金融街物業股份有限公司

FINANCIAL STREET PROPERTY CO., LIMITED

(A joint stock company incorporated in the People's Republic of China with limited liability)

Stock Code : 1502

2025 Environmental, Social and Governance Report



Contents

About the Report 2
About Financial Street Property 4
Board Statement 6
ESG Governance Structure 8
Responsibility Feature: Party Building Leadership, Empowering Business Development 13
2025 Party-building Calendar 13
Party-building Empowering Building Economy 19
Party-building Empowering Community Governance 21
Party-building Empowering Collaborative Development 25
Strengthening the Service Foundation and Enhancing the Customer Experience 26
Strengthening the Standard System Construction 26
Providing High-quality and Attentive Service 28
Conducting Multi-dimensional and Comprehensive Publicity Campaigns 34
Establishing Complaint and Feedback Channels 34
Safety First, Regulation First 36
Strengthening the Governance Structure and Strictly Adhering to Compliance Standards 40
Strengthening and Implementing Integrity and Supervision 40
Safeguarding Customer Information Security 48
Safeguarding Employee Rights and Interests and Empowering Career Development 52
Emphasis on Human Resources Development 53
Building a Diversified Training System 55
Paying Attention to Employees' Physical and Mental Health 61
Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction 67
Identifying Risks and Embracing Opportunities 67
Solidly Advancing Energy Conservation and Emission Reduction 72
Bearing Social Responsibility in Heart and Deepening Community Governance 78
Dedicated to Social Welfare and Supporting Rural Revitalization 78
Actively Integrating into Urban Governance 79
Appendix I: Environmental, Social and Governance Reporting Code Content Index 81
Appendix II: ESG Key Performance Indicators 91

About the Report

REPORT OVERVIEW

This report is the sixth Environmental, Social and Governance Report ("**ESG Report**") published by Financial Street Property Co., Limited ("**Financial Street Property**", the "**Company**" or "**we**"), and aims to disclose the sustainable development performance of the Company over the past year in a transparent and open manner, in response to the concerns and expectations of various stakeholders regarding the Company's sustainable development. This report should be read in conjunction with the Corporate Governance Report in the 2025 Annual Report of the Company to help readers gain a more comprehensive understanding of the ESG performance of the Company.

REPORTING SCOPE

This report covers the reporting period from 1 January 2025 to 31 December 2025 (the "**Year**"), with appropriate extensions forward or backward in certain parts to enhance comparability and completeness of the report. Unless otherwise stated, the scope of this report is consistent with the 2025 Annual Report of the Company. The mandatory disclosure information in this report covers all entities included in our financial statements, including all subsidiaries and associates.

REPORTING STANDARDS

This report is prepared in accordance with the Environmental, Social and Governance Reporting Code (the "**ESG Reporting Code**") of Appendix C2 to the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the "**Hong Kong Stock Exchange**"), strictly fulfils the disclosure obligations of the "comply or explain" provisions, and discloses key performance indicators (KPIs) based on the business nature of the Company. The content index of the ESG Reporting Code is presented in the appendix to this report to provide readers with an overview of the Company's ESG performance.

REPORTING PRINCIPLES

Reporting Principles	Definition	Company's Response
Materiality	When the board of directors determines that ESG issues have a significant impact on investors and other stakeholders, the issuer should report on these matters. With respect to Part D of the ESG Code, issuers must disclose climate-related risks and opportunities that can reasonably be expected to affect their short-term, medium-term, or long-term cash flows, access to finance, and cost of capital.	This report identifies material sustainability issues through continuous communication with stakeholders and combining with its own business nature and operation methods and prioritizes material issues. In response to climate-related risks and opportunities that may have an impact on the Company, we have formulated a climate risk identification and assessment table to address them.

About the Report (Continued)

Reporting Principles	Definition	Company's Response
Quantitative	Key performance indicators relating to historical data are measurable and the issuer should set targets (which can be actual figures or directional, forward-looking statements) to reduce individual impact. In this way, the effectiveness of ESG policies and management systems can be assessed and validated. Quantitative information should be accompanied by a narrative, explaining its purpose and impacts, and providing comparative data where appropriate.	This report discloses environmental and social key performance indicators quantitatively where practicable and includes relevant notes to facilitate readers' better understanding of our achievements.
Balance	The ESG Report should provide an unbiased picture of the issuer's performance, and should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.	Based on objective facts, this report elaborates the sustainability issues that have significant impacts on the business and discloses relevant performance.
Consistency	The issuer should use consistent statistical methodologies to allow for meaningful comparisons of ESG data over time.	The report has been prepared in a manner consistent with previous years, and the scope and methodology of disclosure in the report remain largely consistent from year to year, enabling readers to compare relevant performance data.

SOURCE OF INFORMATION

The information disclosed in this report has been derived from official documents, statistical data or public information of Financial Street Property, and has been reviewed in accordance with internal control mechanism and review procedures. The Board is responsible for the adequacy and appropriateness of the contents of this report and warrants that there are no false records or misleading statements contained in, or material omissions from this report.

RELEASE METHOD

This report is prepared in both Chinese and English, and published in electronic format, and has been uploaded to the official website of Financial Street Property at www.jrjlife.com and the website of the Hong Kong Stock Exchange at www.hkexnews.hk. In case of inconsistencies or discrepancies between the Chinese and English versions of this report, the Chinese version shall prevail.

CONFIRMATION AND APPROVAL

This report was considered and approved by the Board on 26 March 2026.

About Financial Street Property

COMPANY PROFILE

Founded in May 1994, Financial Street Property Co., Limited (stock code: 1502.HK), being one of the leading comprehensive property management service providers for commercial and business properties in China, focuses on mid-to high-end property management services. The Company has been providing property management services for over 31 years, and has expanded its management project presence across seven regions (namely Northern China, Southwestern China, Eastern China, Southern China, Northeastern China, Central China and Northwestern China), covering a wide range of properties and providing property owners and residents with tailored quality services through a one-stop service platform to improve the quality and satisfaction of their living and working space.

BUSINESS MODEL

The Company focuses its strategic positioning on the operations of high-end commercial properties, adheres to the corporate mission of "serving elites and benefiting the public" to provide customers with high-quality and professional property management services and diversified operations. With its extensive experience in property management and related services, the Company has replicated and promoted the property management model in the Beijing Financial Street area to other financial business districts in key regions across the country. The Company has developed into a property service enterprise with first-class management concepts, professional information management platform, green energy management and mid-to high-end commercial property services as its core competitiveness.

BUSINESS RISKS

The Company is principally engaged in property management services business in Chinese Mainland and Hong Kong Special Administrative Region. The property management industry is closely related to China's macroeconomic development and real estate industry. The Company may also be affected by the uncertainty of the aforementioned external factors in the future. In 2025, there were no major risk events affecting the Company.



About Financial Street Property (Continued)

CORPORATE HONOURS

Since its establishment, by leveraging its extensive property management experience as well as its profound insights into the internal needs of property owners, the Company has always provided tailored full life cycle products and services and a more convenient lifestyle for our customers. In 2025, the Company and its projects were awarded a number of honours and awards from government agencies and industry associations.

Award	Awarding Institution
2025 Top 100 Companies in the Service Industry in Beijing	Beijing Enterprise Confederation (北京企業聯合會) and Beijing Enterprise Directors Association (北京市企業家協會)
2025 Top 100 Property Management Companies in China	Beijing China Index Academy
2025 China Excellent Property Management Company by ESG Development	Beijing China Index Academy
2025 China Leading Property Management Companies in terms of Characteristic Service — Commercial Property Management	Beijing China Index Academy
2025 China Office Property Management Exceptional Companies	Beijing China Index Academy
2025 China Leading Brand Enterprise in terms of Specialised Operation of Property Service	Beijing China Index Academy
ESG Advancement Unit	Beijing Social Enterprise Quality Association, Beijing Society of Energy, and Beijing Society for Environmental Science
Heping District May Day Labor Award Certificate	CPC Heping District Committee
Four-Star Property Service Enterprise	Guangming District Housing and Construction Bureau
Advanced Service Enterprise	Huicheng District Housing and Urban-Rural Development Bureau, Huicheng District Property Management Industry Association
Excellent Service Residential Community	Huidong County Property Management Industry Association

Board Statement

The Board is honoured to present the 2025 ESG Report of the Company, which reports on the Company's concepts and practices related to ESG issues from 1 January 2025 to 31 December 2025. This report is prepared based on the reporting principles of materiality, quantitative, balance and consistency.

Significant changes are underway in the global and Chinese ESG policy landscape, imposing increasingly stringent requirements on corporate disclosure and practices. On 1 January 2025, the Hong Kong Stock Exchange's enhanced Environmental, Social and Governance Reporting Code came into effect, mandating disclosure of Scope 1 and Scope 2 greenhouse gas emissions, introducing new requirements for Scope 3 emissions disclosure, and incorporating more detailed climate-related financial disclosure obligations, marking a new phase in ESG information disclosure. Meanwhile, regulatory authorities at various levels in Chinese Mainland continue to encourage listed companies to enhance their sustainability disclosure standards. Since 2025, regional ESG initiatives in China have also achieved breakthroughs. For example, Beijing has taken the lead in integrating ESG factors into government procurement, particularly in sectors such as property services, using ESG criteria as evaluation bonus points or even award criteria, introducing both incentives and constraints for the industry. These policy developments collectively shape the evolving ESG landscape of 2025.

Against this backdrop, Financial Street Property actively responds to the evolving demands of society, the industry and investors regarding ESG development in the new era. Leveraging its positioning as a state-owned property enterprise, the Company continues to integrate ESG principles into its daily operations and strives to enhance its ESG governance standards:

We uphold the guiding role of Party building, deeply embedding the red genes into our property services to cultivate a "red property" brand, transforming the Party's political strengths into service advantages. Through regular Party history learning and education initiatives and themed Party day activities, we reinforce the sense of mission among our teams. We proactively engage with communities and owners' committees, establishing a "tripartite coordination" mechanism and building a red consultative platform. Regular owners' forums are convened, enabling efficient resolution of "matters concerning people's livelihood" that concern property owners, such as facility maintenance and environmental enhancement. We innovate service models by offering considerate services including volunteer assistance, childcare support, and emergency repairs, while establishing care profiles for elderly residents living alone. Simultaneously, we advance the development of smart communities, leveraging intelligent security systems and online repair requests to enhance service responsiveness. Through Party-building leadership, we have achieved a dual enhancement in both service quality and property owners' satisfaction. Moving forward, we will continue to warm people's hearts with "red heart", consolidating a red platform where the Party and the people are closely connected.

We place high importance on service quality enhancement. In 2025, we promoted the implementation of the Facilities Management Manual and 15 supporting second-level procedure documents, further strengthening our standardization system. During the Year, we established the Financial Street Property video channel, expanding our business promotion efforts across additional dimensions. We continue to focus on service satisfaction, striving to provide more convenient communication channels and faster, more efficient problem-resolution mechanisms. We prioritize workplace safety, conducting timely risk assessments focused on key scenarios such as flood prevention and fire safety, thereby providing a safer environment for property owners and clients.

Board Statement (Continued)

We continue to advance the standardization of corporate governance, embedding integrity and self-discipline throughout our entire operational process. We have established a normalized integrity supervision and education system covering all employees, regularly organizing integrity training and awareness activities. All employees are required to sign an Integrity Commitment Letter upon onboarding, reinforcing their ethical awareness. We continuously strengthen internal audit oversight, conducting independent and objective reviews focused on high-risk areas to ensure operational compliance and asset security. We place utmost importance on the security of property owner information, strictly adhering to relevant laws and regulations. Through information security management systems and protection mechanisms, we are fully committed to safeguarding clients' personal privacy and data security. These systematic initiatives have significantly enhanced our risk prevention and control capabilities, laying a solid compliance foundation for the Company's steady development.

We care about the health and development of our employees and place high importance on human resources development. Based on a dedicated training platform, we have established the training system of "integration, understanding, implementation, mastery, benefit, enterprise, cultivation and personnel", designed to provide employees with comprehensive training and support their professional skills enhancement. We pay close attention to the physical and mental well-being of our employees, offering institutional safeguards particularly for female staff, promptly identifying and addressing potential occupational health risks, while enriching their experience through diverse recreational activities.

We actively pursue a green development philosophy. To address potential climate risks, we have developed a risk identification and assessment matrix, pre-establishing preventive and response measures to effectively safeguard the personal and property-related safety of property owners and employees when risks arise, thereby transforming challenges into opportunities. During the Year, the Company further quantified its energy conservation and emission reduction targets, implementing them through means such as intelligent operations and maintenance. Multiple emission indicators were further optimized, creating additional headroom under carbon emission quotas.

We are committed to social welfare initiatives, actively participating in rural revitalization through measures such as procuring poverty alleviation products. At the same time, guided by the spirit of the Central Urban Work Conference, we actively integrate into urban governance, evolving from community stewards to urban stewards, thereby providing the public with higher-quality municipal services.

2026 marks the first year of the 15th Five-Year Plan, during which the property management industry faces entirely new challenges, raising higher demands on our service quality and green development. Financial Street Property has disclosed its ESG report for six consecutive years. We will continue to uphold our corporate mission of "serving elites and benefiting the public," carry forward our entrepreneurial spirit of "dedication, contribution, pragmatism and innovation," and adhere to our core values of "modesty, integrity and excellence". We are committed to driving high-quality corporate development, delivering even better services to our clients, contributing more significantly to social progress, and steadily advancing toward our vision of "striving to become the leader in commercial property service in China".

Board Statement (Continued)

ESG GOVERNANCE STRUCTURE

In order to fully implement ESG-related work, we have established an ESG management system, which is led by the Board, under the responsibility of the management with coordinated cooperation across departments and linkage up and down, to ensure that environmental and social-related risks involved in various businesses are actively identified and properly managed, and that ESG concepts and related strategies are fully implemented. The Board (governance team) is responsible for the formulation of the Company's ESG strategies and objectives; the management (management team) has set up the ESG leadership group for the implementation of the ESG strategies and objectives; various departments of the headquarters (execution team) form an ESG working group, and are responsible for the implementation of specific ESG work in their respective fields of work; all subsidiaries and branches carry out local ESG-related work under the guidance of the ESG working group.

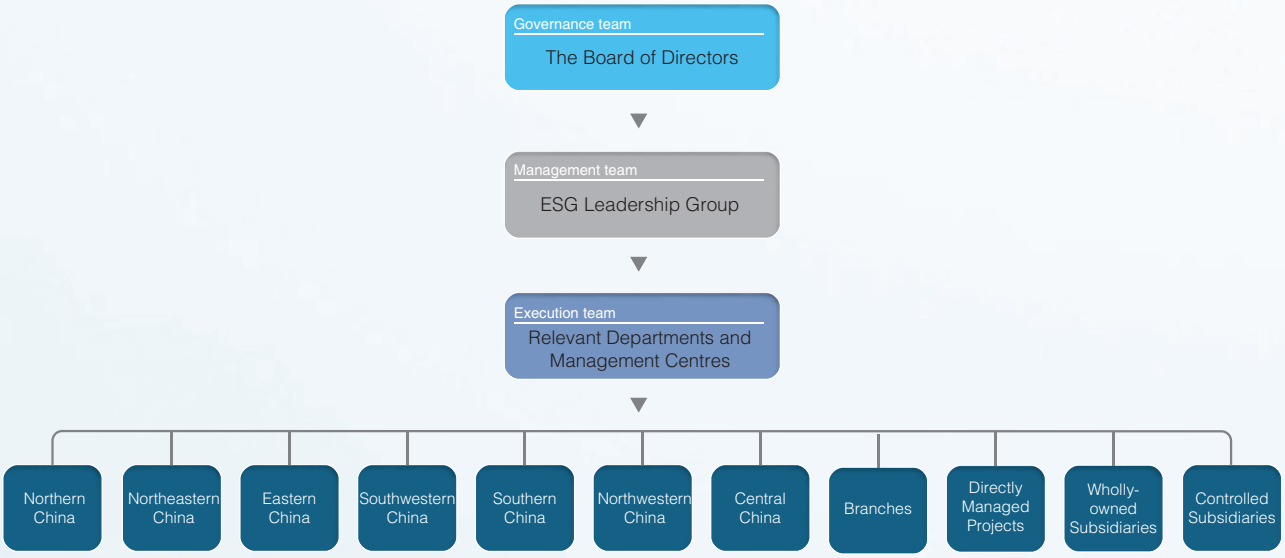


Figure: ESG Governance Structure of Financial Street Property

STAKEHOLDERS AND COMMUNICATION METHODS

Based on the characteristics of the Company's actual business and operation management, we have identified environmental, social and governance stakeholders in a more detailed manner compared with the ESG report for 2024, and engaged diverse stakeholders in communication, mainly including government and regulatory agencies, shareholders and investors, customers and property owners, employees (including junior and mid-level employees and senior management), suppliers and partners, media and non-governmental organizations, communities, etc. We firmly believe that strengthening communication with stakeholders and understanding their expectations and demands can lay a foundation for ESG governance and long-term development of the Company. We have established targeted and diversified communication channels for different stakeholders. The following table shows the key issues of concern of each stakeholder and the main communication methods:

Table: Issues of concerns of stakeholders and main communication methods

Main stakeholders	Major ESG concerns	Main communication methods and channels
Government and regulatory agencies	Health and safety of customers/ property owners, product and service quality, information security protection	Policy consultation, work reports, information disclosure, routine inspections, regulatory meetings
Shareholders and investors	Corporate governance, risk management, product and service quality, employment, emissions	Daily reception, shareholders' meeting, information disclosure, investor hotline and mailbox, company website
Customers/property owners	Health and safety of customers/ property owners, employment, product and service quality, intellectual property protection	Service hotline, company website, satisfaction survey, information disclosure, community activities
Employees (junior and middle-level employees)	Employment, employee career development, physical and mental health of employees, employees' rights and interests, information security protection	Employee congress, labour union, petition and direct communication
Employees (senior management)	Emissions, climate change, employment, business compliance and standardization, intellectual property protection	Interviews, questionnaires and direct communication
Suppliers/partners	Physical and mental health of employees, employees' rights and interests, supply chain management, product and service quality, information security protection	Public tender, contract negotiations, daily business exchanges, etc.

