological service department.
Development of Response Measures	➤ Based on the weather conditions, develop appropriate countermeasures, such as water and electricity cut off supply, closure of neighbourhoods, etc.
Post a Reminder	➤ After being informed of the extreme weather warning information, the reminder process shall be activated within the shortest time and reminder information shall be released to property owners through various channels, including but not limited to community bulletin, WeChat group, SMS notification, telephone notification, and Ever Sunshine Life APP push, etc., to ensure that at least 95% of the property owners are able to receive the reminder information. The reminder information should be discretionary in language, concise, avoid ambiguity and reduce unnecessary panic.
Keep an Eye out for Updates	➤ Continuously monitor developments during the duration of extreme weather, update alerts every 2-3 hours to ensure that information is timely.
Expost Facto Summary Feedback	➤ After the extreme weather is over, the response is summarized, lessons are learnt and processes are continuously optimized.



## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### Case

#### Standing Together Through Wind and Rain, Ever Sunshine Services Builds a Solid Safety Barrier for Flood and Typhoon Prevention



In the summer of 2024, many places across the country were hit by the dual onslaught of continuous heavy rainfall and typhoons. Ever Sunshine Services responded promptly and launched special operations for flood prevention during the rainy season and typhoon prevention, safeguarding the safety of communities with professional and efficient management.

In the flood prevention work, Ever Sunshine Services carried out a comprehensive inspection and cleaning of key areas such as rooftops, rain and sewage wells, and drainage systems to ensure smooth drainage and eliminate potential risks of waterlogging. In crucial areas like underground garages, electricity distribution rooms, and pump houses, we strengthened inspections and maintenance, deployed protective materials such as sandbags, fire hoses, and drainage pumps, and established emergency response teams to be on standby at all times. During heavy rains, the staff carried out inspections in the rain, promptly dredged the drainage outlets, cleared the accumulated water, and closely monitored the operation of elevators to ensure the personal safety and property security of the property owners.

In the typhoon prevention work, Ever Sunshine Services completed the inspection for potential hazards and pruning of arbor and shrub plants before the typhoon hit. It reinforced the seedlings and thinned out their branches to reduce the risk of toppling over. After the typhoon passed, the landscaping team immediately righted and reinforced the fallen trees, quickly restoring the environmental order of the community area.

Unafraid of wind and rain, the team of Ever Sunshine Services had always remained at their posts. With precise emergency plans, high-efficient execution capabilities, and fearless actions, they had built a solid safety barrier for the community residents, once again demonstrating the original service aspiration of "putting people first and safeguarding safety".



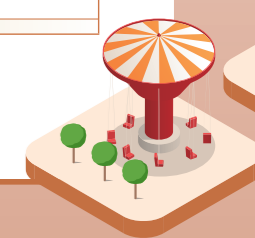
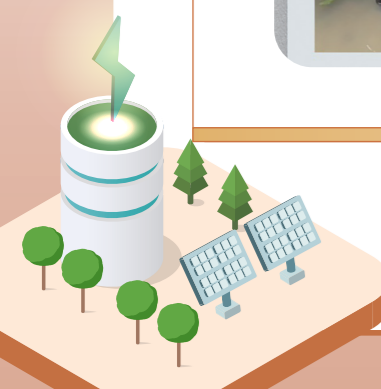
The Scene of Ever Sunshine Services' Flood and Typhoon Prevention Work

## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### Transition Risks Management

Ever Sunshine Services has always attached great importance to the potential impact of climate transition risks on the Company's business operations and has actively taken measures to lay the foundation for future assessment and response. We are well aware that climate transition risks are not only environmental issues but also crucial challenges to the sustainable development of enterprises. Currently, we are steadily advancing relevant preparatory work from multiple aspects to ensure that in the future, we can systematically identify, assess, and cope with these risks. On this basis, we have further systematically sorted out the opportunities brought about by climate transition to ensure that in the process of coping with climate change, the Company can not only effectively manage risks but also actively seize the strategic opportunities brought about by the low-carbon transition to promote the sustainable development of its business.

Type of Risk Management	Future Enhancement Plan
Policy Risk Management	<p><b>Short-term:</b> Relying on the ESG Committee, strengthen the policy monitoring mechanism, accurately analyze laws and regulations, industry standards, and regulatory dynamics, and set the priority for policy risk management. Promote the optimization of the data collection and management system to ensure the compliant disclosure of key indicators such as carbon emissions and energy consumption, providing a basis for subsequent decision-making.</p> <p><b>Medium-term:</b> Deepen the policy response system, optimize the green operation management of existing products and services, and ensure that the regulatory requirements for the low-carbon transition are met. Establish a regular communication mechanism with regulatory authorities to enhance information transparency, optimize the carbon emission management and energy efficiency improvement strategies, enabling the ongoing projects to maintain a competitive edge during policy adjustments.</p> <p><b>Long-term:</b> Construct a comprehensive policy risk management system to promote the smart standardization of enterprises in the fields of carbon emissions, energy data management, and disclosure. Deeply participate in the formulation of industry green policies. By integrating practical experiences in low-carbon energy applications, smart energy efficiency management, and other aspects, enhance the enterprise's industry leadership and market influence in the process of sustainable development.</p>
Technical Risk Management	<p><b>Short-term:</b> Rely on Linjiu Technology to deepen the research, development, and deployment of the energy consumption management system. Promote the optimization of property energy management through digital and smart means to improve data accuracy and management efficiency. Conduct a comprehensive assessment of the investment costs of low-carbon technologies and operational requirements. On the premise of complying with policy standards, ensure the feasibility and implementation effects of energy-saving renovations.</p> <p><b>Medium-term:</b> Construct a systematic application system of low-carbon technologies, promote the standardization of energy-saving renovations, and replicate and popularize them in more property projects. Deepen the iterative upgrading of smart energy efficiency management technologies to significantly improve energy use efficiency. Drive the exploration of emerging green technologies such as building energy efficiency optimization and the application of energy storage systems, laying the foundation for the long-term low-carbon transition.</p> <p><b>Long-term:</b> Establish an industry-leading low-carbon technology management system to drive the comprehensive transformation of property services towards a smart and carbon-neutral operation model. In combination with policy incentives and market demands, explore the technology-driven models of the property industry in fields such as carbon trading and green finance, form a sustainable low-carbon business model, and enhance the core competitiveness of the enterprise in the green transformation process.</p>



## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

Type of Risk Management	Future Enhancement Plan
Market Risk Management	<p><b>Short-term:</b> Optimize the green supporting facilities in the community, add charging piles for new energy vehicles, and promote property projects to obtain green certifications such as LEED and WELL, thereby enhancing the green competitiveness of the projects. Strengthen the concept of green operation to attract tenants and property owners who attach importance to sustainable development, enhance customer stickiness, and improve the market recognition of the property.</p> <p><b>Medium-term:</b> Construct a systematic green property management system and deepen low-carbon operation practices in aspects such as energy consumption management and smart operation and maintenance. Optimize supply chain management, expand regional procurement and strategic cooperation to reduce the cost pressure caused by fluctuations in raw material prices. At the same time, enhance the green operation capabilities of the property to meet customers' higher requirements for sustainable development.</p> <p><b>Long-term:</b> Create an industry-leading low-carbon property operation model and promote the formulation and popularization of green property standards. Through smart management and the application of green technologies, achieve low-carbon operation throughout the entire life cycle of the property, meeting the growing market demand for green buildings and sustainable services. At the same time, enhance the brand influence and market guiding ability of the enterprise in the field of green property.</p>

### 8.1.4. Climate Change Indicators and Goals

Ever Sunshine Services carries out a comprehensive and strict statistical analysis of greenhouse gas emissions and energy consumption data annually to provide a scientific basis for green development. The relevant data are listed in detail in "Appendix I 2024 ESG Key Performance Indicators" of this report, while the specific greenhouse gas emission management and energy control strategies are detailed in the "Protect the Green Environment" chapter.

In 2024, based on in-depth analysis of our own business practices and the trends of climate change, we formulated clear goals for the assessment and management of climate risks and opportunities. In the future, the Company will continue to pay attention to and monitor the dynamic changes of climate-related risks. Meanwhile, we will actively track the adjustments of policies and regulations, market trends, and industry best practices to ensure that we maintain strategic foresight and operational resilience in the process of coping with climate change.

#### Climate Change Goals

Metrics and Goals	Management Goals for 2025	Key Paths
Greenhouse gas emission intensity (Tonnes CO <sub>2</sub> e/person)	2% reduction compared with 2024	Improve energy management efficiency Upgrade/renovate equipment and facilities Explore the use of renewable energy
Energy consumption intensity (kWh/person)	2% reduction compared with 2024	Develop an energy saving management strategy Carry out special audits of energy consumption
Water use intensity (tonnes/person)	2% reduction compared with 2024	Create a water saving community Advocate the concept of water saving Dispose of water and drainage in accordance with regulations
Non-hazardous waste Emission intensity (tonnes/person)	2% reduction compared with 2024	Qualified third party compliance Treatment Classification and differentiated treatment Recycle and reuse

## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### 8.2. Protect the Green Environment

Ever Sunshine Services adheres to the original aspiration of social responsibility and environmental protection. It comprehensively implements energy-saving and water-saving management systems, standardizes the waste classification and recycling mechanism, and continuously strengthens environmental management. Aiming at the efficient utilization of resources, it helps to protect ecological diversity. With practical actions, we advocate sustainable development and actively unite the forces of employees, property owners, suppliers, and other parties to jointly build a green and environmentally friendly way of living and operation. Through multi-dimensional cooperation and promotion, Ever Sunshine Services is committed to achieving the harmonious coexistence of the environment and the community.

#### 8.2.1. Energy Management

Ever Sunshine Services integrates energy conservation and emission reduction throughout the entire life cycle of property operation. By strictly implementing the "Energy Consumption Management Guidelines" (《能耗管理指引》), it comprehensively implements equipment monitoring, energy consumption data management, and analysis guidance, and constructs a scientific and efficient energy consumption management system. In 2024, in accordance with relevant regulations, the Company carried out a comprehensive annual review of the ISO 14001 Environmental Management System and the ISO 50001 Energy Management System to ensure that the management standards are highly consistent with national and industry norms, and continuously promotes sustainable practices of energy conservation and consumption reduction.



Through systematic and meticulous management measures, the energy conservation and emission reduction work of the Group has been fully implemented in residential and commercial projects, significantly improving the energy utilization efficiency. In 2024, we set the goal of assessing energy consumption quotas, and carried out on-site visits and optimization adjustments for projects that exceeded the quotas. Currently, the proportion of projects that exceeded the energy consumption quotas has dropped from 60% at the beginning of the year to less than 10%. Meanwhile, the Company upgraded the energy consumption management system and launched version 3.0, which can automatically distinguish the energy consumption of property owners, property management companies, and merchants, and seamlessly connect with the internal management system, further improving work efficiency and the accuracy of data verification.

### 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

In order to achieve energy conservation in multiple scenarios, we have implemented measures such as the pilot use of prepaid electricity meters, energy-saving lamps in basements, and Internet of Things (IoT) lighting fixtures. We have also optimized the air conditioning management system, installed elevator energy consumption feedback devices, and actively applied solar energy technology and new energy-saving equipment. In 2024, the energy consumption density decreased by approximately 16% compared with 2023, demonstrating significant energy-saving results. Through real-time monitoring and a rapid response mechanism, we are exploring more innovative approaches in dynamic energy consumption management, injecting continuous impetus into green development and sustainable operation.

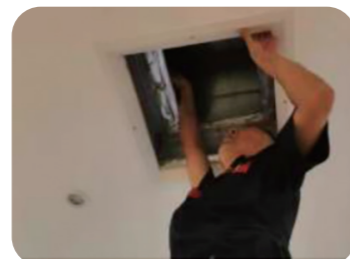
#### Case

#### Make Precise Efforts: Ever Sunshine Services Comprehensively Optimized Operational Efficiency

In 2024, Ever Sunshine Services focused on the key pain points of energy consumption management in Guangzhou Binhai Juncheng Commercial Plaza, made precise efforts, and implemented a series of highly efficient energy-saving measures. It was committed to reducing the electricity costs in public areas and comprehensively optimizing the operational efficiency of property management. Centering around six core areas, namely air conditioning energy-saving renovation, main equipment room equipment optimization, smart operation adjustment, escalator slow-moving device installation, lighting and elevator optimization, and daylight replacement and upgrade, Ever Sunshine Services advanced the work of energy conservation and consumption reduction from multiple dimensions. During the Reporting Period, the electricity consumption in the public areas of Guangzhou Binhai Juncheng Commercial Plaza decreased by 285,000 kWh year-on-year, with a significant drop of 34.2%, and a total of RMB246,000 in electricity cost was saved. Ever Sunshine Services has interpreted the concept of green operation with practical actions, setting an industry benchmark for low-carbon development in commercial property management.



