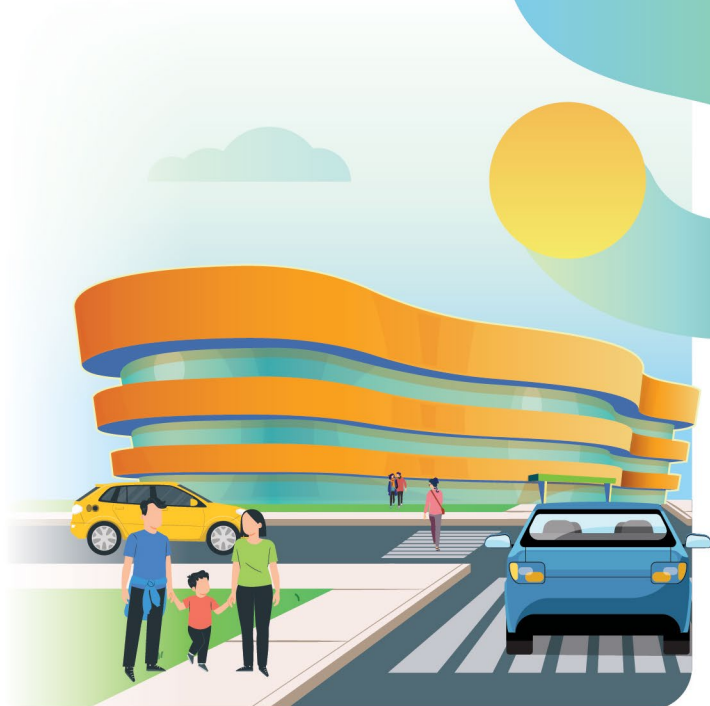
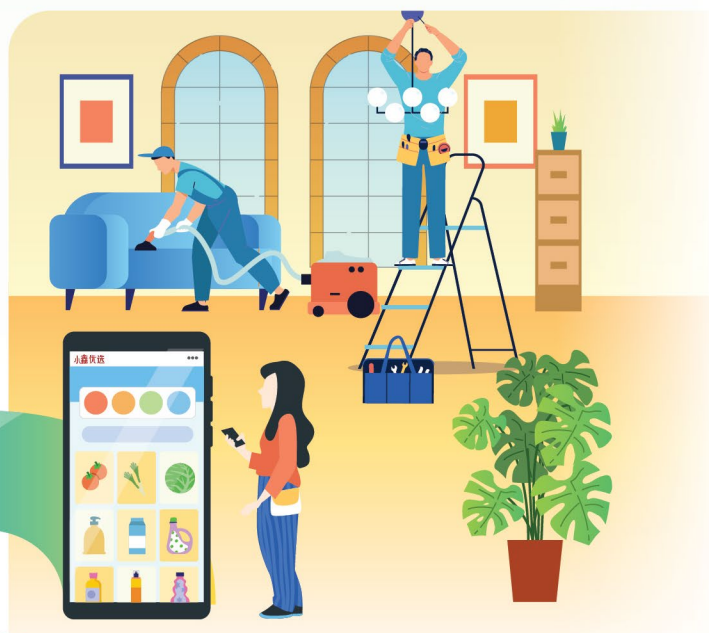


2024 | ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT



CONTENTS

CONTENTS

Reporting Instructions	01
------------------------	----

1

Opening A New Chapter Together:
About Xinyuan Service

Company Profile	04
Business Layout	05
Honours and Achievements	08

2

Co-creating Value—Emphasising ESG
Management

ESG Governance Structure	10
Communication with Stakeholders	11
Materiality Analysis	12

3

Co-building Green Rhythms — Ecological
Protection and Response

Energy and Water Resources Management	14
Emissions and Wastes	17
Addressing Climate Changes	20

4

Premium Collaboration — Quality
Service Upgrade

Technology-driven Service Upgrade	26
Service Quality Management	31
Information Security and Customer Privacy Protection	39

5

Talent Gathered for Mutual Benefit —
Employee Care and Development

Employee Employment and Rights	44
Employee Training and Development	47
Occupational Health and Safety	51

6

Harmonious Coexistence — Building a
Better Community

Community Governance and Construction	54
Public Welfare, Charity, and Volunteer Services	60

7

Harmonious Governance —
Strengthening Corporate Governance

Governance Structure and Mechanisms	62
Compliance Operation	64
Supply Chain Management	68
Anti-corruption and Anti-bribery	70

ESG Data Table and Notes	71
--------------------------	----

Benchmarking Index Table	77
--------------------------	----



Reporting Instructions

The Report is the sixth *Environmental, Social and Governance Report* released by Xinyuan Property Management Service (Cayman) Ltd., which discloses to all stakeholders the concepts, management methods, efforts, and achievements of the Company on ESG issues in its operations.

Scope of the Report

The Report covers Xinyuan Property Management Service (Cayman) Ltd. and its subsidiaries (hereinafter, "Xinyuan Service" or "the Company"). The scope, unless otherwise specified, is consistent with that of the consolidated financial statements of Xinyuan Service (stock code: 01895.HK) for the same reporting period.

Reporting Period

The Report covers the period from 1 January 2024 to 31 December 2024. The data shown in the Report are for this period unless otherwise specified.

Basis of Preparation

The Report was prepared in accordance with the *Environmental, Social and Governance Reporting Guide* (hereinafter, "ESG Reporting Guide") (which became effective from 31 December 2023) issued by The Stock Exchange of Hong Kong Limited (hereinafter, "the HKEX").

Reporting Principles

Materiality

The Company identified the operation-related material issues to the concern of stakeholders, which are highlighted in the Report. While reporting on these material issues, the Report also takes into account the characteristics of the industry and business operations of the Company. For the analysis process and results of the material issues, please refer to the "Materiality Analysis" section hereof for details. In addition, the Report highlights matters related to environmental, social and governance issues that may have a significant impact on other stakeholders.

Accuracy

The information in the Report is provided as accurately as possible. In particular, the quantitative information has been calculated with the data dimensions, calculation bases and assumptions explained to ensure that the calculation errors fall within a range that will not mislead information users. Quantitative information and notes are detailed in the "ESG Data Table and Notes" section of the Report. The Board of Directors guarantees the content of the Report and confirms that there are no false records, misleading statements, or material omissions.

Balance

The Report reflects the objective and factual facts and discloses all positive and negative information impartially. No negative incident was found to occur during the Reporting Period that ought to be disclosed while not.

Clarity

The Report is published in both Simplified Chinese and English. If there is any discrepancy between the English and Chinese versions, please refer to the Simplified Chinese version. The Report contains tables, model diagrams and other information to facilitate stakeholders to have a better understanding of the textual contents of the Report. In order to facilitate stakeholders' faster access to information, the Report provides Contents and KPIs for ESG standards.

Quantification and Consistency

The Report discloses key quantitative performance indicators and discloses the historical data wherever possible. The Report collects statistics of and discloses the same indicators for different reporting periods in a consistent manner. If there are changes in the data collection, measurement, and calculation methods, the relevant data will be retrospectively adjusted, with the adjustments and their reasons explained in the Report's notes, so that the stakeholders are allowed to conduct a meaningful analysis and thereby evaluate the ESG performance level and trend of the Company.

Completeness

The scope of disclosure of the Report is consistent with that of the Company's consolidated financial statements.

Timeliness

The Report is an annual report covering the period from 1 January 2024 to 31 December 2024. The Company endeavours to publish the Report as soon as possible after the end of the Reporting year to provide stakeholders with timely information reference for their decision-making.

Verifiability

The cases and data in the Report come from the original operation records or financial reports of the Company. The Company adopts the HiESG performance management system to manage the ESG data for previous years. The sources and calculation processes of the disclosed data can be traced back and used to support inspections for the purposes of external verifications.

Data Description

The data and cases in the Report come from the formal operation records. All the financial data in the Report are dominated in RMB. If such financial data does not match the Company's annual financial report, the latter should prevail.

Access to the Report

The Report is published electronically on the platforms including the Company's official website (<https://www.xypm.hk/>) and the HKEX's website (https://www.hkexnews.hk/index_c.htm).

Opening A New Chapter Together: About Xinyuan Service

Grasping the pen of high-quality development, infused with a deep sense of cultural care, Xinyuan Service spreads love through its services, embracing responsibility, and sketches a beautiful and eco-friendly environment. Through the development of the times, Xinyuan Service leaves a unique and warm mark made by its people, paving the way for a beautiful home.

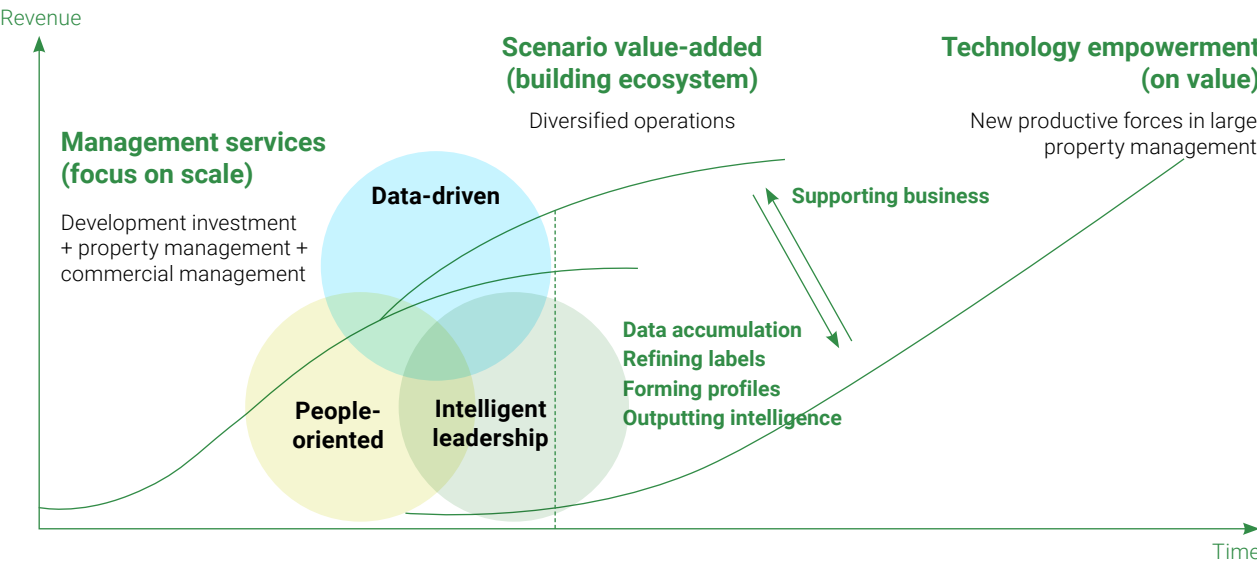


Company Profile

Xinyuan Service was founded in Zhengzhou in 1998. As the first property company in Central China listed on the HKEX, it is a Vice Chairman of the China Property Management Institute, a Deputy Editor-in-chief for the China Smart Property Report, the President of the Henan Property Management Association, and a provincial-level service industry standardization pilot entity in Henan. With national class I property management qualifications, the Company is dedicated to becoming a provider of quality living services, contributing to the construction of new productive forces in the large property management industry.

Basic information of Xinyuan Service			
Full name of the Company	鑫苑物业服务集团有限公司		
Name in English	Xinyuan Property Management Service(Cayman) Ltd.		
<hr/>			
			
Stock Code 01895.HK	Headquarters Room 102, 1st Floor, Building (B9), Hengtong Business Park, No. 10, Jiuxianqiao Road, Chaoyang District, Beijing	Main Operation Location China Mainland	Number of Employees 2,166

The Company continuously focuses on customer needs, refreshes service system, and iterates service capabilities with the help of technology empowerment. It has innovatively explored the “Xin Meta” industrial metaverse service platform, taking the lead in overcoming the technical challenges of building a no-code platform. Centered around three growth curves – “scaling through management services, building an ecosystem through scenario-based value-added services, and demonstrating value through technological empowerment.” – the Company continuously optimises its unique development features, achieving steady growth in operational efficiency, full implementation of social responsibility, and sustainable environmental friendliness, all contributing to a high-quality, sustainable growth model.

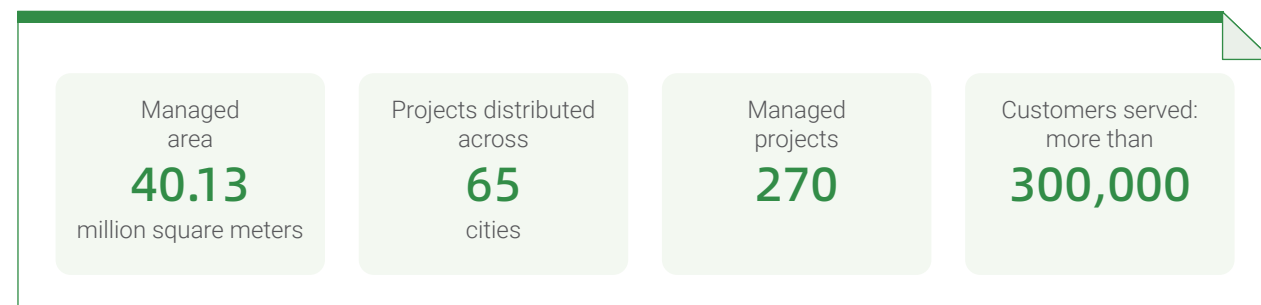


Business Layout

Regional Layout

In 2024, based on its deep regional cultivation, Xinyuan Services continued to expand its nationwide presence, with an initial development pattern taking shape across five major regions: Central China, South China, West China, North China, and East China.

As of the end of the Reporting period, the Company's managed projects cover 65 cities, including Beijing, Shanghai, Tianjin, Guangzhou, Chengdu, Sanya, Zhengzhou, Suzhou, Jinan and Xi'an.



Core Business

The company is rooted in residential property management and is extending its reach into non-residential sectors and diversified service spaces. It has formed four business sectors: property management services, commercial management, diversified services, and technology services. The Company continuously empowers product capabilities through technology, builds professional strength through product capabilities, and solidifies service strength through professional expertise.

Xinyuan Service's Four Business Sectors

Property management services

Multi-format property management

- Residential services
- Public building services
- School services
- Industry park services
- Hospital services
-



Quality and warmth

Commercial management

Commercial operations and asset management

- Urban shopping centres
- BLOCK district commercial
- Feature towns
- Large-scale hotels
- Grade A office buildings
-



Ecological operations

Diversified services

Community O2O+ lifestyle services

- Community retail services
- Community housekeeping services
- Community rental and sales services
- Community house beautifying services
- Unmanned diversified services
-



Data-driven

Technology services

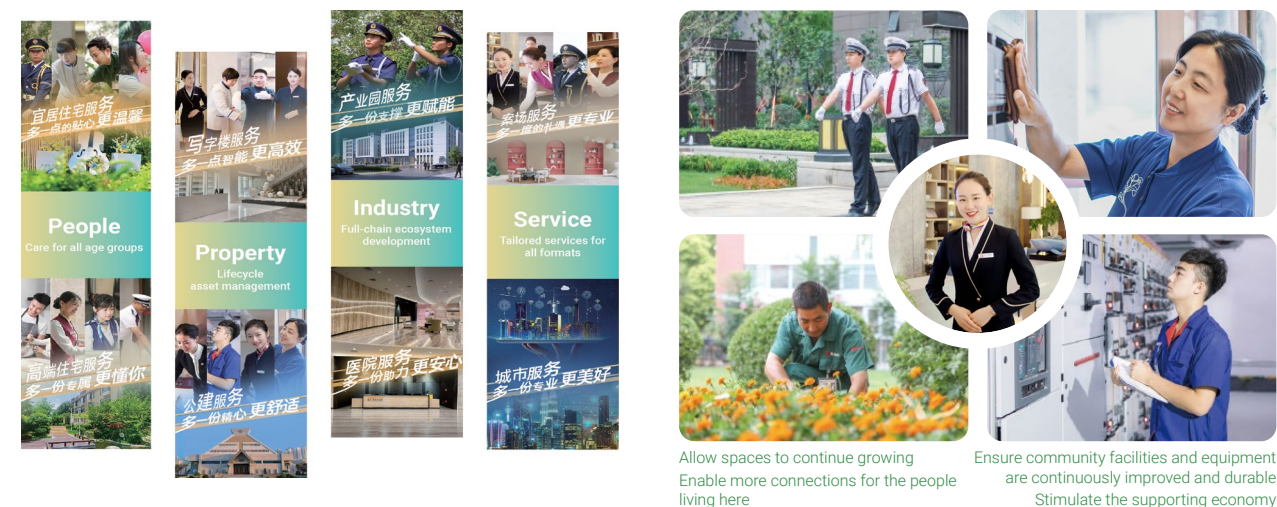
Scenario-based technology + smart services

- Pan-real estate services
- Large-property management services
- Smart city services
- Smart park services
-

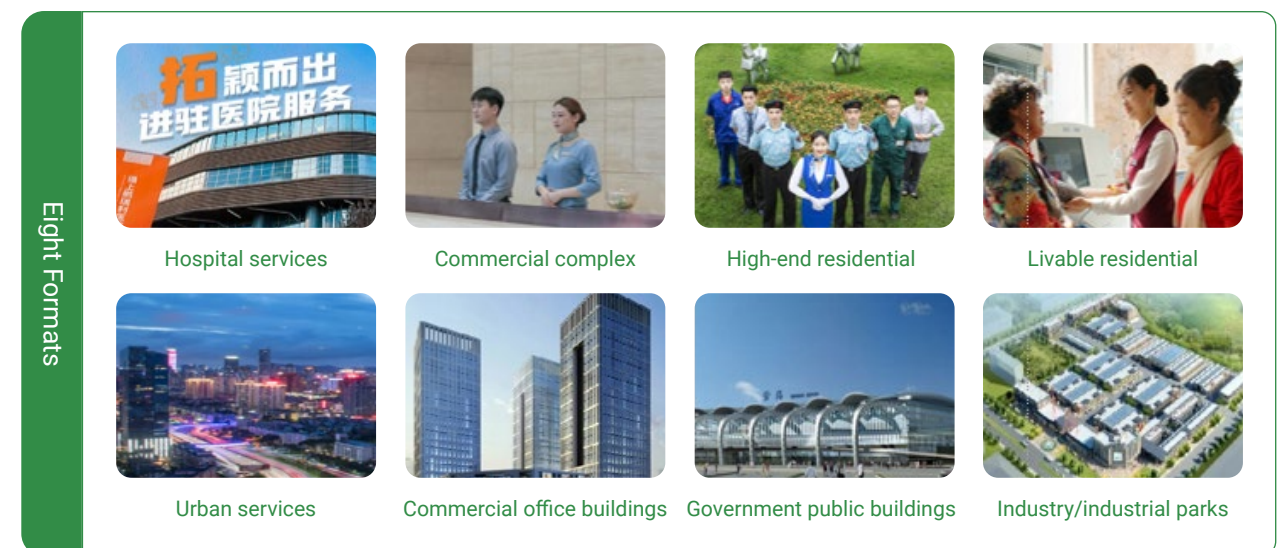
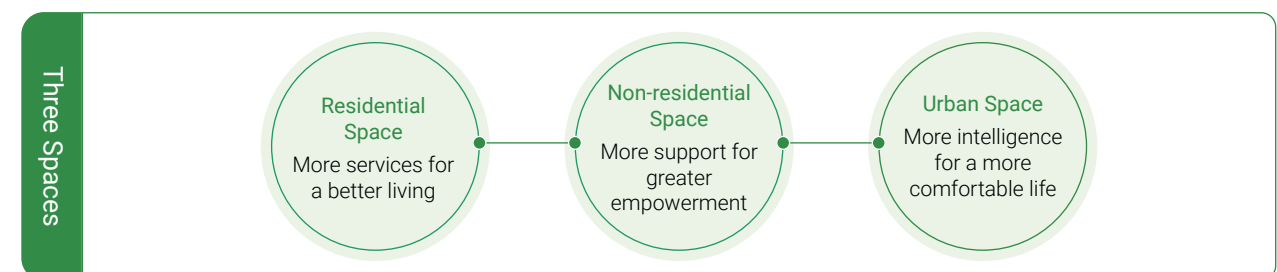


Business Layout

Xinyuan Service's service format is centred around traditional residential sectors, extending into commercial office buildings, public buildings, industry parks, industrial parks, hospitals, schools, public venues, and urban services. Focusing on residential, non-residential, and urban spaces, the company has established a comprehensive smart city service system featuring multi-format, multi-sector, and multi-platform large-scale property management.