Board Statement (Continued)

Main stakeholders	Major ESG concerns	Main communication methods and channels
Media and non-government organizations	Information security protection, supply chain management, employment, employee career development, physical and mental health of employees	Social media, company website, press conferences, communication meetings
Communities	Use of resources, information security protection, community investment	Community education and dissemination, seminars and exchanges, public welfare activities, community activities
Industry associations	Employment, anti-corruption, supply chain management, climate change	Regular exchange sessions, information disclosure and social media

IDENTIFICATION AND ANALYSIS OF MATERIAL ESG ISSUES

In order to further assess the level of concerns and expectations of stakeholders on the Company's ESG-related issues and clarify the key areas of ESG practices, we identified, analysed and evaluated the material ESG issues in 2025 through ESG issues identification, stakeholder survey, issues materiality analysis, and management feedback confirmation. The presentation of issues was further refined based on the issues identified in 2024.

Materiality assessment was conducted in accordance with the above process. Based on the analytical result of the stakeholder survey, 21 ESG issues were plotted into a materiality matrix.

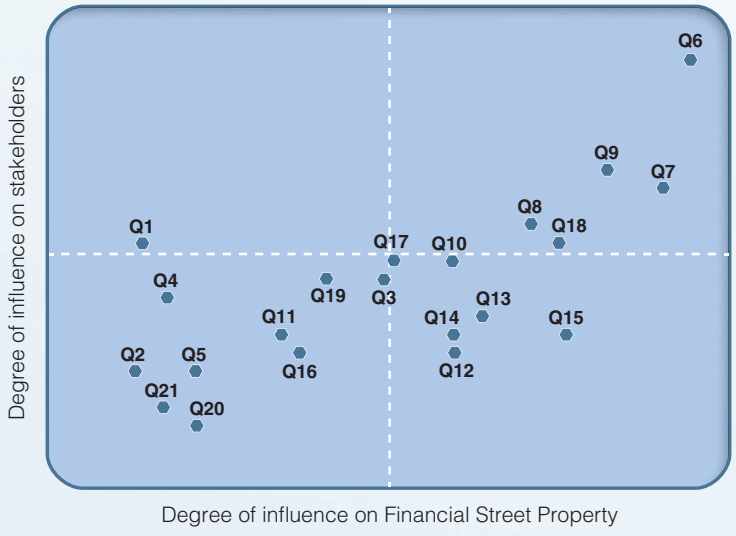


Figure: Analysis Matrix of ESG Materiality Issues of Financial Street Property in 2025

Board Statement (Continued)

Note:

In above table, Q1: Emissions; Q2: Emission targets; Q3: Use of resources; Q4: Environment and natural resources; Q5: Climate-related risks and opportunities; Q6: Employment; Q7: Health and safety of employees; Q8: Employee development and training; Q9: Labour standards; Q10: Supply chain management; Q11: Customer relationship management; Q12: Health and safety of customers/owners; Q13: Product and service quality; Q14: Intellectual property protection; Q15: Information security protection; Q16: Charity and community services; Q17: Business compliance and standardization; Q18: Anti-corruption and anti-money laundering; Q19: ESG supervision; Q20: ESG risk management; Q21: Communication about ESG issues.

In the materiality matrix, where the horizontal axis represents the level of impact on Financial Street Property and the vertical axis represents the level of impact on stakeholders, we categorise material issues into three levels. Issues in the upper-right area are considered "highly material", those in the upper-left and lower-right areas are considered "material", and issues in the lower-left area are considered "less material". The findings indicate that issues including employee health and safety, employment, labour standards, employee development and training, anti-corruption and anti-money laundering, and supply chain management are deemed the most material. Based on the results of the above ESG materiality assessment, we will provide detailed disclosure of material issues in the corresponding sections of this report, so as to better respond to the concerns and expectations of various stakeholders.

INCORPORATING ESG FACTORS INTO RISK MANAGEMENT

Under the framework of national laws and national or local regulations, rules and norms, the Company complies with the management requirements in relation to controlling shareholders and carries out comprehensive risk management and compliance management in accordance with the administrative rules and policies of the SASAC of the State Council and the SASAC of Xicheng District, Beijing. In 2025, the Company continued to apply the Comprehensive Risk Management Manual, Compliance Management Measures and Interim Measures for Investigating Responsibilities for Illegal Operation and Investment as the basic rules and regulations for risk management, and specifically took into consideration the ESG concerns related to social responsibility, environment and climate. On the one hand, in terms of the risk identification phase, a hierarchical database has been established as required under the regulations and updated on a periodic basis, and energy management, intelligent informatisation, and disasters such as climate and epidemics are listed as risk sources in the database samples, which enable the incorporation of such risk sources as general identifiable factors into the scope of risk management. On the other hand, orienting towards compliant operation, the Company emphasises on aspects such as safety management and intellectual property management, and regulates its organisational deployment, hierarchical responsibilities and resource allocation for compliance management, in order to effectively ensure that the prevention and control of compliance risks are carried out in a justifiable, appropriate and orderly manner. Furthermore, the regulations strictly define the accountability for non-compliance in the performance of operation and management, and actively clarify disciplinary actions, forming the closed-loop management.

Board Statement (Continued)

In 2025, the Company established a comprehensive risk management system based on the "three lines of defence" model, defining the organisational structure and responsibilities for risk management and implementing them rigorously, with a focus on building pre-emptive and ongoing risk prevention, control and response mechanisms, and fulfilling the responsibilities of risk oversight and management. At the risk management level, ESG factors are incorporated into the comprehensive risk management system for monitoring and assessment, highlighting the current status of key areas and processes such as energy strategy, safety responsibility, and personnel and employment matters, and proposing recommendations for improvement. For significant corporate-level risks, targeted response measures are formulated, their management and control are continuously monitored, and the effectiveness of the implementation of the response measures is tracked and an overall evaluation is conducted. Around the Company's daily operations and management, risk source identification, assessment and response are carried out to complete the universal management of comprehensive risk management, thereby reducing the impact of risks on business operations. Internal control processes are optimised based on the results of risk identification and assessment to enhance the compliance of business operations. In addition, the Company actively participates in its business activities through the front-loaded risk management function, directly engaging in the review of policies, amendment of the Articles of Association, investment (and post-investment) matters, safety matters and operational business. During the same period, it assists business units and functional units in performing their duties, providing professional opinions and recommendations on daily operational matters. During the year, the Company's significant risk assessment covered aspects including business scale growth and profitability, specifically addressing ESG-related areas such as customer relationships, supplier selection, complaint mechanisms, energy management, environmental management, and enhancement of human resources value.

Responsibility Feature: Party Building Leadership, Empowering Business Development

As a state-owned property enterprise, Financial Street Property has consistently adhered to the leadership of Party-building, preserved its "red gene" and demonstrated the responsibility of a state-owned enterprise. Building on this foundation, we have fully put into practice the concept of "red property", actively building a communication bridge among property enterprises, property owners and the government. By continuously enhancing our service standards, we strive to create a more high-quality, efficient and attentive service experience for our owners.

2025 PARTY-BUILDING CALENDAR

March — Paying Tribute to Martyrs and Studying the Party's History

The First Branch of Directly Managed Projects of North Area Service Station organised a Party-day activity of "Tomb-sweeping Day: Paying Tribute to Martyrs and Studying the Party's History". Seven Party members and prospective Party members participated in the activity, laying flowers at the tomb of martyr Ma Jun in Ritan Park (日壇公園) and visiting the Ma Jun Memorial Hall (馬駿紀念館), thereby paying tribute to the revolutionary spirit and promoting traditional virtues through practical actions.



Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

April — Honouring Revolutionary Martyrs and Carrying Forward "the Red Gene"

Beijing Jinxi Litai Hotel Management Co., Ltd organised a Party-day activity of "Honouring Revolutionary Martyrs and Carrying Forward the Red Gene", which was attended by over 20 individuals, including all Party members and prospective Party members. The event was held at Taoranting Park, where participants visited the thematic exhibition titled "The Struggles of Pioneers — Cibei Convent (慈悲庵) and Early Revolutionary Activities" to learn about the noble deeds of pioneers and martyrs in their revolutionary work. They also laid flowers at the tomb of revolutionary martyr Gao Junyu (高君宇), expressing their profound respect for the revolutionary martyrs.



May — Commemorating the History of the War of Resistance and Strengthening Party Spirit and work ethic

The Party Committee organised a themed education activity themed "Commemorating the History of the War of Resistance and Strengthening Party Spirit and work ethic" for over 120 Party members and cadres in Mentougou District, Beijing. Through on-site visits and learning, renewing on the oath of joining the Party, and participating in red-themed team building activities, Party members and cadres were inspired to carry forward "the red legacy" and strengthen their sense of mission and responsibility.



Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

June — Visiting Education Bases and Renewing on the oath of joining the Party



The Party Committee organised an educational visit to the "Implementing the Central Eight-Point Regulations" warning education base, with the theme of "Taking Warnings as Mirrors to Stay True to Our Original Aspirations, and Upholding Integrity to Shoulder Our Mission". At the Party Spirit Education Base of the Beijing Municipal Party Committee School (北京市委黨校黨性教育基地), Party members gained an in-depth understanding of the history of Party discipline development through various formats, including exhibitions on Party history and interpretations of the Party Constitution and Party regulations. Tracing historical contexts, reviewing the past and focusing on key issues, participants further strengthened their political awareness of enforcing strict Party governance comprehensively. Before the Party flag, all Party members and cadres solemnly took an oath, renewing on the oath of joining the Party and further reinforcing their ideals and convictions. At the Integrity Education Base in Shijingshan District, all Party members visited five exhibition areas: the Preface Hall, Integrity Promotion Hall, Discipline Clarification Hall, Warning Hall, and Prospect Hall. Through immersive video viewing, illustrated explanations in the exhibition halls, and case studies of discipline and law violations, participants gained an in-depth understanding of the historical cycle of integrity leading to prosperity and corruption leading to decline in China, as well as the glorious history of the Communist Party of China in promoting integrity and combating corruption. Party members and cadres were deeply alerted and unanimously agreed to maintain reverence at all times, deeply internalising and implementing the principle that "disciplinary red lines cannot be crossed, and legal baselines cannot be broken".

Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

July — Conducting Party-day activity and Building Party-building Brands

To celebrate the 104th anniversary of the founding of the Communist Party of China, the Second Branch of Directly Managed Projects, in collaboration with the Party organisations of property owners in Desheng International Building (德勝國際樓宇), organised Party-day activity titled "Taking a Photo with the Party Flag, Showcasing Deep Affection for the Party" (我和黨旗合個影，曬出濃濃愛黨情). Through immersive "red culture" experiences, the event attracted enthusiastic participation from Party members working in enterprises within the building. With the Party flag flying high and faith as firm as a rock (信念如磐), the event created a strong and warm atmosphere of love for the Party and the country. This activity not only allowed Party members from enterprises in the building to strengthen their ideals and convictions through participation in a novel and engaging format, but also served as a vivid practice of the Second Branch of Directly Managed Projects in building the "Desheng Pioneer" Party-building brand.



Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

August — Forging the Soul through Film and Lighting, and Passing the Torch from Generation to Generation (光影鑄魂、薪火相傳)

The Party Committee organised a themed film-viewing activity titled "Forging the Soul through Film and Lighting, and Passing the Torch from Generation to Generation", which was attended by over 220 Party members, Party member candidates and prospective Party members viewed outstanding films such as "Dead to Right" and "Dongji Rescue", which possess both profound historical connotations and sublime artistic value. Through a vivid, intuitive and highly impactful educational format, Party members and cadres gained a deep appreciation of the spirit of the War of Resistance and the great historical significance of the World Anti-Fascist War through immersive experiences. This inspired profound patriotic sentiments and national pride, thereby further strengthening their ideals and convictions and tempering their Party spirit.







Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

September — Watching the Military Parade and Gathering Strength for Advancement

The Party Committee organised over 200 Party members and the public to watch the live broadcast of the "80th Anniversary of the Victory of the Chinese People's War of Resistance Against Japanese Aggression and the World Anti-Fascist War" through various formats, witnessing together this moment of great historical significance, thereby effectively strengthening patriotic education and enhancing the cohesion and unity of the team.







Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

PARTY-BUILDING EMPOWERING BUILDING ECONOMY

Guided by the Jiaxing Road Subdistrict Party-Mass Service Centre, the Centre Project team of Shanghai Financial Street (Hailun) actively coordinated with various stakeholders to establish a Party-Mass Service Station, embedding Party-building services precisely into the building as a "vertical community". By integrating higher-quality resources and providing more convenient and diversified services, the team effectively enhanced service capabilities, contributing solid efforts to the high-quality development of the Building Economy and the optimization and improvement of the regional business environment.



Through a meticulously planned series of thematic educational activities, including the screenings of the patriotic film "Dead to Rights"(《南京照相館》), Party members and the public were guided to gain an immersive understanding of national trials and triumphs. This initiative helped firmly uphold their ideals and beliefs and cultivate a profound sense of patriotism and national devotion.

A science seminar titled "Discussing Weight Loss Myths and Misconceptions: From 'Zero Sugar, Zero Fat, Zero Additives'"(《從「0糖0脂0添加」説減肥的誤區和誤解》) was co-hosted with the Jiaxing Road Subdistrict Party-Mass Service Centre and the Hongkou Consumers Council. Targeting common concerns among corporate employees, such as the fast-paced work rhythm, unbalanced dietary and nutritional intake, and the lack of exercise, the seminar provided scientific guidance. It helped the audience overcome cognitive misunderstandings and foster a healthy concept of diet. Participants gained practical knowledge in a relaxed atmosphere, promoting more scientific dietary management and a balanced work-rest routine to inject healthy vitality into efficient work.



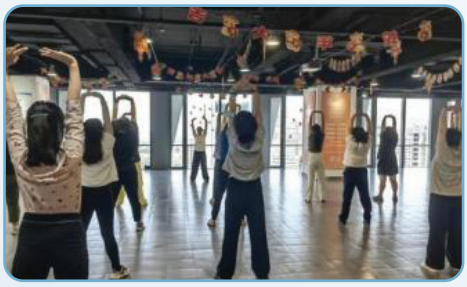


Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

To enrich the cultural lives of building owners and the employees of tenant companies, a Shanghai-style Crosstalk Special Event titled "Jiaxing Delights: Cultural Pioneer-Pinhuan Hailun Shanghai-style Comedy Come to the Community"(《「嘉」品歡笑，文藝輕騎兵，品歡海派喜劇進社區》) was held. The wonderful performances attracted many building clients to stop and watch, with the venue filled with continuous laughter and applause. The event provided psychological relief for white-collar workers under high pressure, and through shared laughter, it strengthened the building's cohesion and sense of community. This contributed fresh cultural vitality to the creation of a warmer commercial building.




Every Wednesday at noon, the Party-Mass Service Station is filled with the essence of traditional wellness. The public welfare Baduanjin class, popular among employees of resident enterprises, commences on schedule. Led by a professional martial arts instructor, building clients practice this traditional Qigong in their lunch break, which integrates TCM meridian theory with wellness concepts. The practice helps stretch muscles and joints, clear meridians, and rejuvenates participants with a healthy glow after a light sweat, preparing them for the afternoon's work in a more refreshed state. This activity has become a vibrant fixture within the building.




Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

PARTY-BUILDING EMPOWERING COMMUNITY GOVERNANCE

In the Beijing Jincheng Huating Community, initiatives ranging from the "Red Steward" to the "One-Stop Convenience Service Station," and from the "Smart Green Wall" to the "Intelligent Sprinkler System," demonstrate a commitment to addressing details. By responding to public concerns with professional service and tackling governance challenges with innovative thinking, the community has achieved the continuous upgrading of its property services. Through the practice of "govern for the people, serve for the people's well-being" (「治理為民、服務惠民」), it exemplifies the compassion and commitment of urban service providers in the new era.





A "Red Party-building Base" was established in the project multifunctional activity hall, where special activities such as Party Day-themed events and screenings of patriotic films are regularly conducted. Through the "Party-building plus property management" model, the integration of Party work with business operations and community affairs drives community co-governance, encouraging residents to participate in community affairs and fostering a positive atmosphere of "mutual assistance, co-governance, and shared benefits"(「鄰里互助、共治共享」). Property management staff, serving as "Red Stewards," gather residents' needs and concerns through visits and research, transforming the strengths of Party-building into effective governance.

Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

A standardized convenience service station was established, equipped with commonly used daily items such as wheelchairs, umbrellas, reading glasses, power banks, sewing kits, flashlights, and first-aid kits, ensuring "minor issues can be resolved on-site and major ones have available support" (「小事不出門、大事有援手」). For the elderly, innovative "age-friendly" services were introduced, offering convenience services like free printing and photocopying, and access to microwaves and refrigerators, allowing technology-empowered living to better meet the needs of the people.



An innovative approach adopting the concept of "three-color flowers plus vertical greening" was used to transform the original lawn into a distinctive green belt featuring a "rose flower wall". By selecting high-quality climbing rose varieties, for instance, 'Angela,' the initiative enhanced both the landscape's aesthetic appeal and its ecological value. Today, this area has become a beloved spot for residents to exercise and relax, truly realizing the principle of "govern for the people, serve for the people's well-being" (「治理為民、服務惠民」).





In collaboration with the community, a new intelligent sprinkler system was installed in the electric vehicle shed, marking the first pilot project of its kind in the area. Enabled by a visual monitoring platform for 24-hours remote management, the system has significantly enhanced emergency response efficiency. It not only accumulates pioneering experience for regional safety governance but also ensures that every charge for residents is backed by technological assurance, reducing potential safety hazards.



Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

The property management center of the Wuxi Jinyue Futing Community in Jiangsu Province actively leverages the guiding role of Party-building. By translating the concept of "Party-building plus child development" into tangible service links and practical bridges, it integrates professional services into the daily operations of the service station. In collaboration with the community, it explores a new path of development centered on resource integration and collaborative nurturing. This initiative has become a vital platform for grassroots governance under the leadership of the local community.



