Evergrande Property Services Group Limited

恒大物業集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 6666

2025 Environmental, Social, and Governance Report



貼心服務 真誠相伴



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I. Address from Chairman

On behalf of Evergrande Property Services Group, I am pleased to present the 2025 Environmental, Social and Governance Report. During the year, amid profound changes in the external environment and the industry development trend of returning to the essence of services, the Group has always adhered to the value philosophy of "conscientious services and heartfelt companionship". The Group has organically integrated high-quality services, steady operations and sustainable development, thereby responding through concrete actions to property owners' expectations for safety, quality, and a better life.

In 2025, the property management industry has entered a new cycle of value deepening from the expansion stage, and "safety, quality, and efficiency" have become the core concerns of customers. Facing the new stage of industry evolution, the Group adheres to the people's aspiration for a better life as the guidance, takes "safety first, quality as the foundation" as the main theme of the whole year's work, and promotes the upgrading of the service system from the traditional guarantee-oriented model to the model emphasizing both resilient safety, quality as the operation. Centering on this goal, we strive to enhance the internal safety management capacity of communities, improve the safety and reliability of public facilities and key service links through the application of intelligent facilities, the establishment of equipment health management mechanisms and standardized service processes, so as to ensure a safer, more stable and more reliable living environment for property owners.

In terms of service upgrading, the Group has been firmly implementing the management philosophy of "focusing on customers and the frontline". Centered on customer needs and based on the enhancement of frontline service capabilities, the Group promotes the sorting of service processes and the construction of standard systems, continuously optimizes customer touchpoint management and service response mechanisms, strengthens cross-link collaboration and execution consistency, drives the transformation of service operation from experience-oriented to standardized and data-driven collaborative mode, and further improves the overall service quality and customer experience.

In terms of green development, the Group takes green operation as an important starting point to promote sustainable development. Through multi-dimensional measures such as energy-saving transformation, optimization of equipment operation mechanisms and continuous improvement of energy consumption monitoring systems, we continuously improve the energy use efficiency of public areas and lay a solid foundation for the construction of green communities. Meanwhile, we actively advocate a green lifestyle. Through community activities, publicity and education, we encourage more residents to participate in green practices and jointly build a community ecosystem where people and the environment coexist harmoniously.



In terms of talent development, the Group continues to uphold the philosophy that "a nation is established through talents, and an enterprise prospers through talents", and constantly improves the construction of talent echelons and development systems. On the basis of safeguarding the career development and rights support of front-line employees, we further improve the hierarchical and categorized training system, expand diversified career development paths, strengthen the identification and cultivation of key positions and high-potential talents, and promote the continuous optimization of the talent structure towards professionalism, diversification and comprehensive capabilities, providing sustained support for the long-term steady development of the Group.

In terms of corporate governance, the Group continuously improves the modern corporate governance system, strengthens the construction of risk management and internal control mechanisms, enhances compliant operation and supervision and execution capabilities, promotes a more standardized and transparent decision-making mechanism, and advances risk identification and response to be more proactive and systematic, so as to safeguard the stable operation and sustainable development foundation of the Company in a complex environment.

As a responsible corporate citizen, the Group actively fulfills its social responsibilities and continuously promotes community co-construction and public welfare practices. We deepen the "Good Neighbourliness" community action plan, carry out diversified public welfare and service activities around the actual needs of the community, promote neighbourhood interaction and community integration, further enhance community cohesion and sense of belonging, and achieve the coordinated improvement of corporate value and social value.

Looking ahead, the Group will continue to adhere to a steady and pragmatic development strategy, take sustainable development as the long-term orientation, continuously deepen the construction of service capabilities, strengthen digital and intelligent operation capabilities, improve green and low-carbon management levels, and consolidate core competitiveness. We look forward to working hand in hand with the vast number of property owners, partners and all sectors of society to jointly depict a new picture of a better community life that is livable, safe and enjoyable, and contribute greater strength to the high-quality development of the industry and the long-term progress of society.

II. About the Report

Purpose of reporting

Evergrande Property Services Group Limited, together with its subsidiaries (hereinafter referred to as "**Evergrande Property Services Group**", "**Property Services Group**", the "**Group**" or "**we**"), is pleased to release the "Environmental, Social and Governance Report 2025" (hereinafter referred to as the "**Report**" or the "**ESG Report**"). The purpose of the Report is to publicly and transparently disclose and demonstrate the Group's progress and performance in the fields of environment, society and governance (hereinafter referred to as "**ESG**") during 2025, to demonstrate to stakeholders the Group's philosophy and performance in practicing sustainable development, to continue to improve the Group's ESG performance.

Scope of reporting

The information contained in the Report covers the Group's principal businesses, including property management services, community living services, asset management services and community operation services. The economic and social KPIs disclosed in the Report cover the headquarters, subsidiaries and regional companies, while the environmental KPIs only cover relevant data from the headquarters, subsidiaries and some regional companies[1]. As the Group's internal information collection system continues to be improved, the Group will gradually expand the breadth and depth of disclosure. The Report covers the period from 1 January 2025 to 31 December 2025 (hereinafter referred to as "**2025**", the "**Reporting Period**" or the "**Year**"), in line with the Group's financial year, with some extensions where appropriate.

Reporting standards and reporting principles

The Report has been prepared with reference to the Environmental, Social and Governance Reporting Code ("**ESG Reporting Code**") in Appendix C2 of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the "**Stock Exchange**"), with reference to the core options of the Global Reporting Initiative's Sustainable Development Reporting Guide (the "**GRI Code**") and the United Nations Sustainable Development Goals (the "**SDGs**"). In preparing the Report, we have outlined the Group's performance on ESG during the Year, based on the reporting principles of "materiality", "quantitative", "balance" and "consistency". Please refer to the table below to understand the meaning of and our response to these reporting principles.

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[1] The coverage of environmental key performance indicators of regional companies includes projects under management for which each regional company has provided property management services for a full year as at 2025.



Reporting Principles	Implication	Our response
Materiality	Issuers should report on ESG issues when the Board determines that they have a material impact on investors and other stakeholders.	Significant environmental and social issues have been identified in the Report through stakeholder engagement and presented to the Board for consideration of the issues. The Report has covered the ESG issues of concern to the Group's key stakeholders. We have assessed the materiality of each ESG issue through communication with internal and external stakeholders and have prioritized the issues using a materiality matrix. We have also identified the "Comply or Explain" provisions that are not applicable to the Group and therefore do not make relevant disclosures, and have explained how the Group made this decision. Please refer to the "Stakeholder Engagement Mechanism" and "Materiality Assessment" sections of this Report for more information.
Quantitative	Key performance indicators relating to historical data must be measurable. Issuers should set goals (either actual figures or directional, forward-looking statements) for reducing individual impacts. In this way, the benefits of ESG policies and management systems can be assessed and verified. Quantitative data should be accompanied by a description of its purpose and impact and, where appropriate, comparative data.	Key performance indicators have been quantitatively recorded and disclosed in this Report where appropriate. The calculations, assumptions and coefficients used have been clearly stated in the notes to the corresponding performance tables.