Large property management smart ecological city comprehensive services



Honours and Achievements

In 2024, Xinyuan Service was re-elected as a Vice Chairman of the China Property Management Institute and appointed as the President of the Henan Property Management Association. The Company was successively awarded one of the "2024 Top 100 Property Management Companies in China (TOP15)" by China Index Academy. It was also ranked among the "2024 Top 100 Enterprises in China Property Service Force (Top 15)" and "Top 14 Property Enterprises in Digital Capability" by CRIC and the China Property Management Research Association. Further honours included being named a "Leading Listed Property Management Enterprise in China", a "Leading Enterprise in ESG Sustainability in China's Property Management Sector", and a "Deputy Editor-in-chief for the China Smart Property Report" by China Property Management Magazine, marking a further enhancement in industry influence and overall brand strength.



02

Co-creating Value Emphasising ESG Management

Xinyuan Service deeply integrates ESG principles, incorporating environmental protection into management, optimising internal governance, and co-creating value with stakeholders. The Company nurtures the ecosystem through small actions, gathering warm forces, and demonstrating its firm commitment to sustainable development through practical actions.

ESG Governance Structure

Board Statement

The Board of Directors fully understands the importance of sustainable development management and actively integrates ESG governance into the overall governance structure. In accordance with the requirements of the HKEX's *ESG Reporting Guide*, the Company has established a clear, strictly regulated, and highly effective ESG governance structure, continuously optimising and updating it to ensure that the Board of Directors plays a key role in overseeing and leading ESG matters.

ESG Governance Structure

The Company places great emphasis on ESG governance and has established a three-level ESG governance structure, which consists of the "Supervisors, the Management, and the Execution". As the decision-making body, the Board of Directors is responsible for the ESG management, formulates and confirms the policies and KPIs of the Company. The Management is responsible for promoting and implementing the ESG management plans. As the executive group, the ESG Working Group is responsible for collecting data and information and comprehensively implementing ESG indicators.

ESG Governance Structure of Xinyuan Service

The Board of Directors

- Developing and confirming the Company's ESG-related policies and KPIs, and monitoring the completion of ESG targets; and
- Participating in the deliberation and decision-making of major ESG issues, supervising and assuming overall responsibilities for the Company's ESG-related work.

The Management

- Communicating ESG requirements to functional and business departments through internal policies, and setting quality, environment and safety objectives;
- Identifying the material ESG issues within the Company, developing the overall ESG targets and strategies for the Company, following up on the achievement of such targets, and giving recommendations on the actions required to achieve such targets; and
- Reporting the progress of ESG-related work to the Board of Directors on a regular basis.

ESG Working Group

- Composed of functional departments and key business personnel, and implementing and executing the Company's ESG management policies and related indicators; and
- Collecting ESG information and preparing ESG reports, continuously coordinating communication on internal/external ESG issues; and coordinating and promoting the practice of ESG systems.

In 2024, the Company integrated ESG principles into its daily operations and strategic management. The core ESG goals and actions were incorporated into the daily work processes of each department to achieve sustainable development, reduce environmental risks, enhance social value, and improve governance efficiency.

Communication with Stakeholders

The Company has established multi-channel communication mechanisms at different levels. Based on its own business formats and development, Xinyuan Service has identified seven main stakeholders including shareholders and investors, customers, government and regulatory agencies, suppliers and partners, employees, communities, and industry organisations. Xinyuan Service manages to understand the priorities of the stakeholders and promptly responds to their demands.

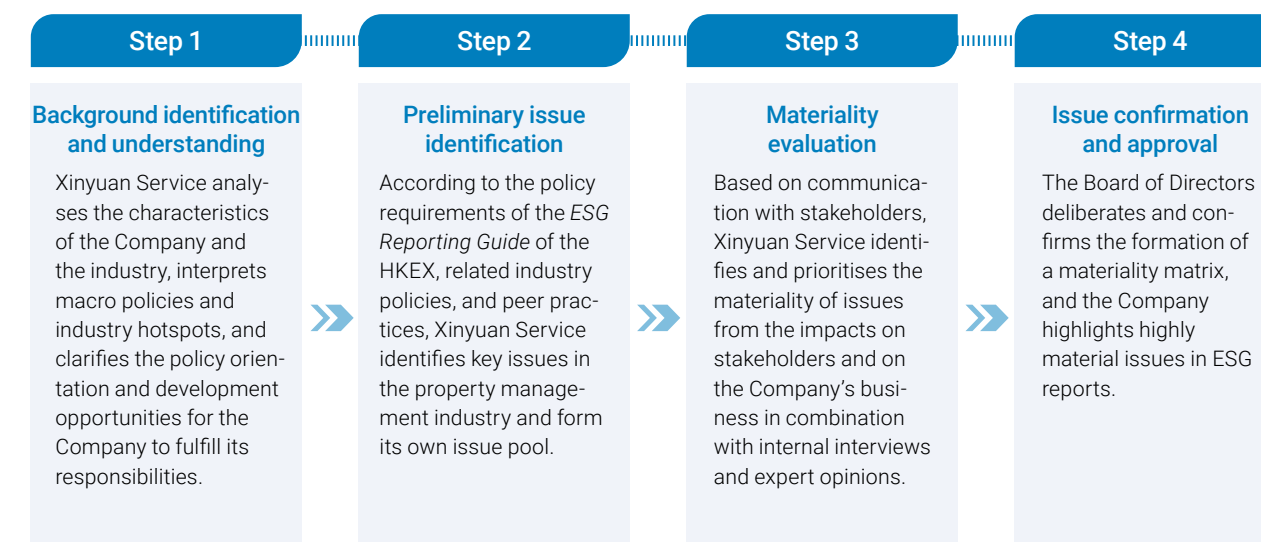
Main Stakeholders, Issues, and Communication of Xinyuan Service

Main Stakeholders	Issues to Their Concern	Communication Methods
 Shareholders and investors	<ul style="list-style-type: none"> Corporate governance Compliance operations and risk management Anti-corruption and anti-bribery 	<ul style="list-style-type: none"> Holding shareholders' meetings Publishing announcements and circulars Holding results conferences Hotlines and emails for investors Xinyuan Service's official website Establishing risk management systems Conducting anti-corruption training Setting up anti-fraud reporting mailboxes
 Customers	<ul style="list-style-type: none"> Guaranteeing service quality Information security and customer privacy protection Technology-empowered services Optimising customer experience 	<ul style="list-style-type: none"> Service standardisation construction <i>User Agreement</i> and <i>Privacy Notice</i> Conducting customer satisfaction surveys 400 customer centre communication channels Property services and community activities
 Government and regulatory agencies	<ul style="list-style-type: none"> Compliance operations and risk management Anti-corruption and anti-bribery Addressing climate changes Energy management Emissions and wastes 	<ul style="list-style-type: none"> Accepting supervision and management from government authorities Policy implementation Developing emergency plans for extreme weather and conducting emergency drills Obtaining relevant ISO certifications Compliant disposal of pollutants and waste
 Suppliers and partners	<ul style="list-style-type: none"> Supply chain management Compliance operations and risk management Intellectual property rights protection 	<ul style="list-style-type: none"> Supplier assessment and audit Exchange visits Intellectual property rights filing and renewal
 Employees	<ul style="list-style-type: none"> Employee employment and rights Occupational health and safety Employee training and development 	<ul style="list-style-type: none"> Conducting social and on-campus recruitment Democratic communication meetings Establishing channels for employee complaints Conducting employee satisfaction surveys Conducting employee safety training Employee performance evaluation
 Communities	<ul style="list-style-type: none"> Energy management Water resource management Emissions and wastes Community governance and construction Public welfare, charity and volunteer services 	<ul style="list-style-type: none"> Public communication platform Garbage classification Activities for promoting environmental protection Organising volunteer activities Community culture and public welfare activities
 Industry organisations	<ul style="list-style-type: none"> Guaranteeing service quality 	<ul style="list-style-type: none"> Participating in the development of industry and group standards

Materiality Analysis

The material issues are the key for Xinyuan Service in its ESG management and information disclosure. In 2024, in accordance with the HKEX information disclosure requirements, industry concerns, and its actual operations, the Company conducted the evaluation and ranking of material issues, and particularly disclosed and managed highly material issues.

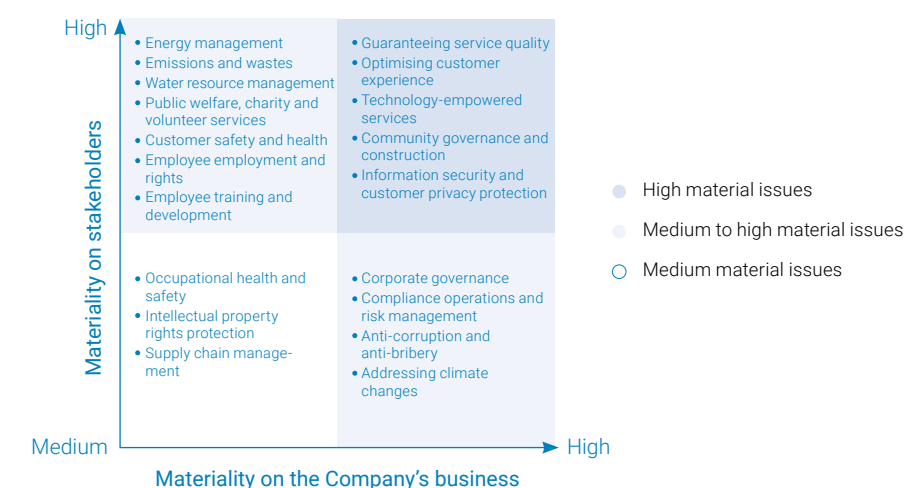
Process of Materiality Analysis of Xinyuan Service



Changes in Material Issues for Xinyuan Service in 2024

2024 Material Issue	2023 Material Issue	Change Description
Information security and customer privacy protection	Information security and customer privacy protection	Wording adjustment: Optimised the description in line with HKEX requirements.
Employee employment and rights	Employee recruitment and employment Employee rights and benefits	Issue integration: Integrated the content based on the Company's situation and HKEX requirements.
Guaranteeing service quality	Guaranteeing service quality Responsible marketing	Issue integration: Integrated the content based on the Company's situation and HKEX requirements.
Customer safety and health	—	Issue addition: Stakeholder and industry attention is increasing, and the issue was added in line with the latest regulatory trends.

Materiality Matrix of Xinyuan Service



03

Co-building Green Rhythms Ecological Protection and Response

With green as its rhythm, Xinyuan Service firmly undertakes the responsibility of guarding the green home within the carefully created service spaces. The Company, in collaboration with all parties, sows the seeds of hope. Whether it's the vibrant flowers in the parks or the tall green trees along the road-side, they all stand as a testament to the commitment to ecological balance.



Energy and Water Resources Management

Energy Management

As a property management company, Xinyuan Service primarily deals with energy types such as purchased electricity, gasoline for company vehicles, gas, and solar energy. The Company strictly adheres to relevant laws and regulations, including the *Energy Conservation Law of the People's Republic of China*, and has established internal policies such as the *Energy Consumption Control Operation Guides* to ensure that its energy management follows a set framework. In 2024, the Company did not experience any environmental pollution incidents, nor was it investigated by environmental protection authorities for violations of environmental laws and regulations. Additionally, there were no significant administrative or criminal penalties.

The Company incorporates energy-saving and environmental protection concepts into daily operations and management. Clear energy-saving targets have been set, and to ensure the achievement of these targets, the Company continuously tracks the progress and has implemented a series of energy-saving and consumption-reduction measures.

Xinyuan Service's 2024 Energy Management Performance Target and Progress

Types	2024 Target	Progress
Energy management	To decrease the energy consumption of public areas in the projects under management by 1% year-on-year compared to 2023.	The electricity bills of public areas in the projects under management for 2024 decreased by 1.1% compared to that for 2023, saving electricity by 686,037.74 kWh.

The Company was certified by the ISO 50001:2018 - energy management system, which is valid until 13 October 2027.



Xinyuan Service's Energy Conservation and Consumption Reduction Measures

Business level

- **Optimizing temperature control system management:** Strengthen the control and adjustment of the temperature control system, and comprehensively implement measures in aspects such as scientifically setting temperatures, planning operating times, automating data monitoring, optimizing equipment procurement, conducting performance appraisals, and organizing training.
- **Management of public equipment:** The control timers in the zone were promptly adjusted with seasonal and weather changes or were changed to photoresistors for control, such as street lights, garage lights and fountains.
- **Management of shared supporting facilities in residential communities:** The lighting fixtures were turned off after completing the maintenance and inspection of the elevator equipment rooms; elevators and supporting equipment were turned off during non-working hours at night; and operational times were adjusted to reduce energy consumption. The operating temperatures of air conditioners were stipulated in elevator machine rooms.
- **Heating system management:** Retrofit heating system pump rooms for variable frequency operation of circulating pumps.
- **Management of lighting facilities:** Through smart meter renovations, electricity usage data were centrally collected for analysis, and automatic warnings can be triggered for abnormal usage. All the lighting equipment were transformed with LED lamps. The corridors were equipped with lighting fixtures controlled by sound and light sensors.

Office level

- **Application of energy-saving equipment:** The use of high-efficiency energy-saving lighting devices were promoted and lights in areas with infrequent access were replaced with sound and light-controlled lighting systems.
- **Strengthening electricity-saving supervision:** Air conditioning usage rules in office areas were detailed, electricity-saving notices in office areas were issued, and daily supervision and inspection were conducted in terms of the use of lighting equipment and office electronic equipment, etc. Office and public area lighting should fully utilise natural light to reduce reliance on artificial lighting. Unnecessary lighting devices should be switched off promptly after work hours.

Water Resources Management

As a property management company, Xinyuan Service has minimal impact on natural resources. The Company's water consumption in daily operations is divided into domestic water and industrial water used for construction. The water resources mainly come from municipal water supply, and there is no problem of seeking suitable water sources.

The Company strictly abides by the *Water Law of the People's Republic of China*, the *Henan Province Water Conservation Management Regulations* and other laws and regulations, and has established internal systems such as the *Energy Consumption Control Operation Guides*. Water management is clearly regulated, including requirements for the installation of water meters at each project, the preparation of key water consumption data, monitoring and analysis of water consumption, and audit and rectification plans for abnormal amount of water consumption. These measures ensure the efficient use of water resources from the source, preventing wastage.

The Company sets and reasonably allocates monthly and quarterly water consumption targets, building a scientific water consumption management system. Through multiple measures, the Company achieves the efficient use and conservation of water resources.

Water Conservation Measures by Xinyuan Service



Emissions and Wastes

As a property management company, Xinyuan Service has minimal impact on environment. The pollutants produced by the Company during operation mainly include wastewater, exhaust gas, dust, and noise. Non-hazardous waste includes daily household waste, landscaping waste, construction waste, etc. Hazardous waste includes discarded batteries, chemicals (such as cleaning agents, disinfectants, insecticide packaging), etc.

The Company strictly abides by the *Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution*, the *Law of the People's Republic of China on Circular Economy Promotion* and other laws and regulations, as well as national and local policies on waste classification. The Company has formulated the *System for Management of the Prevention and Control of Wastewater, Exhaust Gas, Dust, Solid Waste and Noise Pollution* and the *Guidelines for Household Waste Sorting Management*.

The Company follows the basis of classified collection, comprehensive utilisation, and reasonable disposal. It plans to gradually improve the identification and statistics of waste sources, continuously implementing reduction measures to control the generation of both hazardous and non-hazardous waste at lower levels.



Emission and Wastes Management Measures of Xinyuan Service



Wastewater

- After being tested to meet the *Comprehensive Sewage Emission Standards*, the sewage produced from park and catering areas was centrally discharged into the official pipelines of municipal sewage; and
- The Company set up wastewater and drainage pipelines in accordance with regulations, procured relevant facilities and equipment that meet standards, and performed regular maintenance and upkeep. It also promptly addressed issues such as leakage to ensure compliant emissions.



Exhaust gas

- For exhaust gases and smoke generated in the park and dining areas, the Company has installed negative pressure ventilation systems to ensure there are no significant unorganised emissions. Regular inspections were conducted to ensure compliance with national *Comprehensive Emission Standards of Air Pollutants*.



Dust

- In response to the dust produced from park and catering areas, dust removal equipment and facilities were equipped for dust treatment; and
- In response to the dust produced from construction, *Safe Production and Civilisation Commitments* were signed with the outsourcing parties, and wet operation was adopted during construction.



Noise

- In response to the noise produced from the owner's decoration and construction, it was clearly stipulated that no decoration or construction can be carried out at night without approval; and
- In construction and home decoration activities, the Company requires the use of noise-reducing materials for sound insulation.



Solid waste

- The Company conducted waste sorting training and awareness campaigns, and produced sorting guides, promotional posters, brochures, and other materials. These materials were distributed during community activities, school education, and corporate training sessions.
- All the hazardous waste from residential communities under management was collected by the Company centrally and then transferred by a qualified entity entrusted;
- National and local waste classification policies were strictly implemented, by establishing clearly labelled waste classification and disposal points and encouraging owners and tenants to classify and dispose of waste;
- The administrative department is responsible for the recycling of discarded batteries, toner cartridges, etc. in office levels, with dedicated collection points for centralised storage. These batteries are later processed through environmentally compliant channels for safe disposal; and
- The recycling of paper, plastic bottles, metals, and other recyclable materials was promoted in the office. The proportion of paperless work was increased to reduce the use of toner and paper.



Waste Sorting Publicity Activities

The Company held activities to raise awareness of waste sorting, advocating for green living and environmental protection through various methods.