In coordination with the community, a three-tiered linkage mechanism comprising "party member building leaders, resident representatives, and property management staff" was established to ensure efficient responses to residents' concerns. The service station innovatively launched the "7:30 p.m. Forum" (「七點半議事廳」) utilizing evening hours to organize residents in discussions on topics such as upgrading children's activity areas and expanding extracurricular services, thereby facilitating the resolution of proposals related to child development.

Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

In collaboration with multiple stakeholders, including the community, enterprises, non-party intellectuals fellowship, and Lezhu social workers, thematic activities such as "Little Scientists" (「小小科學家」), "Career Experience Day" (「職業體驗日」), "Adorable Pet Legal Science Mini-Class" (「萌寵普法小課堂」) and "Little Classification Expert" (「分類小達人」) were jointly created. In 2025, over 10 such special events were successfully held, attracting the participation of more than 400 children. These initiatives have built a diverse and enriching space for growth and experience for children in the community.







Responsibility Feature: Party Building Leadership, Empowering Business Development (Continued)

PARTY-BUILDING EMPOWERING COLLABORATIVE DEVELOPMENT

The Beijing Yuetan Financial Center Project, in partnership with Beijing Rural Commercial Bank, hosted a Party-building co-development event titled "Echoes of Original Aspirations: A Dialogue Across Time and Space" (「初心迴響• 時空對話」) at the former site of the Mongolian and Tibetan School. Focusing on three key objectives — strengthening organizational collaboration, deepening the integration of Party work with business operations, and enhancing group cohesion — the two parties explored new pathways for cooperation through resource sharing and complementary advantages via site visits and panel discussions. During the event, the Company shared its practical experience in leveraging Party-building to guide property services and empower refined urban management. In-depth discussions were held on topics such as community financial services and scenario-based financial cooperation, effectively using Party-building as a bond to promote integrated development with clients.







Strengthening the Service Foundation and Enhancing the Customer Experience

STRENGTHENING THE STANDARD SYSTEM CONSTRUCTION

The Company has continuously strengthened its standardized system construction, adhering to the requirements of documents such as "GB/T 45700–2025 Property Management Terminology" (《GB/T 45700–2025物業管理術語》), "GB/T 45698–2025 Measurement of Customer Satisfaction in Property Service"(《GB/T 45698–2025物業服務客戶滿意度測評》), and "DB11/T 751–2025 Residential Property Service Standards" (Beijing) (《DB11/T 751–2025住宅物業服務標準》(北京)). As of 2025, the Company's certified standard management system consists of a total of 12 items, including: Garbage Sorting Implementation Capability, Emergency Plan Implementation Capability, Social Responsibility Management Activities, Integrity Management Activities, After-sales Service, Facility Management, Quality, Environment, Occupational Health and Safety, Energy, Information Security, and Five-Star Property Service Evaluation. Each year, in April, June, July, August, and December, the Company undergoes on-site audits by certification bodies. These audits evaluate the ability of each management system to achieve expected outcomes, the effectiveness of system operation, whether the expected review objectives have been met, and the appropriateness of the certification scope. Based on the results, the certification bodies recommend or continue to maintain the Company's certification registration qualifications.

From 24 February 2025 to 28 July 2025, the Company organized an internal audit of the Quality, Environmental, Occupational Health and Safety Management Systems. Through these internal audits, the Company examined the process management, regulatory compliance, and contract performance of the system operation in each service center. The audits primarily focused on the use of actual operational documents. Based on the property service contract signed with the property owners, a performance audit is conducted in conjunction with the relevant standard clauses. The service center is then assisted in implementing corrective actions for identified issues, ensuring that the standards of management system documents are effectively put into practice.



Beiyou Garden, South China Region



Jialin Rongfu, Southwest China Region



Business Park Within Park, North China Region



Hailun Center, East China Region

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

In 2025, the Company formulated, issued, and implemented the "Facility Management Manual" (《設施管理手冊》). This was accompanied by the implementation of 15 second-level procedure documents, including: Document and Information Control Procedure; Context of the Organization and Interested Parties Control Procedure; Risk and Opportunity Response Management Procedure; Human Resources Control Procedure; Facility and Equipment Control Procedure; Monitoring and Measuring Equipment Control Procedure; Record Control Procedure; Customer-Related Process Control Procedure; Equipment Control Procedure; Nonconformity Control Procedure; Analysis and Evaluation Control Procedure; Internal Audit Control Procedure; Management Review Control Procedure; Corrective and Preventive Action Control Procedure; and Communication, Consultation, Information Exchange, and Interested Parties Control Procedure. These procedure documents, working in conjunction with the "Facility Management Manual" (《設施管理手冊》), collectively enhance the standardization of the Company's facility management.

To ensure the established standardized management system is effective and functional, the Company has identified and clarified every management process corresponding to each service outlined in the management system documents, and has established relevant regulations, meeting the requirements of the "Three Standards" and national laws and regulations. At the environmental level, all functional management centers and project service centers identify the environmental factors and hazard sources within their respective jurisdictions, evaluate significant environmental aspects, prioritize risks, and establish corresponding lists. Based on these lists, they set corresponding control objectives, targets, and programs (management measures). Additionally, the Company conducts a secondary identification based on the "List of Laws and Regulations (Controlled)"(《法律法規清單(受控)》) issued by the Compliance Audit Center, timely updates the list of laws and regulations of functional management centers and project service centers, and provides continuous training to employees. To strengthen on-site environmental and safety management at the service centers, a "Compilation of Emergency Plans" (《應急預案匯編》) has been established, covering emergency plans for incidents such as fire, elevator entrapment, and flood control.

Establishment of Service Center Work Instruction

With the continuous expansion of the Company's business territory, the number of newly acquired service centers has grown steadily. In 2025, the preparation and review of "Work Instructions" (《作業指導書》) for 20 projects were successfully completed. Strictly aligned with version 2.0 of the "Quality, Environment, Occupational Health and Safety" management system documents, each service center's submitted work documents were reviewed individually. Suggestions for revisions and improvements were provided through targeted communication, with full follow-up guidance throughout the process. Ultimately, the Company assisted each service center in successfully completing the establishment, approval, and filing of their Work Instructions, laying a solid foundation for the rapid integration of new projects into the Company's standardized management system.

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

Awarded with "2025 Platinum-Level Building" in the "Financial Street Commercial Building Operations and Management Service Evaluation"

The Company has earned widespread acclaim from all sectors of society for its commitment to excellence in service quality. At the 2025 Financial Street Forum — the Building Economy Development Forum, Jinjia Plaza stood out from numerous competing projects to be honored as the sole recipient of the "Platinum-Level Certification" in the "Financial Street Commercial Building Operations and Management Service Evaluation". This prestigious award not only serves as a high-level endorsement of Jinjia Plaza's comprehensive leadership in areas such as hardware facilities, tenant acquisition and operations, industrial ecosystem, and property services, but also validates Financial Street Property's core competitiveness of "creating value through service".



Picture: Beijing Jinjia Plaza awarded with Platinum certification

Through systematic, refined and people-oriented service practices, the project team has transformed professional operational management into tangible "emotional value" and sustainable "asset value", creating a warm and high-quality business experience for tenants while laying a solid foundation for the long-term appreciation of the property owners' assets.

PROVIDING HIGH-QUALITY AND ATTENTIVE SERVICE

Prioritizing quality improvement and customer satisfaction

To enhance the customer experience in commercial buildings and further uphold the prestigious "Financial Street" brand, the Company launched a comprehensive initiative in 2025 to rectify and upgrade the environment of commercial buildings. Focusing on key service touchpoints such as lighting, infrastructure, labelling and guidance, landscaping quality, electric vehicle parking order and festive decorations, we will achieve a comprehensive upgrade in service quality through systematic, refined and people-oriented improvements.

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

While improving hardware facilities, the Company has simultaneously strengthened its provision of soft services. Through initiatives such as organizing property owner social events and expanding the scope of value-added services, it continues to provide clients with a comprehensive service experience that is convenient, comfortable and reassuring. This comprehensive approach has not only effectively enhanced the overall service quality of the plaza but has also refined the brand's essence and core competitiveness. It has achieved the dual objectives of preserving and increasing the value of the project's assets and elevating the brand's value, earning widespread praise from clients and high recognition in the market.






In order to continuously enhance service quality and respond accurately to customer expectations, the Company has engaged professional third-party consultancy firms to conduct satisfaction surveys since 2011. For the 2025 survey, building upon our established survey framework, we have systematically optimized the questionnaire content to capture genuine customer feedback in a more comprehensive and objective manner. In accordance with our annual work plan, the survey was conducted in two phases, mid-year and year-end, to ensure full coverage of all projects under our management.

The survey results indicate that satisfaction levels for Financial Street Property's office building segment remain firmly at the industry benchmark, while satisfaction with its residential segment also exceeds the industry average. Based on the survey data, the Company promptly convened a special meeting on customer satisfaction and quality enhancement. Through a clause-by-clause analysis of the issues and an in-depth comparison with peer companies, the Company accurately identified its own shortcomings and defined the key areas for improvement in the next phase. The Company remains committed to addressing concerns of property owners through the most direct and swift action, effectively enhancing the living experience and quality of life, ensuring that service improvements are genuinely perceptible and tangible, and putting into practice its founding mission and commitment to "fulfilling property owners' aspirations for a better life".

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

Green Mosquito Control Illuminates the site

In 2025, in response to the humid and hot climate and the risk of mosquito-borne diseases such as dengue fever and chikungunya, the South China Region actively implemented the management philosophy of "focusing on prevention, prioritize ecology" by installing solar-powered mosquito-killing lamps in several project sites. This initiative replaces traditional chemical pest control with physical control measures, effectively reducing the daily nuisance caused by mosquitoes to property owners while significantly enhancing the comfort and sense of security during summer outdoor activities. Meanwhile, by utilizing solar power, it has enabled the routine application of green energy, reducing long-term operational and maintenance costs for the site while further consolidating the Company's foundation for low-carbon operations.



Pictures: Green mosquito trap

Organizing social events for property owners

Adhering to the principle of "customer first", the company actively seeks to build closer relationships with property owners and enhance customer loyalty. Initiatives include the "Charity Market" at Jinse Manxiangyuan, "Childlike Joy, Happy Growth" at Wuyi Rongyu, "Oracle Bone Script Writing" at Jin Yue Fu, "Health Month and Cardiovascular Health Screening" at Xing Nian Ya Yuan, "Miniature Landscape Handcraft DIY" at Zhong Zai Centre, and the "Red Film Screening Event" at Xi Ma, all of which have received positive feedback and recognition from clients.



Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)



Pictures: Social events for property owners

Elderly caring activity

Beijing Jinyue Care Project has carefully organized a series of vibrant activities for Respect for the Elderly Month, infusing warmth and care into every detail to help the elderly enjoy a healthy, joyful and heart-warming festive season. Experts from the local community health center were also invited to deliver a session on traditional Chinese medicine wellness, helping the elderly to master practical health management techniques. Following the presentation, the experts also provided one-to-one TCM consultations free of charge to elderly residents in need, including pulse diagnosis and blood pressure checks, delivering professional and heartfelt healthcare support to every elderly resident.





Furthermore, adhering to the principle of 'safety first, fun foremost', the team carefully organized a range of light-hearted activities suitable for the elderly, such as "table bowling", "shaking table tennis" and "rolling newspaper". These special sports events not only helped the elderly improve their hand-eye coordination, but also allowed them to gain joy and confidence through interaction, deeply feeling the warm care of the staff.





Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

Hong Kong Top Property Services organized visits to elderly residents living alone or elderly couples in the community. Staff form a "Caring Volunteer Team" to visit elderly residents living alone, low-income families and those in need within the estate. Together with clients, they organize the "Christmas Care Packages Showing Care" series of activities, conveying warmth through concrete actions. These visits not only serve as a source of emotional support but also help the elderly rebuild their connections with the community, thereby reducing the risk of depression or health issues that may arise from prolonged isolation. At the same time, the activities allow company staff to experience the realities of the community first-hand, fostering empathy and a spirit of inclusivity, and embodying the company's values of promoting social inclusion, mutual support and giving back to society.





Recognitions and rewards

Leveraging our refined service approach and outstanding service quality, Financial Street Property's service projects have garnered recognition from a wide range of stakeholders, including property owners and industry associations. The commendation banners and letters of gratitude received from projects across the country are filled with clients' appreciation and encouragement for our property management services. Whether it be daily cleaning, security patrols, facility maintenance, or emergency response to unforeseen events such as snow, ice or typhoons, our property management team remains steadfastly by the side of our property owners, demonstrating a high sense of responsibility, professional service capabilities, a meticulous and rigorous approach, and warm, thoughtful care. Every banner is a testament to the dedicated care provided by the Financial Street Property team; every letter of gratitude serves as a source of inspiration for our continued efforts.

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)



Pictures: Commendation banners awarded to Financial Street Property (selected)



Pictures: Letters of gratitude from customers (selected)

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

CONDUCTING MULTI-DIMENSIONAL AND COMPREHENSIVE PUBLICITY CAMPAIGNS

With the rapid development of the internet era and the accelerating expansion of information dissemination channels, the Company is actively building a comprehensive communication matrix that deeply integrates with "traditional media + new media". Through multi-channel connections and comprehensive coverage, we aim to achieve borderless reach in information dissemination, effectively enhancing both the breadth and precision of our brand's visibility.

To empower the establishment of a multi-dimensional service system, the "Financial Street Property" official WeChat video channel was relaunched in April 2025. Leveraging diverse visual content, the video channel will use more intuitive and vivid cinematography to present a panoramic view of the rigorous professionalism of our business services and the warm, welcoming atmosphere of our quality communities, making the brand story tangible and the value of our services visible.



Pictures: Promotional content on the "Financial Street Property" video channel

ESTABLISHING COMPLAINT AND FEEDBACK CHANNELS

The Company continues to maintain diverse feedback channels and has now established a comprehensive response system centered on the "immediate response upon receipt of complaints" initiative, the 400 national customer service hotline and the "Financial Street Property Living Online" WeChat official account. By establishing and refining rapid feedback mechanisms, we precisely address the "urgent, difficult and pressing concerns" in the daily lives of property owners, ensuring that every request has a channel through which to be heard and a mechanism for resolution. In 2025, the Company's national customer service hotline "40004–96018" handled a total of 1,030 calls and efficiently resolved all "immediate response" cases. All complaints were met with an immediate response, full-process tracking and closed-loop management, with the annual complaint response rate, resolution rate and satisfaction rate remaining consistently above 98%.



Picture: Customer complaint handling process

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

In 2025, the Company continued to consolidate the management foundations of its "immediate response upon receipt of complaints" initiative, completing the revision and updating of key policy documents such as the "Customer Complaints Management System" and the "100 Q&A on 'immediate response upon receipt of complaints'". Through the regular convening of thematic coordination meetings, quality improvement meetings and special coordination meetings, the Company continuously optimized case handling procedures, achieving dual improvements in both the effectiveness of case resolution and response times.

While focusing on day-to-day operations, the Company placed great emphasis on the application of experience and benchmark effect, actively summarizing and promoting exemplary governance cases. Throughout the year, two reports ("The 'Four-Step' Approach: 'Actively Respond' to Addressing Residents' Urgent Concerns" and "Breaking Through Obstacles in Accordance with Laws and Regulations, Demonstrating Responsibility by Resolving Public Concerns") were published in the Xicheng Citizen Hotline Daily; one in-depth article ("From 'Immediate Response upon Receipt of Complaints' to 'Proactive Resolution': Unravelling the Governance Secrets Behind Financial Street Property's 163 Commendation Banners") was featured in the Beijing Xicheng Daily. Furthermore, the Company was featured once each on the "immediate response upon receipt of complaints" program on Beijing Radio and Television's News Channel and on the "Take a Step Forward" program on Beijing Satellite TV, showcasing the Company's sense of responsibility through the lens of mainstream media.



Picture: Several articles by Financial Street Property have been published in the Xicheng Daily and the Xicheng Citizen Hotline Daily

Table: Key Performance Indicators on Customer Complaints

Indicator	2025	2024	2023
Number of complaints received (cases)	652	361	278
Complaint rate (%)	<0.45	<0.48	<0.4
Complaint handle rate (%)	100	100	100
Timely resolution rate (%)	100	100	100
Complaint resolution rate (%)	99	98	98
Complaint satisfaction rate (%)	98	98	95

Note: Complaint rate = Number of complaints/total number of customers

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

SAFETY FIRST, REGULATION FIRST

In strict compliance with the requirements of laws and regulations such as the Work Safety Law of the People's Republic of China, the Provisions of Beijing Municipality on the Main Responsibility of Production and Business Entities, the Provisions of Beijing Municipality on the Main Responsibility of Fire Safety of Entities, and the Beijing Fire Safety Regulations, the Company has established a scientific and systematic work safety management system.

In terms of organizational structure, the company has established a work safety committee as the highest safety management body. To implement the safety work deployment requirements of higher-level authorities, in 2025 the Company further optimized the organizational structure of the Safety Production Committee: The deputy director of the work safety committee oversees the safety management office, which comprises one deputy director of the office, one assistant to the director and one full-time safety officer; other committee members serve as executive committee members, drawn from project-based engineering and security professional managers. In addition, each business region, branch and subsidiary also established safety teams with the leader in charge of safety acting as members, forming a safety production responsibility network that extends "vertically to the lowest level and horizontally to every corner".

Establishing a safety management system

To ensure that safety production responsibilities are effectively implemented, the Company's Chairman (Party Secretary) and senior management sign annual safety production responsibility agreements, which are then cascaded down through the hierarchy. The content of these agreements is tailored to specific roles, ensuring that safety requirements are not identical across positions. This approach ensures that primary responsibility for safety production is genuinely fulfilled, enhances safety awareness among all employees, and guarantees the Company's overall safe operation.

The Company adheres to the principle of "prevention first, shifting the focus upstream", innovatively establishing a comprehensive safety management system covering the entire chain from "risk identification — process control — emergency response — supervision and improvement". Through systematic and standardized safety management practices, safety risk control is brought forward, effectively preventing and mitigating major safety risks. This provides a solid guarantee for the safe and stable operation of projects and establishes a robust safety defense for high-quality development.