Reporting Principles	Implication	Our response
Balance	ESG report should present the issuer's performance in an unbiased manner, avoiding selections, omissions or presentation formats that might improperly influence the decisions or judgements of the reader of the report.	The Report discloses data in an objective manner and has discussed our achievements and challenges in sustainable development to give stakeholders a fair understanding of the Group's overall ESG performance.
Consistency	Issuers should use consistent disclosure statistics to enable meaningful comparisons of ESG data in the future.	To the extent practicable, and unless otherwise stated, the Group uses consistent measures to allow meaningful comparisons of ESG data over time.

Sources of information

The information disclosed in the Report has been obtained from the Group's internal official documents and statistics, third party questionnaires and public information. The Board of the Group has approved the Report to ensure the truthfulness, accuracy and completeness of the contents of the Report. Unless otherwise stated, the data in the Report are in RMB as the settlement currency.

Access to the report

The Report is prepared in both Chinese and English. In case of any discrepancy between the Chinese and English versions, the Chinese version shall prevail. You can visit the official website of the Group at https://www.evergrandeservice.com or the website of the Stock Exchange at http://www.hkex.com.hk for an electronic copy of the Report.



III. About Evergrande Property Services Group

Business Overview

Evergrande Property Services Group is one of the leading integrated service operators in the property management services industry in China, providing a full range of property management services since 1997 and was successfully listed on the Stock Exchange in 2020 under stock code 6666. HK. As of 31 December 2025, the Group had a total of 3,123 projects under management, covering 22 provinces, 4 autonomous regions, 4 municipalities and Hong Kong, with a total area under management of approximately 601 million square metres and serving over 4 million property owners and merchants.

After 29 years of development and accumulation, the Group has over 100,000 staff and a highly qualified, highly educated and young middle management team with over 90% holding bachelor's degrees, and continues to build a diversified work team, with a male-to-female ratio of 60:40 (2024: 61:39). Evergrande Property Services always adheres to the service concept of "conscientious services and heartfelt companionship", insists on "standardized operation, professional services, market-oriented development", and provides customers with high-quality property management services, community living services, asset management services and community operation services, and services covering residential properties, commercial office buildings, industrial parks, public infrastructure and city public services such as government buildings, high-speed railways, and airports. In 2025, the Group won dozens of industry awards and honors, and continued to promote social welfare activities. The Group actively participated in national and regional industry associations, promoting high-quality development within the sector through industry exchanges and the sharing of expertise, with its contributions widely recognized by society.

Our services include:

Property management services

The Group offers a wide range of property management services to residents, property developers and tenants of non-residential properties. Our services include butler services, security services, cleaning and greening services, and repair and maintenance services.

Community living services

The Group has been focusing on the diversified needs of residents and has already made in-depth deployment in the core tracks of community group buying, to-home services, community tourism.

Asset management services

Leveraging the inherent advantage of on-site property management presence, the Group provides property owners with services such as car parking space leasing, housing rental and sale.

Community operation services

The Group carries out media operation, venue leasing and other community operation services through the rational utilization of community resources.

Contact information

We welcome any comments and suggestions on this Report and other issues relating to the Group's ESG issues and sustainable development by contacting us at:

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Address: 9/F, Guangzhou Evergrande Centre, 78 Huangpu Avenue West, Tianhe District, Guangzhou
Postcode: 510660
Website: https://www.evergrandeservice.com/



IV. Commitment to Sustainable Development

The United Nations Sustainable Development Goals

In 2015, the United Nations adopted a resolution and formulated 17 Sustainable Development Goals (SDGs), which call on all countries to develop their economies while promoting the well-being of their people and improving the world's social, economic, and environmental development issues. These goals include eradicating poverty, tackling famine, achieving equality and combating climate change.

Enterprises play a key role in advancing the achievement of the UN SDGs. Aligning with international trends, Evergrande Property Services Group is committed to contributing to the achievement of SDGs. The Group has selected 9 of the 17 SDGs as the most relevant, taking into account the nature and materiality of our business, and is committed to further optimization of strategies and actions for more detailed disclosure in the future.

ESG Core Areas of Concern	The Group's Contributions and Measures	The United Nations Sustainable Development Goals
Compliance Governance, Integrity and Honesty	Promote a sunny and clean culture of practice and establish a transparent and unobstructed complaint mechanism to promote stable and sustainable development. • Anti-corruption mechanism and supervision • Anti-corruption management measures • Anti-corruption training • Business ethics and honesty • Protection of intellectual property rights	

ESG Core Areas of Concern	The Group's Contributions and Measures	The United Nations Sustainable Development Goals
Focus on Service, Green Supply	Create inclusive, safe and happy homes for property owners, advocate healthy lifestyles and enhance the wellbeing of people of all ages. • Adhere to service quality • Create diversified community services • Increase customer satisfaction • Effectively protect customers' rights and interests We pursue mutual benefit and growth with our partners, improve the management mechanism of our partners and create a sustainable supply chain. • Supply chain management • Sustainable supply chain management	   
Low Carbon Environmental Protection, Care for the Environment	Vigorously develop green properties, actively explore energy saving and waste reduction measures, enhance climate change risk management capabilities, and contribute to the green development of society. • Set environmental management goals • Practice the concept of emission reduction • Manage solid waste • Promote energy and resource conservation • Green office • Response to climate change	  

ESG Report Chapter	The Group's Contributions and Measures	The United Nations Sustainable Development Goals
People-Oriented, Move Forward Together	Advocate a diversified and equal corporate culture, attach great importance to occupational health and safety and create a people-oriented working environment. • Diversified talent absorption and retention • Ensuring occupational health and safety • Robust staff training and development • Performance appraisal and promotion • Staff communication and care	  
Commitment to Public Welfare, Give Back to Society	Be enthusiastic about public welfare undertakings, create employment opportunities, strive to improve social welfare and promote social and economic growth. • Participate in social welfare activities • Support rural revitalization • Expand employment opportunities • Promote community harmony	  

Key performance for sustainable development during the Year

Economic benefits

Property management service projects
3,123

Total GFA under management
601 million sq.m.