Adjust the Cooling Temperature of the Central Air - Conditioner



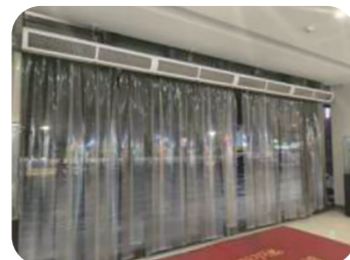
Blocking of Air Vents in Vacant Areas



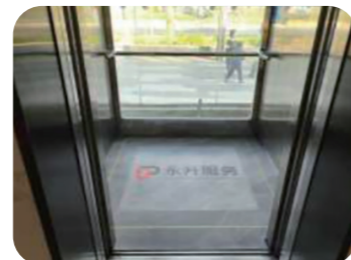
Adjust the Startup Mode of the Air - Conditioning Host



Install Deceleration Devices for Elevators



Install Air Curtains at Entrances and Exits



Reduce the Operation of One Elevator on Working Days.

### 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

#### Case

#### Empowered By Technology, Ever Sunshine Services' Intelligent Property Management Reshapes Service Efficiency

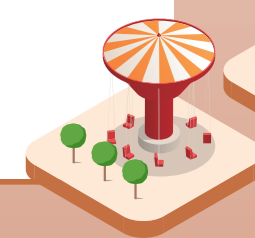


In 2024, Ever Sunshine Services implemented intelligent property management transformation for Wuhan IKEA LIVAT Shopping Center in response to its operational pain points. As a large-scale commercial complex with a floor area of 260,000 square meters and a commercial area of 125,000 square meters, the shopping center had previously faced challenges such as low-efficiency data collection, lack of refined management in equipment operation, and difficulty in meeting high-standard requirements for property services.

Through the introduction of an intelligent system, Ever Sunshine Services has achieved a fundamental transformation in the operation mode. It replaces manual patrols with unattended models and automated alarm push-notifications, shortens the temperature-measurement time from 40 minutes to no time lag, and provides accurate data support for energy-saving control. The system monitors the environmental temperature in real time and accurately adjusts equipment to effectively reduce energy consumption. In terms of cost, the daily cost of traditional manual patrols was RMB87.2, which has been reduced to zero after the implementation of intelligence, resulting in a monthly savings of approximately RMB2,616 and a cumulative savings of approximately RMB20,928 in 8 months during winter and summer. The timeliness of customer feedback has been significantly improved, and customer satisfaction has increased substantially.



Wuhan IKEA LIVAT Shopping Center Intelligent Property Real - time Monitoring Interface



## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### 8.2.2. Resource Management

Ever Sunshine Services takes strengthening resource management as a key approach and continues to deeply engage in two major areas: water resources and waste. By establishing a scientific and standardized management system, we promote the efficient utilization of resources. We attach great importance to comprehensively enhancing the environmental awareness of the management team, strictly implement resource and environmental management systems, actively promote the use of environmental protection equipment and tools. Meanwhile, we advocate property owners to practice water conservation and waste sorting, and promote the integration of the concept of green living into the daily life of the community. Through multi-level action measures, Ever Sunshine Services is committed to creating a harmonious community that is green, economical and sustainable, demonstrating our profound commitment to the environment and the future with practical actions.

#### Water Resources Management

Ever Sunshine Services has always adhered to the concept of sustainable development and is committed to creating a "water-saving community", actively promoting the water-saving culture in property management and operation. As of 31 December 2024, all the communities managed by the Company are located outside water resource protection areas, and the drinking water relies entirely on the municipal water supply system. In terms of water use, it covers various scenarios such as residents' daily life, facility maintenance, cleaning operations, and greening irrigation, and carries out refined management of the efficiency of water resource use. Meanwhile, the communities strictly follow the municipal discharge standards to ensure that domestic sewage is properly treated and does not cause any pollution or negative impact on the surrounding water sources. Through professional water resource management, Ever Sunshine Services safeguards the green ecology with practical actions and contributes to the harmonious coexistence of the community and the environment.

#### Waste Management

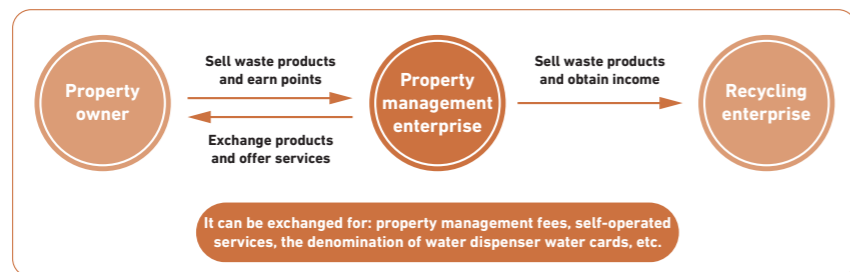
Ever Sunshine Services promotes the efficient treatment of community waste through professional management. It is fully responsible for the classified collection of harmless waste and entrusts qualified third parties to regularly remove and transport the waste, while actively advocating the concept of recycling. Regarding construction waste, we strictly implement standardized operations such as enclosing with fences, covering to prevent dust, and centralized removal and transportation to ensure a clean and transparent site. Meanwhile, in accordance with local policies, we charge unified fees by household or by building area, and negotiate and optimize with suppliers to ensure financial balance and the sustainability of management. For medical waste, we continuously optimize management, further improve the Guidelines on Medical Waste Management and the Guidelines on Disposal of Clinical Waste, strengthen the differential disposal of medical waste and regular garbage, and reduce potential risks to health and the environment. At the regional level, we systematically review projects with cost-revenue inversions, enhance management execution through mutual inspections and monthly inspections, and assist projects in optimizing waste removal contracts, continuously promoting the construction of green communities.

#### Case

### Integrating Waste Recycling Model to Support Green Communities

Ever Sunshine Services innovated the waste recycling management model and launched two solutions: convenient recycling cabinets for the public and regular door-to-door service. The convenient recycling cabinets provide property owners with the convenience of dropping off waste at any time. The door-to-door recycling service, through the promotion and cooperation of the property management, meets the demand for waste disposal.

In order to optimize efficiency, Ever Sunshine Services integrates resources, standardizes the processes of classified recycling and waste removal, strictly implements the management of enclosing construction waste with fences and centralized treatment, and ensures sustainable operation by optimizing the charging mechanism. This measure not only improves the convenience of the waste recycling service, but also integrates the concept of environmental protection into community management, setting a benchmark for the construction of green communities.



The Waste Recycling Model of Ever Sunshine Services

## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### 8.2.3. Biodiversity Conservation

Ever Sunshine Services strictly complies with laws and regulations such as the Environmental Protection Law of the People's Republic of China, the Biosecurity Law of the People's Republic of China, and the Wild Animal Conservation Law of the People's Republic of China, integrating biodiversity protection into community management. We attach great importance to the protection and restoration of the ecological environment. We refrain from damaging the habitats of wild species, avoid the abuse of pesticides, strengthen ecological observation, and prevent the invasion of alien species. Meanwhile, by creating a multi-layered greening system that combines trees, shrubs, and grasses, we provide habitats for wild birds and small animals. We are committed to building an ecological community where humans and nature coexist harmoniously, contributing to the construction of ecological civilization.

### 8.2.4. Green Office

Ever Sunshine Services actively promotes the concept of green office in property management practices. We implement a series of management specifications, including the Office 7S Management Operation and the Green Office Initiative, to promote resource conservation and carbon footprint reduction. In this year, guided by the goal of energy conservation and cost reduction, we continuously and deeply promoted four green office actions: optimizing the classified and graded management of express delivery, adjusting the fixed telephone network package, implementing the regular and quantitative distribution of office and daily necessities, and reducing the quantity of green plants and flowers while optimizing their varieties. These measures not only improve the efficiency of resource utilization but also effectively reduce the costs of express delivery, communication, office supplies, and green plant maintenance, demonstrating Ever Sunshine Services' innovation and effectiveness in the field of green management.

#### Operational Guidelines for 7S Management

SEITON	SEIRI	SEISO	SEIKETSU	SHITSUKE	SAVE	SERVICE
Scientific layout Easy access	Need or not need One to keep, one to leave	Litter removal Beautifulizing the environment	Cleaning environment Follow through	Forming system Make it a habit	Be proud of saving Shame on waste	Service with heart Customer first

## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

### Requirements of the Green Office Initiative

Green Offices Initiative	Specific Requirements
	<ul style="list-style-type: none"> <li>Use online meeting software as much as possible</li> </ul>
	<ul style="list-style-type: none"> <li>Start with me, start with the little things</li> </ul>
	<ul style="list-style-type: none"> <li>Turn off the lights after using the meeting room before leaving</li> <li>Put computers to sleep after leaving work and turning off computers not in use in the vicinity</li> </ul>
	<ul style="list-style-type: none"> <li>Keep taps as low as possible when using water and turn them off when finished</li> <li>Do not leave the water while it is being filled to prevent it from overflowing</li> <li>If a water tap is leaking, contact the Administration Department to report the leak in a timely manner</li> </ul>
	<ul style="list-style-type: none"> <li>Double-sided printing</li> <li>Do not discard single-sided paper, blank pages can be used as draft paper</li> </ul>
	<ul style="list-style-type: none"> <li>Promote the use of less or no public cutlery, which is environmentally friendly and hygienic</li> <li>Eat sensibly, eat civilly and order in moderation</li> </ul>
	<ul style="list-style-type: none"> <li>In summer, the cold air conditioner panel temperature should be set at 26°C - 28°C</li> <li>In winter, the heating and air conditioner panel temperature should be set to 20°C</li> <li>Turn off the air conditioner when public areas are unoccupied</li> </ul>
	<ul style="list-style-type: none"> <li>When travelling, give preference to public transport such as metro and bus</li> <li>No air travel within 2 hours by high speed train to destination</li> </ul>
	<ul style="list-style-type: none"> <li>Buy according to actual demand in combination with stock quantities to avoid over-or under-stocking supplies</li> <li>Liquidation of material stocks and prioritization of internal idle materials</li> <li>For city companies, projects in close proximity or in an office area, advocacy for shared material resources</li> </ul>

## 8. LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE



### 8.2.5. Green Community

Ever Sunshine Services is concerned about the harmonious development of man and nature, and actively carries out the creation of garden-style residential areas. Through the establishment of a sound environmental management system in the community, strengthening energy control, reducing energy consumption, proper disposal of waste and other measures, Ever Sunshine Services practices the green concept, with Ever Sunshine high standards and high quality to help the eco-garden city "cell project" to provide property owners with a more harmonious and livable ecological and civilized community.





As a pioneer in green property management, Ever Sunshine Services actively promotes green concepts in our community operations, we utilize our professional management service capabilities to promote sustainable development, create a low-carbon and environmentally friendly living environment.

In 2024, the Company added hundreds of vehicle charging piles, mainly distributed in Jiangsu, Zhejiang, Shanghai and North China regions. Among them, Linjiu Technology installed approximately 300 piles (including slow charging and fast charging devices). In the field of non-motor vehicle charging, the number of device sockets of Linjiu Technology has exceeded 100,000, accounting for more than 50% of the total cooperative devices nationwide. Currently, the Company has more than 2,800 cooperative vehicle charging piles. Through efficient layout and refined management, it provides convenient green travel support for community residents and continuously promotes sustainable development with a low-carbon and environmentally friendly approach.



# 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

Ever Sunshine Services firmly believes that employees are the solid foundation and precious assets of the enterprise's development, and they are the driving force behind the realization of the mission of "Building better lives". We attach great importance to protecting employees' rights and interests and adhere to the principles of fairness and justice. We fully recognize the value of our employees and have opened up multiple channels for their promotion and development, enabling Ever Sunshine Services to develop and grow together with its talented workforce.