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

Guided by the development of our institutional framework, we have made steady progress on all key tasks during the year:

Firstly, we have further enhanced our emergency response capabilities. We have produced an instructional video featuring a tabletop exercise of the "Fire and Emergency Evacuation Plan", using visual aids to improve the emergency response capabilities of frontline personal. Secondly, we have further strengthened professional competence. We have collaborated on the "Golden Guardians" security skills training program to reinforce the core operational capabilities of our security team. Thirdly, we have comprehensively covered the regulatory dissemination. We completed training and awareness-raising activities on laws and regulations such as the "Beijing Municipal Fire Safety Regulations" and the "Criteria for Identifying Major Fire Hazards", ensuring that all employees are aware of, understand and comply with the laws. Fourthly, we demonstrated responsibility in major tasks. We successfully completed the security support mission for the "9.3" military parade marking the 80th anniversary of the victory of the Chinese People's War of Resistance Against Japanese Aggression and the World Anti-Fascist War, establishing a robust security barrier to the highest standards. Fifthly, vibrant themed activities. We organized all projects to carry out in-depth Safety Month activities, following up on the "Everyone talks about safety, everyone knows how to respond to emergencies — identifying safety hazards around us" campaign and drills; we actively participated in the Beijing Fire Brigade's "119" Fire Safety Month themed activities, fostering a strong safety culture. Sixthly, immersive education has resonated deeply. Relevant units were organized to visit the Xicheng District Safety Experience Centre, where hands-on simulations of fires, earthquakes and lift falls helped instill disaster prevention and mitigation knowledge firmly in the minds of participants.



Photo: Fire drill tabletop simulation and Golden Guardian training

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)

In addition, the Company places equal emphasis on safety training and awareness campaigns for the customers. In June, the Beijing Zhongzai project invited tenants to take part in an awareness campaign entitled "Everyone talks about safety, everyone knows how to respond to emergencies — identifying safety hazards around us". In September, the Beijing Desheng International project invited the local emergency response office to deliver fire safety training to the building's tenants.



Picture: Zhongzai project safety awareness campaign



Picture: Desheng tenants fire safety training

Ongoing Safety Inspections

In practice, the safety management office continues to strengthen its safety supervision functions, taking the lead in organizing comprehensive, tiered special safety inspections across all projects nationwide. In 2025, safety inspection work proceeded on two parallel tracks of "within Beijing + outside Beijing". Projects within Beijing were inspected 12 times throughout the year, while projects outside Beijing were inspected four times. The scope of inspections covered the Tianjin region, the Southern China, the Northeast China and the Eastern China, involving a total of 42 projects. This series of inspections identified over 350 potential hazards. All issues were immediately reported to the respective project managers on-site, and rectification measures have been fully implemented, effectively enforcing the closed-loop management mechanism of "identification — feedback — rectification — closure".



Picture: Flood prevention inspection



Picture: Fire safety inspection

Strengthening the Service Foundation and Enhancing the Customer Experience (Continued)



Picture: Electric vehicle inspection



Picture: Wind resistance test

Implementing a comprehensive management scheme for electric vehicles in residential complexes

In some residential estates, narrow circular roads, a high number of electric vehicles and limited parking space have led to safety hazards arising from the high concentration of electric vehicles parked and charged in stairwells and corridors, posing a threat to the unobstructed flow of fire escape routes. Faced with this challenge, the Company has adhered to the principle of "combining prevention with mitigation, and addressing both symptoms and root causes", formulating and implementing a comprehensive management scheme for electric vehicles centered on "physical separation, standardized charging and source control". Through measures such as strengthening physical screening in charging areas, strictly managing vehicle access, and optimizing internal order, safety risks have been effectively mitigated. Following the improvements, charging areas within the residential complexes are now orderly and well-regulated, fire escape routes are fully unobstructed, safety hazards have been effectively curbed, and residents' sense of security and satisfaction have significantly improved.





Pictures: Installing fire barriers in the charging area

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards

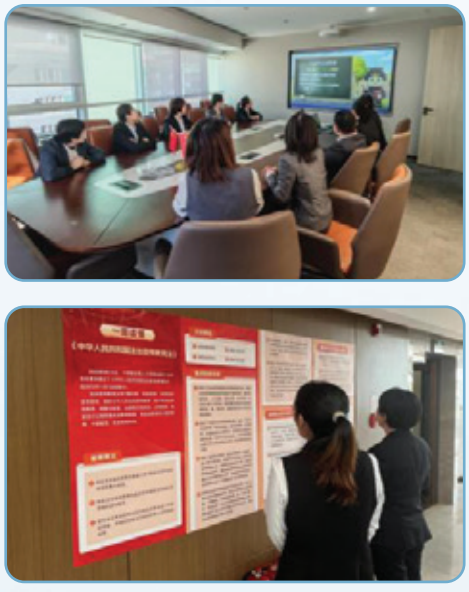
The Company strictly abides by the "Company Law of the People's Republic of China", the "Anti-Unfair Competition Law of the People's Republic of China", the "Anti-Money Laundering Law of the People's Republic of China", the "Interim Provisions on Banning Commercial Bribery", the "Provisions on the Probity Practice of Leaders of State-owned Enterprises", the "Administrative Punishment Law of the People's Republic of China on Public Officials", "the Supervision Law of the People's Republic of China", "Regulations on the Implementation of the Supervision Law of the People's Republic of China" and other laws and regulations relating to bribery, extortion and anti-money laundering, as well as the "Regulations on the Disciplinary Actions for State-Owned Enterprise Management Personnel".

In terms of internal system of the Company, in order to thoroughly implement the Eight-point Regulations of the Central Government and strengthen the construction of a clean and honest Party, the Company formulated the "Rules on Implementation of the Eight Requirements of the Central Committee of the CPC by the Party Committee and Discipline Inspection Committee of Financial Street Property Co., Ltd.", which further clarified the red line and bottom line of integrity of management cadres at all levels. This year, we have revised and improved the Internal Audit Management Measures of Financial Street Property Co., Ltd. and the Economic Responsibility Audit Management Measures of Financial Street Property Co., Ltd., thereby further strengthening and refining the audit framework.

STRENGTHENING AND IMPLEMENTING INTEGRITY AND SUPERVISION

Promoting Legal Awareness

During the '12.4' Constitution Publicity Day, the company actively responded to the call for legal awareness by organizing employees from all departments and projects to watch constitutional awareness video produced by the Legislative Affairs Office of the People' s Government of Beijing Municipality and the Financial Street Group, thereby deepening their understanding of the spirit of the Constitution. At the same time, the company printed legal awareness posters and displayed them in prominent locations such as the noticeboard at the headquarters entrance to reinforce the campaign. This created a strong atmosphere where "the law is visible at every turn and can be studied at any time", serving as a constant reminder to employees to enhance their awareness of the rule of law and to firmly uphold compliance standards.



Picture: Studying law promotion video and posters

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

Improving the anti-corruption oversight system

The Company has consistently upheld a "zero-tolerance" stance towards anti-corruption, resolutely combating any form of corruption or bribery, and has deeply integrated integrity education into every aspect of our business operations and management. We strictly comply with relevant national laws and regulations, and have formulated and implemented internal integrity systems to defines the clear bottom line of integrity for employees. In 2025, the Company did not face any litigation related to corruption or bribery.

The business ethics and anti-corruption work are primarily coordinated and advanced by the discipline inspection office and compliance audit center, systematically identifying risks of corruption and embezzlement throughout the entire business process and, and through regular audits and special inspections, establishing a robust internal control system.

In terms of institutional development, the Company requires all employees to sign the "Probity Practice Undertaking Letter" upon induction, purchasing staff to sign the "Probity Undertaking Letter for Purchasing Staff", and suppliers to sign the "Statement on Product and Service Procurement Compliance", reinforcing integrity responsibilities at every level. On special occasions such as festivals and holidays, the Company has established an integrity reminder mechanism to provide early warning and early education. Awareness education and integrity risk warnings are delivered to employees through online and offline channels, such as Party committee, manager office meeting, Party branch meeting, regular project meeting and WeChat working group, etc., to ensure the spending of holiday in a safe, civilized and incorruptible way. In 2025, the Company sent over 2,600 integrity text messages via SMS service to all supervisory targets to continuously reiterate holiday discipline.

The Company sets up multiple reporting channels, such as a reporting hotline, reporting mailbox, and suggestion box. The discipline inspection office is responsible for investigating reported clues, adhering to the principle of "investigating all reports". Any internal or external reports of corruption, bribery, or embezzlement of public resources are dealt with severely upon discovery. At the same time, the Company strictly protects the information of whistleblowers and severely cracks down on acts of retaliation and framing, creating a clean and positive corporate ecosystem.

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

Emphasis on Integrity Education and Publicity

The Company attaches great importance to integrity education, especially the supervision and education of personnel in key segments and positions prone to corruption. The Company actively guides its management and relevant interest groups to act in accordance with the law in an honest and trustworthy manner, comprehensively and consciously resisting corrupt actions such as seeking profits instead of being righteous, undermining public interests for personal gain, cheating and fraud, achieving full coverage from specific points to the entire workforce. In order to further strengthen the awareness of integrity, self-discipline, and due diligence among management cadres, the Company's discipline inspection office organizes pre-appointment integrity training for newly appointed management cadres in batches.

The Company consistently places high importance on anti-corruption publicity. It pays close attention to various typical cases notified by the Central Commission for Discipline Inspection, the Beijing Municipal Commission for Discipline Inspection, the Xicheng District Commission for Discipline Inspection, and the Group's Commission for Discipline Inspection, and promptly disseminates them to Party organizations at all levels for study and implementation. This enables Party members and cadres to draw lessons from typical cases, always keep discipline and rules in mind, strictly adhere to Party discipline and regulations, and achieve an attitude of reverence, maintain bottom lines, and clarify the direction. In 2025, a total of 35 warning education cases were disseminated for study, 6 integrity reminder videos were produced, and the Company's broader body of Party members and cadres were organized to watch warning education films such as "The Grubworms of Demolition" and "Dangerous Relationships", to enhance the anti-corruption awareness of Financial Street Property employees in various scenarios and links. Furthermore, in 2025, the Company deeply cultivated the "Integrity Jinwu" integrity culture brand and innovatively implemented the "Four Seasons Integrity Action" special initiative:

First Quarter "Learning Integrity" to Build Foundation: Launched the "Integrity Jinwu" monthly publication, releasing 13 issues with 37 high-quality articles throughout the year, establishing a normalized learning mechanism of "monthly lessons + monthly study + monthly viewing";



Picture: "Integrity Jinwu" monthly publication

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

Second Quarter "Talking Integrity" to Spread the Message: Conducted 15 integrity awareness sessions, covering 421 employees, embedding the integrity concept deeply into people's minds;



Picture: Party conduct and integrity supervisors carrying out integrity awareness activities



Picture: Integrity awareness course materials

Third Quarter "Viewing Integrity" for Self-Reflection: Organized visits to education bases, sounding the ideological alarm through immersive experiences;



Picture: Discipline inspection committee members visiting the Beijing Shijingshan District Anti-Corruption Education Base

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

Fourth Quarter "Competing on Integrity" for Quality Improvement: Organized over 400 grassroots management personnel to participate in an integrity knowledge test, using competition to promote learning and consolidate the theoretical foundation, forming a layered, categorized, and fully covered pattern of integrity culture infiltration.



Picture: Integrity practice education test for grassroots management personnel

The Company deeply implemented the study and education on the spirit of the eight-point decision on improving Party and government conduct, pursuing in-depth learning and careful comprehension to forge a discipline inspection team with excellent style under higher standards and stricter requirements. The Company promoted thinking through learning, tightening the "master switch" of ideology, educating and guiding all discipline inspection commissioners and party conduct and integrity supervisors to accurately grasp the spirit of higher-level deployment requirements, comprehend the core essence, and truly enhance ideological consciousness, political consciousness, and action consciousness. The Company promoted effectiveness through learning, consolidating the "basic skills" of capability. The Secretary of the Discipline Inspection Commission delivered a special Party lecture on the theme of "Deeply Understanding the Spirit of the eight-point decision on improving Party and government conduct, Consolidating the Ideological Defense Line of Style Construction", further strengthening the theoretical armament of all discipline inspection commissioners and party conduct and integrity supervisors, enhancing the effectiveness of learning and education, and promoting the deep integration of theoretical study into the heart and mind. The Company promoted work through learning, activating the "endogenous power" of self-discipline, always maintaining a clear mind and self-disciplined style, persisting in "caution" as the priority, taking caution at the beginning, caution in small matters, caution when alone, and caution in friendships as the principle of handling affairs, continuously building ideological defense lines, improving Party spirit cultivation, and achieving integrity and self-discipline.



Picture: In-depth study and education on the spirit of the eight-point decision on improving Party and government conduct

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

To help newly appointed management cadres make a good start in their new positions and further enhance their awareness of integrity and self-discipline, the Company organized 15 newly appointed (or appointed) management cadres to participate in a special warning education activity themed "Warning through Cases", "Promoting Integrity through Testing", and "Clarifying Integrity through Talks". Through a three-step process of case warnings, discipline and law training, and integrity talks, the activity calibrated political coordinates, drew clear disciplinary red lines, and consolidated the integrity foundation for the new cadres, escorting them on their new journey of duty performance.





Picture: Discipline and law training and closed-book test

Strengthening Internal Audit, Focusing on Core Links

In 2025, the Company continued to deepen its internal audit supervision function, completing audits covering 8 subsidiaries and branches throughout the year. The audit types included special audits, internal control audits, and economic responsibility (resignation) audits. A total of 10 audit reports were issued, including 6 special audit reports, 2 routine audit reports, and 2 economic responsibility audit reports.

The audit scope focused on the core management links of the audited units, including: implementation of authorization and credit systems, establishment and suitability of systems, budget management, financial management, fund management, asset management, contract management, seal management, procurement management, archive management, safety emergency management, and project operations (including quality satisfaction, collection rate) and other key areas. Regarding issues identified during the audit, the Company promptly proposed rectification recommendations and conducted a review of the implementation and effectiveness of rectification measures within the year, focusing on assessing whether rectification was adequate, whether the results were sustainable, and whether problems rebounded, forming a special evaluation report on rectification tracking. Concurrently, it cooperated with the Group to complete the special procurement audit and rectification tracking work for the year.

At the compliance management level, the Company explicitly includes corruption and commercial bribery within the scope of internal audit attention:

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

First, internal audit implements rigorous planning, formulating the internal audit plan for the following year annually, covering economic responsibility, routine, and various special audits, highlighting the results-oriented approach of previous risk assessments, regulatory focus areas, and continuous tracking of rectification effects. When formulating the plan, relatively high-risk clues are incorporated into the audit plan to maximize the inspection and discovery of such issues through internal audits.

Second, fully leverage the flexibility of internal audit. In internal audit projects, the approach is not limited to the type of individual audit project, but rather strives to examine clues about such issues "comprehensively, deeply, and cross-functionally", emphasizing the attention and scrutiny on key business links such as procurement, litigation, budget overruns, authorization and credit mechanisms, and subsidiary governance.

Third, conduct precise analysis of clues discovered in internal audits, distinguish between irregular business practices and suspected economic problems, rigorously determine accountability, correctly apply rectification measures, and strictly enforce accountability.

Finally, keep reporting and complaint channels open, adhere to the highest level of vertical management for internal audit, strengthen internal and external coordination with functions such as risk management, legal compliance, and discipline inspection, and leverage the collective strength of governance.

Compliant Procurement, Mutual Supervision

The Company attaches great importance to the standardization and transparency of procurement management. It has formulated and strictly implemented a series of systems including the "Management Measures for Tendering and Procurement", the "Supplier Management System", the "Material and Maintenance Procurement Management Regulations", and the "Emergency Procurement Management Regulations", ensuring that the entire process, from supplier selection to procurement execution, follows established rules and is orderly and standardized.

In terms of integrity and compliance, the Company insists on embedding integrity requirements throughout the entire procurement chain. During the preparation of various bidding documents, the Administrative and HR Center takes the "Compliance Declaration for Product and Service Procurement" as a mandatory document, requiring suppliers to truthfully sign and affix their official seals, building a compliance bottom line from the source. Concurrently, in the supplier tendering and procurement stage, the Company attaches the integrity discipline requirements for procurement personnel as an appendix and informs all suppliers synchronously, actively accepting supplier supervision, thus constructing a mutually constraining, open, and transparent procurement integrity mechanism.

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

In terms of supplier management, the Company strictly implements the current systems, adhering to the principle of selecting the best and eliminating the worst in supplier selection. From developing and selecting suppliers, process communication and supervision, evaluation, to annual overall evaluation, the Company implements closed-loop management for suppliers. It establishes a qualified supplier list and a "blacklist" mechanism. Suppliers with serious adverse legal litigation or severe administrative penalties are not selected; strict supplier inspections and shortlisting evaluations are conducted to select the best suppliers; daily supplier evaluations are combined with regular evaluations to maintain the qualifications and performance quality of suppliers throughout the entire process.



供应商考核评价表（工程维保及设备设施维修类）

行政人力中心（25分）			信息技术中心（25分）			项目中心（50分）			总分值
考核内容	满分	综合分值	考核内容	满分	综合分值	考核内容	满分	综合分值	100
企业资质有效性	5		合同条款履行情况	5		合同条款履行情况	10		
是否是认证企业	2		技术能力	5		技术能力	5		
价格合理性	10		网络搜索情况	5		合作态度	4		
沟通有效性	5		响应及时性、有效性	5		现场管理情况	5		
办公场所及现场考察	3		符合职业健康安全/环保要求	5		工程质量	8		
						制定工作计划并组织实施	3		
						响应及时性、有效性	5		
						符合职业健康安全环保要求	5		
						合格合规性	5		
分值	25		分值	25		分值	50		
分值低于20分请说明原因			分值低于20分请说明原因			分值低于40分请说明原因			
行政人力中心意见			信息技术中心意见			项目中心意见			
是否同意纳入试用供方/合格供方			是否同意纳入试用供方/合格供方			是否同意纳入试用供方/合格供方			
评价人：			评价人：			评价人：		项目经理：	
部门经理：			部门经理：					主管领导：	

Certification and KPIs of Suppliers

Table: Proportion of suppliers obtaining relevant social and environmental certifications

Type of social and environmental certification obtained by suppliers	Number of suppliers that obtained relevant certification	Proportion of certified suppliers
ISO9001 Certification	453	23.63%
OHSAS Certification	374	19.51%
ISO14001 Certification	467	24.36%

Note: Percentage of suppliers obtaining relevant social and environmental certifications = Number of suppliers obtaining relevant certifications/Total number of suppliers* 100%

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

SAFEGUARDING CUSTOMER INFORMATION SECURITY

The Company attaches great importance to information safety management, and strictly complies with relevant PRC laws, regulations and industry norms, including but not limited to the "Data Security Law of the People's Republic of China", the "Personal Information Protection Law of the People's Republic of China", the "Administrative Measures for Internet Information Services", the "Management Provisions on Electronic Bulletin Services in Internet", the "Interim Provisions on the Administration of Engagement by Internet Sites in News Publication", the "Administrative Measures on Safety Protection of International Connection of Computer Information Networks", the "Classification Criteria for Security Protection of Computer Information System", the "Classification Principles for Products Dedicated to the Security of Computing Information Systems" and other laws and regulations related to the Company's operations and information security protection.