At the Source: Creative Promotion for Waste Sorting Awareness

Through both online and offline promotion, the Company cultivated waste sorting habits among residents. Online, the Company used platforms such as official WeChat account and WeChat Channels to release tutorials, while offline, activities such as knowledge seminars and theme days were organised with tools like display boards and posters. A rewards system is also established to recognise active participants. Creative promotion and guidance aim to make waste sorting a habitual action.

Mechanism: Party Leadership to Build and Share a Green Culture

Adhering to party leadership, the Company leveraged the role of Party members to drive the shared responsibility for waste sorting. Party members play an active role as promoters, practitioners, and supervisors of waste sorting in communities, encouraging more residents to participate and ensuring the “green, low-carbon, and environmentally friendly” concept takes root in the community.

Management: Multiple Measures to Promote Detailed Waste Sorting

In terms of tools management, waste disposal points have been renovated, with the installation of smart recycling stations to improve sorting efficiency. AI monitoring of waste overflow and a point-based reward system have been implemented to encourage resident participation. In terms of personnel management, a dedicated team is established to oversee waste sorting at collection points, address uncivilised behaviour, and ensure orderly waste sorting. For sustainability, initiatives such as “green exchanges”, “large-item recycling”, and “upcycling” are introduced to further strengthen the residents’ waste sorting mindset.



Waste Sorting Publicity Activities



Addressing Climate Changes

Xinyuan Service attaches great importance to the impact of climate change on both the environment and its business, making climate change addressing a crucial part of its sustainable development strategy. The Company actively identifies the risks and opportunities related to climate changes, works to reduce greenhouse gas emissions in its operations, and contributes to global efforts in addressing climate change.

With reference to the climate-related information disclosure framework of the *International Financial Reporting Standards No. 2 - Climate-related Disclosures* (“IFRS S2”) issued by the International Sustainability Standards Board (ISSB), the Company has structured the climate change management system from the four aspects of governance, strategy, risk management as well as indicators and targets, with the aim of enhancing the Company’s capacity to address climate change.

Governance

The Company prioritises the construction of a climate-related governance system, and has established an effective three-level management structure of “the Supervisory – the Management – the Execution”.

Climate Change Governance Structure of Xinyuan Service



Strategy

The Company regularly identifies and analyses climate-related risks and opportunities relevant to its business. It assesses the impact of climate-related risks on operations and adjusts the Group's climate change addressing strategy, taking countermeasures timely. In 2024, the Company identified 5 climate risks and 4 climate-related opportunities, and taken actions to address climate risks and opportunities.

Climate-related Risk Analysis and Countermeasures of Xinyuan Service

Risk Types	Risk Description	Potential Financial Impact	Countermeasures
Acute physical risks	The likelihood of extreme weather events such as typhoons and floods occurring is increasing due to climate change.	Decreased revenue Decreased fixed assets	<ul style="list-style-type: none"> Strengthening disaster prevention capabilities of infrastructure; The Company developed a series of emergency plans and response mechanisms, such as the <i>Natural Disaster Emergency Response Plan</i>, <i>Emergency Management Process</i>, and <i>Flood and Typhoon Prevention Process</i>, and conduct targeted drills.
Chronic physical risks	Long-term shifts in natural patterns such as rising sea levels and persistent high temperatures pose challenges to the safe operation of property facilities and equipment, building durability, and residents' lives.	Increased operating costs Decreased fixed assets	
Policy and legal risks	National and local governments are implementing stricter carbon emission policies (such as carbon trading markets, carbon taxes, etc.), which may increase operating costs and compliance pressures for businesses. The risk of legal accountability and customer complaints arises from failure to comply with climate-related policies or regulations.	Decreased revenue Increased operating costs	<ul style="list-style-type: none"> The Company continuously monitored national and local policies and legal developments related to climate change, and promptly adjusted business strategies and operating models; The Company enhanced staff training to raise awareness of policies, regulations, and energy-saving and emission reduction knowledge.
Market risks	The public's growing focus on green sustainable development is shifting customer demand for products and services.	Decreased revenue Increased operating costs	<ul style="list-style-type: none"> The Company strengthened communication with customers, kept a close eye on market demand changes, provided green services, and promoted green building certifications.
Reputation risks	If carbon emission is not effectively managed and reduced, it may affect the Company's brand image and sense of social responsibility.	Decreased revenue Increased operating costs	<ul style="list-style-type: none"> The Company actively participated in social public welfare activities, publicised, and showcased its environmental protection measures and achievements; The Company regularly released ESG reports and publicly disclosed the progress of its environmental protection endeavours.



Climate-related Opportunity Analysis and Countermeasures of Xinyuan Service

Opportunity types	Opportunity Description	Potential Financial Impact	Countermeasures
Market opportunities	The Chinese government actively promotes green development by introducing a series of policies, providing the Company with the opportunities for transformation and upgrade. Meanwhile, customers' demand for environmentally friendly and low-energy-consumption properties is rising, which is beneficial for the Company to build a green property management brand.	Increased revenue	<ul style="list-style-type: none"> The Company followed policy guidance closely and actively applied for various subsidies of energy saving and emission reduction; and The Company investigated market demands and launched value-added service products themed with greening and intelligence.
Technological innovation	With the advancement of the national carbon peaking and carbon neutrality targets, green buildings and energy-saving technologies have become key areas of market focus. The demand for energy-efficient and environmentally-friendly properties from both customers and the government is continuously increasing.	Increased revenue Increased R&D costs	<ul style="list-style-type: none"> The Company promoted green building certifications, introduce advanced energy-saving technologies and management systems, and upgraded existing equipment and facilities for energy efficiency, such as replacing with high-efficiency energy-saving equipment and optimising HVAC systems.
Green services	Consumer demand for low-carbon communities and green services is growing, and the Company can enhance customer satisfaction and market competitiveness through green services.	Increased revenue	<ul style="list-style-type: none"> The Company promoted measures such as green transportation, waste sorting, and rainwater recycling; and The Company explored smart property management services under the "Internet +" model and improved the quality of the Company's services.
Resource efficiency	It helps reduce the Company's resource expenses by improving the efficiency of the use of energy, water resources, materials, and other resources during the Company's operation.	Reduced operating costs	<ul style="list-style-type: none"> Office was equipped with water-saving and energy-saving appliances; Paperless office and operation were implemented; and Large-sized trash cans were placed to reduce the use of plastic bags.

Risk Management

During the project operation, the Company has consistently valued the opinions and suggestions given by internal and external stakeholders, and fully identifies and understands climate change-related risks based on its own industry and business characteristics.

In the course of risk assessment and project execution, the Company incorporates climate-related risks into its risk management systems and carries out risk management in the four steps of risk identification and assessment, risk analysis, risk prevention and risk response.

Climate-related Risk Management Process of Xinyuan Service



Xinyuan Service conducts extreme weather response actions every year from June to August, including dust removal and maintenance of power supply systems; flood prevention measures (inspection of sewage pumps, equipment, generators, etc.); drills; inspection of waterproof barriers and flood control sandbags; and cleaning flood prevention facilities such as waterproof grilles. Additionally, employee heat stress care and skills enhancement are carried out, enhancing the ability to cope with extreme weather in all aspects. In 2024, the Company conducted over 800 extreme weather emergency drills and training sessions, ensuring emergency handling of storms in more than 160 projects, with no significant economic losses. The efforts received positive feedback from property owners, earning 37 banners and 703 commendations.



Xinyuan Service Jiangsu Regional Company Takes Action Against Typhoon, Demonstrating Commitment to Flood Prevention

In September 2024, Typhoons “Bebinca” and “Prapiroon” made landfall forcefully. Projects in Jiangsu region, upon hearing of the flood warnings, sprang into action, working day and night to ensure the safety of property owners’ lives and assets. Through pre-flood deployment drills, all-round flood prevention services during the flood season, and full recovery efforts post-flood, the Company received unanimous praise from all property owners.

Indicators and Targets

The Company actively promotes sustainable development, striving to minimise greenhouse gas emissions generated during operations and keeping emissions per unit of area at a low level. Meanwhile, the Company continues to disclose the emission data of Scope 1, Scope 2, and Scope 3 greenhouse gas and continuously enhances the disclosure and transparency of environmental information.

Greenhouse Gas Emissions of Xinyuan Service between 2022 and 2024

Indicators	Unit	2022	2023	2024
Greenhouse gas emissions per unit area (scope 1 and scope 2)	tCO ₂ e/10 Thousand m ²	13.77	14.55	11.33

Premium Collaboration Quality Service Upgrade

Every technological innovation is designed to make returning home and commuting worry-free; every enhancement in quality is intended to make living spaces feel fresh and new. From communities to cities, Xinyuan Service continues to innovate with intelligence and creativity, offering services that are relentless in their pursuit. With “Technology + Humanism” as its guiding principle, the Company fosters a symbiotic growth with cities.



Technology-driven Service Upgrade

Xinyuan Service 2024 Digital and Intelligent Transformation Targets and Progress

Fields	Target	Completion Status
Digitalisation in big property management	<ul style="list-style-type: none"> Xin Yi Jia (鑫一家) WeChat Mini Programme achieves a 95% certification rate for actual managed households. Enable Xin Yi Jia (鑫一家) staff-end payment reminder function. 	<ul style="list-style-type: none"> Completed, with 95% certification rate achieved. R&D completed and launched.
Digitalisation in large-scale real estate sector	<ul style="list-style-type: none"> Xin Rent & Sale (鑫租售) functions for property rental and sales operations. Marketing CRM with online advertising, business opportunities, contracts, and conversion management functions. 	<ul style="list-style-type: none"> R&D completed and launched, used in 4 cities and 16 stores. R&D completed and launched.

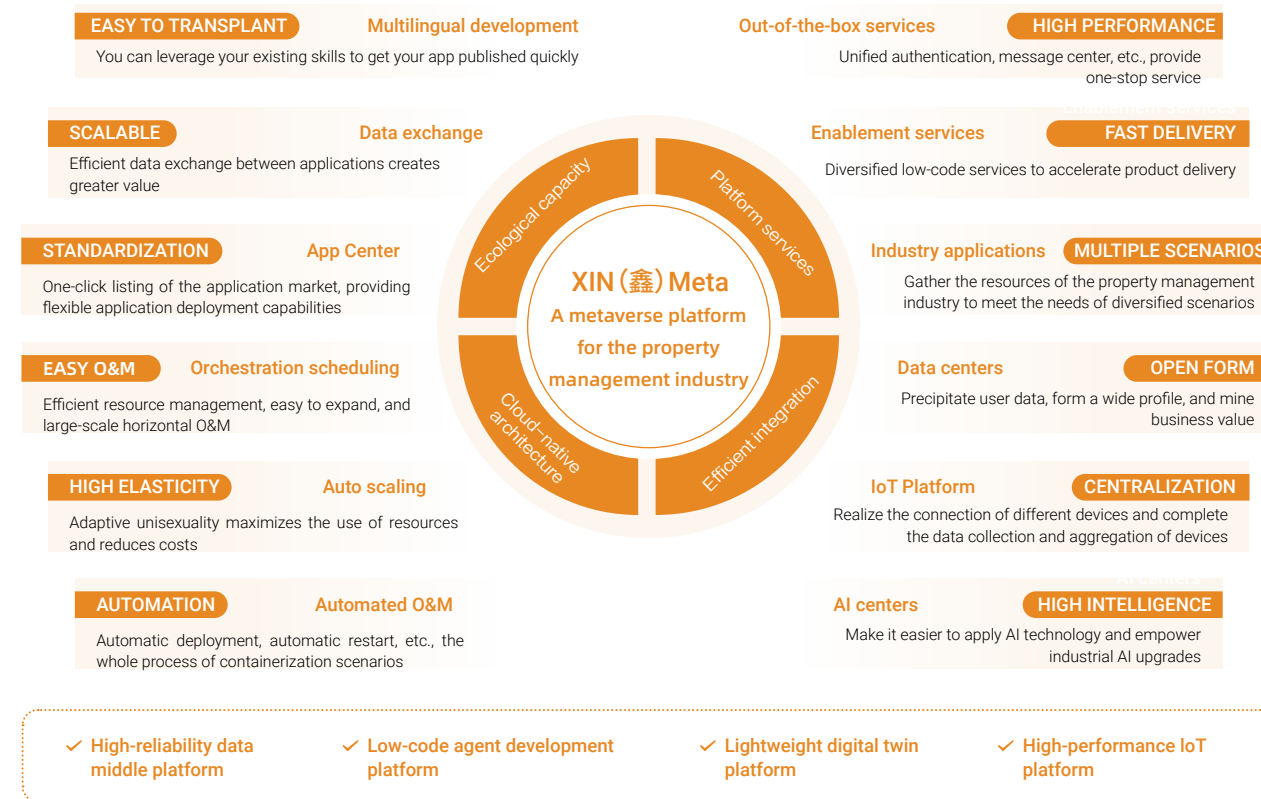
To support the two core digitalisation initiatives of “cost reduction and efficiency enhancement” and “business model upgrades”, in 2024, the Company has pushed for the digital and intelligent transformation of products and services through product R&D, system construction, and employee incentive mechanisms.

Xinyuan Service 2024 Key Digital and Intelligent Transformation Actions

Employee incentives	<ul style="list-style-type: none"> The Company implemented product manager responsibility system and established a more flexible and diverse incentive mechanism, including but not limited to project bonuses, software copyright rewards, patent bonuses, etc.
Product R&D	<ul style="list-style-type: none"> Xin Yi Jia (鑫一家) owner-end: From Xin Yi Jia (鑫一家) 1.0 to 2.0 version. Xin Housekeeper (鑫管家) staff-end: 16 functions and 1 feature upgraded and iterated. Xin Duo Duo (鑫多多): Development of platform end, merchant end, service end, user end, and supplier end completed.
System construction	<ul style="list-style-type: none"> Enterprise WeChat SCRM/CDP/Public opinion: The Company built core data modules based on asset management, resident management, and group management; public opinion and risk control modules based on risk events, session supervision, chat records, sensitive behaviours, and public opinion dashboards; and tag and customer profile modules. Other core functions: Payment reminders, three major databases, work order substitution, event tasks, etc. Smart parking: 17 projects transformed and launched. Smart access control: The Company completed hardware integration of smart access control devices, achieved software-hardware separation, and developed an in-house smart access control management system that supports Xin Yi Jia (鑫一家)'s uploading of facial recognition data and remote mobile door-opening scenarios.

Technical R&D





In 2024, Xin (鑫) Meta big property management industrial metaverse was upgraded to version 2.0. This platform, themed around people, living, and space, projects production and service management activities such as security prevention, vehicle and pedestrian movement, property services, equipment maintenance, personnel management, asset operation, and resident services from the physical world to the virtual world. It creates a space asset database with spatial computing capabilities, guiding the physical world with the digital world to significantly improve the level of property management, making property services more efficient, intelligent, and visualised.



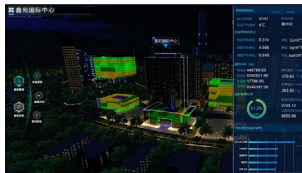


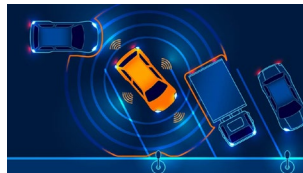
Scenario Application

► Smart Property Management System

The Company's self-developed smart property management system includes over 30 business subsystems, establishing a comprehensive control system that optimises service processes. This ensures a seamless integration of business, finance, and taxation logic. The customer service quality control is efficient and traceable, and the materials and equipment are documented and traceable. This system enables the digitalisation of business operations, the intelligence of management, and the smart enhancement of daily life, empowering property management businesses with digitalised management.

 <p>Xin Equipment – Equipment Management System</p> <p>This system primarily addresses the daily operation and maintenance management of facilities and equipment within property management companies. Through such features as mobile inspections and report analysis, it monitors the operation and maintenance of facilities, reduces energy consumption, and improves safety performance.</p>	 <p>Xin Materials - Materials Management System</p> <p>This system mainly solves various material management issues for property companies, including procurement management, warehouse management, and asset management, effectively reducing material procurement costs.</p>	 <p>Xin Quality Control – Quality Operations System</p> <p>The quality operations solution helps property companies establish a standardised management system. At its core is a standardised work library, linked by personnel management, and powered by a work order system as the central guarantee.</p>	 <p>Xin BI – Management Dashboard</p> <p>This dashboard presents the Company's operational indicators on a single interface, using dynamic and interactive graphical representations to vividly display the Company's real operational status. By mining and organising data from various indicators, it provides intuitive and real-time data references for management decisions, enabling more informed decision-making.</p>
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Based on the smart IoT platform and edge computing servers, Xinyuan Service has maintained the interconnection of all devices, including smart access control, smart parking, smart security, smart equipment, and AI surveillance in the community. It centralises data collection, performs big data cloud computing analysis, and assists in decision-making, thereby comprehensively and systematically enhancing the digitalisation level of property management and realising smart community management.

 <p>Xin Energy Consumption – Energy Consumption Management System</p> <p>This system upgrades smart meters and uses wireless transmission to reduce construction costs. It analyses energy consumption data, sets up automatic alarms, and reminds customers to pay or recharge their accounts.</p>	 <p>Xin Charging – Smart Charging System</p> <p>Based on IoT technology, mobile communication technology, and mobile payment technology, this system provides operators with a comprehensive platform for the operation, management, and service of charging stations. It offers users safe, convenient, and fast charging services.</p>	 <p>Xin Access – Smart Pedestrian System</p> <p>This system enhances convenience by using features such as facial recognition, mobile Bluetooth, QR codes, and password recognition for smoother access. It integrates with elevator control systems to reduce waiting time for elevators.</p>	 <p>Xin Smart Parking – Smart Parking System</p> <p>The Xin Smart Parking platform offers integrated management and online services, enabling efficient, unattended parking management.</p>
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► Big Property Management Digital Platform for Quality Improvement and Efficiency Enhancement

The Company uses the big property management digital platform to connect the supply and demand sides, breaking away from traditional service models. On the supply side, the Xin Housekeeper (鑫管家) one-stop work platform integrates property service scenarios. On the demand side, the "Xin Yi Jia (鑫一家)" one-stop online platform brings services "closer" to the property owners, improving efficiency. By the end of 2024, the platform will cover 100% of employees, 100% of projects, and 95%+ of certified property owners, with more than 22 service scenarios available.