Servicing property owners and merchants
over **4** million

Environmental and social benefits

ISO 14001
Environmental management system certification

ISO 45001
Occupational health and safety management system certification

ISO 9001
Quality management system certification

National Satisfaction Survey for 2025 covered
995,000
property owners

Number of suppliers included in the supplier resource pool
10,352

Number of staff
100,567
(Ratio of male to female staff: 60%:40%)

Training rate for all staff types
100%

Total hours of training
700,419

Total hours of anti-corruption training
5,396

Complaint completion rate
99.21%



V. Governance for Sustainable Development

The Group understands the importance of fulfilling its corporate citizenship responsibilities to the sustainable development of the Group. The Group actively integrates the concept of sustainable development into its daily business and decision-making, maintains close ties with various stakeholders, continuously improves its corporate culture and jointly promotes the sustainable development of the enterprise.

Sustainable development governance structure

In 2020, the Group formally established an ESG framework to promote and implement its corporate sustainable development strategy. The Group's Board of Directors is fully responsible for leading the Group's ESG strategy and reporting, reviewing and formally approving the annual ESG report, and integrating the Group's business vision with sustainable development to fulfil its commitment to the environment and society; the Group's management plays a supervisory role in operation and implementation by setting up an ESG Working Group to be responsible for ESG risk management and internal control, co-ordinating the work and making recommendations for implementation in accordance with the ESG strategy, reporting ESG related risks to the Board of Directors, and co-ordinating with different departments to promote effective cooperation amongst them; the Group's functional departments are responsible for the specific implementation of the ESG strategy, and for the implementation of relevant policies and compliance with laws and regulations in the daily operation of their work.

The Group's ESG management structure is set out below:



ESG Working Group

In order to improve the Group's ESG data collection and analysis mechanism, and raise the awareness of ESG data management among the staff of the Group and regional companies, the Group specifically invited a third-party professional institution to provide ESG-specific training to the ESG Working Group, as well as ESG data leaders from relevant functional departments across the Group, regional offices, and project companies. The training has covered ESG compliance requirements, data collection and management and environmental target setting, etc. In addition, various functional departments of the Group and regional companies also focused on ESG issues in respect of service quality, employment management, anti-corruption and community benefit in daily business training, raising the cognition of ESG issues among personnel in various functional departments so that to strengthen the daily management and performance in ESG at all levels of the Group.



VI. Stakeholder Engagement Mechanism

The opinions and expectations of stakeholders are one of the important considerations when the Group formulates its development strategies, which can help identify potential risks and opportunities in business operations. In order to establish closer connections with stakeholders such as investors, shareholders, staff, customers, property owners, suppliers, partners, the government, communities, and public welfare organizations, the Group continuously improves its communication mechanism. During the Year, the Group carried out interviews with various stakeholders through online questionnaires and other means, aiming to gain an in-depth understanding of their expectations and requirements, and is committed to achieving the development goal of mutual benefit for all parties.

The following table summarises how the Group communicated with our stakeholders in 2025, their expectations and requirements, and the Group's collation of and responses to the relevant issues:

Stakeholder	Communication Methods/ Channels	Key Requirements/ Concerns	The Group's Action Plan
Investors/Shareholders	Annual General Meeting	Financial performance	Improve profitability
	The Group's official website and public information	Operational transparency	Convene general meetings
	Presentations/roadshows	Risk management	Daily information disclosure
	Contact phone/email of investors	Investors' interest	Risk control management
Staff	Employee research activities	Career development platform	Build talent training pipeline
	OA system of the Group	Remuneration and benefits	Protect competitive salary and benefits
	Performance appraisal/interview	Healthy and safe working environment	Improve health and safety management system
	Internal whistleblowing channels	Accept internal complaints/ whistleblowing	Create a clean working atmosphere
	Employee-caring activities	Listen to employees' feedback	Staff communication and establish a grievance mechanism

Stakeholder	Communication Methods/ Channels	Key Requirements/ Concerns	The Group's Action Plan
Customers/Property owners 	Official website of the Group and public information disclosure	The quality of products purchased by customers	Protect service quality
	Customer visit/satisfaction survey	The quality of customer service	Comprehensive and caring services
	400 customer service hotline	Customer privacy and security	Protect customer privacy
	WeCom	Protection of the rights and interests of customers	Compliant marketing
	Evergrande Smart Community APP My Home Lights Mini Program		
Suppliers/Partners 	Supplier skills exchange/training sessions	Communication	Improve supplier cooperation mechanism
	Supplier recruitment inspection	Integrity cooperation	Facilitate daily communication
	Regular inspection and evaluation of suppliers	Business ethics and credit standing	Build a responsible supply chain
Governments/ Regulatory departments 	Reporting tax information	Operate in compliance with the law	Operate in compliance with laws and regulations
	Reporting information under regulatory requirements	Tax payment in accordance with the laws	Pay taxes in full and on time
	Research and visit	Support local development	Co-operate with the implementation of relevant policies
Local community/Subdistrict offices 	Community activities	Protect the community environment	Practice green operation
	Public information disclosure	Promote community development	Promote community culture
Public welfare institutions/ organizations 	Community activities	Support social welfare	Carry out public welfare projects
	News report	Promote social progress	Dedicate to charity

VII. Materiality Assessment

In 2025, Evergrande Property Services Group identified a total of 32 ESG and economic issues and invited stakeholders such as investors, shareholders, customers, property owners, suppliers, government and public welfare organizations to participate in an online questionnaire survey, in order to understand the concerns of each stakeholder on each ESG issue. We consolidated and analyzed the results of the questionnaire survey to rank the materiality and impact of each ESG issue to the Group and stakeholders, and formed a matrix of important ESG issues.

01

Identify ESG issues

Prepare a list of issues based on macro policies, industry dynamics, the characteristics of the Group's business and the ESG Reporting Code.

02

Stakeholder survey

Through online questionnaire surveys and other means, we understand the materiality and impact ratings of the issues by stakeholders, as well as their suggestions on the Group's ESG management.

03

Determine the materiality of the issues

Rank the issues according to the questionnaire results and prepare a matrix of ESG materiality issue.