Improving Information Security Management Systems

In 2025, the Company improved the following six information security management measures to build a solid and reliable information security barrier for its customers.

1. Designate an information security responsible department. The Information Technology Center, as the department responsible for the Company's information security work, is fully responsible for the information security management and related training of the Company's computer room, network, hardware, and software.

2. Establish an information security collaboration mechanism. Information security work requires the participation of all employees. Through awareness campaigns and training sessions, the Company continuously enhance employees' awareness and knowledge of information security.

3. Establish an emergency response mechanism for information security incidents. This improves the ability to respond to information security incidents, preventing and reducing the losses and damages caused by such incidents.

4. Set up specialized information security positions. Strengthen the construction of information security talent by establishing information security posts. Select personnel with high responsibility, excellent professional skills, and relevant professional certifications to oversee information security operations.

5. Develop standardization and institutional systems. Accelerate the establishment of information security standards and institutional systems. In alignment with its actual informatization development needs, the Company draws on advanced industry practices both domestically and from the Group to accelerate the establishment and refinement of operational standards and institutional systems for information systems.

6. Establish a comprehensive enterprise information security management system. This system shall encompass traditional protective mechanisms against external intrusion as well as measures to prevent internal personnel leaks.

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

Building an Information Security Protection Mechanism

On the foundation of a comprehensive information security management system, the Company employs seven key mechanisms, including user identity authentication, firewalls, and secure routers, to ensure customer data and privacy are fully protected.



Developing Comprehensive Online Informatization Systems

Facing the challenges of continuously upgrading management demands and increasing management complexity brought by rapid business growth, the Company is committed to developing comprehensive online informatization systems. It has currently formed a digital matrix covering electronic seal certification management, budget management, customer service, and core business operations, providing solid support for the dual enhancement of management efficiency and quality.

Electronic Seal Certification Management System: Achieving Full Lifecycle Control

The system covers core functions such as basic settings management, digital certificate management, application authorization management, electronic seal management, and log audit management, realizing closed-loop management of the entire lifecycle of electronic seals. It has now been integrated with the contract management system and BPM system, providing full-process services for the creation, approval, inquiry, archiving, filing, download, and verification of electronic contracts and documents. It is also equipped with a signing status notification interface, facilitating real-time tracking of the signing process from other business systems. Compared to traditional paper-based handwritten signatures, electronic seals offer significant advantages in convenience, cost savings, management security, and legal compliance.

Budget System: Empowering Refined Financial Management

The implementation of the budget system has comprehensively optimized the methods for collecting, modifying, and querying financial data. The system supports online filling, modification, display, export, and other functions, and configures functional and data permissions based on user roles, meeting the differentiated needs of users at the headquarters and its subsidiaries and branches. Compared to traditional filling methods, the online budget system aggregates budget data from various departments, providing management with a panoramic financial view, significantly improving decision-making accuracy, and facilitating the timely identification and resolution of financial issues. Simultaneously, the system simplifies the budgeting process, reduces manual operations, and effectively enhances the efficiency and accuracy of budgeting.

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

WeChat Official Account: Enhancing Customer Service Reach

Utilizing the "Financial Street Property" and "Financial Street Property Life Online" WeChat official accounts as platforms, integrated with the Kingdee's ERP system, the Company has successfully launched functional modules such as "payment of living expenses", "Property Repair Request", "Consultation and Suggestions", and "Premium Mall". This significantly improves operational management efficiency, consolidates the foundational data base, and precisely addresses customer service pain points.

ERP System: Driving Digitalization of Core Businesses

The ERP system covers four core property management modules: billing, work order reporting, quality inspection, and equipment inspection. The Company's headquarters uses the system to manage projects uniformly, automatically assigning tasks to projects daily. The information department compiles statistics on the completion status of tasks for each project on a weekly basis, monitoring project dynamics in real-time to ensure service quality. Concurrently, the system dynamically adjusts personnel information and task push cycles and times based on the actual situation of the project, ensuring efficient system operation. Currently, the number of projects using the ERP system continues to grow.

Information Security and Operational Support

The Company consistently places information security and operational support at the core of its digital construction, continuously strengthening system maintenance and data security protection capabilities. In 2025, the Company's headquarters and all its subordinate projects completed the upgrade of the Zero Trust access control system. The updated Zero Trust access control system significantly improves security and access efficiency, providing strong support for office security and efficiency.

Protecting Intellectual Property Rights

The Company consistently adheres to the principles of law-based governance and compliant operations, strictly complying with national laws and regulations such as the "Copyright Law of the People's Republic of China", the "Trademark Law of the People's Republic of China", the "Patent Law of the People's Republic of China", the "Anti-Unfair Competition Law of the People's Republic of China", the "Data Security Law of the People's Republic of China", the "Personal Information Protection Law of the People's Republic of China", and the "Civil Code of the People's Republic of China", as well as relevant judicial interpretations and industry standards. These comprehensively cover key areas such as the protection of citizens' personal information, privacy rights, property service contracts, and liability for infringement.

Strengthen the Governance Structure and Strictly Adhere to Compliance Standards (Continued)

In terms of intellectual property protection, the Company upholds the principle of "compliance and innovation, respecting others, and protecting its own". It has formulated and implemented internal management measures such as the "Special Notice on Standardizing the Compliant Use of Fonts in External Publicity", the "Compliance Management Measures", and the "Brand Management System", further improving the compliance system. The Company has established a dedicated department to coordinate the handling of intellectual property protection matters, including: standardizing the sources from the external (such as fonts, images, and other copyrighted works) and obtaining necessary usage authorizations; strictly regulating the sources of content published on the official website and official account platforms; clearly defining the ownership of intellectual property achievements and liability for infringement in contracts; actively applying for trademark registration, managing renewals, and registering proprietary intellectual property achievements, thereby building a full-chain intellectual property protection mechanism.

In the field of data security and personal information protection, the Company adheres to the principle of "same standard protection". During the year, it formulated internal control optimization suggestions around the data security of customers, employees, related parties, and suppliers, continuously consolidating the data compliance defense line. Concurrently, the Company strictly implements software legalization requirements, conducting monthly inspections to prevent the installation of unauthorized software, ensuring the usage rate of legalized software remains at 100%, and significantly enhancing the awareness of legalization among all employees.


软件正版化检测报告（模板）

报告编号：JRJWYGFYXGS 20250325163246472　　检查时间：2025 年 3 月 25 日

检测单位：金融街物业股份有限公司

检查范围：

检查登记在各单位固定资产账目中，用于本单位办公使用的服务器、台式机、便携机等计算机所安装的操作系统软件、办公软件、防病毒软件、工业设计等软件。

检测结论：

共检测计算机：35 台（其中台式机 20 台 便携机 15 台 服务器 0 台）

预装操作系统计算机：1 台　预装操作系统比例：2.86%

国产办公软件数量：35 台　办公软件国产化率：100.00%

操作系统正版化率 = 正版操作系统数量 / 计算机总数

100.00%

Picture: Financial Street Property software legalization test report

In terms of anti-unfair competition, the Company adheres to the principles of fairness and integrity in the market, building a trade secret protection system, preventing the leakage of core information, safeguarding the legitimate rights and interests of customers and the Company itself, maintaining a fair and just market competition environment, and consolidating the company's reputation foundation through compliant operations.

Safeguarding Employee Rights and Interests and Empowering Career Development

In terms of employees' rights and interests protection, the Company strictly complies with 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", the "Regulations on the Implementation Measures of Paid Annual Leave for Enterprise Employees", the "Law of the People's Republic of China on the Protection of Women's Rights and Interests", the "Special Rules on Labour Protection for Female Employees", the "Administrative Measures for Occupational Health Surveillance", the "Regulation on Public Holidays for National Annual Festivals and Memorial Days" and other national laws and regulations, to comprehensively safeguard the lawful rights and interests of employees. The Company protects employees' rights and interests in accordance with the law, including but not limited to eliminating child labor, ensuring that employees' wages are paid in full on a monthly basis, and prohibiting violent means to force employees to work or work overtime. Once any violation is identified, we will take timely corrective actions and deal with the responsible persons strictly in accordance with national laws and regulations as well as the Company's policies.

In addition, the Company has also formulated a series of internal management systems such as the "Handbook on Remuneration and Welfare", the "Administrative Measures on Personnel Recruitment and Internal Deployment", the "Administrative Measures on Employment", the "Administrative System on Performance Appraisal", the "Administrative Measures on the Labour Protection of Female Employees", the "Administrative Measures on Employee Medical Examination", covering recruitment, training, labour relations, compensation and benefits, performance evaluation, employment and resignation management, labour protection of female employees and others. The following are the specific details of relevant internal system documents.

Table: Financial Street Property Personnel System

No.	Name of personnel system	No.	Name of personnel system
1	Handbook on Remuneration and Welfare	8	Labour Attendance Management Measures
2	Performance Appraisal Management System	9	Administrative Measures for Employee Physical Examination
3	Training Management System	10	Administrative Measures for Labour Protection of Female Employees
4	Administrative Measures on Employment	11	Social Insurance Management Measures
5	Administrative Measures on Assessment of Employees during Probation Period	12	Administrative Measures for Personnel Files
6	Management Measures on Recruitment and Internal Deployment	13	Recruitment and Training System for Interns and Fresh Graduates
7	Employee Resignation Management Measures	14	Interim Measures for Incentive Mechanism

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

EMPHASIS ON HUMAN RESOURCES DEVELOPMENT

The Company always regards talent as its primary strategic resource, upholding the core philosophy of "strategy-led, talent-empowering enterprise, lean employment, and digital intelligence empowerment". Through the dual-wheel drive of "external introduction and internal cultivation + cost optimization", it provides solid talent assurance for the achievement of the Company's strategic goals.

Continuously improving the school-enterprise cooperation model

The Company has actively expanded its intern recruitment channels and engaged with six professional institutions, namely Beijing Electronic Information Technician College (北京電子信息技師學院), Beijing Light Industry Technician College (北京輕工技師學院), Beijing Industry and Trade Technician College (北京市工貿技師學院), Chongqing College of Architectural and Technology (重慶建築科技職業學院), Beijing University of Civil Engineering and Architecture (北京建築大學), and Beijing City University (北京城市學院). Through campus presentations and online and offline job fairs, the Company successfully recruited 26 internship students, injecting new impetus into the building of its professional talent echelon.



Picture Participation in campus recruitment fairs

The Company and its partner institution, Chongqing Vocational College of Science and Technology (重慶科技職業學院), continued to innovate in the development of the order class talent cultivation system. In September 2025, the "Financial Street Property Order Class" recruited students from Chongqing Vocational College of Science and Technology for internships at the Company. The cooperation has been extended from traditional property management to emerging areas including smart communities and green operations. The two parties are exploring a model of digital education and industrial colleges, and jointly participated in the compilation of property case study reports.



Picture: Photo of order class interns

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

Deepening the talent recruitment system

In 2025, the Company adhered to the recruitment principle of "prioritizing internal selection and supplementing with external recruitment", focused on establishing a fair, open and equitable talent selection mechanism, and provided employees with diversified promotion and development paths.

In terms of internal promotion, the Company has established an open selection mechanism. When management positions become vacant, they are announced to all employees, and all eligible employees may apply. Candidates are selected on a competitive basis through written examinations and interviews. Proposed appointees are formally appointed after passing a public online notice period with no objections. Concurrently, the Company continuously refines its dual-channel promotion system covering both professional and functional streams, systematically builds a reserve talent pool, provides employees with a clear path for growth, and cultivates core strengths for the Company's development.

For external talent introduction, the Company has continued to advance the implementation of the Guiding Opinions on the Construction of a Specialized Market Talent Standard System, focusing on attracting young market-oriented talents with capabilities in new business development, as well as high academic qualifications and professional titles. This ensures that the talents introduced are precisely matched and aligned with the Company's development needs.

In 2025, in response to the Company's continuous project expansion and the requirements of operational management, the Company published recruitment information through local sub-district offices and district/county employment service centers. Information was also disseminated via new online platforms such as job WeChat groups, the university graduate employment information network, professional QQ groups, live recruitment broadcasts, and WeChat public accounts. This approach broadened the recruitment scope and expanded recruitment channels to attract talent suited to the property company. As of the end of the year, the number of active employees within the Company's system had reached 5,540.

To better serve the talent introduction efforts of Xicheng District and establish a two-way selection platform for communication with university graduates, the Company participated in the "Xina Talents • Rongchuang Future" 2026 National University Talent Recruitment Fair for Beijing's Xicheng District, held at the Beijing Exhibition Center on 17 September.

Remuneration system and incentive mechanisms

To fully stimulate talent effectiveness and reward the contributions of outstanding employees, the Company has established a market-oriented remuneration system and diversified incentive mechanisms, achieving a synergy between employee value and corporate development.

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

In terms of the remuneration system, the Company has deeply benchmarked against market remuneration levels, continuously optimised its remuneration and benefits structure, and established a scientific, reasonable and competitive incentive system. Remuneration management strictly follows the implementation of the labour cost budget, ensuring that budget growth remains within a reasonable range, thus achieving a balance between cost control and effective incentives. Through precise remuneration incentives, the Company effectively stimulates employees' work enthusiasm and creativity, and tangibly enhances employee satisfaction and loyalty.

In terms of incentive mechanisms, the Company adheres to a two-way commitment between strategic leadership and employee growth. First, an internal job rotation mechanism is implemented. For managers with outstanding performance and exceptional capabilities, rotation and temporary training are arranged in accordance with the Company's strategic layout, granting them new positions and challenging tasks. Through multi-field experience, the Company cultivates composite talents who can adapt to the Company's strategic changes. Second, in accordance with the reward standards of the Training Management System, the Company encourages employees to actively upgrade their academic qualifications, obtain higher professional titles, and acquire vocational qualification certificates. This ensures that employees' personal growth is closely aligned with the Company's strategic development, jointly promoting the Company steadily forward on the path of high-quality development.

BUILDING A DIVERSIFIED TRAINING SYSTEM

In 2025, the Company continued to focus on the training framework of "integration, understanding, implementation, mastery, benefit, enterprise, cultivation and personnel". Taking into account the current environment of the property management industry and the business needs of the enterprise, the Company provided various types of training content for employees at all levels.



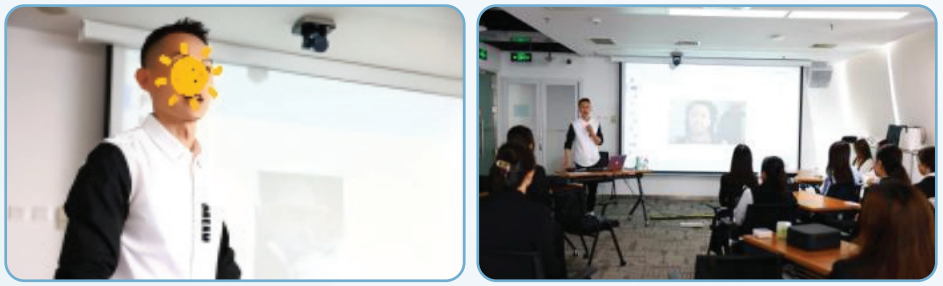
Picture: Financial Street Property's training system featuring the principles of "integration, understanding, implementation, mastery, benefit, enterprise, cultivation and personnel"

(1) The **"integration"** training system is designed for onboarding new employees and newly appointed managers, aiming to help them quickly integrate into the company. In 2025, a total of 55 training sessions were conducted for new employees and newly appointed managers, with 72 participants, and the 100% pass rate in post-training assessments.

(2) The **"comprehension"** training system refers to the e Financial Street Property Network College online training system. It is designed to leverage the advantages of broad coverage, flexible media, adaptable scheduling, clear structure, and strong selectivity, enabling the majority of employees to efficiently and flexibly utilize online resources to complete their professional learning. In 2025, a total of 58 new property management courses, including "AI and Property Management", were launched on the e-learning platform, continuously enriching and strengthening the platform to meet the Company's urgent needs in responding to market uncertainties.

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

(3) The **"implementation"** training system is a training system focusing on three core areas of engineering, security and customer service of the property industry. It aims to develop and promote specialized training programs tailored to these key segments, driving continuous improvement in the Company's professional standards and refining professional standards of the industry. The "implementation" training system includes the "Golden Butlers (金管家) "customer service professional training program, the "Golden Crafters (金匠人) "engineering professional training program, and the "Golden Guards (金衛士)" security professional training program. The 2025 "Golden Butlers" customer service professional training program recruited 39 participants, offering 15 courses throughout the year with an average training duration of 40 hours per person. A total of 645 training sessions were attended and all participants passed the assessments upon study completion, earning the "Golden Butlers and Harmony Butlers (金管家、融管家)" badges to begin their service roles. The 2025 "Golden Guards" security professional training program recruited 26 security trainees in total, providing 19 courses over the year with an average training duration of 24 hours per person. A total of 570 training sessions were attended, and all participants passed the assessments upon study completion, receiving the "Golden Guards" certification. The 2025 "Golden Crafters" engineering professional training program recruited 16 participants, offering 10 courses throughout the year with an average training duration of 24 hours per person. A total of 200 training sessions were attended, and all participants passed the assessments upon study completion, earning the "Golden Crafters" certification.