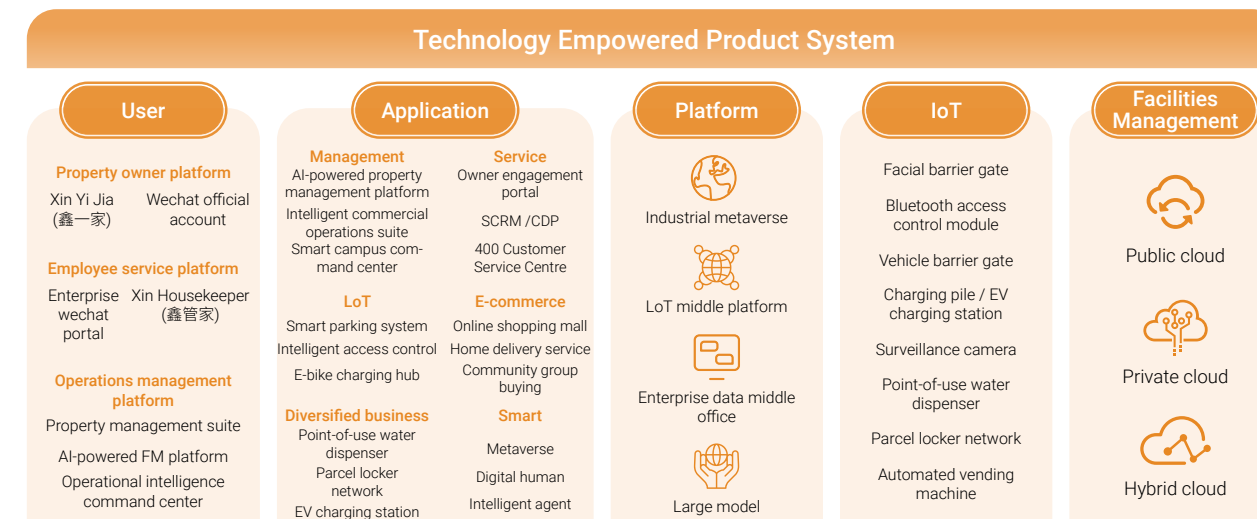
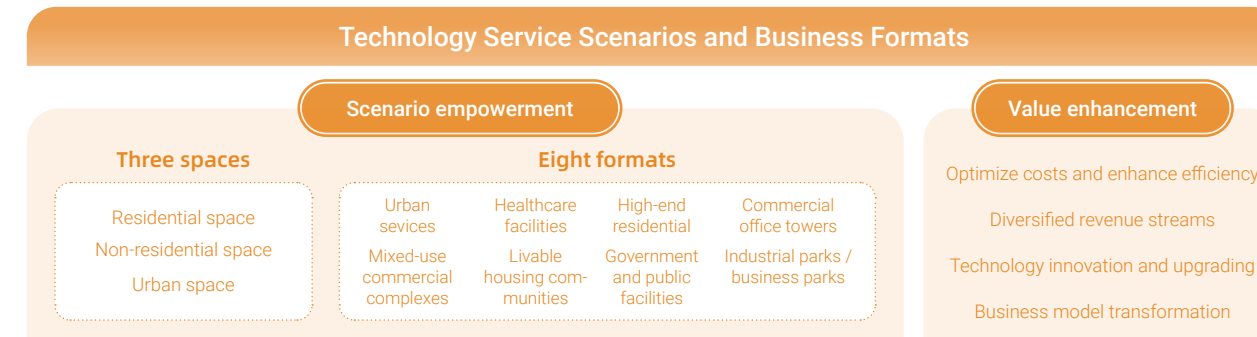


Building the Smart Multi-Business Ecosystem

The Company leverages data-driven approaches to connect the "last mile" of community life services. Focusing on "property and" lifestyle services, the Company innovatively develops diversified value-added services such as rental and sales services, house beautifying services, housekeeping services, one-stop shopping services, purified water services, and home delivery services. The Company has also upgraded and incubated the "You You Spring (优优泉)" bottled water brand, providing property owners with personalised bottled water and intelligent direct drinking water for efficient support. Additionally, the Company continues to tap into the potential of community O2O value, launching the "Xin Duo Duo (鑫多多)" e-commerce platform and exploring the "Xin Market" community "downstairs economy" revenue generation model, achieving service digitalisation and online service scenarios.



The Company has broken through the traditional property management model to create new productivity in big property management, setting an example for the industry. At the same time, it has developed a comprehensive digital solution for big property management, empowering the operations and management of small and medium-sized property companies. This enables a positive development of multi-business tracks in "Property +" through digital drive, and equips the Company to provide comprehensive technology service solutions for sectors like large-scale real estate, big property management, new multi-business, and smart communities.

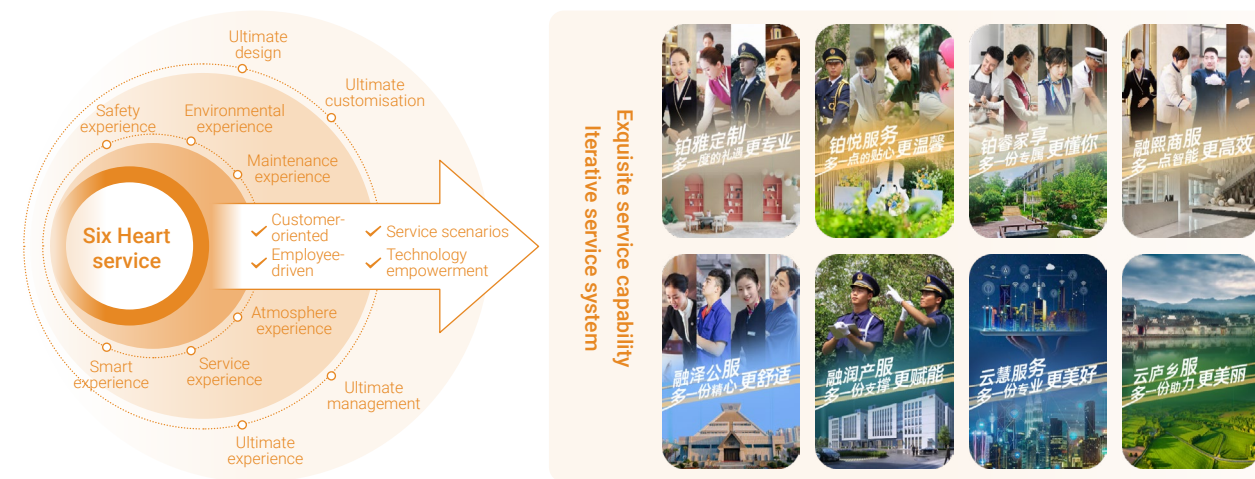


Service Quality Management

Maintaining Customer Relationships

► Focusing on Customer Experience

Xinyuan Service consistently centres its efforts around customer experience, continuously strengthening its service capabilities. From Xin Service 1.0 to Xin Service 4.0, the Company has focused on creating long-term value for customers. The Company is focused on upgrading urban comprehensive services, forming a multi-business, multi-field, and multi-carrier service system. Services are evolving from standardisation and refinement to differentiation and customisation.



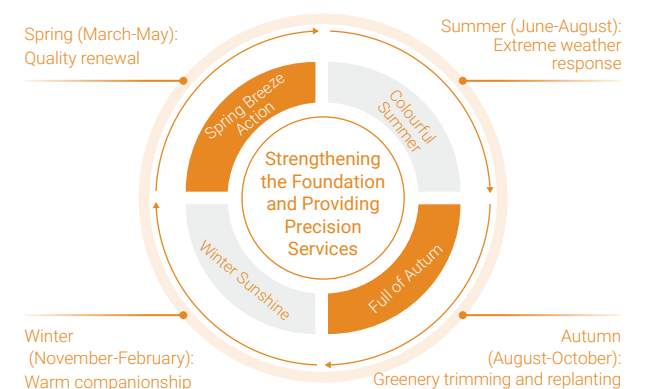
The Company focuses on the welfare positioning of the property industry. Through the path of "government-enterprise integration + professional services + smart platforms", it provides "management + services + operations" across all processes and cycles. The Company explores the ecosystem construction of Xinyuan Service in the big property management industry. At the same time, it integrates with government service platforms to form a smart service network centred on community services. The Company actively participates in people's livelihood projects such as old community renovations, urban renewal, and elderly care services, making owners' lives more fulfilling and satisfying.



In terms of community convenience activities, the Company carries out nine major IP community activities in six dimensions—community, folk, service, red culture, public welfare, and seasonal activities—combining online and offline methods. These activities include neighbourly assistance, establishment of community charters, and the creation of social groups, with monthly themes and weekly events. In 2024, the Company organised over 5,000 activities such as "Sports Meets", "Hundred Family Banquets", and "Golden Wedding Celebrations", with a cumulative viewership of 397,000 on video platforms, receiving coverage from over 30 media outlets. The Company also conducted 11,000 services such as knife sharpening, free medical consultations, summer cooling, and winter warmth, based on owner needs, enhancing service perception.



Special quality improvement: In 2024, the Company focused on "Strengthening the Foundation and Providing Precision Services", organising four thematic activities throughout the year: Spring, Summer, Autumn, and Winter: Over 1,800 quality improvement tasks such as road paving, greenery replanting, highlighting features, and painting maintenance.



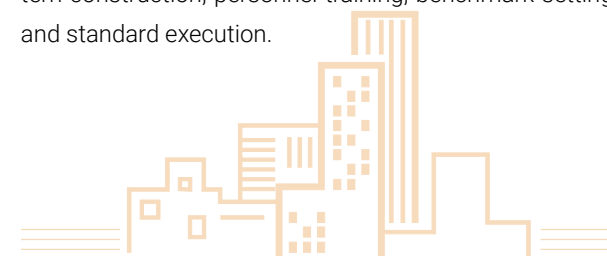
► Upgrading Service Standards

Xinyuan Service strictly adheres to the *Civil Code of the People's Republic of China*, *Urban Real Estate Management Law of the People's Republic of China*, *Consumer Rights Protection Law of the People's Republic of China*, and the *Property Management Regulations*, among other laws, regulations, and policies. The Company actively promotes the standardisation of services by continuously optimising service processes and enhancing service quality, gradually forming a distinctive service standard system.



In 2024, Xinyuan Service fully launched standardisation upgrading initiatives. Based on business development and changes in the business environment, the Company revised operational standards, processes, and management interfaces, focusing on data-driven operations. This resulted in the formation of four standard systems: the General Service Standards System, the Service Provision Standards System, the Service Guarantee Standards System, and the Position Standards System. Ultimately, 833 documents were created, including 232 new documents, 45 deleted, and 595 revised.

The Company ensures the effective implementation of standardisation through multiple phases, including system construction, personnel training, benchmark setting, and standard execution.

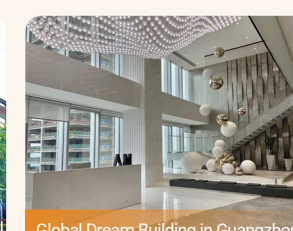
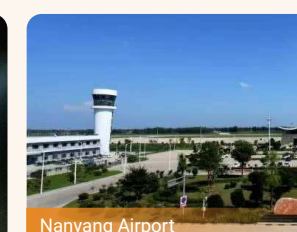
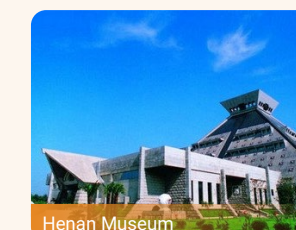


Xinyuan Service 2024 Standardisation Efforts

- The Company transitioned from single residential property standards to national differentiated standards, multi-business standards, and refined standards, integrating internal standards with information systems and governance scenarios to ensure more standardised owner services.
- The service system includes 172 templates, 1,260 service touchpoints, covering cleaning, service etiquette, landscaping, equipment maintenance, and more.

- Focusing on "strengthening the foundation, setting benchmarks, enhancing skills", the Company improved emergency plans, promoted training through competitions, enhanced employee capabilities, and organises 68 specialised training sessions and 26 large-scale skill drills. Employee business skills and service capabilities have been improved through theoretical tests, scenario simulations, and practical operations.

- The Company focused on multi-business service development and created multi-business service standards.



On 27 November 2024, after a review by an expert panel organised by the Standardisation Division of Henan Provincial Administration for Market Regulation, the Company successfully passed the assessment and acceptance of the “Henan Province Provincial Service Industry Standardisation Pilot Project”.



Review site and honour

► Enhancing Customer Satisfaction

Xinyuan Service is committed to improving service quality, keeping active communication with customers, understanding their needs, helping them obtain the desired property management service experience, and continuously enhancing customer satisfaction. In 2024, the overall customer satisfaction rate for Xinyuan Service’s residential property services was 93.6 points, a 0.4% increase compared to the previous year.

2024 CRM Targets and Progress of Xinyuan Service

2024 Target	Target Completion Status
Overall customer satisfaction for residential property services: 85 points	93.6 points
Overall customer satisfaction for office building property services: 90 points	95.9 points
Customer complaints handled promptly: 100%	100%

Based on the results of satisfaction surveys, the Company designs service scenarios around customer needs, actively maintains property rights relationships, and enhances service reputation.

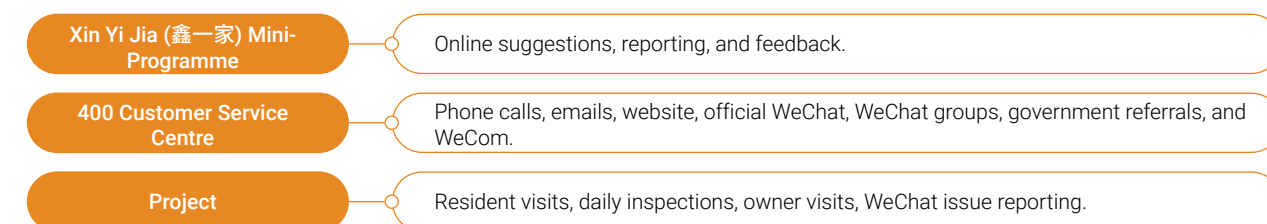
2024 Customer Satisfaction Enhancement Actions

Service scenario design	<ul style="list-style-type: none"> Around owner touchpoints, plan special targeted service improvement activities in different seasons, match cost input for customer needs, sort out a project-specific strategy, and create a high-touchpoint service perception. Refine the content and process design of online and offline community/convenience activities, accurately identify invest in meeting customer needs, and closely follow up on online invitation and registration work before activities to improve owner satisfaction.
Employee capability enhancement	<ul style="list-style-type: none"> Professional skills training, on-the-job training drills, intensive training, etc.
Digital power efficiency enhancement	<ul style="list-style-type: none"> Improve customer portraits, conduct accurate demand analysis and provide accurate service content. Combined with customer labels, strengthen the rectification and handling of customer complaint issues and supervise the implementation of customer relationship maintenance actions. Conduct regular investigations and evaluations for verification.
Property rights maintenance	<ul style="list-style-type: none"> Organize the establishment of a special group to study the detailed rules for convening the owners' meeting, and issue countermeasures for the questions raised by the owners' meeting. For key projects, arrange for dedicated personnel to be stationed on site for guidance and assistance, mainly for quality improvement and improvement of property rights relations.

► Streamlining Communication Channels

We continuously optimise customer communication methods by building diverse online and offline communication channels. Xinyuan Service's Smart Customer Service Centre relies on a three-tier information handling system – “Xin Yi Jia (鑫一家)-400 Customer Service Centre-Project Front Desk”. Whether owners report issues, request services, provide feedback, or inquire about charges, the Smart Customer Service Centre aggregates all service resources and provides efficient, seamless service. In 2024, the “Xin Yi Jia (鑫一家)” mini-programme was fully launched, with an owner certification rate of 95%.

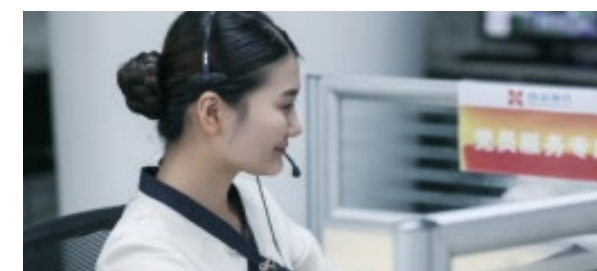
Xinyuan Service Information Collection and Feedback Channels



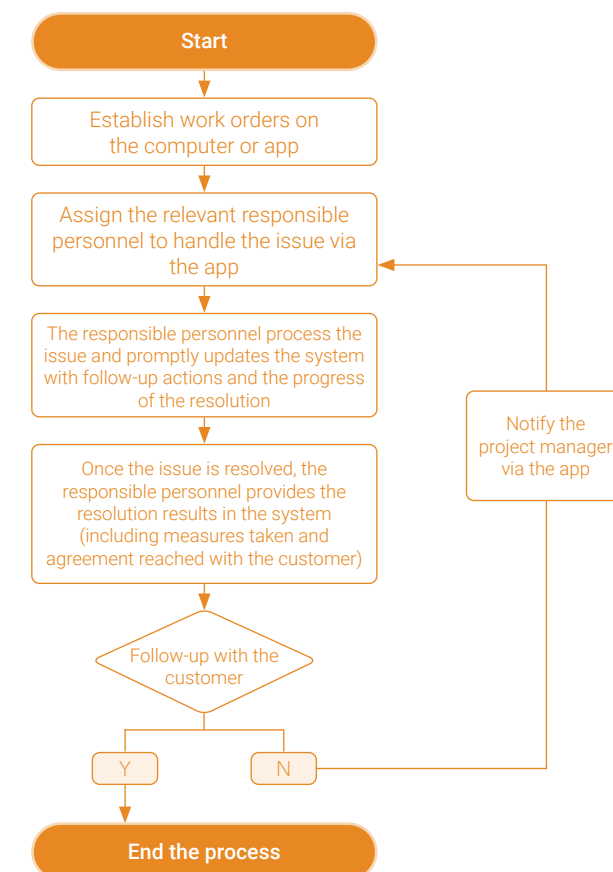
► Customer Complaint Handling

Xinyuan Service is dedicated to improving service quality. In customer communication management, the Company has implemented management systems such as the *400 Customer Service Centre Training Manual*, *Customer Issue Management Procedures*, *Customer Service Supervision Guidelines* and *WeCom Customer Management Guidelines* to standardise the handling of owner issues and improve issue resolution efficiency. The Company sets a series of targets in customer relationship management and tracks progress. In 2024, the customer complaint timely handling rate was 100%.

In terms of customer communication and complaint handling, the Company has set up a 400 Customer Service Centre to collect and follow up on customer communication and feedback. Various channels are used to gather feedback, enter it into the reporting system, and track completion and satisfaction through follow-up after report closure.