Guide Indicators Responded to in this Chapter		Material Issues in this Chapter
<b>Respond to SDGs</b>    	<b>Response to Indicators of HKEX</b> B1 General Disclosure B1.1 B2 General Disclosure B2.3 B3 General Disclosure B4 General Disclosure B4.1 B4.2	<ul style="list-style-type: none"> <li>- Occupational health and safety of employees</li> <li>- Employees recruitment and team building</li> <li>- Employees' rights and care</li> <li>- Employee development and training</li> <li>- Employee compensation and benefits</li> <li>- Avoiding child labour and forced labour</li> </ul>



## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### Goals progress

Goals setting

- Continuously improve the Company's human resources and administrative management system, and strengthen the construction of the Group's management system
- Build efficient recruitment channels and upgrade the recruitment management system to ensure the Company can recruit talents
- Strengthen the digital management of information technology, set up standards and norms to achieve management efficiency
- Understand the voices of employees and increase employee engagement and department satisfaction year on year
- Strengthen employees support and provide richer benefits and activities for employees

Progress review

- Updated the HR inspection management method, added process inspection and proposed rectification suggestions; released the administrative inspection management method
- Added administrative process inspection and established a monthly monitoring system and mechanism for key administrative indicators
- Continuously updated a number of human resources and administrative management systems to meet the needs of the industry and corporate development
- Built a smart employee occupational health and safety management system to effectively capture abnormal data and protect employee safety
- Established the Ever Sunshine Staff Mutual Aid Association to promote the diversification of staff support methods and the implementation of staff welfare
- The average annual employee satisfaction score across all functions was 4.31, representing an increase from 4.14 in 2023

Next plan

- Establish group-wide asset management big data; gradually establish a working mechanism for asset transfer within the same city, across cities, or even across regions
- Realize refined asset management and make assets live; provide assistance to front-line projects to achieve low-cost operation
- Monthly analyse each account of administrative expenses for each account to gradually achieve refined control
- Continuously broaden the internal communication platform; create an atmosphere of "compare, learn, catch up and surpass"



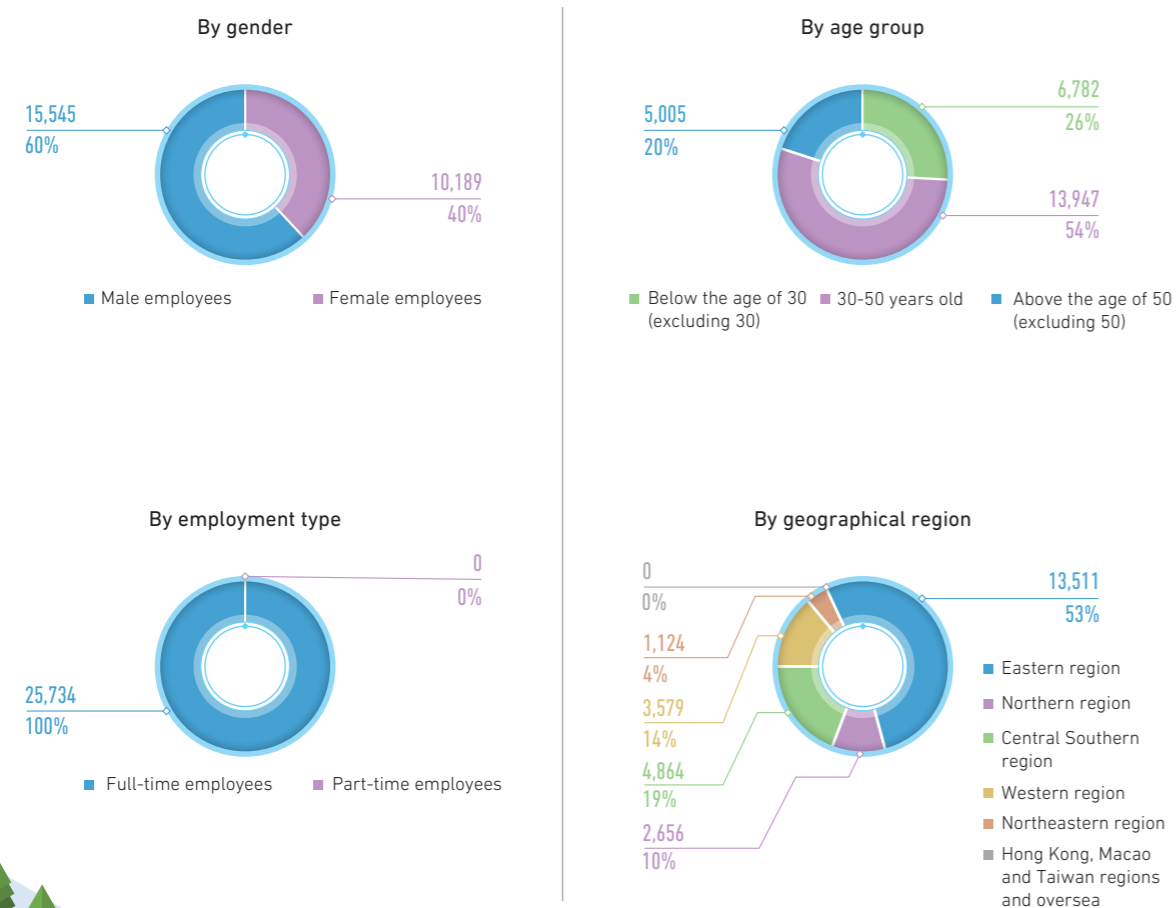
## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### 9.1. Protect the Rights and Interests of Employee

Ever Sunshine Services attaches great importance to the protection of employees' rights and interests. Adhering to the principle of compliant employment, it focuses on safeguarding employees' legitimate rights and interests and provides them with a rich variety of welfare benefits. We offer employees unobstructed communication channels, earnestly listen to their voices, understand their needs, enhance their sense of belonging to the Company, and boost their awareness of being the masters of the Company.

#### 9.1.1. Compliance Employment

We strictly abide by relevant laws and regulations such as the Labour Law of the People's Republic of China and the Labour Contract Law of the People's Republic of China. Based on the guiding principles on human rights of the International Labour Organization and the United Nations Global Compact Organization, we have formulated a series of compliant employment and employee rights protection systems, including the Employee Handbook, and continuously optimize and update the system to ensure that all employees have access to fair and just career development opportunities. As of 31 December 2024, Ever Sunshine Services had a total of 25,734 employees.



## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### Prohibition of child labour and forced labour

We strictly comply with the "Labour Law of the People's Republic of China", the "Law on the Protection of Minors of the People's Republic of China", and the "Regulations on the Prohibition of the Use of Child labour", and sign labour contracts with all formal employees. In 2024, Ever Sunshine Services improved its recruitment management system and achieved online automatic screening in the system. It can automatically identify and screen out employees under the age of 18, and resolutely put an end to any form of child labour employment. In the event of child labour employment (which has not occurred so far), we will immediately stop the child's work and send him/her to the hospital for a physical examination. Meanwhile, we will notify the local labour bureau. With the consent of the labour department, we will send the child back to his/her original place of residence or school and require his/her guardian to sign for confirmation. After obtaining the seal of the government agency for confirmation, we will return the relevant documents to the human resources department for archiving. As of 31 December 2024, Ever Sunshine Services did not find any cases of child labour employment or forced labour in all aspects of employment.

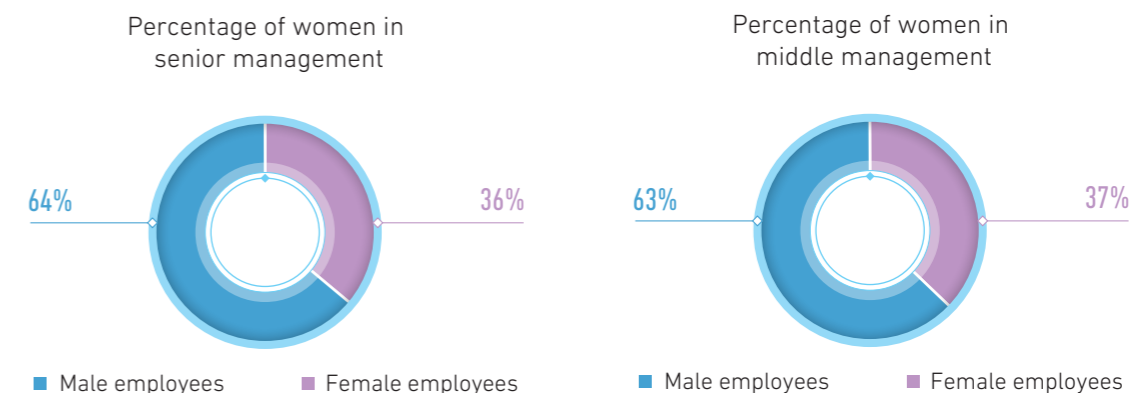
### Employment equity

We have formulated and abide by the Recruitment Management System. In the recruitment process, we adhere to the principles of fairness, impartiality and openness, and make great efforts to ensure employment equity. During the recruitment, selection and retention processes, we strictly prohibit any discriminatory behavior based on ethnicity, race, nationality, religious belief, gender, age, etc. We provide equal employment opportunities for each applicant, ensuring that employees' positions are determined solely based on business needs and individual capabilities.

This year, we have adopted the method of AI interviews for interviewing blue-collar employees to ensure the uniformity of interview standards and the objectivity and fairness of the interviews. In addition, we also support the equal employment of groups such as people with disabilities and veterans. In cooperation with the China Veterans Network, through online and offline recruitment channels, we successfully recruited 172 veterans in 2024. As of the end of the Reporting Period, the number of on-the-job veterans is 374, which has helped Ever Sunshine Services to build a harmonious, friendly and fair working environment.

### Diversity and inclusion

Ever Sunshine Services firmly believes that the steady development of an enterprise is inseparable from the diversity of its employees. We have formulated the "Code of Business Conduct" and relevant policies on diversity and inclusion, and set diversified recruitment goals to ensure that all employees can receive equal treatment. We require all employees to sign the "Code of Professional Conduct" every year, explicitly prohibiting any workplace discrimination and harassment behaviors during the employment process. In case of being subjected to discrimination or harassment, employees can promptly file a complaint with the relevant department and will receive full information confidentiality and clear guidance on handling.





### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

#### Best Employer of choice recognised and awarded in the past three years for Ever Sunshine Services

#### Best Employer of choice recognised and awarded in the past three years for Ever Sunshine Services

2022  
 Awarded the "2022 Top Human Resources Management Awards" by 51job



Awarded the "Best CSR Youth Force Employer Branding Project for 2022" by the CIWEI Youth Force Annual Summit"



Awarded the "China Property Best Employer for 2022" by Researchable Think Tank



2022  
 Awarded the "Campus Recruitment Excellence in Practice Award" by Yongyou Dayee and China Digital HR Association



2023  
 Awarded "Shanghai Extraordinary Employer in 2023" by Liepin



Awarded "Best Employer of the Year in China" by ZhilianZhaopin



### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

#### Best Employer of choice recognised and awarded in the past three years for Ever Sunshine Services

2023  
Awarded "Favourite Employer of Talent" by BOSS Zhipin



Awarded "Best School-Enterprise Practice Award" by CIWEI Youth Friendly Employer Brand Conference



### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

#### Best Employer of choice recognised and awarded in the past three years for Ever Sunshine Services

2023  
Awarded the Award of "Youth Friendly Employers" by CIWEI



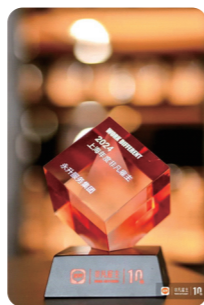
Awarded "2023 Best Employer Enterprises for Property in China - TOP13 Enterprises of Organizational Strength" by Researchable Think Tank



### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

#### Best Employer of choice recognised and awarded in the past three years for Ever Sunshine Services

2024  
Awarded the "2024 Shanghai Annual Exceptional Employer" award by Liepin.com



Awarded the "2024 Shanghai Top 30 Best Employers" by ZhilianZhaopin



Awarded the "2024 Professional Credit Excellence Employer Award" by Bafang Jincheng



### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

#### Best Employer of choice recognised and awarded in the past three years for Ever Sunshine Services

2024  
Awarded the "2024 AIGC Human Resources Pathfinder" award by Yongyou



Awarded the "2024 Most Innovative Youth-Friendly Employer Brand" award by CIWEI



Awarded the "2024 Annual Excellence in Human Resource Management Practice Award" by Beisen



## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### 9.1.2. Diverse Communication

Ever Sunshine Services attaches great importance to listening to the voices of its employees and has established various unobstructed communication channels for them, including the employee union, employee symposiums, and employee forums. We fully respect the opinions and suggestions of employees, ensuring that their voices can be properly and efficiently addressed. Meanwhile, we actively strengthen the Party building work at the grassroots level, carry out employee engagement surveys, understand and adopt the issues raised by employees, provide timely feedback, and continuously enhance employees' sense of participation and belonging.

#### Labour Union and communication meetings of the CPC Party branch

Since the establishment of the General Branch Committee of the Communist Party of China of Shanghai Ever Sunshine Property Management Co., Ltd. under Ever Sunshine Services, we have always encouraged employees to give full play to their initiative, actively express their opinions and suggestions, and provided timely feedback. In 2024, we convened a staff representative conference with 216 participants. At the meeting, we deliberated and voted on the updated internal policies and systems for the year. In addition, we have continuously held communication meetings for Party members, using Party building to lead the "red property management", fully understanding the ideological trends of Party members, and promoting common progress.