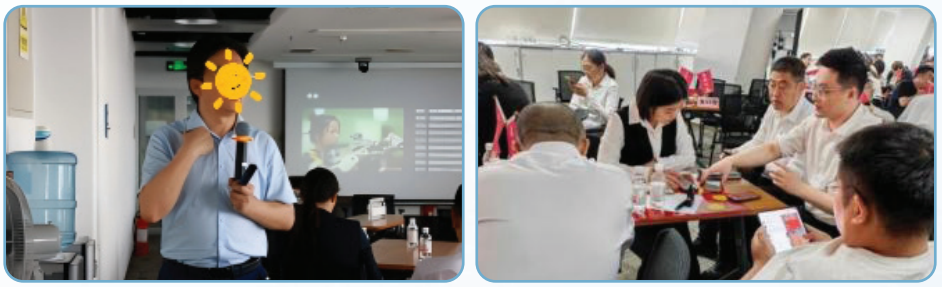


Picture: "Implementation" series "Golden Butlers" training

(4) The **"mastery"** training system is a general management empowerment system for professional managers is designed to cultivate management talent that excels not only in engineering, customer service and security but also in strategic operations.

To enhance the management and practical capabilities of the Company's mid-to-senior management team in the fiercer competition in the existing market, the Company organized a series of training for mid-to-senior management, represented by "Practical Strategies for Refined Operation of Property Management in the New Era", "How to Break the Dilemma of Difficult Collection of Property Management Fees", "Strategic Innovation and Entrepreneurship in the Stock Era of Property Management", and "Crisis Public Relations for Group Incidents and Construction of Crisis Prevention and Control Management System". These training sessions were conducted through a combination of online and offline formats, totaling 15 sessions with 1,393 participants. All participants successfully passed the assessments upon completion of the training.

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)



Picture: "Mastery" series mid-to-senior management training

(5) The **"benefit"** training system is a corporate internal trainer incubation and empowerment training system. It aims to ensure the continuous implementation of the Company's corporate culture and organizational wisdom while providing professional empowerment service to property project teams

The 2025 sixth batch of internal trainer training was completed during the year. All 22 internal lecturers passed the presentation assessment and received the Junior Internal Trainer Appointment Certificate issued by the Company.



Picture: "Benefit" series internal trainer training

(6) The **"enterprise"** training system is the corporate university series. It aims to foster a learning-oriented organizational culture, enhance organizational learning capacity and new knowledge transformation ability, and strengthen the enterprise's overall market competitiveness through certificate management and incentives for employees, as well as academic qualification improvement for the team.



Picture: Completion certificates of the "enterprise" series training

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

(7) The **"cultivation"** training system serves as the management trainee development program, which incubates new talents and potential leaders. It adopts a "dual-mentor system" (business mentor + career development mentor), and arranges cross-format and cross-functional rotation practices, as well as participation in supporting work for market expansion. An "innovative project research" module is set up, allowing management trainees to study real business challenges of the company in teams.



Picture: "Cultivation" series management trainee learning

(8) The **"personnel"** training system refers to the corporate talent reserve development system is designed to efficiently cultivate high-potential management talent at all levels for the Company, ensuring the Company's sustainable development.

To enhance the management and practical capabilities of the Company's talent reserve team, the Company organized a series of training sessions for talent reserve, represented by the talent backup sand table course such as "Learning Management from the Party" expansion training, "Whole-Life-Cycle Operation and Management of High-Quality Property Projects" and "Property Management Cost Budgeting and Control, and Service Fee Calculation Standards Calculation". The training was conducted through a combination of online and offline methods. A total of 9 training sessions were held, with 1,357 participants attending. Upon completion of their studies, all participants passed the assessments. To provide employees with a diverse range of training content, the Company currently has 74 internal trainers, including 22 newly added internal trainers during the year. These trainers are employees and management personnel with expertise in the engineering, security, customer Service, and related functional disciplines. The Company arranges for internal trainers to teach both within the Company and in the external market each year, and they also participate in the compilation of relevant annual courses. The presence of internal trainers plays a positive role in forging and transmitting the Company's organizational wisdom and corporate culture.



Picture: "Personnel" series reserve talent training

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

2025 Featured Training Case: "Learning Management from the Party" Expansion Training

Corporate culture and values serve as an important foundation for the success and sustainable development of an enterprise. Enterprises need to strengthen organizational development, ideological development, and work style development, continuously shaping and optimizing their own culture to adapt to the ever-changing market environment and employee needs. To enhance the management and practical capabilities of the Company's talent reserve team, on 26 May, the Company organized the "Learning Management from the Party" expansion training as part of the talent backup sand table course. Through scenario-based learning, this training provided an in-depth understanding of the "Three Magic Weapons" in China's revolution and construction, and raised their ideological awareness: using the thinking of the United Front in customer development and maintenance emphasizes collaboration and alignment within the team and with customers. It requires in-depth insight into customers' current situations and actual needs, and consideration of risk management and crisis response when formulating personalized solutions. From the perspective of armed struggle, working methods such as clear goal-setting, scientific planning, teamwork, emphasis on intelligence, continuous training, perseverance and innovation are crucial. These methods can guide daily work and help us better respond to various challenges and difficulties.



Picture: Talent backup sand table course "Learning Management from the Party" expansion training

Integration of Training and Skills Competitions

In 2025, Financial Street Property successfully held the 11th Employee Skills Competition. The six finalists demonstrated exceptional competence, achieving the goal of "promoting learning and practice through competition". Throughout the year, a total of 13,000 participants attended various training sessions, which effectively stimulated employees' enthusiasm for innovation, creativity and service.



Picture: The 11th Financial Street Property Employee Skills Competition

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

Table: 2025 Training Data Summary

Training programmes	Training batch	Person-time of training	Passing rate
New employee training	55	72	100%
Training for reserve talents	9	1,357	100%
2025 Middle and senior level training	15	1,393	100%
2025"Golden Butlers, Harmony Butlers" training	15	645	100%
2025 "Golden Guards" training	19	570	100%
2025 "Golden Crafters" training	12	200	100%
Property knowledge contest	15	13,084	100%
Training for all employees	3	1,631	100%

Table: 2025 Training Data Summary — "integration"

Training hours of employees at all levels of the Company	Unit	2025 Data	2024 Data
Average training hours of senior management	hours/person	70	72
Average training hours of middle management	hours/person	72	70
Average training hours of general employees	hours/person	72	72
Average training hours of employees	hours/person	72	71
Average training hours of male employees	hours/person	73	71
Average training hours of female employees	hours/person	71	71
Percentage of senior management trained	%	100	100
Percentage of middle management trained	%	100	100
Percentage of general employees trained	%	100	100
Percentage of female employees trained	%	100	100
Percentage of male employees trained	%	100	100

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

PAYING ATTENTION TO EMPLOYEES' PHYSICAL AND MENTAL HEALTH

Caring for employees' health

The Company strictly complies with the requirements of the occupational health and safety system, thoroughly practices the people-oriented business philosophy, systematically organizes physical examinations and health management for employees, and safeguards their physical and mental health in an all-round way.

For annual physical examinations, the Company arranges eligible employees to take physical examinations every year and customizes personalized packages based on factors such as age and gender. For employees aged 40 and above, special examination items such as carotid artery, Doppler, and thyroid function tests are added, reflecting targeted care for key demographics. For minor or unrelated health issues identified during the examinations, the Company promptly reminds employees to pay attention to prevention and treatment; in the event of a major illness affecting work capacity and personal health and safety, the matter is handled appropriately in strict accordance with relevant national regulations and the Company's policies.

According to the annual analysis report provided by the physical examination center, the overall health status of the Company's employees is good, with no major diseases occurring throughout the year. In response to the prevalent sub-health status among employees, the physical examination center regularly conducts health education and awareness campaigns, and establishes detailed electronic health records for each employee. Employees can access their historical health data at any time via an APP, enabling dynamic tracking and self-management of their health status.

In terms of health protection, the Company has further strengthened its safety net: throughout the year, 360 employees participated in the "In-service Employee Critical Illness Mutual Assistance Protection Plan", and 62 female employees participated in the "In-service Female Employee Special Disease Mutual Assistance Protection Plan". Through this multi-level protection system, employees' ability to withstand disease risks is enhanced, providing them with more comprehensive and warmer care.

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

Organizing health-themed activities

On April 23, the Labor Union held a themed reading session and health lecture entitled "Health Journey • World Book Day". Chinese Dietary Guidelines 2022 (Popular Science Edition) and grip strengtheners were distributed to employees on site. Copies of Chinese Dietary Guidelines 2022 and First Aid Guide for Chinese People were provided to each labor union group. Taking books as a medium, the event aimed to jointly build a learning-oriented organization, promote the concept of health management, and foster a positive and uplifting corporate culture.



Picture: "World Book Day" health talk event

On 19 May, the Trade Union organized an employee salon activity themed "Healthy Living". Through professional services such as vision tests and oral check-ups, it helped employees understand their health status. One-on-one consultations were also provided to address common workplace issues like eye strain and periodontal care. This initiative not only enhanced employees' health management awareness but also helped them stay informed about their physical condition in a timely manner.



Picture: Healthy Living themed employee salon

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

On September 24, the Labor Union held a health lecture themed "Healthy Living" focusing on weight management. The lecture covered core topics including "Why Weight Management Matters", "Principles and Methods of Scientific Weight Management", "Analysis of Common Misconceptions", and "How to Integrate Healthy Habits into Daily Life". It was delivered in an accessible and vivid manner, helping employees establish the health management philosophy of "taking gradual steps and persevering consistently".



Picture: Healthy Living themed lecture

On October 18, the Labor Union successfully held an autumn walking activity with the theme "Autumn Walk, Gather Strength for a New Journey" at Yanqi Lake in Huairou District. The activity aimed to enrich employees' spare time cultural life and foster a positive and healthy corporate atmosphere. A approximately 3-kilometer hiking route was carefully designed, with 4 game check-in points along the way. Participants could receive check-in souvenirs by correctly guessing the names of revolutionary-themed films in accordance with the rules. A total of 80 employees gathered by the lake, enjoying the pleasure of hiking and the beauty of nature in the golden autumn.



Picture: "Autumn Walk, Gather Strength for a New Journey" autumn walk event

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

Safeguarding the rights and interests of female employees

In accordance with the Special Provisions on Labor Protection for Female Employees, the Company strictly implements the protection of female employees during their three special physiological periods: pregnancy, childbirth and breastfeeding. It ensures the implementation of leave entitlements, salary payment, labor contract performance and other related arrangements, so as to effectively implement labor protection for female employees. The Company has mainly adopted the following measures:

1. The Company grants leave to female employees during their "three periods" in accordance with national regulations, and implements the required duration of various leaves, mainly including: prenatal examination leave, maternity leave, miscarriage leave, and breastfeeding leave.

2. The basic salary of female employees shall not be reduced, nor shall their labor contracts be terminated during pregnancy, childbirth or breastfeeding.

3. Leave taken by employees for prenatal examinations in accordance with the law shall be regarded as normal work, and full wages shall be paid. Examination fees, treatment fees and other expenses may be covered or reimbursed by maternity insurance.

4. Maternity allowances for female employees during childbirth or miscarriage shall be calculated and paid based on the average monthly salary of employees in the previous year, and disbursed from the maternity insurance fund.

5. Female employees are entitled to one hour of breastfeeding time per workday during the breastfeeding period. For multiple births, an additional 30 minutes shall be provided for each extra infant. Salaries shall be paid in strict accordance with the remuneration agreed in the labor contract, without any reduction or deduction.

6. Female employees during pregnancy and breastfeeding shall not be assigned to work involving Grade III physical labor intensity or other work prohibited during breastfeeding as stipulated by the state. For female employees who are more than seven months pregnant or in breastfeeding period, the company shall not extend working hours or arrange night shifts.

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

Identifying occupational health risks

In 2025, focusing on the core needs of employees' health and safety, the Company systematically carried out identification of occupational health and safety hazards and risk assessment. The identification fully covered six major risk areas in the property industry. A total of 71 hazard areas and 269 specific hazards were identified. In accordance with the three-dimensional risk evaluation criteria — "likelihood of an accident, frequency of exposure to hazardous environments, and consequences of the accident" — 48 medium and high-level hazards were assessed, all of which were included in the Company-level Priority Treatment (Medium/High) Risk List.

For each risk in the list, the Company formulates control plans for occupational health and safety objectives one by one, adopts applicable methods to continuously measure and monitor the safety management activities and results, and regularly evaluates the compliance of the targets with operating standards, laws and regulations and compliance obligations of other relevant parties. At the same time, it establishes and improves the incident investigation and non-conformance handling mechanism to ensure rapid response and prevent expansion after an incident occurs. Through standardized incident investigation, handling and statistical work, it deeply learns lessons, precisely clarifies responsibilities and implements corrective measures, forming a closed-loop management of "identification-rectification-prevention" to prevent the recurrence of similar accidents.

In view of the dynamic changes of hazard sources brought about by the rapid expansion of the Company's business, the Company adheres to the principle of dynamic control in daily project operations: flexibly carrying out risk identification, promptly incorporating newly discovered risks into the list management, ensuring that employees always work in a healthy and safe environment and significantly reducing the risk of work-related injuries and deaths. In 2025, the Company achieved the safety goal of "zero occurrence" of work-related fatalities among employees.

Enriching the spare time of employees

The Company places great emphasis on the development of its labor union, striving to create a warm and harmonious "homes to employees" that provides a space for relaxation and leisure outside of work. In May, the trade union held an "Intangible Cultural Heritage Wood Carving and Gold Foil Handicraft Making Activity," inviting the inheritor of the intangible cultural heritage wood carving and gold foil technique to teach on-site. Through craft steps such as "brushing glue, sticking foil and sweeping gold", employees experienced the unique charm of traditional crafts up close and appreciated the profound heritage of the craftsmanship spirit in personal practice.



Picture: Intangible Cultural Heritage Handicraft Making Activity

Safeguarding Employee Rights and Interests and Empowering Career Development (Continued)

At the end of 2025, to promote excellent traditional Chinese culture, create a joyful, peaceful and festive holiday atmosphere, enrich employees' spiritual and cultural lives, and enhance organizational cohesion, the trade union successfully held a "Welcome the New Year • Celebrate the Spring Festival" themed activity. The activity attracted many employees to participate enthusiastically, and the scene was full of ink fragrance, laughter and a strong taste of the New Year.



Picture: "Welcoming the New Year • Celebrating the Spring Festival" Theme Activity

Implementing the workers' congress system

The Company has fully implemented the workers' congress system, incorporating numerous important matters into the workers' congress for democratic review, effectively safeguarding workers' rights to know, participate and supervise.

In January 2025, through the workers' congress procedure and strictly following the democratic recommendation process, the Company successfully completed the candidates' recommendation work for the National May Day Labor Award and the Capital Labor Medal, fully demonstrating the openness, transparency and public recognition in selecting and promoting advanced individuals.

In April 2025, adhering to the principle of "equal negotiation, mutual benefit and common development", the enterprise side of Financial Street Property extensively solicited opinions from employee representatives on the "Collective Bargaining Wage Agreement" and the "Collective Contracts for Protection of the Rights and Interests of Female Employees," and invited representatives to sign for confirmation. On the basis of fully absorbing the opinions of all parties, the renewal of the two contracts was completed on time, and the filing was completed in Xicheng District Human Resources and Social Security Bureau and Xicheng District Federation of Trade Unions. The standardized promotion of this collective consultation has laid a solid foundation for the quality and efficiency evaluation of the annual collective consultation, and further consolidated harmonious and stable labor relations.

In May 2025, strictly following the "Company Law of the People's Republic of China" and relevant regulations of the workers' congress system, the Company successfully completed the democratic election of worker directors. The elected worker directors legally entered the Board to participate in major decisions of the Company and spoke out on behalf of workers' interests, further improving the corporate governance structure of the Company and promoting the in-depth development of democratic management.

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction

The Company pays attention to the harmonious development of humanity and nature and is committed to providing high-quality services, conducts in-depth study of the "double carbon" policy and strictly implements the national green development concept. The Company abides by the "Environmental Protection Law of the People's Republic of China", the "Energy Conservation Law of the People's Republic of China", the "Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste", the "Energy Law of the People's Republic of China", the "Measures for Environmental Administrative Penalties", the "Implementation Plan for the Domestic Waste Classification System", the "Measures for the Review of Energy Conservation and Carbon Emission Assessment of Fixed Asset Investment Projects", the "National List of Hazardous Wastes" (2025 Edition), the "Regulations on the Administration of Domestic Waste in Beijing", the "Regulation of Beijing Municipality on City Appearance and Environmental Sanitation", the "Regulations of Beijing Municipality on Smoking Control" and other laws and regulations. At the same time, the Company has formulated the Energy Management Manual to take measures that are technically feasible, economically reasonable and in line with environmental protection requirements, which effectively promotes the Company's energy management, improves energy efficiency, reduces the Company's operating costs, and promotes energy saving and emission reduction.

IDENTIFYING RISKS AND EMBRACING OPPORTUNITIES

In 2025, the Company conducted an environmental factor identification and evaluation, identifying 196 environmental factors across 27 regions, categorized into six types (energy consumption, resource consumption, air pollution, water pollution, land pollution, and noise pollution). Among these, 73 were identified as significant environmental factors, for which corresponding target and indicator control plans were formulated. Regarding paper resource consumption, initiatives include actively reducing, reusing and recycling paper, such as double-sided printing and secondary use of paper; carefully checking documents before printing to avoid errors and reprinting.

While ensuring basic needs, efforts are made to reduce headers, footers, margins, paragraph and line spacing, and font sizes to fit more content on each sheet. Except for formal official documents, documents circulated internally should be printed on both sides as much as possible. Regarding land pollution from discarded office supplies, strict compliance with the "Regulations on the Management of Solid Waste" is enforced; waste generated during various work processes is sorted and stored for centralized recycling; general waste is uniformly collected and transported by waste management companies, achieving daily production and daily clearance; hazardous waste is stored separately and cleared by professional companies. As the Company develops, many factors can lead to changes in environmental factors. The Company will implement dynamic control based on actual conditions in daily project operations.