Xinyuan Service Flow Chart of Customer Complaints and Reporting Procedures



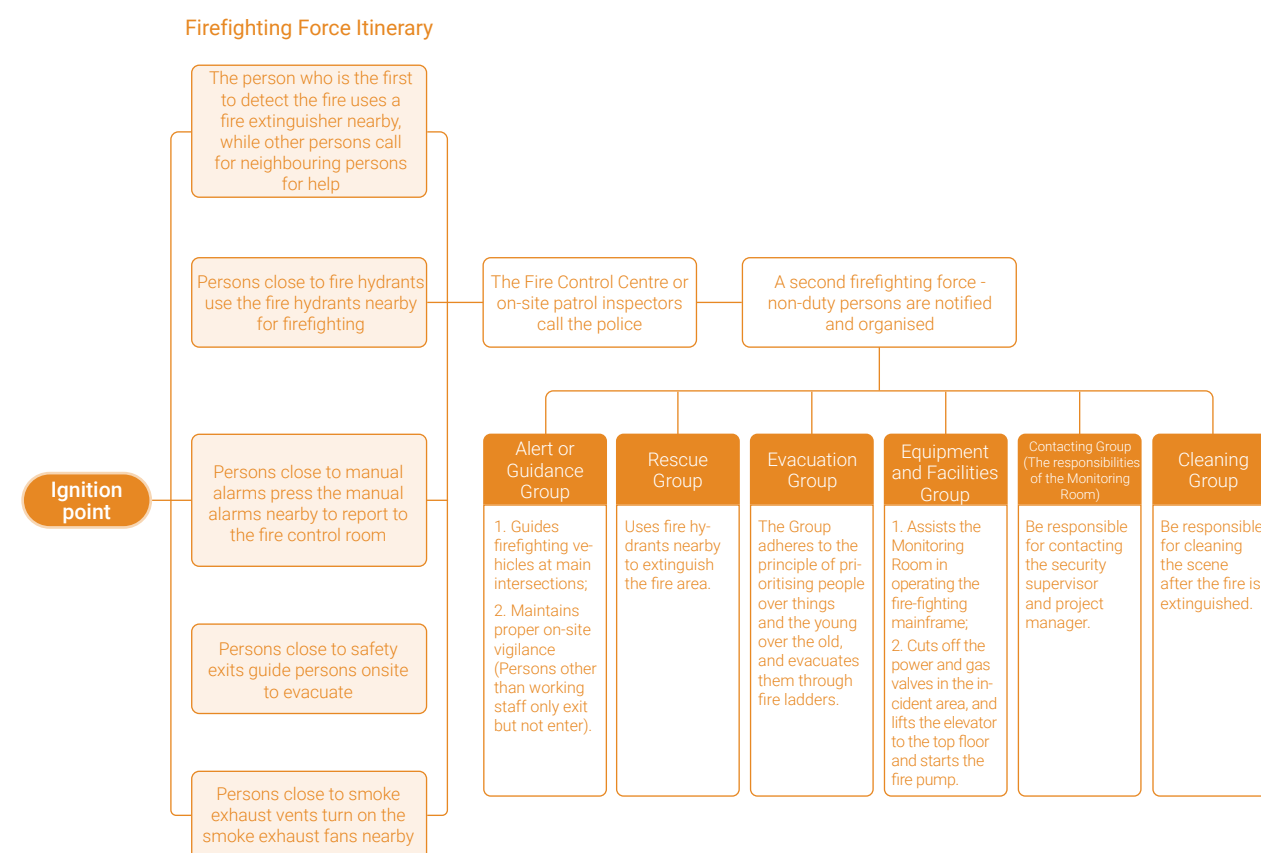
Responsible Marketing

In terms of responsible marketing, in accordance with the *Advertising Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China* and other laws and regulations, the Company has formulated its own *Brand Management System* and *Public Opinion Management Measures* to standardise media publicity and ensure the legality, accuracy and authenticity of external information. In 2024, the Company committed no violation of laws and regulations in marketing promotion such as advertising, publicity and marketing.

Valuing Customer Safety

Xinyuan Service attaches great importance to the life and property safety of customers by strictly abiding by the *Safe Production Law of the People's Republic of China*, the *Fire Protection Law of the People's Republic of China* and other laws and regulations. The Company has established a three-level safety management system of "Company - Project - Shift Team", formulated systems such as the *Emergency Plan Process*, the *Form for Identification of the Daily Management Risk Sources for Property Projects*, the *Form for Identification of the Maintenance Risk Sources of Park Facilities and Equipment* and *Emergency Management System*. The Company regularly conducted overhauls of facilities and equipment, identification of hazard sources in public areas and emergency drills to improve the safety of property management services.

Emergency Rescue Response Procedure of Xinyuan Service



The Company actively undertakes various activities to ensure the safety and health of its customers, aiming to create a safe and healthy living and working environment.

Xinyuan Service's actions to Maintain Customer Safety and Health



2024 Key Performance Highlights:

- Risks for **148** projects were assessed, identifying **1,387** issues, with a rectification rate of **95.4%**;
- Over **450** fire emergency drills conducted, tailored to different scenarios;
- **70** fire emergency incidents handled;
- **23** "double random" fire inspections passed, effectively preventing property damage to the Company and owners.



Information Security and Customer Privacy Protection

Information Security Management

Xinyuan Service attaches great importance to information security and customer privacy protection by strictly abiding by the *Law of the People's Republic of China on Personal Information Protection*, the *Cybersecurity Law of the People's Republic of China*, the *Regulations of the People's Republic of China on the Security Protection of Computer Information Systems* and other laws and regulations. The Company has formulated institutional documents such as the *Information Security Management System*, the *Information System Authority Management System*, the *Information System Security Emergency Plan* and the *Owner Information Security Protection Management System*, and continuously improves the information security management systems.

In 2024, the Company obtained the Information Security Management System Certification, valid from 16 October 2024 to 15 October 2027.



Division of Responsibilities for Information Security Management of Xinyuan Service

Science and Technology Division

- Responsible for the operation and maintenance of information systems and network systems;
- Responsible for developing and executing backup plans for business systems and their data;
- Responsible for the system installation, backup, and maintenance of company computers;
- Responsible for preventing computer virus invasions;
- Regularly check the security of network information systems; and
- Responsible for ensuring each department timely backs up data on computers.

Business Department

- Responsible for the data application security management of the department's information systems;
- Responsible for the information security prevention of the department's IT assets, including computers;
- Responsible for regularly checking the security of the department's information systems;
- Responsible for promoting education and training on the usage norms of the department's information systems;
- Responsible for the procurement, maintenance, and updating of information systems; and
- Responsible for the implementation and management of information technology projects.

Information Security Management Measures of Xinyuan Service

Encryption technology

- Encryption technology was used to transmit and store sensitive data, ensuring that data would not be stolen by unauthorised third parties during transmission and when stored on servers.

Security protection

- Hardware equipment includes firewalls, load balancers, and internet behaviour management systems. For software, antivirus software is used.
- The Company promptly installed security patches for systems and applications and fixed known security vulnerabilities to prevent hackers from exploiting vulnerabilities to invade the systems.

Safety awareness training

- Staff was regularly trained on information security and privacy protection to enhance their security awareness and sense of responsibilities for protecting user privacy.

Security audit and monitoring

- A security audit was conducted every six months, including security vulnerability scans and fixes for each business platform system. The Company monitored system logs and network traffic, and promptly detected and handled security incidents and potential risks.

Emergency response plans

- A comprehensive emergency response plan was developed so that effective measures could be quickly taken in the event of data leakage or other security incidents to reduce losses and risks.

Simulated drills

- Regular simulated drills were conducted to test the effectiveness of training and employees' emergency response capabilities, enhancing the effectiveness of data protection.

Xinyuan Service 2024 Information Security and Customer Privacy Protection Training

In 2024, the Company conducted both online and offline training activities aimed at enhancing employees' awareness of information security and privacy protection, identifying and preventing potential information security risks, and ensuring the security of customer information.

- In February, the Company organised training for all project front desk staff on customer information management and issue reporting processes.
- In May, the Company conducted training for new management personnel, the Xin Talent Advance (鑫才进阶) Training Camp (covering newly promoted and high-potential staff), and the job skill enhancement plan (covering project managers and department heads). All of these training sessions included content on information security and customer privacy protection.

Customer Privacy Protection

In the course of providing services to owners, Xinyuan Service mainly comes into contact with such customer information as personal identity information, family members and domiciles.

The Company strictly adheres to the *Personal Information Protection Law of the People's Republic of China* and the *Consumer Rights Protection Law of the People's Republic of China*. It has also established protocols such as the *Customer Information Confidentiality Mechanism* and *Customer Information Management Operating Guide*, to strengthen the confidentiality management of customer information, standardise personal information processing activities, and reduce the risk of illegal use and dissemination of owner information. In 2024, the Company had no incidents of customer information leaks or violations of customer privacy.

Xinyuan Service's Customer Privacy Protection Responsibilities



Science and Technology Division

- Set permissions for accessing and exporting customer information within business systems according to job requirements.
- When employees leave or change positions, the HR department/company HR promptly processes the resignation or position change requests. The Science and Technology Division promptly revokes or adjusts access permissions for departing employees or those changing positions (including OA, CC, Enterprise WeChat, email, and business systems).



400 Centre

- Responsible for standardising the roles and responsibilities of business personnel who access owner information; and
- Responsible for formulating the explanation and handling process for complaints about owner information leaks.



Human Resources Centre

- Develop employee confidentiality agreements, requiring new employees to sign confidentiality agreements upon joining, and clearly define the responsibility for customer information confidentiality.
- Develop penalties for information leakage; and
- Organise the signing of confidentiality agreements by employees and timely inform the account management department about personnel changes or departures to close the corresponding system permissions.



Regional/City Companies/Projects

- Responsible for standardising the roles and responsibilities of business personnel who access owner information;
- Regularly organise special audits on owner information security;
- Collect and summarise owner information leakage incidents; and
- Lead investigations into owner information leakage incidents.

Measures to Protect Customer Privacy of Xinyuan Service



Minimising customer privacy data

- Only the minimum amount of data required to achieve business purposes was collected and stored, avoiding excessive collection and storage of users' personal information.



Authority settings

- The authority for accessing and exporting customer information in the business system was set based on positions;
- The authority of employees was promptly when they resigned or transferred.



Information encryption

- Electronic documents were encrypted; and paper documents were uniformly placed into the household data filing cabinets and kept locked.



Signing confidentiality agreements

- The Company required new employees to strictly follow the processes of signing confidentiality agreements, which clearly prohibited any form of external dissemination and disclosure of customer data, achieving 100% coverage.

Talent Gathered for Mutual Benefit Employee Care and Development

Xinyuan Service firmly believes that talent is the source of development. Adhering to the philosophy of “Talent Gathered for Mutual Benefit”, the Company carefully creates a warm working environment, customises training plans, and fully supports employees’ innovative breakthroughs. By providing abundant promotion channels and diverse practical opportunities, the Company empowers employees to grow, allowing their personal value and the Company’s development to soar together.



Employee Employment and Rights

Employee Recruitment and Employment

Xinyuan Service strictly abides by the *Labour Law of the People’s Republic of China*, the *Labour Contract Law of the People’s Republic of China* and other laws and regulations. The Company formulates the *Employee Recruitment Management System* and *Employee Onboarding Management System* to standardise the recruitment and dismissal processes. The Company actively expands recruitment channels and establishes efficient talent supply channels.

In 2024, the Company revised the *Employee Recruitment Management System* according to business needs, adjusting internal recruitment channels, simplifying the interview process, and appropriately relaxing age requirements for frontline employees. These efforts aim to build a diverse and inclusive talent pool. The Company recruited 330 new employees, with a retention rate of 83% for new hires.

During the Reporting Period, the Company committed no violation of laws and regulations related to employee recruitment and dismissal, working hours and holidays, promotion and equal opportunities, anti-discrimination and diversification as well as labour standards. The Company was not involved in child labour or forced labour.

Employee Recruitment and Employment Management Measures of Xinyuan Service

Recruitment principles

- Adheres to the principles of meritocracy, open selection, internal promotion first, and merit-based recruitment;
- The principle of localisation: Recruitment for manager level and above is national, with nationwide allocation; other positions will gradually be localised;
- The principle of avoiding relatives: Relatives such as fathers (mothers) and sons (daughters), brothers and sisters, or spouses cannot serve in the same department, project, or positions with conflicting interests;
- Based on the annual recruitment plan and the principle of fixed positions and quotas; and
- No discriminatory conditions such as race, religion, ethnicity, sex or household registration shall be imposed.

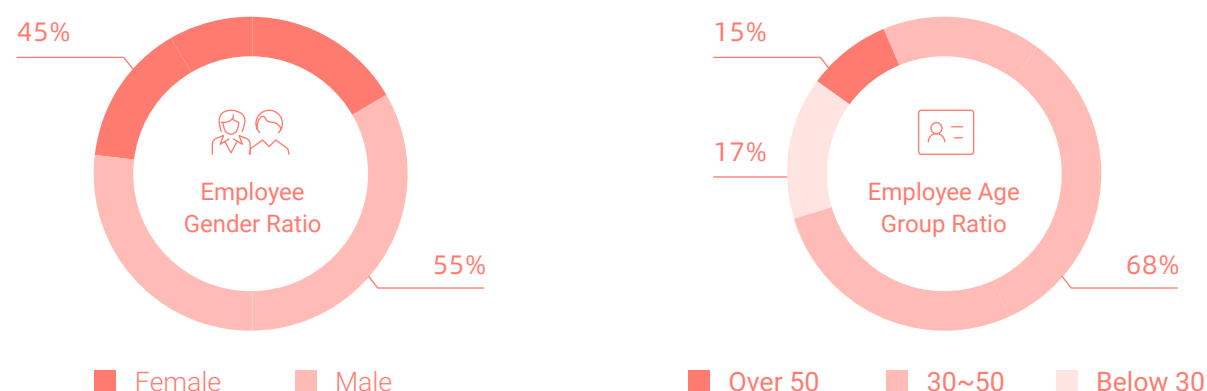
Recruitment channels

- **External recruitment:** Head-hunting, online recruitment, job fairs/intermediaries, on-campus recruitment, etc.
- **Internal channels:** Internal employee referrals, internal competition, internal appointments, etc.

Preventing child labour and forced labour

- The information and employment qualifications provided by new employees are subject to two reviews, and individuals under the full age of 18 are strictly prohibited from joining the Company;
- Monthly checks on the files of newly hired employees, and project inspections are conducted on a quarterly basis by checking the personal information records of employees to prevent child labour; and
- Clarifies the application process for overtime work, regularly checks labour intensity and prohibits forced labour.

Xinyuan Service 2024 Employee Diversity Performance



Employee Remunerations and Welfare

In accordance with the requirements of the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China* and other laws and regulations, Xinyuan Service has formulated the *Employee Welfare Management System*, the *Employee Commendation Management System*, and other internal policies to create a fair and reasonable compensation and benefits system. The Company also signed labour contracts with all its staff to effectively protect their rights.

Employee Remunerations and Welfare of Xinyuan Service



Remunerations

- Remunerations include basic salaries, job allowances, overtime pay, welfare and bonuses.



Statutory benefits

- Pension insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance and housing provident funds were contributed to the staff promptly.



Working hours and holidays

- Working hours:** 5 working days per week, up to 40 hours per week; special arrangements are made for certain employees, such as pregnant employees and those in the lactation period, allowing flexible working hours.
- Holidays:** Employees were entitled to statutory holidays, annual leave, marriage leave, prenatal leave, maternity leave, home visit leave, paternity leave, breastfeeding leave, personal leave and other holidays.



Other benefits

- Commercial insurance for its staff, welfare and gift packages for holidays and employee medical examinations;
- Labour protection devices, cold-proof supplies and heatstroke prevention and cooling products;
- Cultural activities for staff, such as employee birthday parties, holiday celebrations and team building;
- Special sports welfare funds and sports venues, sports equipment, etc.

Employee Communication and Care

Xinyuan Service understands that effective employee communication and care are key to establishing good relationships between corporations and their employees. The Company actively builds diverse communication channels, listens to employees' voices, responds to their concerns, and addresses their various needs in both work and life. Through a series of care plans, the Company helps employees achieve a balance between physical and mental health and work-life integration, continuously enhancing employee satisfaction and sense of belonging.

The Company has established a labour union organisation, which holds meetings aperiodically based on the situation. Through effective mediation and communication mechanisms, the Company strengthens mutual understanding and trust between employees and the organisation, building harmonious labour relations.

Channels for Employee Communication of Xinyuan Service

400 Customer Service Centres

Employee suggestion box

Employee representative conference

Communication within the departments

Complaint and reporting email:
guanqun.wang@xyre.com

Complaint and reporting hotline:
4007175588

The Company actively conducts employee satisfaction surveys and has developed an employee satisfaction model focused on multi-dimensional evaluation and behavioural analysis. The model assesses six key dimensions: corporate identity, organisational support, communication mechanisms, learning and development, incentives and care, and direct supervisors, while also incorporating employees' behavioural performance for a comprehensive analysis. In 2024, 1,459 employees participated in the satisfaction survey, with a satisfaction score of 91 points, an increase of 1% compared to 2024 target.

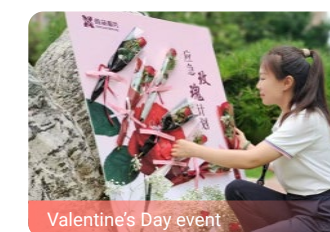
The Company remains dedicated to the physical and mental well-being of employees and their professional happiness. It encourages employees to maintain a healthy work-life balance and has implemented comprehensive employee care plans, organising a series of employee care activities aimed at fostering a warm corporate culture. In 2024, the Company carried out a series of employee care activities, including birthday parties, sports and cultural events, travel activities, matchmaking events, summer cooling activities, Valentine's Day celebrations, and Mid-Autumn Festival events.



Spring outing



Women's Day



Valentine's Day event



Mother's Day event

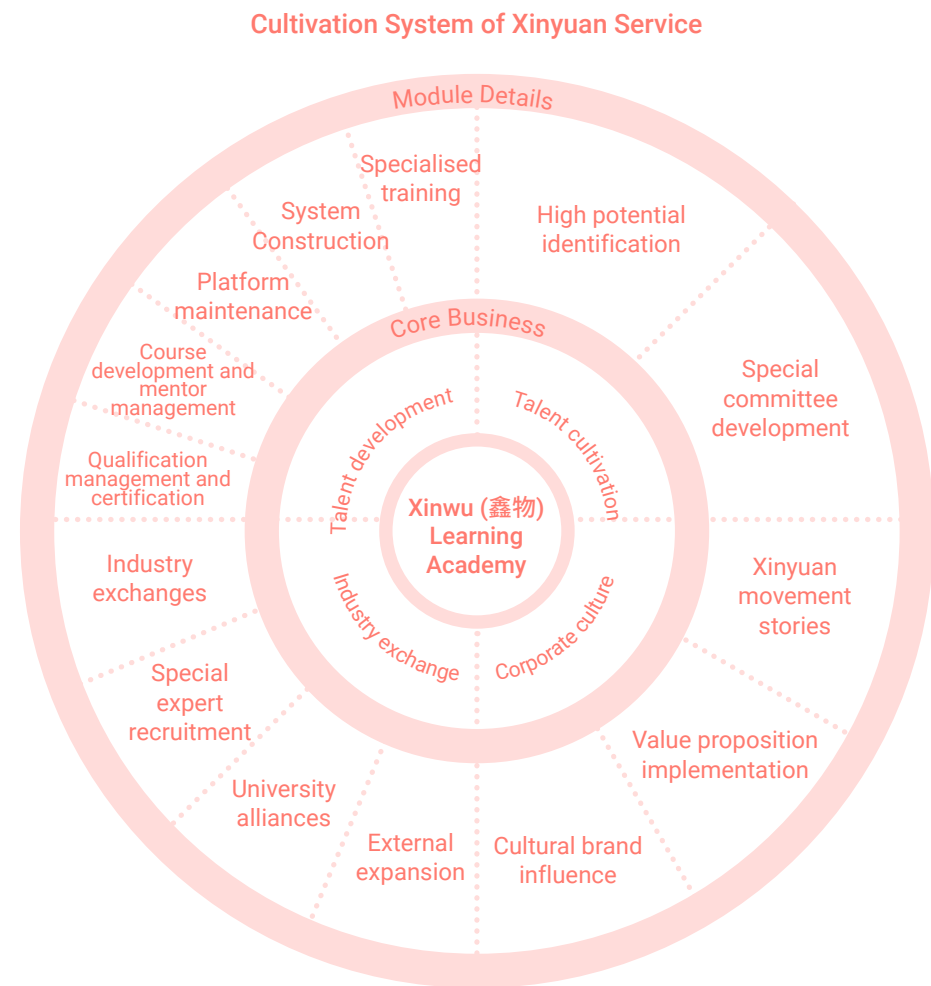
Additionally, in terms of employee assistance, the Company provides daily care and home visitations to employees in need, and further improves the employee support mechanism. It has revised the *Aid Fund Management System* to provide financial assistance to employees and their immediate family members in the event of accidents or major illnesses. These initiatives help enhance the Company's welfare security system, ensuring employees feel the warmth and care of the organisation and strengthening team cohesion.