#### Employee talks and regular exchange meeting

This year, Ever Sunshine Services has continued the mechanisms of employee symposiums and regular communication meetings, enabling employees to have face-to-face exchanges with the management. Employees can share their ideas and suggestions at the meetings, learn about the Company's development direction, actively participate in decision-making and discussions on company affairs, and enhance their sense of ownership. In accordance with the management calendar, we regularly hold monthly joint meetings of general managers, quarterly joint meetings of the management team, semi-annual and annual cadre meetings, where we jointly review and discuss the Company's development strategies and the progress of business completion.

#### Other communication channels

Ever Sunshine Services focuses on creating a humanized and equal working atmosphere for its employees. It has expanded new communication channels for employee communication and complaints, encouraging employees to speak their minds freely. The Company strives to ensure that employees fully understand and can flexibly use these communication channels to express their thoughts.

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### Case

#### Visualization of Communication Channels

This year, Ever Sunshine Services has implemented the visualization of internal communication, whistleblowing and complaints. We have posted posters in various locations within the Company to inform employees about internal communication channels as well as whistleblowing and complaint channels, and have put forward behavioral requirements for project managers. In addition, we have opened a worry-free channel for employees, with dedicated personnel responsible for docking to ensure that employees' requests can be better understood and handled, and to improve the utilization efficiency of the complaint channels.



Posting Posters of Communication Channels

### Case

#### Employee 400 Internal Experience Center

In order to better answer employees' questions and handle their complaints, the Company has established an Employee 400 Internal Experience Center internally. Smart robots are used to answer employees' inquiries, and timely hierarchical follow-up is carried out for employees' complaints. The Employee 400 Internal Experience Center categorizes employees' questions into three levels in a targeted manner:

- For employees' daily queries, they will be answered by smart robots;
- For employees' complaints, they will be forwarded to the person in charge of the regional human resources department for handling;
- For the malicious incidents reported by employees, they will be uniformly dealt with by the person in charge of the Group.

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

As of 31 December 2024:

A total of

**2,872**

employees had participated in the Ever Sunshine Employee Mutual Aid Association, and 3 employee families have received assistance from the association

As of now, frontline employees in the regions have cumulatively increased their income by nearly RMB

**25.69 million**

The highest individual income increase for frontline employees throughout the year reached RMB

**91,000**

The threshold for the top 100 employees in terms of income increase exceeded RMB

**27,000**

The average monthly income growth of frontline employees has reached over

**8.0%**

### 9.1.3. Remuneration and Benefits

Ever Sunshine Services strictly complies with the "Labour Law of the People's Republic of China" and the "Social Insurance Law of the People's Republic of China". It updates and perfects the internal "Salary Management System" and "Performance Management System", continuously optimizes the salary and welfare structure, offers employees competitive labour remuneration. According to the employees' performance assessment results, it provides generous bonuses to outstanding employees to ensure the attraction and retention of talents. We have established a characteristic welfare system. Adhering to the concept of "creating together and sharing together", relying on innovative businesses, we stimulate employees' innovative thinking and practice, enhance their enthusiasm and creativity. Through means such as comprehensive employment and expanded marketing, we broaden the channels for employees to increase their income.

#### Remuneration components

Our remuneration and benefits system is composed of short-term compensation (including fixed salary and variable performance bonuses) and long-term incentives (equity incentives). For the majority of grassroots employees, in addition to providing a basic salary, we also adjust the salary in a timely manner according to the actual situation of the employees, and at the same time ensure the timely payment of employee bonuses. For middle and senior management personnel, we implement a performance-oriented compensation distribution system to encourage management employees to improve their personal performance levels and stimulate their work enthusiasm.

### Remuneration Components of Ever Sunshine Services

Short-term Remuneration	Long-term Remuneration Incentives
<p><b>Fixed component:</b> Employees' basic wages, wages specified for their positions, allowances (including meal allowance, transport allowance, off-site redeployment allowance, and communication allowance) and subsidies (including high or low temperature subsidies, duty subsidies, etc.)</p> <p><b>Floating component:</b> Planned overtime fee, variable performance-based bonuses (monthly performance bonus, performance bonus, half-yearly/annual merit bonus, annual bonus), holiday gratuities, business commission, project profit bonus</p>	<p><b>Equity incentives:</b> Best Legend Development (PTC) Limited, one of the shareholders of the Company, holds shares of the Company in trust and has adopted an employee stock ownership plan in 2019. The shares held by it are used to reward key management of the Group, including directors, senior management and employees, as well as those who have made special contributions to the Group, in order to attract talent retention and motivate outstanding talent to grow with the business. This year, the rules for equity incentives have been adjusted, and the scope will be expanded downwards to cover middle-level management, such as general managers of city companies.</p>

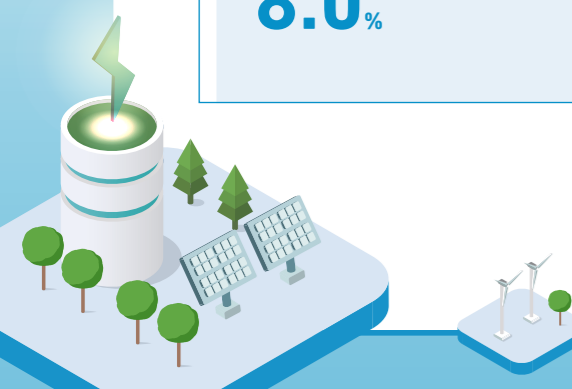
For outsourced employees, we assess their business performance, including property owner satisfaction, work order processing efficiency, and environmental maintenance during the work process, to determine the payment amount for the month. Meanwhile, as long as they receive positive evaluations from property owners during the work process, all employees have the opportunity to receive an immediate incentive bonus of RMB several hundred, which improves employees' competitiveness and enhances their work enthusiasm.

#### Salary setting and salary adjustment

We set and adjust reasonable salaries for employees based on various factors, such as market and industry development trends, the current situation of the enterprise, and employees' individual performance, adhering to the principle of fairness and impartiality. We take employees' personal experience and working abilities into strict consideration. When determining employees' initial salaries, we adopt the T5 salary determination principle. Meanwhile, we set up two salary adjustment windows every year to ensure that employees have sufficient opportunities to strive for salary increases, thus enhancing the Company's market competitiveness in terms of salaries.

#### Employees benefits

We continuously improve internal welfare policies such as the "Welfare Management Measures" and the "Vacation Management Measures". We provide employees with various forms of non-salary benefits, including statutory benefits, basic benefits, and special benefits, to ensure the diversity of employee benefits and enhance employees' sense of happiness and belonging.



## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### Case

#### Establishment of "Ever Sunshine Wonderful Service Patent"

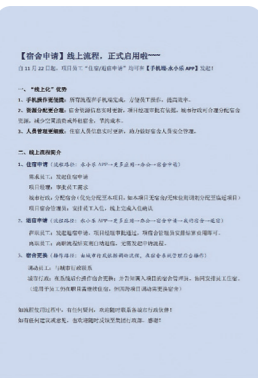
At the 22nd anniversary celebration of the Company, we announced the establishment of a brand-new honor mechanism, the "Ever Sunshine Wonderful Service Patent". This patent is named after the initiator of the innovative service, and it commends employees who serve with heart and put forward excellent ideas and solutions in terms of service model innovation. The judging panel conducts evaluations from aspects such as creativity and innovation, practicality and benefits, feasibility and reproducibility. The first Wonderful Service Patent Certificate was awarded to Chen Li, the steward of Chongqing Jinyu Xinduhui in the Southwest Region of Ever Sunshine Services. The establishment of this patent has enhanced the awareness of initiative and innovative service among Ever Sunshine employees and encouraged them to actively participate in service innovation.



The Wonderful Service Patent Certificate of "Chen Li - Dating the Sunshine Elderly Assistance Plan"

### Case

#### Upgrade of Employee Dormitory Management



This year, we have strengthened the management of employee dormitories by launching the dormitory management system on the Ever Joyful App. Combined with the administrative terminal (SARS system), employees can apply for dormitories, check out, and change dormitories online. This has solved the problems of cumbersome dormitory application procedures and lagging information updates, and improved employees' satisfaction.

Notice of the Launch of the Dormitory Management System

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### Welfare System of Ever Sunshine Services

According to national or local	Basic Benefits	Special Benefits
<p>According to national or local regulations, we provide employees with:</p> <ul style="list-style-type: none"> <li>➢ Statutory holidays and annual leave</li> <li>➢ Social insurance, including basic pension insurance, medical insurance, unemployment insurance, work injury insurance etc.</li> <li>➢ Employee accident insurance/ employer's liability Insurance</li> <li>➢ Housing provident fund other</li> <li>➢ Other legal employee benefits</li> </ul>	<p>All employees can enjoy:</p> <ul style="list-style-type: none"> <li>➢ Holidays other than statutory holidays, including sick leave, marriage leave, maternity leave, paternity leave, care leave, parental leave, work-related injuries leave, causal leave, condolence and bereavement leave</li> <li>➢ Staff welfare medical check-ups</li> <li>➢ Holiday bonuses/gifts for traditional festivals such as Spring Festival and Mid-Autumn Festival</li> <li>➢ Employee birthday bonuses/gifts, wedding gifts, new born baby gifts, condolence payment</li> <li>➢ Hospital comfort items/consolation payment</li> <li>➢ Allowance, including meal allowance, communication allowance, transportation allowance, etc.</li> <li>➢ High and low temperature allowance and high and low temperature care in kind</li> </ul>	<p>Employees who meet conditions can enjoy:</p> <ul style="list-style-type: none"> <li>➢ Supplementary commercial insurance</li> <li>➢ Accidental injury insurance</li> <li>➢ Staff dormitory and housing subsidies</li> <li>➢ Employee housing benefits</li> <li>➢ Dispatching employee subsidies in different places</li> <li>➢ Ever Sunshine staff mutual fund</li> </ul>



## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### 9.2. Promote Employee Development

Talent development is the foundation and driving force for the sustainable development of an enterprise. Ever Sunshine Services is committed to attracting outstanding talents, attaches importance to cultivating employees' capabilities, provides opportunities and platforms for development, establishes a systematic training system, creates fair and diverse promotion channels for employees, and grows and progresses together with employees.

#### 9.2.1. Talent Attraction

Ever Sunshine Services has further improved the "Recruitment Management System" and related operation guidelines. On the basis of optimizing the "Online Operation Guidelines for the Recruitment System", the "Internal Recommendation Operation Guidelines", the "Interview Selection and Evaluation Operation Guidelines", the "Employment Process Operation Guidelines" and the "Background Check Management Operation Guidelines", a new "Operation Guidelines for Attracting Middle and High-level Talents" has been added. With the help of a series of policy upgrades, a standardized talent recruitment process has been established to continuously improve the efficiency of recruitment management.

We regularly carry out human resources audit work, which covers multi-dimensional evaluations in aspects such as employment compliance, personnel changes, reward and punishment measures, salary performance, talent development, and organizational development. We assess the Company's human resources management capabilities and make targeted improvements to the problems found in the audit to ensure the precise matching of employees with their positions and enable each function to play its best role.

In 2024,

Ever Sunshine Services recruited a total of

**250**

management trainees to join the Company (among them, 125 were recruited through the "Ever Power program and 125 were recruited through the "Sunshine Power Army program). It signed tripartite agreements

with

**99**

fresh graduates of the "Ever Power" class of 2025, and also signed university-enterprise cooperation agreements

and signed university-enterprise cooperation agreements with

**14**

universities.

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### Digital recruitment

We use digital tools to streamline and optimize the recruitment process. In the interview stage, we adopt AI technology for objective evaluation and processing to ensure the fairness of the interviews. We have also introduced the electronic signature function, which significantly improves the efficiency of recruitment work. For example, the "Dayi Recruitment System" is equipped with a talent map function, which can quickly collect and track talent-related data. Meanwhile, it can monitor the latest dynamics of internal talents of the enterprise to ensure the effective utilization and management of information in the talent pool.

#### Case

#### Release of the "I-TALENT" Integrated Talent Service Product



In May 2024, we officially released the "I-TALENT" integrated talent service product. Positioned as an "expert in blue-collar personnel services driven by technology", this product covers three dimensions: "Smart Interview", "Joyful Onboarding", and "Easy Integration", helping to improve the efficiency of large-scale recruitment.



The Press Conference of the "I-TALENT" Integrated Talent Service Product

- "Smart Interview" achieves a 30% reduction in the recruitment cycle and saves 900,000 minutes of interview time through instant response, AI interviews, quick evaluation, and immediate employment;
- "Joyful Onboarding" simplifies the procedures and advances their processing, enabling employees to complete the onboarding process quickly;
- "Easy Integration" provides employees, managers, etc. with a more convenient and flexible digital experience through exclusive shared workstations, digital technology tools, etc.

### University-enterprise cooperation

We have closely cooperated with universities in multiple regions. By utilizing internship programs during holidays, we enhance the professional skills of university students and are committed to cultivating professionals in the field of property management for the Company, the industry, and even the country. This year, we have carried out university-enterprise cooperation with the School of Urban Operation Management of Shanghai Urban Construction Vocational College, and jointly established a university-enterprise cooperation base with the Concord College of Fujian Normal University to cultivate outstanding talents together and achieve mutual benefit and win-win results.



## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT



The "University-Enterprise Order Class" between Shanghai Urban Construction Vocational College and Ever Sunshine Services



The University-Enterprise Cooperation Base Jointly Established by Ever Sunshine Services and the Concord College of Fujian Normal University

### Campus recruitment branding

Ever Sunshine Services attaches great importance to the construction of the campus recruitment brand. This year, our campus recruitment adopted a dual-brand approach, including two aspects: "Ever Power" and "Sunshine Power Army". The "Ever Power" program aims to cultivate management cadres. It recruits campus elites from "Double First-Class" universities, with an emphasis on management potential. The "Sunshine Power Army" program is designed to recruit and cultivate professional and technical backbones as well as industry elites. In the short term, it focuses on the directions of engineering services and customer services. In addition, we also sponsor employees to obtain professional qualification certificates. Employees can pursue further education while in service, ensuring their employability, and providing a safeguard for Ever Sunshine's "Platform + Ecology" strategy.

During the Reporting Period, Ever Sunshine Services recruited a total of

**125**

people of the "Sunshine Power Army" for the class of 2024.

It is expected to recruit

**150 to 170**

people of the "Sunshine Power Army" for the class of 2025,

and approximately

**150 to 170**

people of the "Sunshine Power Army" for the class of 2025 are expected to join the Company.

The total annual income increase of the "Sunshine Power Army" is RMB

**245,000**

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### 9.2.2. Talent Cultivation

Ever Sunshine Services pays attention to the long-term development of talents and has established a scientific talent cultivation system. We have continuously improved the "Training Management System" and the "Management Measures for the Cultivation of Campus Recruits", standardized the internal training management mechanism of the Company, and created a training management system that is in line with the development situation of the Company. In 2024, we updated the training system and management process standards, optimized and upgraded the cultivation system for fresh graduates, strengthened the leadership training of management employees, encouraged employees to participate in comprehensive ability training, and helped employees achieve all-round growth.

#### Training management system

We are committed to creating a learning-oriented enterprise. By optimizing the training management process, we formulate a suitable training management system for the talent cultivation of the Company. We encourage the cultivation of internal lecturers and promote the update of training content, integrating industry experience into training courses to improve the professional level and capabilities of the Company's talents. For lecturers who successfully pass the internal certification, we will provide generous teaching allowances. An annual selection of outstanding lecturers or coaches is carried out, and the maximum bonus can reach RMB3,000 per person to commend the outstanding contributions of the lecturers.

#### Case

#### The Development of "Sunshine Power Army": Mentoring System

Since 2023, Ever Sunshine Services has continuously implemented the "Sunshine Power Army" campus recruitment project, aiming to recruit and cultivate professional and technical backbones as well as elite personnel in property services. When each "Sunshine Power Army" member joins the Company, an experienced "Sunshine Coach" will be assigned to them. Through the way of "passing on experience, helping and guiding" by internal experts, while consolidating their basic skills, it also helps new employees to pass professional grade certifications and shape their comprehensive abilities.

During a task where a property owner reported a window leak at home, Li Guimin, a member of the "Sunshine Power Army", found out after inspection that the problem lay at the junction between the window and the exterior wall. He explained the product-related reasons to the property owner and suggested contacting the manufacturer for troubleshooting, but the property owner was not satisfied. When his "Sunshine Coach" Cai Haili learned about this situation, he used professional terms and legal knowledge to clearly explain the liability relationship to the property owner, which was recognized by the property owner. Li Guimin also learned professional skills during this task and has been able to handle property owners' questions with ease ever since.



Li Guimin Working Together with His Master Cai Haili



9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

Training Management System Structure

Training and Operation	Resource Management	Instructor Training
Training plan development	Course graded management	Instructor qualification
Training organization and implementation	Course development review	Instructor incentive mechanism
Evaluation of training records	Course replication upgrade	Instructor conduct requirement
Outbound training Management		

Talent training system

In line with the requirements of Ever Sunshine Services' "Second Five-Year Strategy", we have comprehensively iterated and updated the talent cultivation system to promote the internal growth of talents and the upgrading of organizational capabilities. Our talent cultivation system starts with the improvement of the professional skills of front-line employees, ensuring that newly recruited employees can pass the position skill certification from being novices to becoming all-rounders. As employees' abilities continue to improve and grow, we will help them upgrade their position skills through online and offline learning and assessment, and obtain skill certifications at different levels. Meanwhile, we also focus on strengthening the professional capabilities of each functional line and the improvement of employees' comprehensive leadership, and are committed to developing a high-quality talent team.

9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

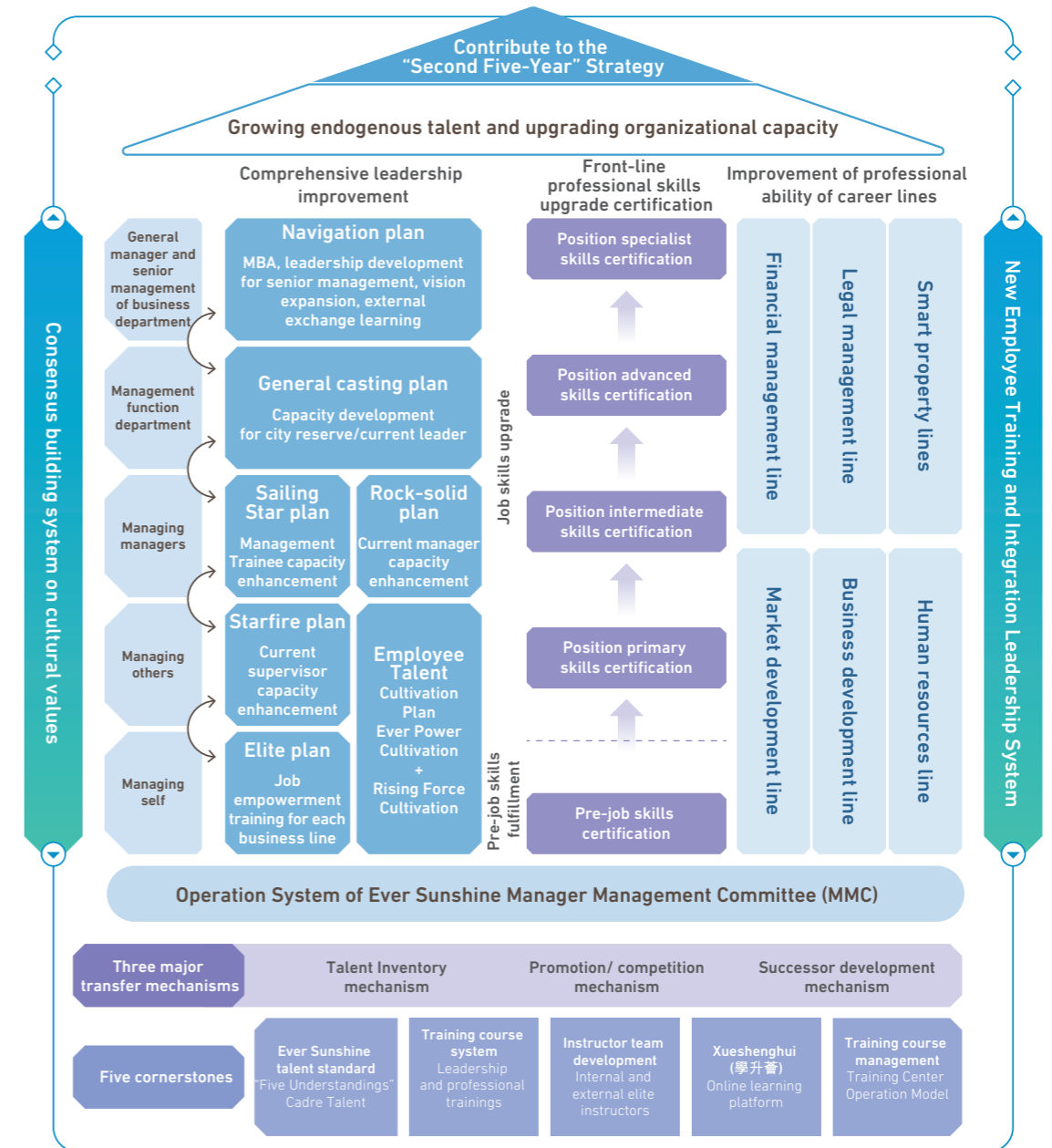


Diagram of Ever Sunshine's Talent Training System

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### Cultivation of campus recruits

In 2024, Ever Sunshine Services launched the "Ever Power, Dream Factory" program for campus recruits from previous years. Through three main learning and growth threads, namely the "Knowledge Dream Factory, Practice Dream Factory, and Experience Dream Factory", we provided training for elite campus recruits who had been employed for two years. The training content included an understanding of the industry attributes, recognition of the identity as a professional in the workplace, team collaboration, and the Party building culture, etc. This aimed to accelerate the cultivation and selection of outstanding high-potential talents, with the goal of promoting high-quality talents to be reserves for city managers within one year. In the second half of 2024, we identified a total of 15 outstanding members of "Ever Power" who were included in the "First Batch of Dream Factory".



2024 Ever Power Training Camp Activities

### Academic enhancement and skills certification

We provide financial support for employees' academic qualifications improvement and further education, mainly focusing on the skill cultivation and enhancement of front-line professionals, and help them cover the training and examination fees. According to the "Training Management System", employees can obtain relevant certificates or improve their academic qualifications based on the Company's needs and their personal development. This year, the "Xueshenghui" has been transformed into Ever Sunshine Services' own learning platform, "Joyful Classroom", and the employees' learning is linked with performance management, which fully mobilizes employees' enthusiasm for learning. In addition, "Joyful Classroom" also offers certain course contents to part-time employees, enabling them to carry out their work better.

As of 31 December 2024, a total of

**1,265**

self-developed courses have been launched on the online platform of Joyful classroom,

with a total of

**3,832**

designed course chapters.

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### Leadership training

Ever Sunshine Services carries out leadership training for the management level to enhance the comprehensive abilities and leadership skills of management employees. We have planned and implemented a series of special programs aimed at improving the leadership of management cadres at all levels. These programs have covered 100% employees in management positions, promoting the enhancement of the comprehensive management capabilities of management teams at all levels and building systematic organizational capabilities.

### Leadership Training of Ever Sunshine Services

- The "Navigation Plan": It focuses deeply on enhancing the strategic thinking, goal setting, team leadership, and the coordination ability in multi-service operations of middle and senior managers at the regional level. Through the cyclic training of "thinking training - deliberate practice - coaching and improvement", it aims to build a team of top executives who are capable of "winning battles".
- The "General Casting Plan": Aimed at all in-service city general managers and their reserve echelons, through the practical drills of "incremental planning" and leadership cultivation, it aims to shape an efficient team at the city-level management. Adopting the combination of the "basic module + dynamic module" approach, it enables participants to learn while working and grow through practice.
- The "Rock-soli Plan": It focuses on the construction of the project manager team, covering 100% of the "double new" (newly recruited and newly promoted) project managers, and strengthening the certification of their competence for the project manager position. Centering on aspects such as "on-site management, team management, supplier management, and information technology application", it consolidates the front-line management capabilities of project managers, ensuring the operation quality and service level of projects.
- The "Sailing Star Plan": Aimed at the cultivation of grassroots management cadres, it progresses step by step through multiple growth stages of "inventory screening - training after inclusion in the talent pool - on-the-job experience - practical combat for promotion", supplemented by a systematic mechanism management. This paves a fast track for grassroots management cadres to grow from potential rising stars to mature project managers. In 2024, we selected, trained, and appointed more than 150 project managers in total.
- The "Starfire Plan": It aims to build teams of experts in various business forms, enabling the Group of experts with three core abilities, namely "professional competence, diagnostic ability, and teaching ability", to play a crucial role in handling various complex business issues.

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### City iron triangle

This year, we have strengthened the cultivation of the "City Iron Triangle", namely the city general manager, the person in charge of city market, and the person in charge of city operation. For the person in charge of city market, our training is divided into three parts:

- "New Start - Training for New Market Employees": It is an onboarding training program carried out for new employees in the market department, which helps new staff quickly master the strategies, tools and methods of market expansion of Ever Sunshine Services;
- "Talent Cultivation - Market Wolf Warrior Growth Camp": It is an advanced training program designed to enhance the comprehensive competency of the person in charge of city market. It includes contents such as the management of major market customers, the management of market expansion teams, and the formulation of market strategies. It covers advanced business courses, team management courses, etc., which helps to improve the capabilities of the person in charge of city market;
- "Talent Cultivation - Market Elite Growth Camp": It is a talent enhancement project provided for the market sales champions and outstanding individuals, mainly focusing on content for broadening horizons such as external training and participation in industry exchanges, which increases the exposure and sense of honor of the sales champions.