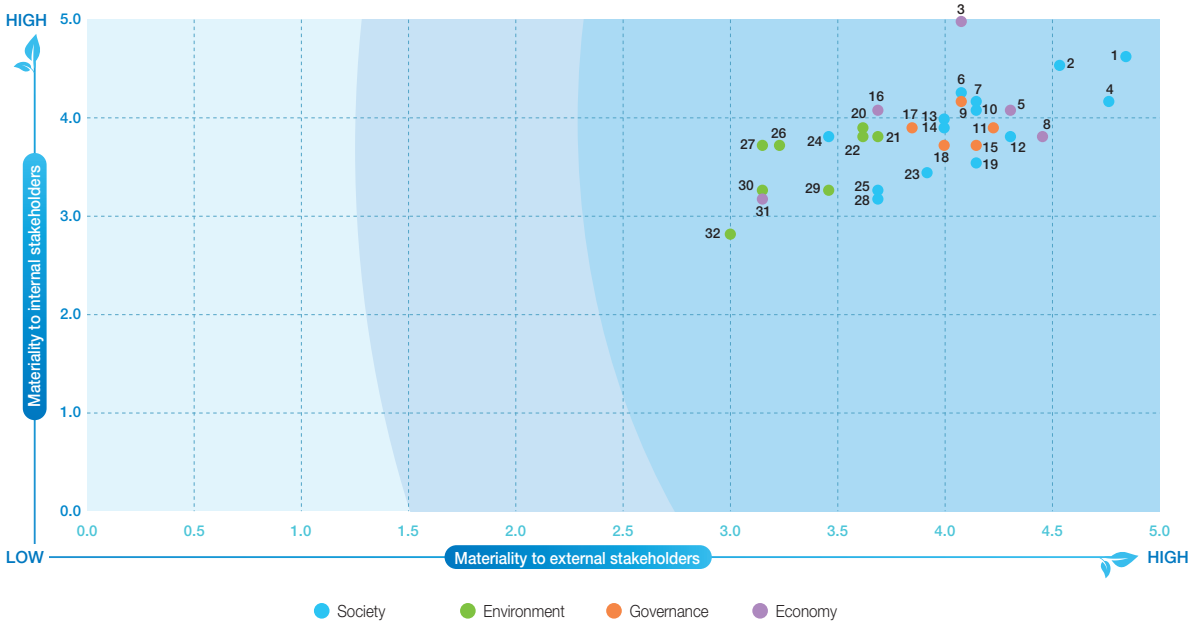
04

Apply materiality assessment results

The Group's management reviewed the results of the assessment and confirmed the focus of disclosure in this Report to continuously improve ESG governance.

In 2025, the Group's ESG materiality matrix and issues are listed in the following order:

ESG Materiality Issue Matrix 2025



2025 Ranking	Issues	Scope of Issues
1	Society	Service quality assurance
2	Society	Customer health and safety
3	Economy	Direct economic benefits
4	Society	Information security and privacy protection
5	Economy	Procurement model
6	Society	Development and training
7	Society	Compliance with socio-economic related laws and regulations
8	Economy	Anti-corruption initiatives
9	Governance	Sustainability goals
10	Society	Occupational health and safety
11	Governance	Ongoing communication channels with all stakeholders
12	Society	Labour remuneration and benefits
13	Society	Brand promotion
14	Society	Labour standards
15	Governance	Disclosure of stakeholders' views and the Company's response
16	Economy	Indirect economic benefits
17	Governance	Sustainable development framework
18	Governance	Strengthen the focus on sustainable development and related work
19	Society	Staff diversity and equal opportunities
20	Environment	Compliance with environment-related laws and regulations
21	Environment	Energy use and conservation
22	Environment	Supplier environmental assessment
23	Society	Anti-discrimination in the workplace
24	Society	Intellectual property protection
25	Society	Social assessment of suppliers
26	Environment	Water resource use and conservation
27	Environment	Wastewater management
28	Society	Charity and social services
29	Environment	General waste recycling and management
30	Environment	Air quality management and control
31	Economy	Anti-competitive behaviour
32	Environment	Climate change and greenhouse gas emissions

VIII. Compliance Governance, Integrity and Honesty

Evergrande Property Services Group upholds a concept of integrity and compliance with high ethical standards, strictly complies with laws and regulations on the prevention of corruption, bribery, extortion, fraud and money laundering, and has a zero-tolerance policy towards such corruptions. The Group promotes a culture of integrity and honesty through various internal measures to foster an atmosphere of honesty and integrity.

Chapter Highlight:

- Anti-corruption Mechanism and Supervision
- Anti-corruption Management Measures
- Anti-corruption Training
- Business Ethics and Honesty
- Protection of Intellectual Property Rights

Key Performance

Trainings for anti-corruption of the Group:

1,135

Total hours of centralized trainings for anti-corruption:

5,369

Sustainable development goals of this chapter focus on:



Anti-corruption mechanism and supervision

Evergrande Property Services Group has strictly complied with the "Constitution of the People's Republic of China", the "Criminal Law of the People's Republic of China", the "Company Law of the People's Republic of China", the "Anti-Improper Competition Law of the People's Republic of China", the "Anti-Money Laundering Law of the People's Republic of China", the "Law of the People's Bank of China of the People's Republic of China", and the "Interim Provisions on the Prohibition of Commercial Bribery". The Group has also complied with the relevant laws and regulations in relation to corruption, bribery, extortion, fraud, unfair competition and money laundering. The Group has also formulated a series of anti-corruption systems in accordance with the relevant laws and regulations, such as the "Staff Code of Conduct", the "Cadres Codes 36", the "Property Services Group Staff Reward and Punishment System" and the "Red and Yellow Lines for Property Services Group Staff Work Style Requirements" and other internal management systems, in order to explicitly regulate and constrain the ethical behaviours of its staff members and to establish the corresponding standards of penalties, so as to create a harmonious and clean working atmosphere, and to endeavour to promote the high quality development and compliant operation of the enterprise.

The Group's Comprehensive Supervision Center shoulders the responsibilities and mission of supervising all acts of corruption within the Group. It is committed to promoting the improvement of the Group's management and ensuring the healthy development of the Group. Annually, the Center carries out comprehensive and in-depth "medical check-up style" comprehensive business inspections and follow-up supervision reviews across all regions of the country. To ensure the effectiveness of the supervision work, the Group has established 2 resident inspection branches according to the layout of its projects nationwide, which are responsible for coordinating and carrying out supervision work. By strengthening special anti-corruption work, promptly carrying out investigations, collecting evidence, and handling cases, the Group maintains a high-pressure stance against all forms of corruption and safeguards a sound management ecology in all regions. Meanwhile, the Comprehensive Supervision Center also regularly organizes departmental regular meetings, requiring each inspection branch to report on their monthly or quarterly work situations and summarize work experience to ensure that the supervision work is practical and efficient. In 2025, the Group has carried out corruption risk assessments on 27 operation sites, and through these risk assessments, it has been identified that there are no significant corruption risks at these operation sites.