In terms of climate change, the Company attaches great importance to the risks brought by climate change and has adopted a series of measures. At present, climate change factors that pose risks to operations mainly include snowstorms, heavy rains, floods, droughts, lightning, typhoons, etc. These extreme weather events may cause certain property losses in the present and in the future. However, due to the uncertainties associated with climate change, such losses cannot be quantified at this stage. Benefiting from the Company's emergency response mechanism for extreme weather events, we anticipate that climate change will not have a material impact on the Company's current or future financial condition.

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)

In response to extreme weather disasters, the Company has established a complete emergency management system based on years of management experience, the historical occurrence frequency, disaster impact, and response measures of such extreme weather events in its managed projects, developed the "Safety Production Management Manual" and formulated the "Extreme Weather Risk Identification and Assessment Table" on such basis. At the implementation level, property projects in various regions may, according to their own disaster risks (e.g. emergency prevention and control of heavy rains and typhoons for the southern region, as well as emergency response and preventive measures on droughts, snowstorms and cold flows, which has been improved according to the Company's policy in view of the extreme weather in recent years), cooperated with customers to carry out local emergency plan drills on a regular basis according to local conditions to improve response to emergency disaster weather and comprehensively protect the personal and property safety of customers.

Table: Extreme Weather Risk Identification and Assessment Table

Source of risks	Level of risks	Impact of risks	Countermeasures
Thunderstorm and heavy rain			
Facade hanger/tall trees	Middle	Falling objects from height and personal injury	Strengthen daily patrol and inspection, and increase the frequency of patrol in extreme weather to pay attention to personal safety
Movable items on windowsill	Low	Damage caused by falling object	Communicate with and remind the property owner in time
Drainage facilities	Low	Waterlogging and personal injury	Inspect emergency equipment and facilities before, during and after the flood season, and formulate emergency plans and conduct drills
Lightning protection facilities	Low	Lightning strike and fire	Engage a third party to conduct lightning protection inspection on a regular basis every year, and inspect equipment on a daily basis
Power supply system	Middle	Electric shock, power failure	Complete the switching operation once a year, and complete the maintenance according to the maintenance plan

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)

Source of risks	Level of risks	Impact of risks	Countermeasures
Underground parking lot	Low	Waterlogging and property loss	Before, during and after the flood season, inspect emergency equipment and facilities and materials, empty rainwater gutters in a timely manner and formulate emergency plans and conduct drills
Garbage generated by weather factors	Middle	Scratch, waterlogging, epidemic	Timely cleaning and disinfection
Offenders	Low	Personal injury and property loss	Strengthen control of entrance and exit
Strong wind and dust			
Facade hanger/tall trees	Middle	Falling objects from height and personal injury	Strengthen daily patrol and inspection, and increase the frequency of patrol in extreme weather to pay attention to personal safety
Movable items on windowsill	Low	Damage caused by falling object	Communicate with and remind the property owner in time
Public facilities and equipment	Middle	Equipment damage	Strengthen daily inspections, and reinforce and timely repair outdoor equipment
Heavy fog			
Public lighting equipment	Low	Personal injury	Check weather forecast, reasonably arrange work schedule of outdoor operators, and check emergency supplies reserve in time
Vehicles	Middle	Traffic accident and property loss	Strengthen guidance and remind people to go slow

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)

Source of risks	Level of risks	Impact of risks	Countermeasures
High temperature/dry weather			
Glass facade and ceramic tile	Middle	Burst and fall off and personal injury	Conduct daily inspection, and increase the frequency of patrol in extreme weather to pay attention to personal safety
Power supply system	Middle	Electric shock and fire	Conduct regular inspection
People with poor immunity	Low	Heat stroke	Check weather forecast, reasonably arrange work schedule of outdoor operators, and check emergency supplies reserve in time
Greening plants	Low	Withering	Pay attention to irrigation
Bacteria and mosquitoes	Middle	Disease and epidemic	Strengthen disinfection and pest control and conduct regular inspection
Freezing rain and snow			
Public facilities and equipment	Low	Equipment damage	Closely monitor and timely repair
Traffic line	Low	Traffic accidents, personal injuries	Check weather forecast, activate emergency plan in time, and conduct daily inspections of emergency supplies
Greening plants	Low	Frostbite and withering	Pay attention to ice and snow removal

Note:

Low-level risks refers to risks of minor personal injury to property owners and relatively controllable property damage. Middle-level risks refers to risks of moderate personal injury to property owners or substantial property damage. High-level risk refers to risks of severe personal injury to property owners or severe property damage.

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)

In response to climate change and extreme weather, the Company proactively issues early warnings and notifications for extreme weather events. It deploys resources in advance and takes immediate action by activating emergency plans without delay. On-site staffs are promptly mobilized to implement necessary measures, ensuring the safety, well-being, and secure travel of residents. On 24 September, the strong typhoon "Ragasa" landed on the coast of South China with 16-level winds and extremely heavy rainstorms, becoming one of the most influential typhoons in the past decade. Facing severe challenges, South China Region takes "life first, safety first" as its action plan, and through advance warning, all-staff linkage and scientific disposal, it has achieved the outstanding defense achievements of "zero casualties, zero major losses and zero service interruption" in its jurisdiction, and supported a safe and clear sky for thousands of families with professional protection.



Picture: Clearing fallen trees after typhoon in Huaxi Town Project of Guangzhou Branch

This successful resistance to Typhoon "Ragasa" was a concentrated test of the South China region's normalized disaster prevention drill results and a practical validation of dynamically updated comprehensive emergency plans and efficient government-enterprise coordination. From warning issuance to emergency response and from persisting through wind and rain to post-disaster recovery, the composure and order in every link were imbued with the responsibility and dedication of property managers "going against the wind during the storm". It was precisely this perseverance that effectively safeguarded the lives and property of clients and employees, further winning clients' deep trust.

In response to the significant inconveniences and safety hazards for residents' daily travel caused by road snow accumulation and icing during severe temperature drops and heavy snowfall in Northeast China during winter, the Company responded swiftly, made thorough arrangements and comprehensively initiated the winter snow clearing emergency plan. Adhering to the principles of "early preparation, rapid response, full coverage and safety assurance", it made every effort to ensure smooth roads, clean environment and peace of mind of the owners of the projects under management. During snowfall, it strictly implemented the management on-duty system, established a closed-loop mechanism of "snow conditions — instructions — execution — feedback," achieved "light snow cleared within the day, continuous clearing for heavy snow and priority treatment for key areas," effectively improving emergency response efficiency. Adopting a "mechanical + manual" collaborative model, it coordinated the dispatch of loaders and snowplows to efficiently clear main roads, entrances and exits, garage ramps, fire escapes and other key areas; simultaneously organized frontline staff such as cleaners and security personnel to conduct meticulous manual cleaning of detailed parts like unit entrances, pedestrian walkways, steps and elevator hall outer platforms, and laid non-slip mats and spread environmentally friendly de-icing agents to minimize the risk of slipping and falling injuries as much as possible.

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)

In addition, through the bulletin board, owner's WeChat group, customer service telephone and other channels, the progress of snow clearing, weather warning and travel tips were released in time, reminding owners to pay attention to keeping warm and cold, carefully and slowly, actively collecting feedback, dynamically adjusting the focus of snow clearing, and ensuring more accurate service and timely communication.



Picture: Snow Clearing of Project in Northeast region

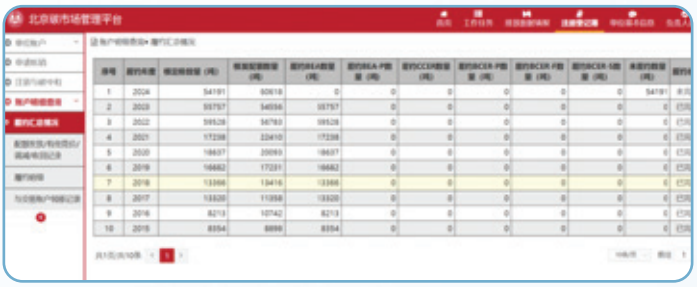
SOLIDLY ADVANCING ENERGY CONSERVATION AND EMISSION REDUCTION

The purpose of the Company's energy-saving management is to effectively reduce the energy consumption of various properties through scientific management, technological transformation and behaviour guidance, save resources and protect the environment to the maximum extent, and strive to build property management activities for energy-saving and low-carbon living communities under the fundamental premise of ensuring property service quality. The measures taken by the Company have achieved certain results and have been recognized by professional certification bodies and relevant government departments.

Establishing Energy Conservation and Emission Reduction Target and Focusing on Indicators

The Company attaches great importance to energy conservation and emission reduction, and has formulated greenhouse gas emission reduction targets in accordance with the "Notice of Beijing Municipal Ecology and Environment Bureau on the Management of Carbon Emission Units and the Pilot of Carbon Emissions Trading in 2025" (Jing Huan Fa [2025] No. 4) and the "Quota Allocation Plan for Key Carbon Emission Units in Beijing" and other relevant laws and regulations. The Company's daily energy consumption primarily consists of electricity, gasoline, and heating, categorizing it as an indirect carbon emission entity. According to the "Decision to Carry out the Carbon Emissions Right Trading Pilot Program under the Premise of Strict Control of Total Carbon Emissions in Beijing" issued by the standing committee of the Beijing Municipal People's Congress, the "Notice on Issuing the Administrative Measures of Beijing Municipality for Carbon Emissions Trading (Trial) (Jing Zheng Fa [2014] No. 14)" and the "Notice on Adjusting the Scope of Control of Key Emission Units under the Administrative Measures of Beijing Municipality for Carbon Emissions Trading (Trial) (Jing Zheng Fa [2015] No. 65)" issued by the municipality government, the Company fulfilled its annual responsibility for controlling carbon dioxide emissions, submitted its annual carbon emission report in 2024 and achieved the target of carbon emission reduction of the Beijing Municipal government on schedule. The Company applied for issuance of quota of 60,618 tons in the current period, and in 2025, the Company's carbon emissions for the current period were approved to be 54,191 tons, achieving an annual quota surplus of 6,427 tons, representing a decrease of 10% compared with last year.

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)



Picture: Carbon Dioxide Emission Report and Emission Data

To thoroughly implement the major strategic decisions and deployments of the Central Committee of the Party and the State Council regarding carbon peaking and carbon neutrality, and in accordance with the "Guidelines for Vigorously Implementing the Renewable Energy Substitution Action" (NDRC Energy [2024] No. 1537) and the notice of the Xicheng District Development and Reform Commission of Beijing on "Revising Certain Clauses of the 'Several Measures for Promoting Green and Low-Carbon High-Quality Development in Xicheng District'" (Xi Fa Gai Wen [2025] No. 22), Financial Street Property actively fulfills its responsibility as a state-owned enterprise. As one of the first batch of green electricity application demonstration units in Xicheng District in 2025, it scientifically formulates and continuously optimizes its green electricity consumption plan based on its energy consumption and carbon emission indicators.

In 2025, the Company consumed a total of 32.76 million kWh of green electricity, taking practical actions to support the clean transformation of the energy structure and was awarded incentive funds by the Xicheng District Development and Reform Commission for promoting green and low-carbon high-quality development, which fully demonstrates the Company's exemplary and leading role in the field of green operations.



Picture: Green Electricity Consumption Certificates (Partial)

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)

Successfully Completing Energy Conservation and Emission Reduction Targets

In accordance with the "Beijing Municipal 14th Five-Year Responsibility Assessment Work Plan of Energy Conservation and Carbon Reduction Target" (Jing Zheng Ban Zi [2016] No. 65) and the "Notice on Organizing and Implementing the 'Hundreds, Thousands, Tens of Thousands of Corporations' Action for Key Energy-Consuming Units" (Jing Fa Gai [2017] No. 1880), the Beijing Municipal Development and Reform Commission conducted an assessment of the 2025 energy conservation target completion and energy utilization status of the key energy-consuming units in Xicheng District. The Company successfully passed the assessment again this year.



Picture: Energy Status Reporting Form

Business Practice of Energy Conservation and Carbon Reduction

Since 2025, the Company has actively participates in various energy conservation and carbon reduction activities to promote the popularization of environmental protection concepts. To promote the achievement of energy conservation and emission reduction goals, the Company carried out facility renovations in projects such as Yuetan (月壇), Tianqiao Art Centre (天橋藝術中心) and Desheng International (德勝國際). By replacing and repairing equipment such as lighting fixtures and motors, it further reduced facility energy consumption. Only the above projects saved a total of 12.9 tons of standard coal this year.

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)

Table: Energy-saving Renovation Results of Certain Projects in 2025

No.	Project Name	Renovation Content	Annual Energy Saving (Tons of Standard Coal)
1	Yuetan	Replacement of old lighting fixtures	2.7
2	Tianqiao Art Centre	Replacement of old lighting fixtures	0.9
3	Desheng International	Maintenance of motor	0.9
4	Desheng International	Replacement of 2 frequency converters	7.37
5	Yuetan	Replacement of multi-functional valve for refrigeration station	0.37
6	Yuetan	Replacement of fan motor bearings for cooling towers 3# and 4#	0.06
7	Desheng International	Cleaning of chiller evaporator and condenser	0.6
	Total		12.9

Power Distribution Room Renovation and Upgrade:

The Company strictly follows relevant government guidance opinions and Beijing's "Safety Management Specification for Power Distribution Rooms" to promote the renovation of intelligent power distribution rooms and the construction of a comprehensive maintenance system in the Beijing area. This year, the renovation and upgrade of 9 power distribution rooms were completed, achieving full coverage of data online, meeting the annual renovation goal and laying a solid foundation for intelligent operations.



Picture: Intelligent Renovation of Power Distribution Room

Solar Photovoltaic Panels:

The Beijing Financial Street Center project generates approximately 120,000 kWh of clean electricity every year through more than 2,000 square meters of solar photovoltaic panels, which are stably used for underground garages and lighting in public areas.



Picture: Photovoltaic Panel Data Control

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)

Intelligent Sprinkler System:

The Shunde Jinyue Mansion (順德金悦府) project introduces an intelligent sprinkler innovation, with rotating nozzles achieving all-around coverage. This not only achieves uniformity in on-site watering coverage but also significantly saves water and energy consumption. According to energy consumption data, landscaping water usage decreases by approximately 59%.

Automated Equipment Control:

The Guangzhou Beiyou Garden (廣州北優花園) project upgrades the sewage lift pump from timed start to automatic control, saving an average of 15,000 kWh of electricity per year.



Picture: Certain Energy-saving Equipment

Promoting Energy Conservation and Emission Reduction

In 2025, the National Low-carbon Campaign adopted the theme "Carbon Pioneer, Green Future", while the National Energy Efficiency Promotion Week focused on "Energy Saving and Efficiency Enhancement, Leading Renewal". The Company actively participated in the "National Energy Efficiency Promotion Week" to support the achievement of carbon peaking and carbon neutrality goals. The Company also fostered a culture of energy conservation and low-carbon practices through the Financial Street Property WeChat public account, elevator media advertisements, and the distribution of informational materials, promoting the green transformation of property development.



Picture: Notice of National Energy Efficiency Promotion Week and National Low-carbon Day Campaign

Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction (Continued)

Leveraging its outstanding service capabilities and sustained growth momentum, Financial Street Property has established itself as a benchmark in advancing ESG initiatives. In recognition of these efforts, the Company was awarded the title of "2025 ESG Advancement Unit" by the Beijing Social Enterprise Quality Association, Beijing Energy Association, and Beijing Environmental Science Association.



Picture: ESG Advancement Unit

Significant Improvement in Emission Indicators

In 2025, Financial Street Property continued to advance energy conservation and emission reduction, achieving significant improvements in several indicators. Total greenhouse gas emissions decreased by 8.12% year-on-year, with emissions per unit area dropping significantly by 14.64%. In terms of direct emissions, the Company further reduced unnecessary vehicle travel, resulting in year-on-year decreases in nitrogen oxides, sulphur oxides, and particulate matter compared to 2024. Specifically, nitrogen oxide emissions decreased by 2.06% year-on-year, sulphur oxide emissions decreased by 3.03% year-on-year, and greenhouse gas emissions (Scope 1) decreased by 1.79% year-on-year. In terms of indirect emissions, the use of green electricity notably improved the Company's greenhouse gas emission (Scope 2), with emissions falling by 8.16% year-on-year. In terms of waste, through initiatives such as promoting paperless offices and using energy-saving lamps, the Company further reduced the total disposal of hazardous wastes, including waste toner cartridges and waste fluorescent lamp tubes. The total amount of hazardous waste disposed and its intensity both decreased by over 30% year-on-year.

Bearing Social Responsibility in Heart and Deepening Community Governance

DEDICATED TO SOCIAL WELFARE AND SUPPORTING RURAL REVITALIZATION

On December 12, Financial Street Property successfully entered into a strategic cooperation agreement with Oroqen Autonomous Banner Benxing Agriculture and Animal Husbandry Investment Co., Ltd. (鄂倫春自治旗本興農文旅有限公司). Adhering to the principle of "Resource Sharing and Mutual Benefit", the two parties formally established a long-term strategic partnership.

Pursuant to this agreement, Financial Street Property will leverage its core strengths in online and offline channels as well as its high-quality customer resources to actively assist in expanding the market presence of "XIYUAN Premium Products", a consumer support brand of Xicheng District. The collaboration will encompass various forms, including promotions via the "Jin Ai Zhen Xuan" online platform, offline product recommendation sessions, and exclusive customer events, thereby comprehensively showcasing and marketing high-quality agricultural and sideline products from the Oroqen Autonomous Banner and effectively enhancing their brand awareness and market competitiveness.

This collaboration represents another significant initiative by Financial Street Property to fulfill its responsibilities as a state-owned enterprise and support rural revitalization. It also injects new momentum into deepening the cooperation between Beijing and Inner Mongolia and promoting coordinated regional development.



Picture: Financial Street Property partners with state-owned enterprise in Oroqen Autonomous Banner to support rural revitalization

Bearing Social Responsibility in Heart and Deepening Community Governance (Continued)

In 2025, the Financial Street Property Labour Union, in accordance with the support and cooperation initiatives of the Beijing Federation of Trade Unions and the Xicheng District Federation of Trade Unions, purchased poverty alleviation products amounting to RMB6,000 through the online sales platform for agricultural and sideline products from poverty-alleviation regions. This initiative supported the development of volunteer service activities and continuously contributed to targeted poverty alleviation efforts.