For the person in charge of city operation, we have launched the "Soaring UP Plan". Focusing on the position orientation and responsibility requirements of the person in charge of city operation during the 2nd Five-Year Plan period, we have sorted out the knowledge, skills and management tools that the person in charge needs to master at different stages. And through inspection and certification methods, we conduct a comprehensive and systematic cultivation of qualified persons in charge of city operation.

## 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

### 9.2.3. Reasonable Promotion

Ever Sunshine Services has always adhered to the principles of "value recognition, openness and transparency, and step-by-step progress" in promotion management. It carries out reasonable performance evaluations and promotion decisions for employees, carries out talent inventory, and cultivates talents with promotion potential. We provide all employees with two career development paths, namely the "management sequence" and the "professional sequence", offering employees development opportunities that suit their own characteristics.

Two-Track Career Development Path for Ever Sunshine Services

Management Sequence Development Path	Professional Sequence Development Path
Squad leader/reserve squad leader	Professional head
Department head	Professional manager
Department manager	Business line specialist
Department director	Senior business line manager
Regional or group senior management	Chief business line specialist

According to the "Promotion Management System", we provide employees with two promotion opportunities every year. Employees are required to submit a job responsibility report. After a comprehensive evaluation by the human resources department, the promotion results will be publicly announced. We continuously implement the job competition system and establish a competition management mechanism, covering the whole process management from the confirmation of job requirements and the release of competition announcements, to employees' voluntary registration or leadership recommendation, the qualification review of employees and the submission of job responsibility reports, and finally to the determination of competition results. This process standardizes the standard operation of internal job competitions. Through multiple rounds of strict qualification reviews participated by city general managers, regional general managers, heads of various departments and project heads, it improves the suitability between people and positions and ensures the fairness and transparency of the promotion process and results.

Throughout the year,  
**8 times**  
internal job competitions  
at the Group level were  
organized.

A total of  
**87 participants**  
signed up

**82 people**  
were successfully selected  
through the competition

Among them,  
**3 people**  
were transferred across  
cities

**1 people**  
was transferred across regions



### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

#### 9.3. Protect Health and Safety

Ever Sunshine Services regards the occupational health and safety of its employees as a top priority in the Company's development. We strictly comply with relevant laws and regulations such as the "Work Safety Law of the People's Republic of China" and the "Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases", and optimize and improve the occupational health and safety management system. During the work process, we carry out regular safety inspections. In daily management, we carry out health and safety training and safety drills, and are committed to enhancing employees' safety awareness and creating a safe and reliable working environment for them.

##### 9.3.1. Ensure Occupational Safety

The Company complies with relevant laws and regulations such as the "Regulations on the Supervision and Administration of Occupational Hygiene in the Workplace", the "Regulations on Work-related Injury Insurance", and the "Occupational Safety and Health Ordinance" of the Hong Kong Special Administrative Region. It also improves and implements internal systems applicable to the entire Group (including contractors), such as the "Work-related Injury Management Guidelines".

We have established a three - level safety management system consisting of "headquarters - affiliated property management companies - property service centers". The president of Ever Sunshine Services comprehensively coordinates and directs the occupational health and safety management work. The ESG committee and relevant executive departments carry out supervision, review, and evaluation of the Company's occupational health and safety performance. To ensure the effective operation of the occupational health and safety management system, we carry out internal audits annually and external audits every three years. In 2024, Ever Sunshine Services successfully obtained the renewal certificate of the ISO 45001 occupational health and safety management system certification.



ISO 45001 Occupational Health and Safety Management System Certification

### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

The Company is continuously committed to creating a safe and healthy working environment. Our occupational health and safety policy achieves 100% coverage of all employees, including contractors, suppliers, and outsourced employees. We attach great importance to the occupational health and safety of our employees, assign safety responsibilities to specific individuals, link management effectiveness to the performance assessment of the management level, strengthen the foundation of safety prevention, and improve employees' safety awareness and proficiency.

##### 9.3.2. Emphasis on Safety Training

Ever Sunshine Services actively safeguards the health and safety of its employees and continuously carries out training programs related to occupational health and safety for them. We carry out a variety of rich safety training, publicity and education activities, as well as safety emergency drills, creating a work safety atmosphere throughout the Company, advocating a safety culture, and ensuring the safe and stable operation of the Company.

In project operation, we have set up engineering training rooms in various regions, providing a series of professional trainings, including lighting circuit inspection, weak current system monitoring, and intercom access control maintenance, etc. This helps to prevent employees from being injured during work and reduces safety risks. In addition, all project teams will emphasize and publicize the safety norms for construction and maintenance operations during daily morning meetings and regular meetings. Meanwhile, in-depth analyses will be carried out on external fire safety cases, and warning education will be provided for employees.

In daily management, we attach great importance to the occupational health and safety training of employees. We not only require new employees to systematically study the three-level safety management system within three days of joining the Company, but also regularly organize occupational health and safety training for employees. This year, a professional security company was invited to explain the training content. The training covered not only internal employees but also third-party staff.

This year, we have continued to promote the three-level transfer training system for occupational health and safety within the group. As of 31 December 2024, in addition to the safety training conducted at fixed intervals, Ever Sunshine Services has carried out a total of 420 on-site safety production trainings. Ever Sunshine regularly organizes monthly safety-themed activities and routine inspections of potential safety hazards and risk sources, achieving full coverage of all projects. During the Reporting Period, there were no work safety liability accidents or fire liability accidents, and there were no safety-related administrative penalties.

As of the end of the Reporting Period, there were

**2**

employees of Ever Sunshine Services who died due to work-related reasons. Both of them have been provided with subsidies and assistance in accordance with the internal occupational health and safety policies

In addition, we have set a goal of

**0**

work-related fatalities for 2025

**100%**

coverage rate of commercial insurance for frontline employees



### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

#### 9.4. Care for the Lives of Employees

While caring for the physical health of employees, Ever Sunshine Services also keeps in mind to care about their daily lives and is committed to providing them with comprehensive support. We organize a wide variety of employee activities, offer assistance to employees in need, and comprehensively enhance employees' sense of happiness and belonging. In 2024, we held more than 400 employee activities in various regions, covering festival activities, distributing cooling supplies in summer, providing warmth in winter, New Year's greetings, the Company's annual meeting, etc., with the cumulative total number of participating employees exceeding 10,000.

##### 9.4.1. Focus on Employee Satisfaction

Ever Sunshine Services attaches great importance to employees' feedback and suggestions, and regularly carries out employee engagement and satisfaction surveys to track and understand employees' work performance and mental state. We carry out employee satisfaction evaluations for all functional teams every year. The evaluation content covers multiple dimensions such as corporate culture, work tasks, learning and development, diversity and inclusion, performance management, professional performance, and work atmosphere, carrying out detailed evaluations of the Company and various departments. By continuously tracking the dynamic changes in scores and rankings, we can promptly identify areas that need improvement and enhancement, and take corresponding measures for optimization.

##### 9.4.2. Enrich Employee Activities

Ever Sunshine Services actively creates a warm and harmonious working atmosphere, provides employees with a rich and comprehensive range of employee activities, welfare incentives, and aims to enhance employees' sense of belonging. During traditional festivals, we present employees with festive condolence gifts and red envelopes. On employees' birthdays, we hold birthday parties to celebrate joyfully together. In the sweltering summer, we offer refreshing tea drinks to employees. In the cold winter, we provide employees with warm winter clothes, etc.

We continuously encourage employees to join the "Employee Mutual Aid Association" and provide effective assistance to employees in need through the "Employee Mutual Aid Fund", thus building a bridge between employees and the Company. The "Employee Mutual Aid Association" will, based on the actual situation, provide one-time mutual aid fund assistance ranging from RMB10,000 to RMB50,000 to members who suffer from serious illnesses, severe personal injuries or have unfortunately passed away, as well as their families.

As of 31 December 2024, the employee engagement score was

91

an increase of

4 (87 in 2023)

compared with the score in the 2023 engagement survey

The engagement survey lasted for

7 days

with

10,216

people participating in the survey



Get Lucky Money upon Opening the Door



Deliver Coolness in Summer

### 9. ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT



Get Lucky Money upon Opening the Door



Deliver Coolness in Summer

#### Case

#### The Most Beautiful Employees of Ever Sunshine Services The Beautiful Aspect of Their Services








In June 2024, Ever Sunshine Services released two issues of WeChat official account articles titled "The Most Beautiful Employees of Ever Sunshine Services", showcasing the wonderful moments of Ever Sunshine Services' employees at work. The articles included photos of several "the most beautiful employees of Ever Sunshine Services" during their work. Whether it was working in adverse weather conditions, paying attention to details during large-scale events, providing assistance to families in need, carrying out routine cleaning work in the community, or even doing daily trivial things like writing Spring Festival couplets for property owners with a flourish of the pen and accompanying property owners to bask in the sun, the employees of Ever Sunshine Services were able to present the "beautiful" side of their services. Countless service moments have converged to create numerous "the most beautiful employees of Ever Sunshine Services", reflecting the beauty of Ever Sunshine's services, the beauty of human nature, the beauty of professionalism, and the beauty of innovation.

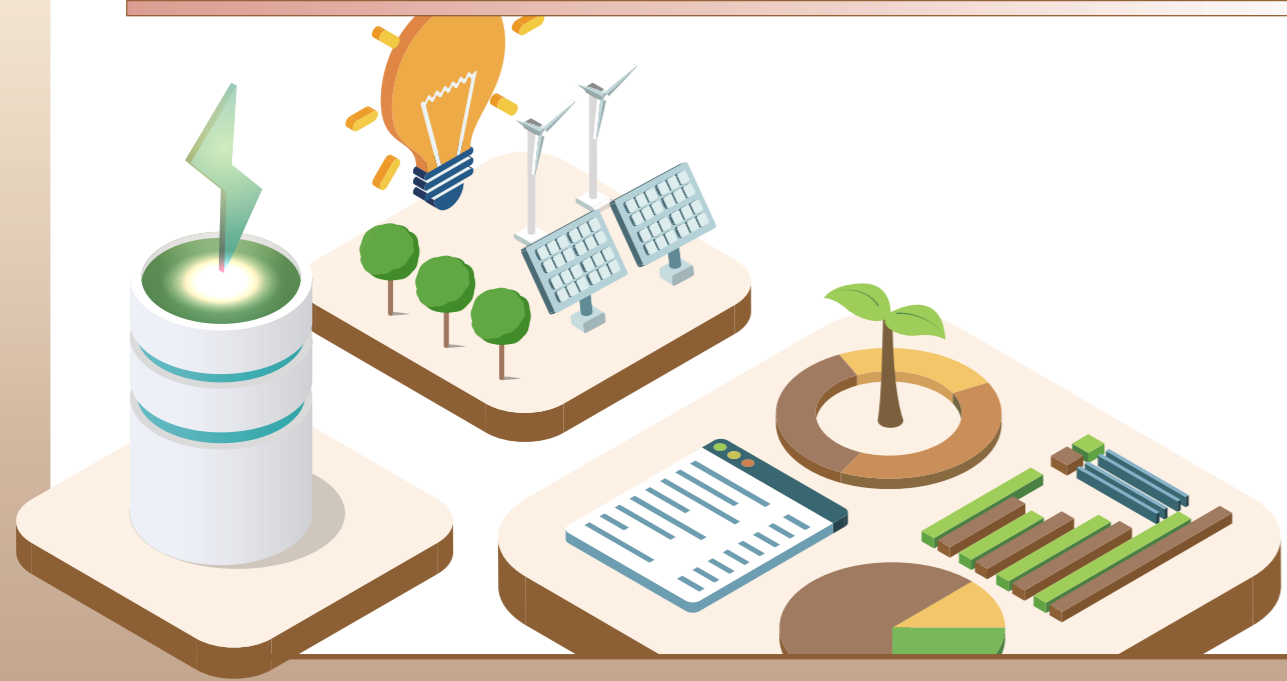


The Cover of the WeChat Official Account Article of "The Most Beautiful Employees of Ever Sunshine Services"

# 10.KIND EVER SUNSHINE, WARM HEARTED COMMUNITY

Ever Sunshine Services keeps its corporate mission firmly in mind, actively takes on the responsibility of serving and giving back to society. It launches a number of public welfare activities such as helping the elderly and rural revitalization, participates in volunteer services, focuses on social welfare undertakings, spreads love and warmth, and contributes its strength to the sustainable development of society. During the Reporting Period, Ever Sunshine Services invested a total of RMB270,000 in social welfare. In 2024, the total participation time of employees in public welfare activities reached 9,400 hours.