CASE

Enhance supervision capabilities through case-based learning

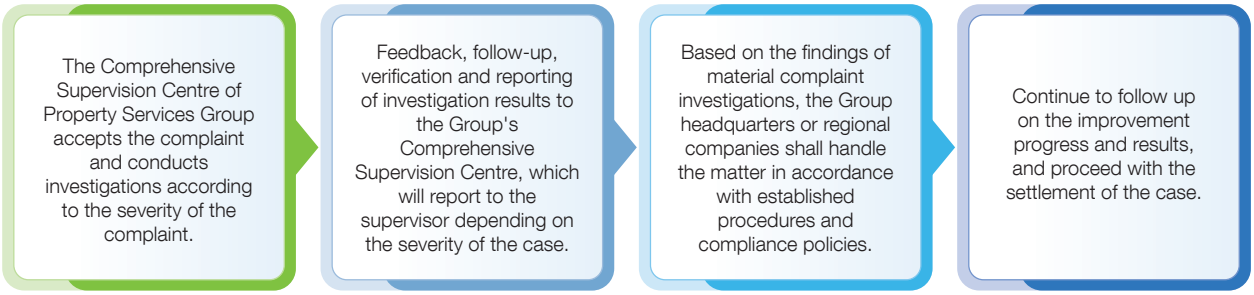
In December 2025, the Comprehensive Supervision Center of the Property Services Group organized a special training session for all employees at the Group's headquarters. Combining recent typical cases of violations of regulations and disciplines, the training provided an in-depth analysis on the identification of case clues, key points of investigation and evidence collection, and procedural standards, and systematically sorted out and optimized relevant investigation procedures. Through case-based learning and capacity building, the sensitivity of supervision staff to clues of corruption risks as well as their professional capabilities in verifying, studying, judging and handling business loopholes and disciplinary violations have been further enhanced.



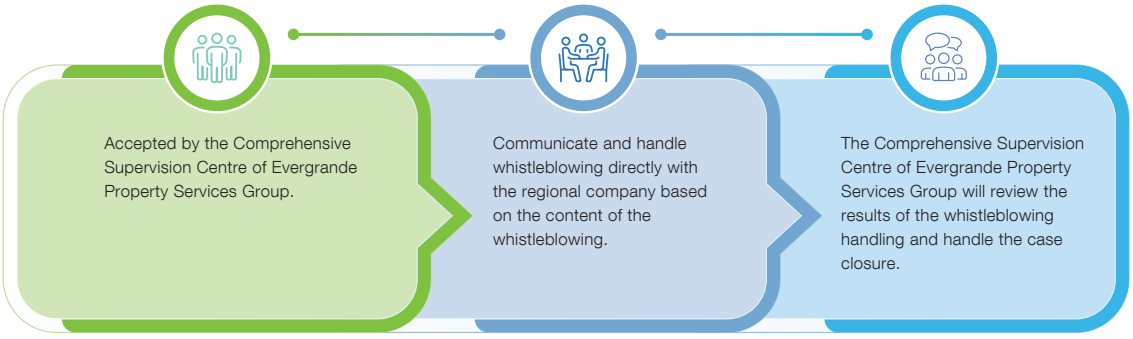
Anti-corruption management measures

To ensure the transparency of corporate governance and safeguard the interests of stakeholders, Evergrande Property Services Group has set up an internal whistleblowing channel. Complaints can be reported through various channels such as WeChat official account of Jinbi Property, Evergrande Smart Community APP, dedicated email boxes, internal whistleblowing and complaint channels of the property system and the 400 customer service hotline. The Group encourages its partners, including employees, customers and suppliers, to make anonymous or real-name whistleblowings on any violation of the Group's policies and any unethical and unfair treatment encountered. Upon receipt of a whistleblowing, the Group will accept the case in the first instance to ensure that all complaints are dealt with swiftly and fairly. If the case is substantiated, the Group will adopt a "zero-tolerance" attitude and deal with the whistleblowing case in a serious manner. The Group will also take disciplinary action or dismiss the staff involved and refer those suspected of committing a crime to the judicial authorities for action.

For major complaints on violations of the "Red and Yellow Lines for Property Services Group Staff Work Style Requirements" and relevant work discipline requirements, the handling process is as follows:



For whistleblowing on consultations or general violations of regulations and rules, the handling process is as follows:



During the whistleblowing processing, Evergrande Property Services Group strictly implements the principle of whistleblower protection, strictly prohibits the leakage of information about the whistleblower, the content of the whistleblowing and the progress of the investigation and other related information in the investigation process, and protects the legitimate rights and interests of the whistleblower from infringement. At the same time, the Group requires all regional companies and individuals not to retaliate against whistleblowers for any reason, and to respond to potential retaliation in advance.



Anti-corruption training

Evergrande Property Services Group actively builds an anti-corruption culture and attaches importance to the promotion of anti-corruption among its staff. The Group has regularly launched integrity education and training for directors and staff at all levels, including training activities in the form of offline integrity seminars and online warning education courses, in order to raise the awareness of directors and staff at all levels of anti-corruption behaviour and strengthen their judgemental ability in respect of corrupt practices. Through various types of anti-corruption training and education, the Group guides its staff at all levels to "establish integrity, uphold principles, abide by discipline and resist corruption", so as to forge a highly disciplined workforce with an impeccable work ethic. In 2025, the Group organized 1,135 anti-corruption trainings, with a cumulative total of 5,396 hours.

Business ethics and honesty

Evergrande Property Services Group attaches great importance to honesty and compliance and believes that upholding the highest standards of honesty is the foundation of good governance. The Group signs the "Proposal for Integrity Practices" and the "Commitment to Integrity and Honesty Practices" with all staff to ensure their awareness of and rigorous adherence to the Group's ethical honesty and anti-corruption policies, with a view to promoting a culture of integrity and honesty, preventing all types of conflicts of interest and misconduct such as corruption, bribery, extortion, fraud and money laundering. The Group also conducts business ethics awareness and training through various channels, including but not limited to the Group meetings, induction training and promotion reviews, to help staff enhance their ethical awareness and adhere to ethical principles.