消费帮扶证明

Picture: Certificate of Trade Union's consumer support for poverty alleviation

ACTIVELY INTEGRATING INTO URBAN GOVERNANCE

The 2025 Central Urban Work Conference highlighted that China's urban development has entered a new phase, shifting from large-scale incremental expansion to improving the quality and efficiency of existing assets. The Conference emphasized the need to pursue intensive development, with the people-centered city concept at its core. This requires urban governance to place greater emphasis on grassroots-level input and a downward shift in focus. Against this backdrop of increasing importance of urban governance, property enterprises, as market entities with the closest ties to citizens' daily lives and the broadest service interface, have seen their roles extend far beyond the traditional notion of residential "butlers". They are increasingly becoming an indispensable component of the urban public service system. Financial Street Property actively participates in urban governance, empowering its host cities through the delivery of high-quality public services.

Bearing Social Responsibility in Heart and Deepening Community Governance (Continued)

Invited to Participate in the Recording of Beijing Satellite TV's "One Step Forward", Actively Integrating into Urban Governance

Financial Street Property actively integrates into urban governance, demonstrating a strong sense of social responsibility and commitment as a state-owned enterprise. The management team of the West Ring Plaza Project was invited to participate in the recording of Beijing Satellite TV's "One Step Forward", a program focused on "Tapping into Spatial Potential and Improving Public Services". This episode primarily reported on the comprehensive traffic management efforts at the Kaide West Gate. During this initiative, the property management company actively coordinated with the Exhibition Road Sub-district Office, fully mobilizing resources to address pedestrian access challenges and resolve conflicts. These efforts earned high recognition and commendation from the local sub-district authorities.



Picture: Broadcast of the "One Step Forward" program in September 2025: "Tapping into Spatial Potential and Improving Public Services"

Appendix I: Environmental, Social and Governance Reporting Code Content Index

PART C: "COMPLY OR EXPLAIN" PROVISIONS

Areas	Aspects	Performance Indicators	Chapter
Environment	A1 Emissions	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A1.1: The types of emissions and respective emissions data.	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A1.2: Deleted on 1 January 2025	
		A1.3: Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A1.4: Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A1.5: Description of emission target(s) set and steps taken to achieve them.	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A1.6: Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction

Appendix I: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A2.1: Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in'000s) and intensity (e.g. per unit of production volume, per facility).	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A2.2: Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A2.3: Description of energy use efficiency target(s) set and steps taken to achieve them.	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A2.4: Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A2.5: Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable to the Company's businesses
	A3 The Environment and Natural Gas	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
		A3.1: Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction
	A4 Climate Change	General Disclosure: Deleted on 1 January 2025	
		A4.1: Deleted on 1 January 2025	

Appendix I: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
Social	B1 Employment	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the listed company relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Safeguarding Employee Rights and Interests and Empowering Career Development
		B1.1: Total workforce by gender, employment type (i.e. full- or part-time), age group and geographical region.	Safeguarding Employee Rights and Interests and Empowering Career Development
		B1.2: Employee turnover rate by gender, age group and geographical region.	Safeguarding Employee Rights and Interests and Empowering Career Development
	B2 Health and Safety of Employees	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Safeguarding Employee Rights and Interests and Empowering Career Development
		B2.1: Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Safeguarding Employee Rights and Interests and Empowering Career Development
		B2.2: Lost days due to work injury.	Safeguarding Employee Rights and Interests and Empowering Career Development
		B2.3: Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Safeguarding Employee Rights and Interests and Empowering Career Development

Appendix I: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B3 Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Safeguarding Employee Rights and Interests and Empowering Career Development
		B3.1: The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Safeguarding Employee Rights and Interests and Empowering Career Development
		B3.2: The average training hours completed per employee by gender and employee category.	Safeguarding Employee Rights and Interests and Empowering Career Development
	B4 Labour Standards	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Safeguarding Employee Rights and Interests and Empowering Career Development
		B4.1: Description of measures to review employment practices to avoid child and forced labour.	Safeguarding Employee Rights and Interests and Empowering Career Development
		B4.2: Description of steps taken to eliminate such practices when discovered.	Safeguarding Employee Rights and Interests and Empowering Career Development

Appendix I: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
		B5.1: Number of suppliers by geographical region.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
		B5.2: Description of practices relating to engaging suppliers, number of suppliers where practices are being implemented, and how they are implemented and monitored.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
		B5.3: Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
		B5.4: Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards

Appendix I: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B6 Product Responsibility	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Strengthening the Service Foundation and Enhancing the Customer Experience Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
		B6.1: Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable to the Company's businesses
		B6.2: Number of products and services related complaints received and how they are dealt with.	Strengthening the Service Foundation and Enhancing the Customer Experience
		B6.3: Description of practices relating to observing and protecting intellectual property rights.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
		B6.4: Description of quality assurance process and recall procedures.	Not applicable to the Company's businesses
		B6.5: Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards

Appendix I: Environmental, Social and Governance Reporting Code Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B7 Anti-Corruption	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
		B7.1: Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
		B7.2: Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
		B7.3: Description of anti-corruption training provided to directors and staff.	Strengthening the Governance Structure and Strictly Adhering to Compliance Standards
	B8 Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the listed company operates and to ensure its activities take into consideration the communities' interests.	Bearing Social Responsibility in Heart and Deepening Community Governance
		B8.1: Focus areas of contribution (e.g. education, environmental matters, labour needs, health, culture and sport).	Bearing Social Responsibility in Heart and Deepening Community Governance
		B8.2: Resources contributed (e.g. money or time) to the focus areas.	Bearing Social Responsibility in Heart and Deepening Community Governance

Appendix I: Environmental, Social and Governance Reporting Code Content Index (Continued)

PART D: CLIMATE-RELATED DISCLOSURES

Clause	Disclosure Requirement	Relevant Section	Relief/Remark
19(a)	Information on the governance bodies responsible for overseeing climate-related risks and opportunities (skills, frequency of being informed, how climate risks are considered, target oversight and remuneration)	Board Statement Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	
19(b)	Role of management in the governance processes	ESG Governance Structure Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	
20	Identification, categorization (physical/transition) and time horizon definition of climate-related risks and opportunities	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	
21	Current and anticipated impacts of climate-related risks and opportunities on the business model and value chain	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	
22	How climate-related risks and opportunities are addressed in strategy and decision-making, including transition plans	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	
23	Progress against plans disclosed in previous reporting periods	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	

Appendix I: Environmental, Social and Governance Reporting Code Content Index (Continued)

Clause	Disclosure Requirement	Relevant Section	Relief/Remark
24	Current financial impacts (qualitative and quantitative)	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	Financial impact relief + capability relief: No ability or resources are available to provide a quantitative assessment of current financial impacts
25	Expected financial impacts (qualitative and quantitative)	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	Financial impact relief + capability relief: No ability or resources are available to provide a quantitative assessment of the anticipated financial impacts
26	Climate resilience (scenario analysis)	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	Capability relief: Climate resilience is quantitatively assessed through scenario analysis rather than financial models
27(a)	Processes for identifying, assessing, prioritizing and monitoring climate-related risks	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	
27(b)	Processes for identifying, assessing, prioritizing and monitoring climate-related opportunities	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	Capability relief: Currently unable to proactively monitor climate-related opportunities
27(c)	How processes for climate-related risks and opportunities are integrated into the overall risk management process	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	
28(a)	Scope 1 greenhouse gas emissions	Appendix II: ESG Key Performance Indicators	
28(b)	Scope 2 greenhouse gas emissions	Appendix II: ESG Key Performance Indicators	

Appendix I: Environmental, Social and Governance Reporting Code Content Index (Continued)

Clause	Disclosure Requirement	Relevant Section	Relief/Remark
28(c)	Scope 3 greenhouse gas emissions	Appendix II: ESG Key Performance Indicators	
29	Methodology for measuring greenhouse gas emissions	Appendix II: ESG Key Performance Indicators	
30	Amount and percentage of assets or business activities vulnerable to climate-related transition risks	—	Financial impact relief + capability relief: Currently unable to collect or assess relevant data
31	Amount and percentage of assets or business activities vulnerable to climate-related physical risks	—	Financial impact relief + capability relief: Currently unable to collect or assess relevant data
32	Amount and percentage of assets or business activities related to climate-related opportunities	—	Financial impact relief + capability relief: Currently unable to collect or assess relevant data
33	Amount of capital expenditure, financing or investment related to climate-related risks and opportunities	—	Financial impact relief + capability relief: Currently unable to collect or assess relevant data
34	Internal carbon pricing	Not applicable to the Company's operations	
35	Whether climate-related considerations exist and how they are incorporated into the remuneration policy	Safeguarding Employee Rights and Interests and Empowering Career Development	
36	Industry-specific indicators	About the Report	
37–39	Climate-related targets (metrics, purpose, scope, period, base period, progress, etc.)	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	
40	Specific disclosures for greenhouse gas emissions targets	Practicing Green Concepts and Promoting Energy Conservation and Consumption Reduction	

Appendix II: ESG Key Performance Indicators

ESG Indicators		Unit	2025	2024
A1.1 The types of emissions and respective emissions data	Nitrogen oxides emissions	kg	254.76	260.13
	Sulphur oxides emissions	kg	0.32	0.33
	Particulate matter emissions	kg	24.18	24.69
A1.2 GHG emissions in total and intensity	**Total GHG emissions (Scope 1, 2 and 3)**	tonnes	79,427.76	86,444.77
	GHG emissions intensity	tonnes/ 10,000 sq.m.	15.69	18.38
	Direct GHG Emissions (Scope 1)	tonnes	52.03	52.98
	Gasoline	tonnes	51.57	52.49
	Diesel	tonnes	0.46	0.49
	Indirect GHG Emissions (Scope 2)	tonnes	79,329.84	86,379.43
	Eastern China	tonnes	16,116.01	9,968.77
	Central China	tonnes	0	0
	Northern China	tonnes	55,577.53	61,021.25
	Southern China	tonnes	4,659.69	10,192.98
	Northwestern China	tonnes	0	0
	Northeastern China	tonnes	818.19	934.38
	Southwestern China	tonnes	2,158.41	4,262.05
	Indirect GHG Emissions (Scope 3)	tonnes	45.89	12.36
	Employee business travel	tonnes	45.89	12.36

Appendix II: ESG Key Performance Indicators (Continued)

ESG Indicators		Unit	2025	2024
A1.3 Total hazardous waste produced and intensity	**Total amount of hazardous waste disposal**	tonnes	8.64	12.55
	Hazardous waste intensity	tonnes/ 10,000 sq.m.	0.0017	0.0026
	Waste ink cartridges	tonnes	0.36	0.26
	Waste toner cartridges	tonnes	0.88	1.23
	Waste fluorescent lamp tubes	tonnes	3.80	7.62
	Waste batteries	tonnes	3.60	3.44
A1.4 Total non-hazardous waste produced and intensity	**Total amount of non-hazardous waste disposal**	tonnes	517.03	443.48
	Non-hazardous waste intensity	tonnes/ 10,000 sq.m.	0.10	0.09
	Domestic waste	tonnes	477.69	419.53
	Office paper	tonnes	39.34	23.95
A2.1 Energy consumption	**Total energy consumption**	MWh	171,492.75	154,818.28
	Energy consumption intensity	MWh/10,000 sq.m.	33.88	32.93
	Direct energy consumption	MWh	195.57	199.11
	Gasoline consumption	MWh	193.79	197.25
	Diesel consumption	MWh	1.77	1.86
	Indirect energy consumption	MWh	171,297.18	154,619.17
	Purchased electricity	MWh	171,297.18	154,619.17
A2.2 Water consumption and intensity	Water consumption	tonnes	3,310,655.45	2,245,141.14
	Water consumption intensity	tonnes/ 10,000 sq.m.	654.04	477.49

Appendix II: ESG Key Performance Indicators (Continued)

ESG Indicators		Unit	2025	2024	2023
B1.1 Total workforce by gender, employment type, age group and geographical region	**Total workforce**	Persons	5,540	5,074	5,536
	By gender				
	Male	Persons	3,429	3,208	3,459
	Female	Persons	2,111	1,866	2,077
	By age group				
	Aged 30 or below	Persons	523	574	648
	Aged 31–50	Persons	2,871	2,794	3,009
	Aged 50 or above	Persons	2,146	1,706	1,879
	Total workforce by employment type				
	Full-time	Persons	5,404	5,009	5,374
	Part-time	Persons	136	65	162
	By geographical regions				
	Eastern China	Persons	726	707	724
	Central China	Persons	74	93	54
	Northern China	Persons	2,641	2,632	2,658
	Southern China	Persons	1,266	967	1,416
	Northwestern China	Persons	0	0	0
	Northeastern China	Persons	64	29	24
	Southwestern China	Persons	769	646	660

Appendix II: ESG Key Performance Indicators (Continued)

ESG Indicators		Unit	2025	2024	2023
B1.2 Employee turnover rate by gender, age group and geographical region	**Employee turnover rate**	%	21.17	20.09	17.58
	By gender				
	Male	%	20.56	18.38	16.22
	Female	%	22.11	22.87	19.89
	By age group				
	Aged 30 or below	%	29.63	26.59	31.25
	Aged 31–50	%	16.03	15.16	14.90
	Aged 50 or above	%	25.64	24.90	14.55
	By geographical regions				
	Eastern China	%	12.14	15.27	18.28
	Central China	%	36.67	38.06	31.65
	Northern China	%	12.32	13.32	12.94
	Southern China	%	34.83	35.48	31.41
	Northwest China	%	0	0	0
	Northeastern China	%	21.95	61.54	17.24
	Southwestern China	%	26.68	15.85	22.98
B2.1 Number and rate of work-related fatalities occurred in each year	Number of work-related fatalities	Persons	0	0	0
	Proportion of work-related fatalities	%	0	0	0
B2.2 Lost days due to work-related injuries	Lost days due to work-related injuries	Days	2,260	2,144	1,192

Appendix II: ESG Key Performance Indicators (Continued)

ESG Indicators		Unit	2025	2024	2023
B3.1 Percentage of employees trained by gender and employment type	**Percentage of employees trained**	%	100	100	100
	By gender				
	Male	%	100	100	100
	Female	%	100	100	100
	By employment type				
	Senior management	%	100	100	100
	Middle management	%	100	100	100
	General employees	%	100	100	100
B3.2 Average training hours of employees by gender and employment type	**Training hours of employees**	Hours	72	71	71
	By gender				
	Male	Hours	73	71	71
	Female	Hours	71	71	71
	By employment type				
	Senior management	Hours	70	72	78
	Middle management	Hours	72	70	64
	General employees	Hours	72	72	72
B5.1 Number of suppliers by geographical regions	**Total number of suppliers**	No.	1,917	1,681	1,629
	Eastern China	No.	572	540	401
	Central China	No.	55	4	3
	Northern China	No.	470	534	797
	Southern China	No.	490	295	216
	Northwest China	No.	0	0	0
	Northeastern China	No.	193	165	123
	Southwestern China	No.	137	143	89

Appendix II: ESG Key Performance Indicators (Continued)

ESG Indicators		Unit	2025	2024	2023
B6.2 Number of products related complaints received and how they are dealt with	Number of complaints received	Cases	652	361	278
	Complaint rate	%	<0.45	<0.48	<0.4
	Complaint handling rate	%	100	100	100
	Timely handling rate	%	100	100	100
	Complaint resolution rate	%	99	98	98
	Complaint satisfaction rate	%	98	98	95
B7.1 Number of concluded legal cases regarding corrupt practices brought against the company or its employees	Number of concluded legal cases regarding corrupt practices brought	Cases	0	0	0

Notes:

1. The scope of disclosure of emission-related performance indicators in 2025 includes the office areas of the Company's business segments, as well as the property management public areas of projects under management (excluding commission-based projects).

2. Based on the operational characteristics, the emissions of nitrogen oxides, sulphur oxides and particulate matters mainly come from gasoline and diesel consumed by the Company's vehicles. The emissions are calculated in accordance with the "How to Prepare an ESG Report Appendix II: Reporting Guidance on Environmental Key Performance Indicators".

3. Based on its operational characteristics, the Company's greenhouse gas emissions mainly come from purchased electricity and vehicle fuels, including carbon dioxide, methane and nitrous oxide. Greenhouse gas emissions are presented in carbon dioxide equivalent and calculated based on the Announcement on the Release of 2023 Power Sector Carbon Dioxide Emission Factors issued by the Ministry of Ecology and Environment of the People's Republic of China and the 2019 Amendment to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories issued by the Intergovernmental Panel on Climate Change (IPCC).

Appendix II: ESG Key Performance Indicators (Continued)

4. Northern China includes Beijing, Tianjin, Shanxi, Hebei, and Inner Mongolia;

   Southwest China includes Chongqing, Sichuan, Yunnan, and Xizang;

   Eastern China includes Shanghai, Jiangsu, Zhejiang, Shandong and Anhui;

   Southern China includes Fujian, Guangdong, Hainan, and Hong Kong;

   Northwestern China includes Shaanxi, Gansu, Ningxia, Qinghai, and Xinjiang;

   Northeastern China includes Heilongjiang, Jilin, and Liaoning;

   Central China includes Henan, Hubei, and Hunan.

5. Other indirect GHG emissions primarily stem from employee business travel. The quantification process and emission factors are based on the carbon emission calculation standards set by the International Air Transport Association (IATA).

6. The hazardous wastes involved in the operation of the Company mainly include waste ink cartridges, toner cartridges, fluorescent tubes and batteries.

7. The non-hazardous waste involved in the Company's operation mainly includes office domestic waste and waste office paper, of which domestic waste is estimated based on the number of people and the average daily production coefficient of domestic waste.

8. Energy consumption data were calculated based on the consumption of purchased electricity and vehicle fuel with the conversion factor in the General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589–2020).

9. The Company's water consumption comes from municipal water supply, and there is no issue in sourcing water that is fit for purpose.

10. Packaging material data are not applicable to the Company's business.