Guide Indicators Responded to in this Chapter		Material Issues in this Chapter
Respond to SDGs	Response to Indicators of HKEX	- Charity, Public Welfare and Community Building - Social Communication and Participation
 	B8General Disclosure	
 	B8.1	
	B8.2	



## 10.KIND EVER SUNSHINE, WARM HEARTED COMMUNITY

### GOALS PROGRESS

Goals setting

- Through the community form of Ever Sunshine 37°C Star Community, which is led by Party building in grassroots governance, it actively invests in grassroots community governance and solves the "urgent, difficult, worrying and longed-for" problems of the masses
- Strengthen community elderly care services in response to the strategy of actively coping with population aging.
- Deepen rural revitalization efforts, further support agricultural development, and continuously increase investment in a number of social welfare undertakings such as rural education and environmental greening protection.

Progress review

- The Ever Sunshine 37°C Star Community has been implemented nationwide, deeply carrying out the social practice of Party - building leading grassroots governance.
- The community elderly care services are targeted at covering the elderly population within the community. Through irregular activities such as the "Blue Vest Elderly Care Public Welfare Activity" and the "Senior University", the frequency of the elderly's community interaction and their satisfaction are improved.
- The third season of the "Baby, Run with Passion" public welfare activity was carried out in more than 50 cities across the country. Over 5,000 young property owners persevered in completing the 21-day community morning runs. As a result, 6,000 flower stick saplings were donated to the Tengger Desert in Alxa League.
- Ever Sunshine's Public Welfare Activities: In collaboration with property owners, a community public welfare fair was jointly held. Property owners purchased "smart-selection" products and actively donated environmental protection public welfare funds, which were used for community publicity activities such as promoting garbage classification and the secondary recycling of idle items.
- Carry out agricultural support work to assist in the sales of agricultural products (for example, the activity of "Bringing a Hundred Fortunes Home and Delivering Fresh Vegetables with Good Wishes" was reported on People's Daily Online).
- In extreme weather conditions such as blizzards and rainstorms, assume responsibilities to safeguard the lives and property of residents in communities, industrial parks and city areas.

Next plan

- Through the community model of Ever Sunshine 37°C Star Community, which is guided by Party building in grassroots governance, we actively engage in grassroots community governance and address the "urgent, difficult, worrying and longed-for" issues of the masses.
- Strengthen community elderly care services to actively respond to the strategy of coping with population aging.
- Continuously increase investment in a number of social welfare undertakings such as environmental greening and protection. Hold the fourth "Baby, Run with Passion" children's health public welfare activity, and make targeted donations to environmental greening and protection initiatives.



### 10.KIND EVER SUNSHINE, WARM HEARTED COMMUNITY

#### 10.1. Charitable and Public Welfare Actions

Ever Sunshine Services has the courage to shoulder social responsibilities and carries out charitable and public welfare activities in multiple fields. By leveraging its influence as a property service company, it calls on all employees and enthusiastic property owners to participate in green public welfare activities, promoting community construction. Meanwhile, we also organize actions to support rural revitalization, repaying society with a strong sense of responsibility.

##### Participate in green public welfare activities

With the continuous promotion of the green ecological civilization, Ever Sunshine Services has always been actively promoting the development of green public welfare undertakings. It organized the third "Baby, Run with Passion" community children's health public welfare activity, carrying forward the sports spirit of joy, friendship and progress, and spreading a healthy and vibrant lifestyle to thousands of households.

##### Case

##### The Third "Baby, Run with Passion" Activity

This summer, the third "Baby, Run with Passion" activity of Ever Sunshine Services kicked off. The event lasted for 21 days, and 5,100 children from 400 communities participated in the exciting run. Led by instructors, the children carried out aerobic exercises such as morning running, rope skipping, and sit-ups to build up their physical strength. They also received safety training and participated in fun games. Besides enjoying the invigorating sports activities, they could feel a relaxed atmosphere and laugh heartily. Meanwhile, Ever Sunshine Services, in collaboration with the China Green Foundation, donated 6,000 flower stick saplings in the name of "Baby, Run with Passion" to the Tengger Desert in Alxa Left Banner, Inner Mongolia, adding "green energy" to the desert.



The "Baby, Run with Passion" Activity

### 10.KIND EVER SUNSHINE, WARM HEARTED COMMUNITY

#### Promote community construction

Under the Party building guidance of Ever Sunshine 37°C Star Community, we organize our employees to carry out a number of community construction activities and activities respecting the elderly. We strive to practice the concept of sustainable development and jointly create a better future.

##### Case

##### The Blue Vest Smart Elderly Care Campaign on the Double Ninth Festival

In October 2024, on the occasion of the 15th Elderly Respect Month, Ever Sunshine Services participated in the "Blue Vest Smart Elderly Care Campaign" launched by Ant Group and Zhejiang Ant Public Welfare Foundation. Members of the Ever Sunshine 37°C Star Community Volunteer Service Team put on blue vests and, through a dual model of "technological innovation + traditional services", provided elderly care and love services for the elderly, such as smartphone usage training, popularization of anti-fraud knowledge, reshooting of wedding photos, and organizing free haircuts by volunteers. These efforts enabled the elderly to receive the warm care from Ever Sunshine Services.



The Blue Vest Elderly Care Campaign



Smartphone Usage Training



Reshooting of Wedding Photos for the Elderly



Activities of Assisting and Caring for the Elderly

10.KIND EVER SUNSHINE, WARM HEARTED COMMUNITY

Case

Community Construction and Maintenance to Ensure the Lives of Property Owners

Since Ever Sunshine Services officially settled in the Dongyuecheng North Community in Shenyang, we have actively responded to the call of the sub-district and comprehensively promoted management measures centered around Party building leadership. These measures include solving the problems of the ground paving in the community, launching senior university associations, organizing volunteer services, etc. As a result, the satisfaction rate of the residents in the Dongyuecheng North Community has increased by 16%.

- The project team of Ever Sunshine Services took the lead in coordinating the four parties, namely the representatives of Party member property owners, the community, and the sub-district. They carried out dozens of special meetings, and jointly discussed and determined the renovation plan for the underground drainage pipeline network;
- In order to comprehensively improve and enrich the amateur lives of elderly property owners, the project team of Ever Sunshine Services established 7 interest associations, including a table tennis association and a dance association. Subsequently, the Dongyuecheng North Senior University was founded;
- With the aim of neighborhood mutual assistance, staff members from the sub-district, the community and the property service center, as well as caring property owners, voluntarily signed up to form the Sta Volunteer Service Team. According to the volunteers' wishes and specialties, they engage in different volunteer service activities.



Ground Paving of Dongyuecheng North Community



The Opening Ceremony of the Senior University



Volunteers of Ever Sunshine Services Paying Home Visits to Show Concern for the Elderly



10.KIND EVER SUNSHINE, WARM HEARTED COMMUNITY

Contribute to rural revitalization

This year, Ever Sunshine Services has continued to respond to the national call, actively carried out rural revitalization work, provided substantial assistance to agriculture, promoted the sales of agricultural products, and given back to society through its responsible actions.

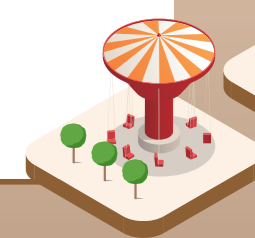
Case

"Hundred Fortunes" Arrive Home, "Vegetables" Deliver Goodness

In December 2024, Ever Sunshine Services learned that there was a large output of Chinese cabbages in Tangwang Street, Jinan City, but the sales channels were limited and the transportation costs were high. In addition, due to the recent wide - range cooling in Shandong Province, the sales of Chinese cabbages were facing difficulties. Therefore, the Jinan branch of Ever Sunshine Services specially purchased more than 8,000 Chinese cabbages from Tangwang Street, alleviating the urgent need of vegetable farmers. Then, it gave away more than 10,000 jin of these "love - helping - agriculture" Chinese cabbages to the community property owners. Each cabbage was tied with a strap engraved with the words "Ever Sunshine Services", giving it the good meaning of "fortune coming from all directions" and bringing "fortune" to the users' homes.



Olympic Sports Boyue Mansion of Ever Sunshine Services Sends "Hundred Fortunes" (Chinese Cabbages) to the Property Owners





## APPENDICES

## APPENDICES

### Appendix I 2024 ESG Key Performance Indicators

Aspect	ESG Indicators	Unit	2022	2023	2024
<b>A Environmental</b>					
<b>A1.1 The types of emissions and respective emissions data</b>					
	NOx	Kilogram	3.29	3.04	5.94
	SOx	Kilogram	0.07	0.07	0.07
	PM	Kilogram	0.24	0.22	0.44
<b>A1.2 Direct and energy indirect greenhouse gas (GHG) emissions and intensity</b>					
	Total greenhouse gas emissions	Tonnes CO <sub>2</sub> e	374.77	382.30	323.24
	Direct greenhouse gas emissions (Scope 1)	Tonnes CO <sub>2</sub> e	11.33	11.28	10.04
	Indirect greenhouse gas emissions (Scope 2)	Tonnes CO <sub>2</sub> e	363.44	371.02	313.20
	Greenhouse gas emissions intensity	Tonnes CO <sub>2</sub> e/person	0.014	0.013	0.010
<b>A1.3 Total hazardous waste produced and intensity</b>					
A1 Emissions	Total hazardous waste produced	Kilogram	429.05	470.80	394.36
	Hazardous waste produced intensity	Kilogram/person	0.02	0.02	0.01
	Waste ink cartridges/toner cartridge	Kilogram	167.94	175.40	150.52
	Waste tube	Kilogram	3.04	8.28	6.62
	Waste battery	Kilogram	120.07	135.12	101.21
	Waste electric product	Kilogram	138.00	152.00	136.00
	<b>A1.4 Total non-hazardous waste produced and intensity</b>				
	Total non-hazardous waste produced	Kilogram	58,922.65	57,471.90	56,617.50
	Non-hazardous waste produced intensity	Kilogram/person	2.21	1.90	1.75
	Office and domestic garbage	Kilogram	58,922.65	57,146.90	56,285.50
	Kitchen waste from canteen	Kilogram	/	325.00	332.00

Aspect	ESG Indicators	Unit	2022	2023	2024
<b>A Environmental</b>					
<b>A2.1 Direct and/or indirect energy consumption by type in total and intensity</b>					
A2 Use of Resources	Total energy consumption	kWh	682,515.96	695,622.84	623,745.65
	Energy consumption intensity	kWh/person	25.58	23.02	19.23
	Direct energy consumption	kWh	45,228.82	45,051.45	40,067.42
	Total diesel consumption	kWh	0.00	0.00	0.00
	Total petrol consumption	kWh	45,228.82	45,051.45	40,067.42
	Indirect energy consumption	kWh	637,287.14	650,571.39	583,678.23
	Total purchased electricity	kWh	637,287.14	650,571.39	583,678.23
<b>A2.2 Water consumption in total and intensity</b>					
	Total water consumption	Tonnes	2,625.86	2,774.77	2,757.47
	Water consumption intensity	Tonnes/person	0.10	0.09	0.09



## APPENDICES

Aspect	ESG Indicators	Unit	2022	2023	2024
<b>B.Social</b>					
<b>B1 Employment</b>	<b>B1.1 Total workforce by gender, employment type, age group and geographical region</b>				
	Total number of employees	Headcount	26,685	24,605	25,734
	<b>By gender</b>				
	Number of male employees	Headcount	15,468	15,367	15,545
	Number of female employees	Headcount	11,217	9,238	10,189
	<b>By employment type</b>				
	Number of full-time employees	Headcount	26,685	24,605	25,734
	Number of short-term contract/ part-time employees	Headcount	0	0	0
	<b>Number of employees by position grade</b>				
	Number of junior employees	Headcount	23,611	22,714	22,979
	Number of middle employees	Headcount	2,936	1,754	2,562
	Number of senior employees	Headcount	139	137	193
	<b>By age group</b>				
	Number of employees below aged 30 (excluding 30)	Headcount	8,299	5,267	6,782
	Number of employees aged 30-50	Headcount	13,080	14,267	13,947
	Number of employees above aged 50 (excluding 50)	Headcount	5,306	5,071	5,005
	<b>By geographical region</b>				
	Number of employees in Northeastern China	Headcount	1,291	961	1,124
	Number of employees in Northern China	Headcount	2,696	2,125	2,656
	Number of employees in Eastern China	Headcount	14,499	13,891	13,511
Number of employees in South Central China	Headcount	4,285	4,274	4,864	
Number of employees in Western China	Headcount	3,914	3,354	3,579	
Number of employees in China's Hong Kong, Macao and Taiwan regions and oversea	Headcount	0	0	0	