Protection of intellectual property rights

Evergrande Property Services Group attaches great importance to the protection of intellectual property rights and strictly regulates its staff not to make unauthorized use or disclosure of the patents and trademarks of the Group and its customers. At the same time, the Group fully respects the intellectual property rights of its partners, uses relevant achievements within the scope of licensing in accordance with the relevant agreements, and assists its partners in jointly resisting infringement of intellectual property rights. At the system level, Evergrande Property Services Group strictly complies with the "Civil Code of the People's Republic of China", the "Copyright Law of the People's Republic of China", the "Patent Law of the People's Republic of China", the "Trademark Law of the People's Republic of China" and other laws and regulations, and has formulated and implemented the "Property Services Group's Intellectual Property Rights Assessment Management Measures" and other internal systems to provide effective protection for own development technological achievements and related businesses and effectively safeguard the Group's legitimate rights and interests. In addition, the Group conducts regular training on intellectual property rights for the relevant staff of each department to continuously enhance their awareness of intellectual property rights protection.

The Group's Legal Contract Centre is mainly responsible for the acquisition, change, renewal, licensing, pledge, transfer, cancellation and monitoring of the Group's intellectual property rights. It is also responsible for the guidance, supervision and management of the intellectual property rights maintenance and protection work of each department, and conducts random checks on the intellectual property rights management work of each department from time to time, deals with each department which fails to manage their intellectual property rights properly, and handles their intellectual property rights affairs in accordance with the Group's system.

As of 31 December 2025, Evergrande Property Services Group had obtained 123 patents, 64 trademark licenses and 54 copyrights in Mainland China, and had completed 11 intellectual property applications and 28 domain name filings.

IX. Focus on Service, Green Supply

Evergrande Property Services Group has always adhered to the service concept of "conscientious services and heartfelt companionship", taking property owners' needs as the guide and property owners' satisfaction as the goal, focusing on the needs of owners' community life, continuously exploring diversified community activities and value-added services, and committing itself to constructing a people-oriented and livable community. Meanwhile, we adhere to the highest level of service and operational ethics, protect the rights and benefits of customers and strengthen supply chain management, and establish mutually beneficial long-term relationships and common values for our customers and business partners.

Chapter Highlight:

- Adhere to Service Quality
- Create Diversified Community Services
- Increase Customer Satisfaction
- Effectively Protect Customers' Rights and Interests
- Supply Chain Management
- Sustainable Supply Chain Management

Key Performance:

Collect over
27,559 pieces of
property owners' feedback in 2025

Number of suppliers included in the supplier resource pool:
10,352

Sustainable development goals of this chapter focus on:



Adhere to service quality

Evergrande Property Services Group has always been committed to creating a safe, comfortable and clean living environment for its customers. It attaches great importance to the management of community service quality, and focuses on the maintenance of community environment, the operation of public facilities, as well as the protection of customers' health and safety. The Group continues to improve the service management system, and constantly enhances the quality of property services and customer satisfaction through standardized management, professional operation and maintenance, and transparent communication.

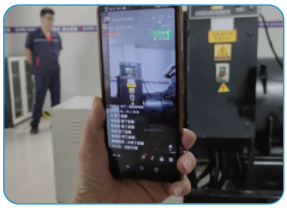
Improve maintenance of equipment and facilities in public areas

Evergrande Property Services Group continued to improve the maintenance of equipment and facilities in public areas, checked the quality of equipment and facilities maintenance from time to time, and guided all regional companies to improve the daily inspection mechanism. At the same time, the Group constantly optimizes various professional inspection standards, carried out targeted upgrades for equipment and facilities with concentrated problems, and improved the templates of equipment contracts and performance evaluation systems to strengthen the maintenance and management of equipment and facilities at the source. While strengthening professional operation and maintenance, the Group also pays attention to improving service transparency, and shows the management and operation of equipment to owners through various methods to enhance owners' understanding and trust in property services.

CASE

"Equipment Room Open Day" activity

To deepen the concept of community co-construction and enhance service transparency, the Group continued to carry out the "Equipment Room Open Day" activity, which was simultaneously held in 25 regions and 845 projects across the country in 2025. The activity invited property owners to visit the core facilities of the communities either online or offline to learn about the Group's practices in safety management, energy-saving operation and smart operation at close range. Through on-site visits and live briefings, property owners could gain a direct understanding of equipment operation and daily maintenance management, further enhance their awareness of the professionalism of property services, and promote positive community interaction and trust-building.






Community environmental management

Evergrande Property Services Group has formulated the “Enviro-Line Operation Guide” and “Know-How Manual”, to clarify the daily cleaning operation norms and do a good job in sanitation in public areas such as inside and outside area of buildings, parks, underground garages, four-hazard disinfection and water quality treatment in artificial lakes to ensure the cleanliness of the community environment and the beautiful green appearance. The Group continued to optimize the allocation of cleaning resources and operation mode, steadily promotes the application of intelligence, and increased the investment in machinery and equipment for the public areas of large projects to enhance the efficiency of cleaning operations. The Group continued to carry out community environmental quality inspections and held special environmental hygiene enhancement meetings in conjunction with the results of the quality inspections, and formulated targeted improvement measures to address the prominent issues identified, thereby continuously optimizing its service quality.



Sanitation

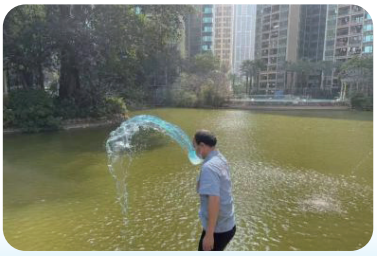


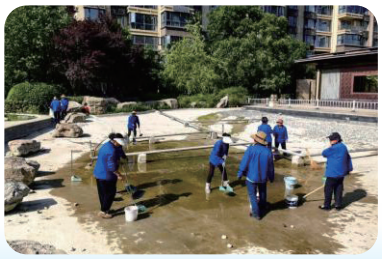
Four-hazard disinfection





Garden restoration and maintenance





Water quality treatment in artificial lakes

Service quality training

In order to ensure the safety and quality of services, the Group provides different types of trainings on a regular basis, including training on topics such as job standards, service etiquette and operational standards, to comprehensively enhance the professionalism and business level of service personnel. Through a series of thematic trainings on service quality, the Group continuously improves the understanding of frontline service staff of the Group's standardized service system, relevant laws and regulations, and enhances their professionalism and service skills, so as to optimize the service experience of property owners and customers. In addition, the Group requires its property service staff to undergo business proficiency examinations, so as to continuously improve the recognition and trust of our property owners with a high level of service quality and efficient response speed.