Employee Training and Development

Employee Training

Xinyuan Service views employee training and career development as a cornerstone of its growth. The Company has established internal systems such as the *Employee Training Management System*, *Xin Rui (鑫锐) Youth Mentor Management Measures*, *Xinwu (鑫物) Learning Academy Mentor Management System* and *Xinwu (鑫物) Learning Platform Management System*. Through a systematic training framework, diverse learning resources, and clear career development paths, the Company empowers employees to grow professionally.

In 2024, the Company comprehensively upgraded the Xinwu (鑫物) Learning Academy system, transitioning from a single talent cultivation function to a comprehensive learning and development ecosystem. This new system integrates talent development, in-depth training, efficient communication platforms, and deep integration of corporate culture.



To achieve the company's talent development strategy and ensure the effective implementation of the training system, in 2024, the company has taken a series of measures in the fields of personnel training, ability improvement, mentor training and management, and training system construction, effectively promoting the collaborative development of talents and organizations.

Xinyuan Service 2024 Training Targets and Completion

Indicator Categories	Target Value	Completion Status
Personnel training	Plan execution rate 100%	<ul style="list-style-type: none">• In March, the revised tutor system was completed and approved, with monthly follow-ups and feedback to relevant departments and senior leadership;• In March, the talent development plan report was completed and approved, with a 100% execution rate; completed one session each of Xin Talent Advance (鑫才进阶), Xin General Melting (鑫将熔炼), and Xin Commander Excellence (鑫帅卓越);• Learning maps were distributed monthly, with results monitored and publicly announced in monthly reports.
Skill enhancement	Plan execution rate 90%	<ul style="list-style-type: none">• Supervision and follow-up were carried out based on the skill competition plan and monthly business training schedule, with weekly results published and monthly results posted online. 30 SOP video courses for four basic modules were filmed;• 26 sessions of the Professional Strength Lecture Series were held, exceeding the target.
Mentor training and management	On-time execution rate 100%	<ul style="list-style-type: none">• Authorize probationary lecturers, a total of 11 people;• Monthly training execution records and data updates were completed in a timely manner;• Course content was continuously expanded, and the ledger was updated.
Training system	On-time execution rate 100%	<ul style="list-style-type: none">• The 2024 training plan was finalised, and the training system for the Business Management and Multi-business New Initiatives divisions was incorporated, completing the establishment of the instructor team and course system, with 100% execution rate;• New employees in newly delivered projects participated in group new employee training and passed the exams. Additionally, the Business Management Centre conducted specialised business knowledge training based on the business site situation, with 100% execution rate.

Main Training Efforts of Xinyuan Service in 2024

Developing training plans	Implementing training programmes
<ul style="list-style-type: none">• All systems and business units developed their annual training plans for business needs, and developed monthly training sessions against business challenges and ensured strict implementation of the plans.	<ul style="list-style-type: none">• The Company mainly organised the training programme of Xin People Growth (鑫人成长), Xin Talent Advance (鑫才进阶), Xin General Melting (鑫将熔炼), Xin Commander Excellence (鑫帅卓越) and the training camps authorized by internal trainers.
Giving professional lectures	Building an online platform
<ul style="list-style-type: none">• The content covered corporate culture, legal knowledge, property appreciation, corporate systems, red property, flood control deployment, occupational safety, winter heating deployment and handling of common problems.	<ul style="list-style-type: none">• 27 sessions of SOP video courses were created for basic business modules; and• Online learning tasks were distributed through the Company's Xin Academy cloud platform to help persons under new projects and new employees quickly master standard operating norms.

- 1 session of the Xin Talent Advance (鑫才进阶) Training Camp was conducted, with 38 participants and a pass rate of 92%;
- 7 sessions of Xin People Growth (鑫人成长) training camps and 5 sessions of training for new management were organised, with a total of 722 participants. After assessments, 708 participants passed, resulting in a pass rate of 98.06%;
- Based on business and employee dynamic needs, a total of 26 professional training sessions were organised, with total participants of 4,029 person-times of employees.



Training venue



Employee Development

Xinyuan Service adheres to the talent development philosophy of growing together with employees and sharing the results. The Company has built comprehensive talent incentive mechanisms and development management system, actively cultivates reserve talents to provide strong human resource support for the sustainable development of the Company. At the same time, it helps employees achieve their career planning and personal growth targets.

Talent Growth Path of Xinyuan Service

Title sequence: Junior technician
Management sequence: Supervisor level

Having knowledge of the business, knowing well about practical operation, focusing on learning experience, making innovations while fulfilling duties, and having a strong sense of service.

1-2 years

Title sequence: Intermediate technician
Management sequence: Manager level

Being proficient in business, excelling in management, performing well in cost control, operation, and having a strong market awareness, and having strong innovation.

3 - 4 years

Title sequence: Senior technician
Management sequence: Director level

Being proficient in management, excelling in operation, performing well in organisation, understanding strategies, and having a strong market awareness, policy control and risk management.

5 - 6 years

In the meantime, Xinyuan Service takes performance as the direct embodiment of employees' value, based on the Company's strategic planning and annual business strategy, formulates annual target responsibility letters and monthly plans for each department at each level, clarifies the performance appraisal management system, to ensure full-cycle control of business and full-process management of targets through the means of planning and assessment, operation supervision, mechanism improvement and information technology support, and directly links employee performance appraisal with bonuses, seniority and salary growth to motivate employees to focus on value creation. In 2024, the Company's employee performance appraisal covered a total of 250 entities, including primary organisations/systems, secondary functional departments, primary business units, and projects, with a total of 2,868 evaluations conducted. The overall appraisal results for the year were excellent.

The Company stimulates the true motivation of employees through multi-system income distribution, multi-dimensional honour awarding, diversified spiritual incentives and all-round contribution incentives.

Diversified Talent Incentive Models of Xinyuan Service

Honour Awards

Annual/semi-annual awards for teams and individuals

Spiritual Incentives

Honour incentives, achievement incentives, competition incentives, participation incentives, etc.

Contribution-based Incentives

Performance contribution, service contribution, service duration contribution and social contribution



Occupational Health and Safety

As a property management company, Xinyuan Service does not have any occupational disease hazards. The Company strictly adheres to relevant laws and regulations, such as the *Occupational Disease Prevention and Control Law of the People's Republic of China*, *Work Safety Law of the People's Republic of China* and *Road Traffic Safety Law of the People's Republic of China*. The Company has established and implemented systems such as the *Employee Occupational Health and Safety Management System*, thoroughly identifying potential hazards and harmful factors in the environment, engineering equipment, and fire safety. The Company has developed emergency response plans for sudden incidents and clarified the process for reporting work-related injuries, taking multiple measures to ensure the occupational health and safety of its employees.

To safeguard employee health and enhance awareness of workplace safety, the Company has actively conducted occupational health and safety training that covers occupational health and safety policies and regulations, emergency response, safe operation norms, fire prevention and firefighting knowledge, project safety management precautions, etc., with total participants of 840 employees. In 2024, the Company provided comprehensive safety education and training mainly for new employees by organising a total of 12 training sessions with 70 participants in each session.

The Company passed the review under the ISO 45001:2018 occupational health and safety management system, and the certificate is valid until 17 August 2025.



Occupational Health and Safety Management Structure of Xinyuan Service



- Developing and implementing occupational safety education and training plans at the Company level, and supervising and managing the implementation of safety education by branches/projects;
- Organising and coordinating the purchase of labour protection supplies, heatstroke prevention and cooling, and cold-proof supplies for the Company; and
- Following up on the handling of employees' work-related accidents.



- Organising occupational safety education and training for projects under the management of the branch, developing the occupational safety education plans for the branch and implementing the Company's training plans;
- Supervising and inspecting the compliance of daily operations across various modules of the projects under the branch company;
- Organising the purchase of labour protection devices, heatstroke prevention and cooling, and cold-proof supplies for the projects under the management of the branch; and
- Supervising the process of handling employees' work-related injuries.



- Implementing occupational safety education and training at the Company and branch levels and giving feedback on training effectiveness, training needs or suggestions;
- Supervisors of all modules are responsible for the safe operation guidance before on-site operation and the supervision and inspection of in-process standard operation;
- Cooperating with the Company and the branch to sort out the needs and suggestions for purchase related to labour protection; and
- Following up on the whole process of employees' work-related injuries and providing relevant data of the reimbursement for work-related injuries.

Harmonious Coexistence Building a Better Community

As a practitioner of “red property” and a key service force at the front line of community services, Xinyuan Service is committed to the philosophy of joint construction and governance. The Company, guided by party-building leadership, collaborates with various community stakeholders, organises diverse activities, resolves livelihood issues, fosters neighbourly relationships, and creates warm communities where residents experience happiness and harmony.



Community Governance and Construction

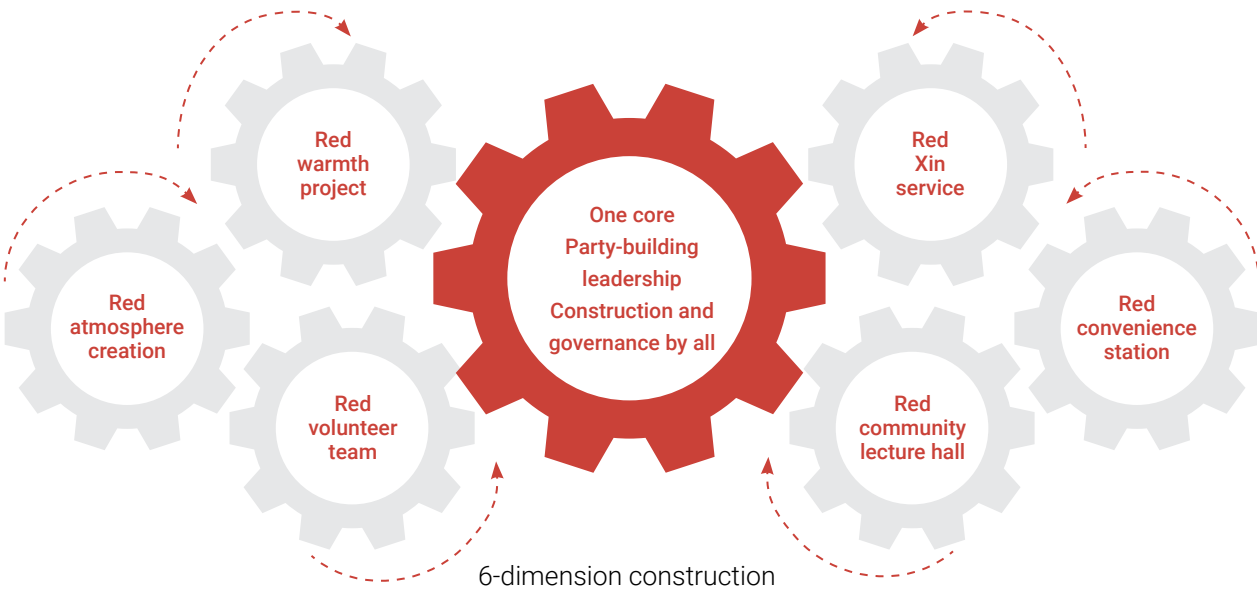
Participating in Community Governance

► Party-Enterprise Integration “Xin Fire (鑫火)” Model Full Coverage

Xinyuan Service follows national policies to deeply promote the integration of party and business, innovating the “Xin Fire (鑫火)” red property model. The Company actively responds to residents’ aspirations for a better life, strengthens the construction of the party committee, improves basic quality services, and focuses on local party-building cooperation. The Company fully implements the “Tong Xin Yuan (同鑫圆)” community co-construction mechanism, building a harmonious and beautiful community neighbourhood circle.

The Company insists on party-building leadership in property services, establishing a three-tier party organisation structure of “Group Company – Branch – Project”. As of the Reporting period’s end, the Company has 1 party general branch, 52 party branches, and 438 party members, achieving full coverage of party organisations across all regional subsidiaries.

Xin Fire (鑫火) 6+1 Service Model



Volunteer service teams 378 teams	Participation of owner party members 12,375 instances	Number of communities contacted 175 communities	Managed network participation 422 networks
Building party branches 122 branches	Red building managers 678 members	Red discussion meetings 3,275 sessions	Issues resolved 3,489 issues

A Community Service Station



Children's Dream Garden (童梦园)



Hong Xin Pavilion (红心亭)



Xin Huo (鑫火) station



Qing Feng Corridor (清风廊)



Tong Xin Xuan (同心轩)



Youth Garden



Run Xin Pavilion (润心堂)

Three main themes: Parent-Child Community, Senior-Friendly Community, Neighbourly Growth Community



Parent-Child Community



Senior-Friendly Community



Neighbourly Growth Community

► Smart Party-building Platform to Enhance Party Member Service Efficiency

Xinyuan Service strengthens technological empowerment by using metaverse technology to build a smart party-building management platform for the community based on the six elements of "people, places, objects, events, emotions and organisations". This platform collects multidimensional information on residents' social conditions and public opinion, forming a full-cycle event work mechanism from "source discovery – information collection – task assignment – issue resolution – review feedback – supervision and assessment." This allows party members to engage in property service management in a mobile, instant, digital, and intelligent manner, significantly improving the effectiveness of party member services.



► Conflict Mediation: From "Worries Solved" to "Optimal Solutions"

In property service practises, resolving conflicts and disputes is a practical challenge faced by property companies and is one of the key indicators of service quality. In the process of resolving service disputes, the Company has established the "13510" mediation model.

1 Concept

Guided by party building leadership, the mediation concept is: "People mediate for the people, resolving conflicts to make neighbours like family".

3 Teams

Three mediation volunteer teams are formed, consisting of community grid members, property owner party members, and property management staff.

5 Management Levels

Street, community, grid, micro-grid, and building party branches.

"10 Heart" Discussion Method

This method promotes better integration of emotional, logical, and legal aspects, making "when there's a problem, turn to mediation; mediation resolves the issue" a conscious choice for community residents.



Focusing on advancing high-quality development in the property service industry, and in line with the “head office to head office” online litigation-mediation mechanism jointly established by the Supreme People’s Court and the Ministry of Housing and Urban-Rural Development, the Company implements a layered, classified resolution plan: “Small Issue Mediation + Major Issue Coordination + Difficult Issue Discussion”. By leveraging the advantages of the Red Building Managers (community leaders who are closely connected with residents and have a clear understanding of local issues), regular Red Building Manager meetings are held. These meetings ensure that: Disputes are mediated immediately when they arise. Opinions are discussed and addressed monthly through coordination meetings. Difficult issues are resolved through regular discussions. This approach ensures that conflicts and disputes are resolved at the primary level.



Red Building Managers, party members' household representatives, and grid members conduct home visits to listen to residents' opinions, collect thoughts on public affairs, and gather residents' feedback.



Red Building Managers regularly communicate the collected opinions and perform needs analysis. For significant matters, opinions are formed and submitted to the Property Management Committee for discussion.



The Property Management Committee discusses the submitted opinions, and after forming solutions, a three-party meeting is held with the community to finalise the resolution.

The Company's distinctive model of Party-business integration and community governance has received widespread recognition from various sectors of society. In 2024, the Company earned 37 honours, including “Leading Enterprise in China’s Red Property Services”, selection as a model case in the Ministry of Housing and Urban-Rural Development’s “Strengthening Property Management to Build Beautiful Communities” initiative, and designation as a “Red Property” demonstration site by the Social Work Department of the Henan Provincial Party Committee and the Henan Provincial Department of Housing and Urban-Rural Development. Additionally, the Company continues to promote the red property benchmark model, using exemplary cases to drive standard improvement. It has been approved as a red property demonstration site in 35 provinces and cities and has hosted 143 visits from various government levels and organisations.



Promoting Community Renovation

Community renovation aims to meet the needs of different groups. Xinyuan Service focuses on child-friendly and senior-friendly renovations, enhancing the inclusiveness and comfort of communities, and providing residents with a safer, more convenient, and diversified living environment.

Xinyuan Service 2024 Community Renovation Actions

Child-friendly renovation

- To further create a “one-meter children’s perspective,” the Company focused on optimising children’s activity spaces. After considering the growth needs of children and suggestions from community residents, children’s play facilities were added to the park to create a safe, friendly, and suitable environment for children.

Senior-friendly renovation

- Senior-friendly renovation is an important initiative in response to the aging population trend and aims to improve the livability of communities by providing safer, more convenient, and comfortable living environments for elderly residents.
- The Company has comprehensively promoted community quality improvement, signing of contract for the installation of 2 new elevators, completing over 40 micro-landscape and mini-garden constructions and adding more than 100 senior-friendly facilities across parks.



Xin Huo (鑫火) station renovated public nursery class



Renovated park pavilion for elderly rest areas



Elevator installation to solve the problem of elderly residents moving between floors



Children's bubble playground

“One Elder, One Child” Community Activities

Xinyuan Service focuses on two main themes: “Child-Friendly” and “Elderly Care”. Through resource integration and community service innovation, the Company creates an age-inclusive, livable community, enhancing residents’ sense of happiness.

Xinyuan Service 2024 “One Elder, One Child” Community Activities

Green sprout plan

The “Green Sprout Plan” is centered around “Child-Friendly”, integrating social resources across four dimensions: space, services, community, and joint governance. It aims to create a supportive environment for children’s healthy growth.

Silver age help

The Company built the “Silver Age Help” service system, focusing on community elderly care and home-based light asset operations. The initiative utilises the existing personnel and service advantages of the property management staff to host events such as the “Hello Neighbours” Lifestyle Festival, “Food and Neighbourhood” banquet, and “Love for the Elderly, Love That Never Fades” Golden Wedding Celebration. This also includes forming elderly interest groups such as a senior choir and model team to enrich the spiritual life of elderly residents.



“Children’s safety training camp”



“Traffic safety lecture”



“Love for the Elderly, Love That Never Fades” golden wedding anniversary event



Elderly choir



Lantern Festival activity



Sports meet

Public Welfare, Charity, and Volunteer Services

Xinyuan Service adheres to the business philosophy of “based on love and serving society”, it integrates public welfare and charity into its corporate development strategy. By leveraging resources from all sectors of society, the Company continuously expands the breadth and depth of its public welfare initiatives to benefit more people, fulfilling its social responsibilities with practical actions.