## APPENDICES

Aspect	ESG Indicators	Unit	2022	2023	2024
<b>B.Social</b>					
<b>B1 Employment</b>	<b>B1.2 Employee turnover rate by gender, age group and geographical region</b>				
	Employee turnover rate	%	41	35	25
	<b>By gender</b>				
	Male	%	40	36	24
	Female	%	42	34	25
	<b>By age group</b>				
	Turnover rate of employees below aged 30 (excluding 30)	%	56	48	31
	Turnover rate of employees aged 30-50	%	36	29	22
	Turnover rate of employees above aged 50 (excluding 50)	%	28	34	22
	<b>By geographical region</b>				
	Employee turnover rate in Northeastern China	%	24	36	2
	Employee turnover rate in Northern China	%	37	39	21
	Employee turnover rate in Eastern China	%	43	34	47
	Employee turnover rate in South Central China	%	49	37	34
	Employee turnover rate in Western China	%	33	32	55
Employee turnover rate in China's Hong Kong, Macao and Taiwan regions and oversea	%	0	0	0	
<b>B2 Healthand Safety</b>	<b>B2.1 Number and rate of work-related fatalities occurred in past three years</b>				
	Number of work-related fatalities	Headcount	1	0	2
	Rate of work-related fatalities	%	0.004	0	0.008
	<b>B2.2 Lost days due to work injury</b>				
Incidents of work injury	Case	44	55	54	
Total lost days due to work injury	Day	2,072	2,045	2,900	

## APPENDICES

Aspect	ESG Indicators	Unit	2022	2023	2024
<b>B.Social</b>					
<b>B3 Development and Training</b>	<b>B3.1 The percentage of employees trained by gender and employee category</b>				
	Total employees trained	Number	26,231	24,211	25,361
	Percentage of total employees trained	%	98.3	98.4	98.6
	<b>By gender</b>				
	Male employees trained	%	62	62	61
	Female employees trained	%	38	38	39
	<b>By employee category</b>				
	Junior employees trained	%	85	85	89
	Middle employees trained	%	14	14	10
	Senior employees trained	%	1	1	1
	<b>B3.2 The average training hours completed per employee by gender and employee category</b>				
	Total average training hours per employee	Hour	91	91	91
	<b>By gender</b>				
	Training hours of male employees	Hour	91.4	91.5	92.0
	Training hours of female employees	Hour	88.3	88.9	89.5
<b>By employee category</b>					
Training hours of junior employees	Hour	90.1	90.6	91.0	
Training hours of middle employees	Hour	89.3	89.6	90.5	
Training hours of senior employees	Hour	114.1	97.6	100.8	

## APPENDICES

Aspect	ESG Indicators	Unit	2022	2023	2024
<b>B.Social</b>					
<b>B5 Supply Chain Management</b>	<b>B5.1 Number of suppliers by geographical region</b>				
	Number of suppliers	Number of suppliers	5,621	7,583	6,602
	Number of suppliers in Northeastern China	Number of suppliers	1,108	1,227	881
	Number of suppliers in Northern China	Number of suppliers	653	858	732
	Number of suppliers in Eastern China	Number of suppliers	275	1,182	1,171
	Number of suppliers in South Central China	Number of suppliers	2,613	2,894	2,602
	Number of suppliers in Western China	Number of suppliers	972	1,422	1,216
	Number of suppliers in China's Hong Kong, Macao and Taiwan regions and oversea	Number of suppliers	0	0	0
	<b>B5.2 Number of suppliers whose practices relating to the engagement of vendors are implemented</b>				
	Signing rate of suppliers signing	%	100	100	100
	Number of suppliers included in the general management process	Number of suppliers	1,331	742	459
	<b>B6 Product Responsibility</b>	<b>B6.2 Number of products and service-related complaints received and how they are dealt with</b>			
Number of complaints received by the Company's Operations Department about products and services		Case	16,786	15,951	16,467
Complaint closure rate		%	100	100	100
Number of trademarks obtained		Number	263	275	360
Number of copyrights obtained		Number	208	223	238
Number of patents obtained	Number	3	3	16	

## APPENDICES

Aspect	ESG Indicators	Unit	2022	2023	2024
<b>B.Social</b>					
<b>B7 Anti-corruption</b>	<b>B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period</b>				
	Number of corruption proceedings	Number	2	1	0
	<b>B7.3 Description of anti-corruption training provided to directors and staff</b>				
	Number of directors attended the anti-corruption trainings	Headcount	4	4	3
	Number of employees attended the anti-corruption trainings	Headcount	26,685	24,605	25,734
	Anti-corruption training hours provided to the directors	Hour	5	6	4
	Anti-corruption training hours provided to the employees	Hour	172	234.9	392
<b>B8 Community Investment</b>	<b>B8.2 Resources utilised in focus areas</b>				
	Total amount invested in public welfare	RMB in ten thousand	17	22	27
	Total serving hours of employee volunteers	Hour	6,952	8,500	9,400

**Scope of Data Statistics:**

- 1) The scope of the Group's ESG reporting statistics for 2024 is consistent with the Annual Report.
- 2) The environmental data disclosed in the Group's 2024 ESG Report covers the administrative offices of the headquarter offices of Ever Sunshine Services and the regional companies of the Group. The source of the data is the payment of relevant fees and the administrative statistics ledger.

**Data Calculation Description:**

- 1) The greenhouse gas scope includes carbon dioxide; Among them, direct greenhouse gas emissions (Scope 1) mainly came from the direct energy consumption generated by "official vehicles and staff canteen", and the calculation formula refers to the "Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for Enterprises Operating Public Buildings (for Trial Implementation)" issued by the National Development and Reform Commission of the People's Republic of China. Indirect greenhouse gas emissions (Scope 2) arise from indirect energy consumption caused by "purchased electricity", and the emission factors are calculated from the average emission factors of the national power grid (0.5366tCO<sub>2</sub>/MWh) as specified in the 'Notice on Issuing the 2022 Power Sector Carbon Dioxide Emission Factors' issued by the Ministry of Ecology and Environment of the People's Republic of China. Note: The content above is subject to the Chinese version.
  - a. Note to "Consistency": The carbon emissions from electricity consumption in indirect greenhouse gas emissions are calculated using the China Electricity CO<sub>2</sub> Emission Factor published by the Ministry of Ecology and Environment of China in the relevant year.
  - b. Note to "Consistency": In order to make the calculation of density indicators for greenhouse gases, waste, energy, and water resources more scientific and rigorous, this report uses a unified formula, i.e., total volume divided by number of employees (including outsourcing, etc.) to calculate and continuously improve data management.
- 2) The Group's annual energy consumption includes fuel for official vehicles, fuel for staff canteens and purchased electricity, and the data is obtained from the relevant bills and administrative statistics. The energy consumption coefficients are calculated according to the "General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020)".
- 3) The water supply of the Group mainly comes from municipal water supply network, with the data being sourced from payment bills of water fee, financial reimbursement records and administrative statistical ledgers records.
- 4) In 2024, the formula for calculating the Group's employee turnover rate is the number of employees lost during the Reporting Period/total number of employees during the Reporting Period.
- 5) The formula for calculating the average length of training for the Group's employee is the total length of training for a particular category of employee/number of employee trained in that category.

## APPENDICES



APPENDICES

**Appendix II Index Table of Indicators of the “Environmental, Social and Governance Report Code”**

Subject Areas, Aspects, General Disclosures and KPIs	Description	Disclosure status	Paragraphs disclosed
<b>Mandatory Disclosure Requirements</b>			
<b>Governance Structure</b>			
	Disclosure of the Board’s oversight of ESG issues	disclosed	SUSTAINABLE DEVELOPMENT MANAGEMENT
	The Board’s ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer’s businesses)	disclosed	SUSTAINABLE DEVELOPMENT MANAGEMENT
	How the Board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer’s businesses	disclosed	SUSTAINABLE DEVELOPMENT MANAGEMENT
<b>Reporting Boundary</b>			
	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change	disclosed	ABOUT THIS REPORT

APPENDICES

Subject Areas, Aspects, General Disclosures and KPIs	Description	Disclosure status	Paragraphs disclosed
<b>“Comply or explain” Provisions</b>			
<b>A Environmental</b>			
<b>Aspect A1: Emissions</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	disclosed	LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE
KPI A1.1	The types of emissions and respective emissions data.	disclosed	APPENDIX I
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	disclosed	APPENDIX I
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	disclosed	APPENDIX I
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	disclosed	LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE
KPI A1.6	Description of how hazardous and nonhazardous wastes are handled and a description of reduction target(s) set and steps taken to achieve them.	disclosed	LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

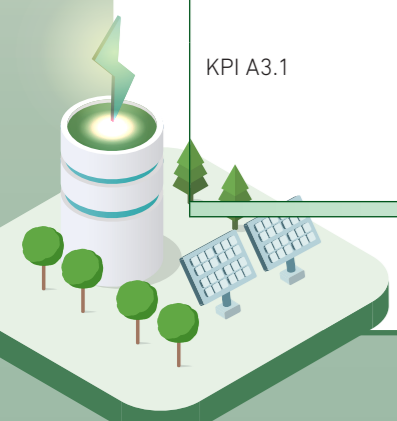


APPENDICES

Subject Areas, Aspects, General Disclosures and KPIs	Description	Disclosure status	Paragraphs disclosed
<b>"Comply or explain" Provisions</b>			
<b>A Environmental</b>			
<b>Aspect A2: Use of Resources</b>			
General Disclosure	Policies on the efficient use of resources, including energy water and other raw materials.	disclosed	LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	disclosed	APPENDIX I
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	disclosed	APPENDIX I
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	disclosed	LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	disclosed	LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	not applicable	NOT APPLICABLE: The business nature of the Group does not involve product manufacturing
<b>Aspect A3: The Environment and Natural Resources</b>			
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	disclosed	LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	disclosed	LOW-CARBON EVER SUNSHINE, WITH HEARTS SET ON THE FUTURE

APPENDICES

Subject Areas, Aspects, General Disclosures and KPIs	Description	Disclosure status	Paragraphs disclosed
<b>"Comply or explain" Provisions</b>			
<b>B Social</b>			
<b>Aspect B1: Employment</b>			
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.	disclosed	ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT
KPI B1.1	Total workforce by gender, employment type (for example, full-time or part-time), age group and geographical region.	disclosed	ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	disclosed	APPENDIX I
<b>Aspect B2: Health and Safety</b>			
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.	disclosed	ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	disclosed	APPENDIX I
KPI B2.2	Lost days due to work injury.	disclosed	APPENDIX I
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	disclosed	ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT



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Subject Areas, Aspects, General Disclosures and KPIs	Description	Disclosure status	Paragraphs disclosed
<b>"Comply or explain" Provisions</b>			
<b>B Social</b>			
<b>Aspect B3: Development and Training</b>			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	disclosed	ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	disclosed	APPENDIX I
KPI B3.2	The average training hours completed per employee by gender and employee category.	disclosed	APPENDIX I
<b>Aspect B4: Labour Standards</b>			
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.	disclosed	ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	disclosed	ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	disclosed	ENERGETIC EVER SUNSHINE, WITH GREAT CARE FOR TALENT

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Subject Areas, Aspects, General Disclosures and KPIs	Description	Disclosure status	Paragraphs disclosed
<b>"Comply or explain" Provisions</b>			
<b>B Social</b>			
<b>Aspect B5: Supply Chain Management</b>			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	disclosed	CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART
KPI B5.1	Number of suppliers by geographical region.	disclosed	APPENDIX I
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	disclosed	CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	disclosed	CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	disclosed	CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART



APPENDICES

APPENDICES

Subject Areas, Aspects, General Disclosures and KPIs	Description	Disclosure status	Paragraphs disclosed
<b>"Comply or explain" Provisions</b>			
<b>B Social</b>			
<b>Aspect B6: Product Responsibility</b>			
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.	disclosed	LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	not applicable	NOT APPLICABLE
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	disclosed	LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART APPENDIX I
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	disclosed	CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART
KPI B6.4	Description of quality assurance process and recall procedures.	not applicable	LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	disclosed	LEAN EVER SUNSHINE, QUALITY WITH INGENIOUS HEART

Subject Areas, Aspects, General Disclosures and KPIs	Description	Disclosure status	Paragraphs disclosed
<b>"Comply or explain" Provisions</b>			
<b>B Social</b>			
<b>Aspect B7: Anti-corruption</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud, and money laundering.	disclosed	CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	disclosed	CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART APPENDIX I
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	disclosed	CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART
KPI B7.3	Description of anti-corruption trainings provided to directors and staff.	disclosed	CONSCIENTIOUS EVER SUNSHINE, KEEP FAITH WITH HEART
<b>Aspect B8: Community Investment</b>			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration communities' interests.	disclosed	KIND EVER SUNSHINE, WARM HEARTED COMMUNITY
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	disclosed	KIND EVER SUNSHINE, WARM HEARTED COMMUNITY
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	disclosed	KIND EVER SUNSHINE, WARM HEARTED COMMUNITY







永升服务集团有限公司  
Ever Sunshine Services Group Limited