Health, safety and order management

Ensuring the health and safety of the property owners and maintaining the order of the community is the basis for high-quality property services. Evergrande Property Services Group formulated and issued the “Key Points for Major Incident Reporting”, “Guidelines for Major Incident Reporting”, “Community Management and Control Requirements” and other system documents to clarify the operation specifications of property personnel to actively report and handle fire prevention, theft prevention, and explosion prevention and other emergencies, while safety education and safety inspections were carried out regularly. The Group urged the formulation of special improvement plans to eliminate various safety hazards to provide property owners with a safe and comfortable living experience.

CASE

Fire safety training and drills

In November 2025, the Inner Mongolia Branch launched the “National Fire Safety Promotion Month” campaign in conjunction with local fire authorities, organizing fire safety training and drills for property owners and employees. The training covered basic fire knowledge, identification of fire sources, operation of fire extinguishers and emergency evacuation procedures. Live demonstrations with 119 fire engines were organised at selected projects under management, together with door-to-door publicity and exhibitions of community fire-fighting facilities.



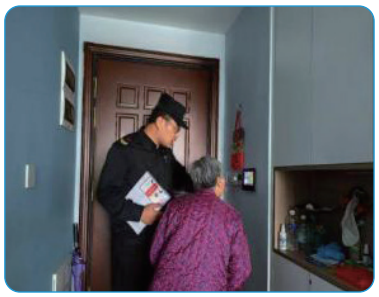




CASE

Safety promotion activity

In 2025, each regional company launched a series of safety promotion activities themed on "Work Safety Month" and "Fire Safety Promotion Month", including inviting property owners to watch safety videos, organising online safety sessions, distributing safety manuals, conducting door-to-door special safety inspections and holding on-site fire drills. A number of projects under management carried out practical drills simulating real residential fire scenarios, with on-site guidance provided by fire brigades. Upon completion of the drills, selected projects also invited representatives from the community and property owners to visit key facilities such as the central control room, publicly demonstrating the property's safety management and emergency response procedures.







Smart community living

As a key technology subsidiary incubated by the Property Services Group, Yingchuo Data Technology[1] relies on the Group's scenario foundation and industrial synergy advantages in the property management sector, and continuously promotes the digital transformation of property services by focusing on technologies such as the Internet of Things, big data and artificial intelligence. Adhering to being guided by the needs of property owners and aiming for their satisfaction, the Company has continuously improved service accessibility, response efficiency and community living quality by establishing an integrated solution of "Smart Property + Digital Life".

[1] Shenzhen Yingchuo Data Technology Group Co., Limited



Smart Platform

Through the development of property services SaaS systems and smart community platforms, the Company has gradually integrated property management systems with the community operation system, realizing the online and standardized operation of major business processes, enhancing the consistency and stability of service delivery, and making services more standardized and orderly with smoother responses.

Smart butler

Based on the construction of the data middle platform, the Company explores the application of artificial intelligence in property services, realizing intelligent assistance and process optimization in scenarios such as customer service, inspection management and work order scheduling. By improving the timeliness of service response and processing accuracy, the Company continuously enhances the service experience of property owners, and gradually promotes the development of predictive maintenance and risk early warning mechanisms to strengthen service proactivity.

Smart life

Through digital channels such as mobile applications and mini programs, the Company provides property owners with basic services including service requests, maintenance reporting, fee payment and information communication. It also expands value-added service scenarios around the frequent daily needs of property owners to continuously enrich service content. By improving service convenience and accessibility, the Company enhances interaction with property owners and community connection, making daily life more convenient, comfortable and caring.

Smart community

The Company integrates functional modules including access control management, video surveillance, vehicle management, security early warning, energy consumption monitoring and fire protection systems, promoting the centralized management and visual display of community operation information. While ensuring community safety and orderly operation, the Company creates a safe, orderly and livable residential environment for property owners.

Smart management

Leveraging its continuously accumulated data resources, the Company has been continuously advancing the integration and application of data assets, exploring data-driven refined management models in areas including equipment maintenance, energy consumption management and service supervision. This has continuously enhanced operational efficiency and service quality, providing property owners with more stable and reliable community service support.

Create diversified community services

Diversified and innovative services

In addition to providing high-quality property management services to property owners, Evergrande Property Services Group is also actively creating a colorful community for a large number of property owners, offering diversified and innovative services, and holding a wide variety of cultural activities to meet the needs of property owners and enhance their sense of belonging. The Group also regularly organizes regional companies to hold operation analysis meetings to discuss the key and difficult issues in community operation as well as the excellent community operation measures. It compiles typical operation cases, summarizes and analyzes the development of community operations across the country, and connects high-quality social resources according to the actual needs of property owners to provide property owners with one-stop, full-ecosystem convenient community life. In the Year, the Company has continued to increase its investment in local life-related services, including establishing professional teams for community group buying, housekeeping services, convenient maintenance services, and comminuty tourism etc., to improve the satisfaction of community residents and customer loyalty, and steadily build a 15-minute convenient community living circle.

Community living services

Integrate high-quality life service resources across the country, continuously incorporate them into various scenarios of residents' daily lives, and provide residents with safe, convenient, professional and attentive services such as housekeeping services, community group buying, convenient maintenance services, and community tourism services.

Assets management services

By making use of the property resources of the projects under its management, the Group provides car parking space leasing, sports and entertainment complex services to its tenants. In addition, it carries out services such as the rental and sale of second-hand property through self-operation.

Community operation services

The Group explore the service needs of residents and the space resources available in the community, and vigorously develop businesses such as community media and community space operations.



Carry out community group buying service online and offline, expand a number of well-known manufacturers as a long-term strategic partners.

Provide the property owners with paid maintenance services to solve their in-house maintenance problems.

Carry out housing rental agency services, grasp first-hand housing resources, and facilitate the proper owners.