The Company has established diversified volunteer teams for helping the weak and the needy, psychological counselling and legal aid, etc. Around themes such as “loving agriculture” and “Xin Escort (鑫护航)” assistance for the examinations, the Company organised 4,785 public welfare activities throughout the year, providing meaningful and impactful public welfare support to various social groups.



Five-Colour Light Public Welfare Plan - Orange Protection

“Love helps agriculture” is a long-term public welfare project that Xinyuan Service collaborates on with community businesses and residents. In July, the Company set up charitable sales points in communities, partnering with Henan Radio and Traffic Broadcasting to help sell agricultural products such as watermelon and apples. In November-December, the Company engaged in “purchase in lieu of donation” activities, buying unsold vegetables and providing fresh produce to residents.



“Love helps agriculture”



Five-Colour Light Public Welfare Plan - Golden Dreams

“Xin Escort (鑫护航)” is a key public welfare activity that Xinyuan Service has maintained for seven years. During the high school and university entrance exams, the Company hung “quiet” banners in serviced communities to promote a peaceful environment. In collaboration with local communities, exam support stations were established near exam sites, providing refreshments, emergency stationery, and other conveniences to help students prepare for their exams.



Establishing exam support stations

Harmonious Governance

Strengthening Corporate Governance

From environmental control to risk prevention, and internal governance optimisation, Xinyuan Service maintains a rigorous and standardised approach, with every step crafted carefully. The Company uses transparent mechanisms and scientific decision-making, integrating diverse needs to ensure development and regulation go hand in hand, creating a new chapter in sustainable development.



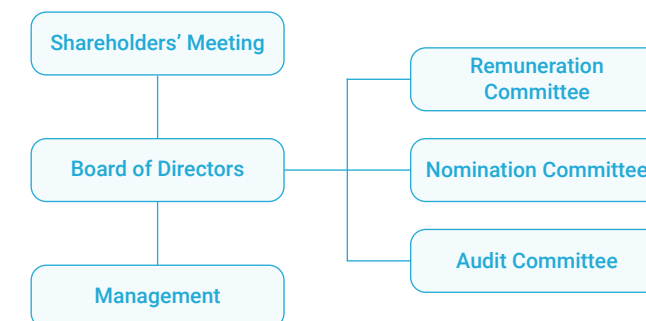
Governance Structure and Mechanisms

Corporate Governance Structure

Xinyuan Service strictly abides by the *Listing Rules of The Stock Exchange of Hong Kong Ltd.*, the *Appendix XIV Code on Corporate Governance* and other document requirements, establishing a sound corporate governance system. The Company has formulated internal rules and regulations such as the *Memorandum and Articles of Association* and the *Corporate Governance Code* to ensure a clear governance structure with well-defined responsibilities. The Company improves decision-making and execution mechanisms for the Shareholders' Meeting, Board of Directors and the Management, standardising operating processes and continuously enhancing the effectiveness of its corporate governance. This supports the Company's high-quality, sustainable development.

The Board of Directors is the top governing body of the Company, responsible and regularly reporting to the Shareholders' Meeting. The Company has established professional committees under the Board of Directors, including the Nomination Committee, Remuneration Committee and Audit Committee, and has formulated management regulations such as the *Terms of Reference for the Committees under the Board of Directors*. This ensures that each committee has clear responsibilities and operates efficiently, providing strong support for the sustainable governance of the Company.

Corporate Governance Structure of Xinyuan Service



The Company has established and implemented a Board membership diversity policy, which comprehensively considers factors such as professional experience, skills, knowledge, gender, age, cultural and educational background, race and years of service, when selecting candidates for Board members. The goal is to create a diverse and high-performing Board governance structure. In 2024, the Company added one female independent director to the Board.

In 2024, the Company conducted four training sessions for all members of the Board of Directors, covering topics such as training for new directors, materials on *Market Supervision* and *Market Consultation* from the HKEX, the *Listing Rules* and their latest changes, and the requirements of the *Corporate Governance Code*. This training aims to continually improve the level of scientific and rational decision-making by directors.

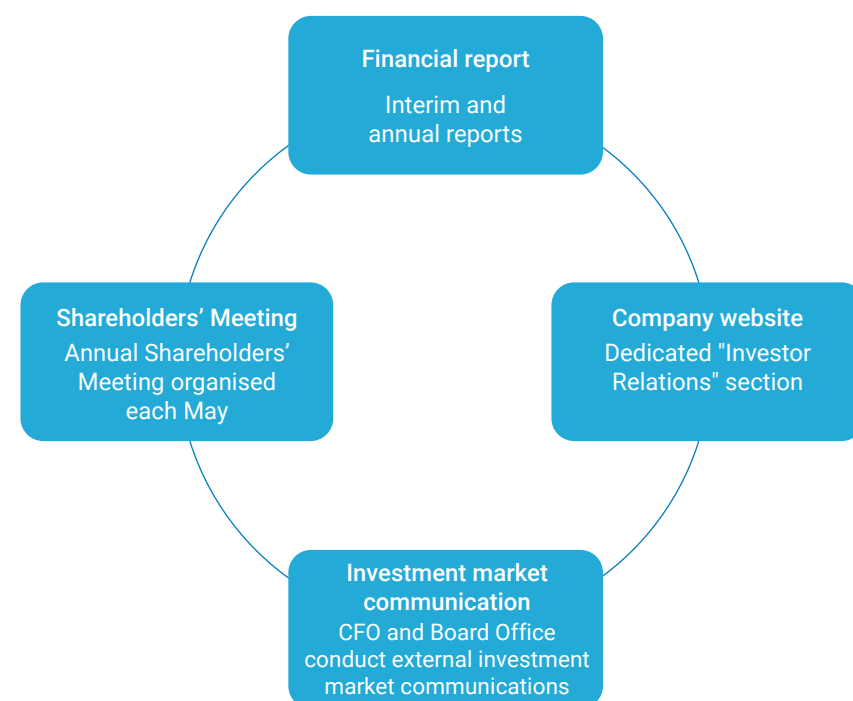
- In 2024, the Company held 3 Shareholders' Meetings, 5 Board of Directors' meetings and 5 committee meetings.

Investor Relationship Management

Information disclosure is a key link in establishing transparent communication between the Company and investors, and also the foundation for maintaining market fairness and protecting investor rights. Xinyuan Service strictly follows relevant regulatory requirements, establishing systems such as the *Transaction Management System to be Disclosed* to standardise information disclosure activities, ensuring that the Company can disclose important information in a timely and transparent manner. In 2024, the Company revised its *Information Disclosure Management System* and adjusted the responsibilities for information disclosure among relevant departments. It also introduced a *Stock Management System* to regulate the behaviour of internal employees and directors in securities trading, ensuring the compliance of the Company's securities transactions.

The Company attaches great importance to investor relationship management and maintains close contact with investors through diverse channels and methods. Additionally, the Company has established and maintains an investor database, focusing on managing relationships with key investors and engaging with key investment institutions to ensure positive interaction with all stakeholders.

Xinyuan Service's Investor Communication Methods



- In 2024, the Company completed **10** responses to inquiries from the HKEX regarding Board-related communications.
- In 2024, the Company successfully completed **90** disclosures, including responses to inquiry letters, shareholder meeting documents, monthly securities reports, announcements related to connected transactions, and regular information disclosures.

Compliance Operation

Compliance and Internal Control System

Xinyuan Service strictly adheres to the *Company Law of the People's Republic of China*, *Property Management Regulations*, and other relevant laws and regulations. The Company has established internal systems, such as the *Audit Work Management System*, to ensure compliance. A sound compliance management system has been put in place, and regular compliance inspections are conducted across various business units and projects to ensure that all business activities align with relevant laws, regulations, and internal policies.

The Company has established an audit and supervision management system consisting of Senior Management, Legal Support Centre, functional departments, and projects to supervise, improve and inspect the operational control processes of the organisations and systems within the Company. The system formulates internal audit procedures and conducts internal control audits. The functional departments and projects rectify the findings disclosed in audit reports item by item and report the rectification results to the Audit and Inspection Department in writing to ensure the Company's compliant operation in its business.

To further strengthen the effectiveness of the internal monitoring system, the Company has engaged an independent internal monitoring consultant to assist in optimising and improving monitoring measures, providing professional assessments and improvement suggestions.

Audit and Supervision Management System of Xinyuan Service



- In 2024, the Company conducted **30** internal control audits, covering a wide range of business areas including property management, multi-business, investment and development, commercial management, administration, and more. The audits focused on the compliance and effectiveness of internal controls in these areas. For any issues identified, corrective measures were developed in collaboration with the responsible departments, and monthly follow-ups and rechecks were conducted to ensure progress.

Risk Management

Xinyuan Service places great emphasis on risk management, having established internal systems such as the *Legal Risk Prevention Guide* and the *Litigation Case Management Measures*. In 2024, the Company merged the *Risk Control and Compliance Centre Management System* and the *Audit and Supervision Management System* into the *Audit Work Management System*, providing a regulatory basis for the Company's auditing activities. This integration continues to deepen the Company's risk prevention efforts and aligns them with the internal control mechanisms to effectively safeguard the Company's sustainable development.

The Company has established a comprehensive risk management system, with the Board of Directors responsible for supervising and implementing internal monitoring measures. These measures are periodically reviewed to ensure the Company can effectively address potential risks in all business activities.



Risk Management System of Xinyuan Service

Responsible Levels	Responsibilities
Board of Directors	Discretion over risk management.
Audit Committee under the Board of Directors	Supervising the Company's financial monitoring, internal monitoring and risk management system.
Directors	Supervising the implementation of internal monitoring measures and evaluating their effectiveness.
Independent internal monitoring consultants	Assisting the Company in evaluating the internal monitoring system and giving improvement suggestions.
Legal Support Centre	Responsible for the research and response to policies and regulations, legal litigation, and other legal matters.

The types of risks identified by the Company in its business include project operation risks, vehicle management risks, fire management risks, equipment risks, internal risks, etc. In order to enhance the ability to deal with risks, the Company has carried out four steps of risk identification, risk evaluation, risk prevention and risk response, and formulated risk prevention checklists, and made targeted plans for all key aspects of its operation, such as risk avoidance, elimination of hazardous sources, seeking opportunities and delaying risks, so as to promote the achievement of risk control targets.

Risk Management Measures of Xinyuan Service

Risk Types	Contents	Countermeasures
Project operation risk	Risks of losses caused by the inherent defects of the property, the contradiction between developers and owners or owner committees, etc.	<ul style="list-style-type: none"> Conducting thorough due diligence on the authenticity of the project during the preliminary stage; Keeping proper communication between developers and owners.
Legal risk	Contract risk, labour and employment risk, administrative penalty risk, tort risk due to property management negligence, and litigation (arbitration) risk.	<ul style="list-style-type: none"> Standardising contract text, contract signing process; Standardising management of the whole life cycle of employees, clear legal risk inspection and prevention points of labour and employment; Clarification of administrative penalty risk checking and prevention points, legal remedies for administrative penalties; and The Legal Support Center provides consultation and advice on dispute events; the project leader is responsible for coordinating and resolving disputes and avoiding litigation procedures; in case of litigation procedures, the Legal Support Center issues opinions on project management optimisation or project assessment rewards and punishments.
Vehicle management risk	Damage to the car body, including scraping and smashing by falling objects.	<ul style="list-style-type: none"> Property Management Liability Insurance with Additional Parking Lot Liability Insurance; Signing parking lot usage agreements; and Obtaining legal operating rights of the parking lots.
Fire management risk	Damage to the public interests of the owners caused by fire.	<ul style="list-style-type: none"> Clarifying management responsibilities in fire maintenance contracts; Signing a responsibility statement for public security and fire safety with owners; and Establishing contingency plans and enhancing personnel training and drills.
Equipment risk	Personal and property losses of owners due to elevator failure and faulty public and entertainment facilities.	<ul style="list-style-type: none"> Clarifying the responsibilities of relevant parties in elevator maintenance contracts; and Strengthening inspections of public facilities such as elevators.
Internal risk	Risks caused by internal management and labour disputes, unsafe production, and illegal operation.	<ul style="list-style-type: none"> Strengthening the construction of corporate culture; and Forming a good promotion and incentive mechanism.
Asset management risk	Risk of asset losses due to improper asset management.	<ul style="list-style-type: none"> Strengthening asset management requirements and improve asset management systems.

Intellectual Property Rights Protection

Xinyuan Service attaches great importance to Intellectual Property Rights Protection and strictly abides by the *Copyright Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China* and other laws and regulations. The Company formulates the *Intellectual Property Management System*, registers its own software copyrights and trademarks, protects the intellectual achievements produced by its technological R&D and business innovation, protects its own IPRs in accordance with laws and avoiding infringing upon the IPRs of others.

Xinyuan Service 2024 Intellectual Property Applications, Registrations, and Authorisations

- In 2024, **47** new software registrations were added
- In 2024, **44** new patent applications were added



Software Copyright Registration Certificates of Xinyuan Service in 2024 [partial]

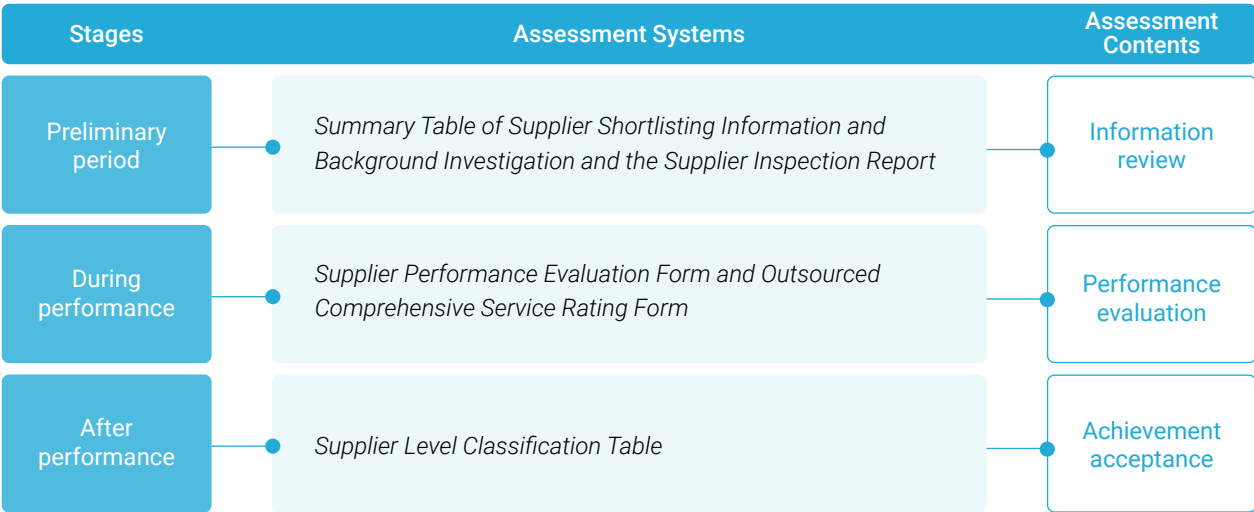


Supply Chain Management

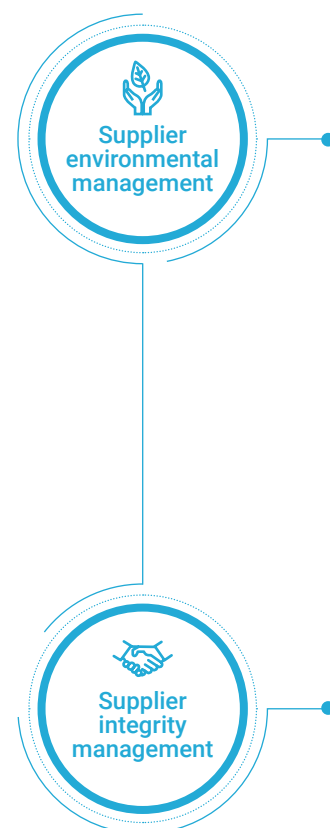
The major categories of suppliers involved in the Company's operation include engineering construction, supplies and equipment, service outsourcing, activity planning and information technology. The Company adheres to the principle of fair trade, is committed to common development with suppliers and other partners and continuously promotes supply chain management.

The Company strictly abides by the *Tendering and Bidding Law of the People's Republic of China* and other laws and regulations, and formulates the *Supplier Management Guide* to promote cost reduction and efficiency increase, standardise the tendering-based purchase management mechanism. The Company prefers suppliers that use environmentally friendly products, conducts reviews that focus on the social and environmental performance of suppliers from the assessment dimensions such as purchase targets, purchase needs, purchase methods, suppliers' service quality and suppliers' comprehensive strength, and further refines the full lifecycle management of the introduction, review and exit of suppliers.

The Full Lifecycle Assessment on Suppliers of Xinyuan Service



Major Work of Supplier Management of Xinyuan Service



Adopt targeted management measures for three types of suppliers that are likely to have an impact on the environment:

- **Construction engineering:** Suppliers are required to ensure that waste emissions and disposal comply with national regulations and maintain disposal records. During construction, the ecological environment must not be damaged. If any damage occurs, the supplier will bear corresponding responsibility.
- **Materials and equipment:** Suppliers are encouraged to provide green and environmentally-friendly equipment and materials, with relevant requirements specified in the tender documents.
- **Outsourced services:** For cleaning outsourcing projects, it is explicitly stated in the contract that energy-saving, environmentally-friendly, and low-noise equipment should be used. Suppliers are required to purchase disinfectants and cleaning chemicals that have minimal impact on soil and water resources. For landscaping outsourcing projects, the contract stipulates that water bodies within the work area must not be polluted, and the construction environment should avoid damaging the ecological environment.

- Before the bid opening, the Company reads out the integrity declaration to all entities concerned.
- Purchase personnel are regularly trained on anti-corruption.
- Suppliers are required to sign the Bidder Declaration to ensure the legality, compliance, rationality and seriousness of the bidding and tendering.
- Complaint and reporting channels are established: Complaint hotline: (400-717-5588), complaint email: (4007175588@xyre.com).



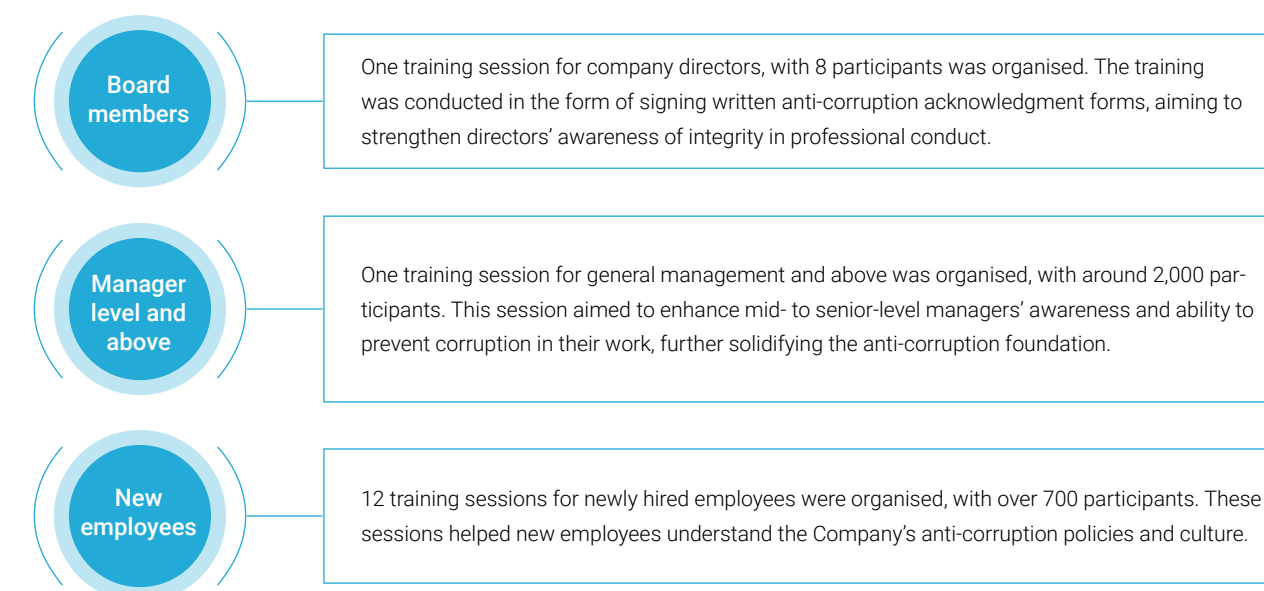
- In 2024, the Company onboarded **50** new suppliers, and **100%** of them passed the environmental standard screening.

Anti-corruption and Anti-bribery

The Company strictly abides by the *Criminal Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, *Anti-Money Laundering Law of the People's Republic of China* and other laws and regulations, and formulates the *Audit and Supervision Management System* to standardise the Company's anti-corruption and anti-bribery management. The Company has clarified the supervisory functions of Audit and Inspection Department, ensuring audit intervention in possible cases of favouritism, fraud, corruption, and bribery, and seriously handles major disciplinary violations of employees such as bribery and fraud.

In 2024, the Company strengthened the anti-corruption awareness of all employees through multi-level, multi-format training, solidifying the cultural foundation of integrity in its operations.

Xinyuan Service 2024 Anti-corruption and Anti-Bribery Training



To strengthen the Company's anti-corruption efforts, a 400 Customer Service Centre complaint hotline and email have been established to receive various complaints and reports. Upon receiving complaint information, the Company processes it in two ways: First, direct follow-up through the 400 hotline, and second, reporting the information to the Senior Management, where audit personnel intervene and investigate.

Complaint Reporting Channels of Xinyuan Service

Complaint hotline	Anti-fraud Email
A complaint hotline and email are set up in the 400 Customer Service Centre to receive various complaints and reports.	The anti-fraud email (jubao@xypm.hk) is displayed on the Company's official website, allowing for anti-fraud reports.

In 2024, the Company was not involved in any case of corruption, extortion, fraud, or money laundering against the Company and its employees.

ESG Data Table and Notes

Economic data

Economic data table

Indicator	Unit	2022	2023	2024
Revenue	RMB 10 thousand	68,649.75	74,960.60	86,887.40
Total Management Area	10 thousand m ²	3,139.90	3,434.50	4,013.30

Environmental data

Environmental data table

Indicator	Unit	2022	2023	2024
Combined energy consumption	Tce	6,237.45	6,475.01	7,106.94
Comprehensive energy consumption per unit area	Tce/10,000 m ²	3.19	3.36	3.11
Gasoline usage for owned vehicles ¹	L	9,500.00	13,000.00	17,765.49
Natural gas consumption ¹	m ³	490,000	500,000	612,500
Total electricity consumption ¹	MWh	45,332.95	47,125.39	51,004.74
Of which: green power	MWh	—	—	9,429.08
Total greenhouse gas emissions ²	Ton CO ₂ e	26,961.96	28,053.14	25,860.57
Of which: scope I GHG emissions ²	Ton CO ₂ e	1,087.28	1,116.80	1,372.15
scope II GHG emissions (Market based) ²	Ton CO ₂ e	—	—	24,346.71
scope II GHG emissions (Location based) ²	Ton CO ₂ e	25,853.38	26,875.61	27,369.14
Scope III GHG emissions ²	Ton CO ₂ e	21.30	60.74	141.71
GHG emissions per unit area (Scope I + Scope II)	Ton CO ₂ e/10,000 m ²	13.77	14.55	11.33
Total water consumption ¹	m ³	1,050,670.45	965,697.93	1,187,568.82
Water Consumption Density	m ³ /10,000 m ²	536.78	501.01	520.37
Water recycling volume	m ³	1,600.00	1,580.00	4,854.00
Total wastewater discharge ³	m ³	25,212.00	27,343.00	77,641.00
Total non-hazardous waste ⁴	Ton	1,952.80	1,959.00	3,732.90
By source	domestic waste	Ton	380.00	382.00
	food waste	Ton	1,568.00	1,572.00
	Waste paper	Ton	4.80	5.00

指标	单位	2022 年	2023 年	2024 年
Non-hazardous waste per unit area	Ton/10,000 m ²	887.64	816.25	1,282.78
Total hazardous waste ⁴	Ton	1.85	1.84	2.35
By source	waste batteries	Ton	0.50	0.48
	electronic products	Ton	0.08	0.10
	waste lamps	Ton	0.04	0.05
	toner cartridges and ink cartridges	Ton	0.50	0.40
	toner cartridges	Ton	0.13	0.16
	other ⁵	Ton	0.60	0.65
Hazardous waste per unit area	Ton/10,000 m ²	0.84	0.77	0.81
Nitrogen oxides (NO _x) emissions ⁶	kg	39.66	10.91	14.91
Particulate matter (PM) emissions ⁶	kg	3.74	0.80	1.10
Sulfur dioxide (SO ₂) emissions ⁶	kg	0.13	2.15	2.69

Note 1: In 2024, the direct energy sources used by the company include gasoline and natural gas, and the indirect energy sources used include purchased electricity. The statistical caliber of data related to electricity consumption, water consumption and natural gas in 2022 and 2023 is the public areas of the managed projects under the jurisdiction of each regional company. The statistical caliber of data related to electricity consumption, water consumption and natural gas in 2024 is the office area of Xinyuan Services Zhengzhou headquarters, the office area of regional companies, the public areas and office areas of the managed projects of the commercial management business department, and the public areas and office areas of the managed projects under the jurisdiction of each regional company. The statistical caliber of gasoline consumption of company-owned vehicles is the gasoline consumption of official vehicles of Xinyuan Services Zhengzhou headquarters and the commercial management business department.

Note 2: Total GHG emissions include GHG emissions from Scope 1, Scope 2 (market-based), and Scope 3. GHG emissions from Scope 1 include direct GHG emissions from the combustion of natural gas and gasoline for owned vehicles. The calculation coefficient for GHG emissions from natural gas combustion refers to the *Preparation of Provincial Greenhouse Gas Inventories (for Trial Implementation) (2011)* and the *China Energy Statistics Yearbook (2022)* of the National Bureau of Statistics. The calculation coefficient for GHG emissions from gasoline refers to the *Guidelines for Accounting Methods and Reporting of GHG Emissions by Land Transportation Enterprises (for Trial Implementation) (2015)* of the National Development and Reform Commission and the *China Energy Statistics Yearbook (2022)* of the National Bureau of Statistics. GHG emissions from Scope 2 come from GHG emissions from purchased electricity. The calculation coefficient for GHG emissions from Scope 2 in 2022 and 2023 refers to the *Ministry of Ecology and Environment's Notice on the Management of Greenhouse Gas Emission Reporting by Enterprises in the Power Generation Industry for the Period of 2023-2025*. The GHG emission factor for purchased electricity is 0.5703 tons of carbon dioxide per megawatt-hour, and GHG emissions from purchased electricity are calculated according to the location-based method. In 2024, GHG emissions from purchased electricity are calculated according to the location-based and market-based methods. The calculation coefficient for GHG emissions from Scope 2 in 2024 refers to the *Announcement on Releasing the Carbon Dioxide Emission Factor of Electricity in 2022* of the Ministry of Ecology and Environment. The GHG emission factor for purchased electricity is 0.5366 tons of carbon dioxide per megawatt-hour. The GHG emission factor for purchased electricity (excluding market-traded non-fossil energy electricity) is 0.5856 tons of carbon dioxide per megawatt-hour. The GHG emission factor for market-traded non-fossil energy electricity is 0 tons of carbon dioxide per megawatt-hour. GHG emissions from Scope 3 include GHG emissions from employee business trips. Data calculation refers to the *GHG Protocol-A Corporate Accounting and Reporting Standard* and the *GHG Protocol-Corporate Value Chain (Scope 3) Accounting and Reporting Standard*. Note 3: The statistical caliber of total wastewater discharge includes the office area of Xinyuan Services Zhengzhou headquarters, regional company office areas, public areas and office areas of projects under the management of the commercial management business unit, and public areas and office areas of projects under the jurisdiction of each regional company. It mainly includes domestic sewage and the sewage discharge of the canteen. Due to the expansion of the statistical scope in 2024 with the addition of the commercial management business unit, the wastewater discharge volume has changed significantly compared to 2023.

Note 4: The statistical caliber of non-hazardous waste and hazardous waste is the office areas of Xinyuan Services Zhengzhou headquarters, regional company office areas, business management division office areas, and the office areas of managed projects under each regional company. In 2024, due to the expansion of the statistical scope and the addition of the business management division, the total amount of harmless waste and hazardous waste increased compared to 2023. All types of hazardous waste are estimated based on procurement volume.

Note 5: The other types of hazardous waste involved by the company are mainly pesticide bottles and the like.

Note 6: The statistical caliber is the emission data of the company's own vehicles.

Employee employment and training data

Employee employment data table

Indicator		Unit	2022	2023	2024
Total number of employees ^{1,2}		Person	1,543	1,741	2,166
By gender	Male ²	Person	789	841	1,189
	Female ²	Person	754	900	977
By age group	Under 30 years old	Person	251	290	375
	30 to 50 years old	Person	1,065	1,203	1,476
	Over 50 years old	Person	227	248	315
By rank	Grassroots	Person	1,302	1,449	1,838
	Middle management ²	Person	174	231	254
	Senior management	Person	67	61	74
By region	Chinese Mainland	Person	1,543	1,741	2,166
	Hong Kong, Macau, Taiwan and Overseas	Person	0	0	0
Employee turnover ³		%	3.69	3.27	3.11
By gender	Male ³	%	3.04	2.67	2.72
	Female ³	%	4.38	3.92	3.58
By age group	Under 30 years old ³	%	7.97	7.59	7.33
	30 to 50 years old ³	%	3.29	2.74	2.58
	Over 50 years old ³	%	0.88	0.81	0.87
By region	Chinese Mainland	%	3.69	3.27	3.11
	Hong Kong, Macau, Taiwan and Overseas	%	0	0	0

Note 1: The statistical caliber of the number of employees is consistent with the company's consolidated financial statements and only includes employees under labor contract.

Note 2: Due to business development and an increase in management scale, the number of employees recruited has increased. Therefore, the number of employees in 2024 has increased compared to 2023.

Note 3: The turnover rate of employees of various categories = the number of employees lost in this category within the year / the number of employees in this category at the end of the year * 100.

Employee training data table

Indicator		Unit	2022	2023	2024
Employee training coverage ¹		%	100	100	100
By gender ¹	Male	%	51.13	51.69	55.30
	Female	%	48.87	48.31	44.70
By rank ¹	Grassroots	%	84.38	83.23	83.63
	Middle management	%	11.28	13.27	13.15
	Senior management	%	4.34	3.50	3.22
Average length of time employees receive training ²		hour	96.02	88.87	69.44
By gender ²	Male	hour	99.61	93.42	68.56
	Female	hour	92.26	84.00	70.52
By rank ²	Grassroots	hour	98.54	92.69	70.05
	Middle management	hour	86.11	66.24	61.16
	Senior management	hour	72.69	83.97	86.64

Note 1: Training coverage rate of employees of various categories = Number of employees of this category who have received training / Total number of employees who have received training * 100.

Note 2: Average number of training hours received by employees of various categories = Total number of training hours received by employees of this category / Number of employees of this category * 100. Due to a significant increase in the number of employees in 2024, the average training duration for employees of various categories has decreased.

Employee rights data table

Indicator	Unit	2022	2023	2024
Total number of employee discrimination cases	Case	0	0	0
Number of labour dispute cases	Case	0	0	0

OHS data

OHS data table

Indicator	Unit	2022	2023	2024
Number of employees dying from work	Person	0	0	0
Number of occupational injuries ¹	Time	2	1	1
Lost working days due to work-related injuries	Day	169	175	178

Note 1: In 2022, there were two work-related injuries in the company. One person cut their finger during work, and one person injured their foot when moving items. In 2023, there was one work-related injury. A traffic accident occurred on the way to or from work. In 2024, there was one work-related injury incident in the company. An employee was scratched by a moving car on the way to work. The company attaches great importance to this work-related injury incident and conducts special training on traffic safety on the way to and from work. It encourages employees to wear protective equipment such as helmets, ensures that employees are insured in a timely manner after joining the company, and conducts special training on handling work-related injuries.

Product and service data

Product and service data table

Indicator	Unit	2022	2023	2024
Number of complaints about products and services	Case	225	213	234
Complaint handling rate	%	100	100	100
Customer Satisfaction	Score	93.2	93.2	95.8

Supplier management data

Supplier management data table

Indicator	Unit	2022	2023	2024
Total number of suppliers	No.	280	340	410
By region	Chinese Mainland	271	330	397
	Hong Kong, Macau, Taiwan and Overseas	9	10	13
Number of suppliers conducting environmental and social impact assessments	No.	271	330	304
Number of suppliers passing environmental and social impact assessments	No.	271	330	304
Percentage of new vendors screened using environmental criteria	%	100	100	100
Percentage of suppliers evaluated in terms of environment, labor, and ethics.	%	100	100	100
Percentage of suppliers passing the evaluation in terms of environment, labor, and ethics.	%	100	100	100

Anti-corruption and anti-bribery data

Anti-corruption and anti-bribery data table

Indicator	Unit	2022	2023	2024
Number of anticorruption trainings	Time	19	17	18
Total hours of anticorruption trainings for directors	Hour	62.00	60.00	65.00
Total hours of anti-corruption training received by employees ¹	Hour	580.00	600.00	746.00
Proportion of directors covered by anti-corruption training ²	%	100.00	100.00	100.00
Proportion of employees covered by anti-corruption training ³	%	87.50	75.80	92.34
Number of corruption cases brought and concluded against the issuer or its employees during the reporting period	Case	0	0	0

Note 1: The company mainly conducts anti-corruption training for new employees. As the number of new employees in 2024 increased, the duration of anti-corruption training for employees in 2024 increased compared to 2023.

Note 2: The proportion of directors covered by anti-corruption training = the number of directors participating in anti-corruption training / the number of board members * 100.

Note 3: The proportion of employees covered by anti-corruption training = the number of employees participating in anti-corruption training / the total number of employees * 100.

Community and public welfare data

Community and public welfare data table

Indicator	Unit	2022	2023	2024
Amount of community public welfare investment	RMB 10 thousand	10.30	10.50	13.00
Amount of charitable donation	RMB 10 thousand	3.50	3.60	3.00
Total duration of employee volunteer service	hour	501,166.00	282,042.00	376,477.00
Per-capita duration of employee volunteer service	hour	324.80	162.00	168.15

Benchmarking Index Table

Index Table to the HKEX’s Environmental, Social and Governance Reporting Guide (effective from 31 December 2023)

Part B: Mandatory Disclosure Requirements	
Mandatory disclosure item	Report section
Governance structure	ESG Governance Structure
Reporting principles	Reporting Instructions
Reporting scope	Reporting Instructions
Part C: “Comply or explain” Provisions	
Subject areas, aspects, general disclosures and KPIs	Disclosure section
Subject Area A. Environmental	
Aspect A1: Emissions	
General disclosure	Emissions and Wastes Addressing Climate Changes ESG Data Table and Notes
KPI A1.1	ESG Data Table and Notes
KPI A1.2	ESG Data Table and Notes
KPI A1.3	ESG Data Table and Notes
KPI A1.4	ESG Data Table and Notes
KPI A1.5	Emissions and Wastes
KPI A1.6	Emissions and Wastes
Aspect A2: Use of resources	
General disclosure	Energy and Water Resources Management
KPI A2.1	ESG Data Table and Notes
KPI A2.2	ESG Data Table and Notes
KPI A2.3	Energy and Water Resources Management
KPI A2.4	Energy and Water Resources Management
KPI A2.5	The Company provides property services and this indicator is not applicable.

Aspect A3: The environment and natural resources	
General disclosure	Energy and Water Resources Management Emissions and Wastes
KPI A3.1	Energy and Water Resources Management Emissions and Wastes
Aspect A4: Climate change	
General disclosure	Addressing Climate Changes
KPI A4.1	Addressing Climate Changes
Subject Area B. Social	
Employment and labour practices	
Aspect B1: Employment	
General disclosure	Employee Employment and Rights
KPI B1.1	ESG Data Table and Notes
KPI B1.2	ESG Data Table and Notes
Aspect B2: Health and safety	
General disclosure	Occupational Health and Safety
KPI B2.1	ESG Data Table and Notes
KPI B2.2	ESG Data Table and Notes
KPI B2.3	Occupational Health and Safety
Aspect B3: Development and training	
General disclosure	Employee Training and Development
KPI B3.1	ESG Data Table and Notes
KPI B3.2	ESG Data Table and Notes
Aspect B4: Labour standards	
General disclosure	Employee Employment and Rights
KPI B4.1	Employee Employment and Rights
KPI B4.2	Employee Employment and Rights

Operating practices	
Aspect B5: Supply chain management	
General disclosure	Supply Chain Management
KPI B5.1	ESG Data Table and Notes
KPI B5.2	Supply Chain Management
KPI B5.3	Supply Chain Management
KPI B5.4	Supply Chain Management
Aspect B6: Product responsibility	
General disclosure	Service Quality Management
KPI B6.1	The Company provides property management services and does not involve product recycling.
KPI B6.2	Service Quality Management ESG Data Table and Notes
KPI B6.3	Compliance Operation
KPI B6.4	The Company provides property management services and does not involve product recycling.
KPI B6.5	Information Security and Customer Privacy Protection
Aspect B7: Anticorruption	
General disclosure	Anti-corruption and Anti-bribery
KPI B7.1	Anti-corruption and Anti-bribery
KPI B7.2	Anti-corruption and Anti-bribery
KPI B7.3	Anti-corruption and Anti-bribery ESG Data Table and Notes
Aspect B8: Community investment	
General disclosure	Community governance and construction Public welfare, charity and volunteer services
KPI B8.1	Community governance and construction Public welfare, charity and volunteer services
KPI B8.2	ESG Data Table and Notes