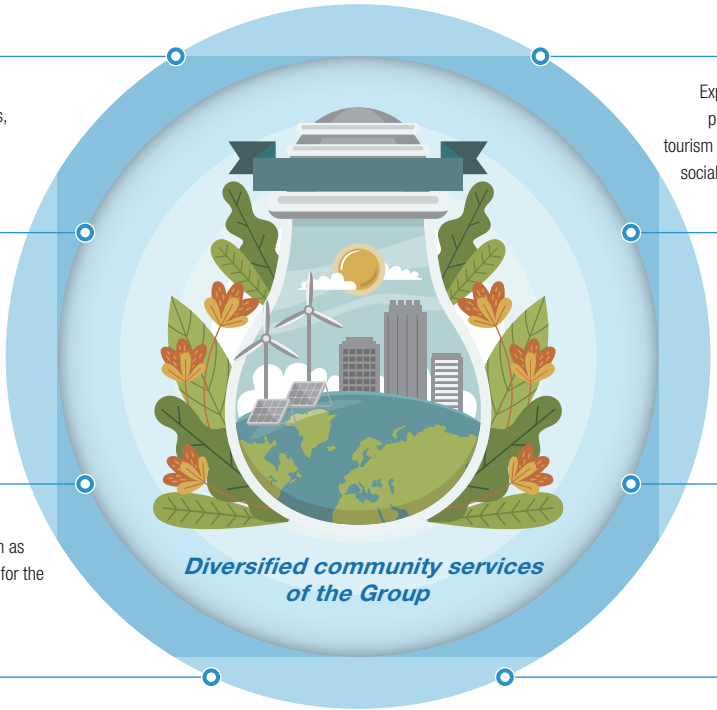
Expand the community tourism business to provide property owners with a composite tourism experience that integrates neighborhood social interaction, worry-free accompaniment, and safety protection.

Carry out second-hand property trading services to build an efficient and reliable bridge for property owners in real estate transactions.

Expand the provision of convenient to-home services such as housekeeping, home appliance cleaning, and laundry care.

Carry out self-operation businesses such as direct drinking water and charging piles for the convenience of property owners.

Carry out whole-house complementary and home decoration upgrade services to provide the property owners with high-quality whole-house furnishing solutions.

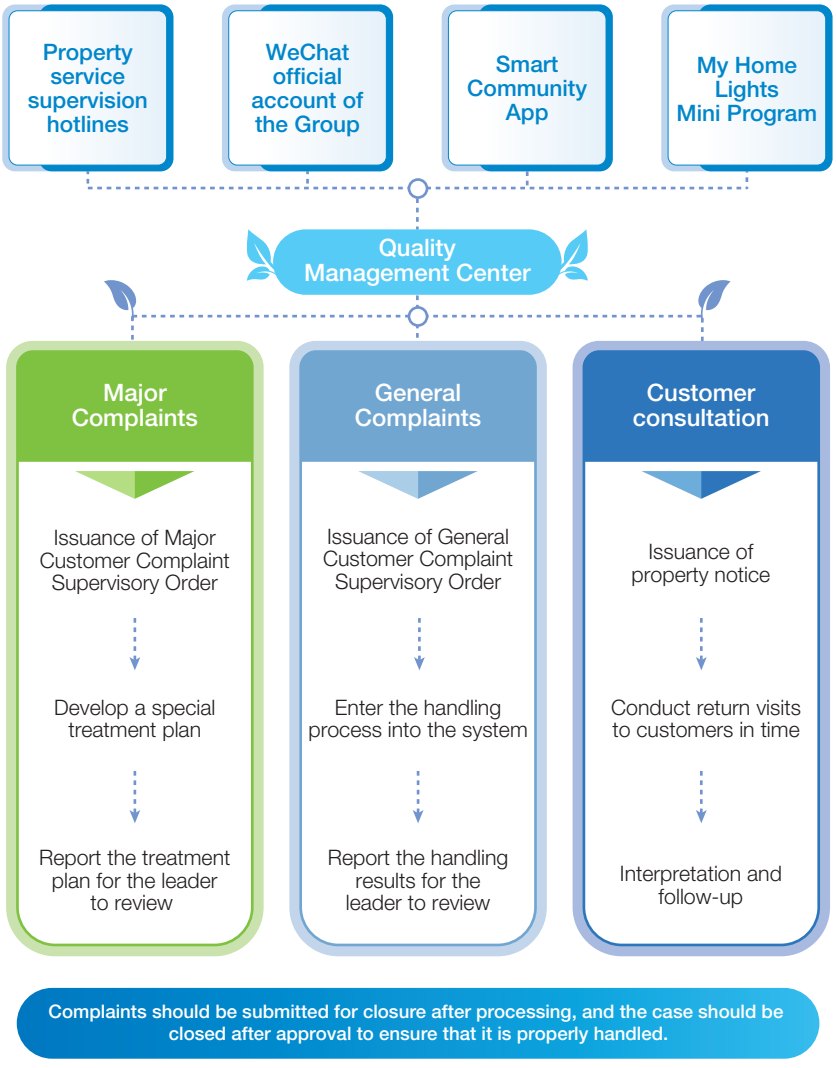


Increase customer satisfaction

1. Customer service management

Evergrande Property Services Group always regards customers as important stakeholders for the sustainable development of the Group, strictly abides by the "Law of the People's Republic of China on the Protection of Consumer Rights and Interests" and other laws and regulations, and based on the requirements related to comprehensive supervision and management in the internal management systems, has established and continuously optimized the customer complaint management mechanism.

Property owners can make complaints through channels such as the 24-hour property service supervision hotline, the WeChat official account of Jinbi Property, the "Evergrande Smart Community APP" and the "My Home Lights Mini Program". The Group also posts complaint posters in the lobby of each building, requiring departments to handle complaints promptly according to procedures upon receipt, and conducting return visits to property owners after complaints are handled, to enquire about their satisfaction and attentively address their feedback, so as to effectively protect their interests. The Group's handling process for property owners' complaints is as follows:





The Group carries out regular appraisals of the results of customer complaints handling, and ranks the general complaint handling orders on the basis of two indicators, namely the closure rate and the timeliness rate, and links the results of the appraisals to the performance of the corresponding responsible persons. Evergrande Property Services Group actively conducts regular evaluations on the results of handling customer complaints, and comprehensively scores and ranks the two indicators, i.e., the settlement rate and timeliness rate of general complaint supervisory order, and links the evaluation results to the performance of the corresponding person in charge. We timely trace the source of dereliction of duty and malpractice that caused complaints to prevent slowness and delays, falsification, evasion of responsibilities, and improper response in the complaint handling process. The Quality Management Centre of Evergrande Property Services Group regularly summarises and analyses the systemic issues arising from relatively concentrated customer complaints, and provides feedback along with optimization suggestions to the relevant departments. The relevant departments formulate and issue optimization plans, guidelines, standards, etc., to systematically increase customer satisfaction.

The following is the data of complaints received by the Group from the property owners as of 31 December 2025:

Customer service data	2025	2024
Number of complaints and enquiries received from various sources (times)	27,559	28,765
Complaint completion rate	99.21%	99.71%
Number of return visits after complaint handling (times)	7,010	7,962

2. Customer satisfaction survey

Evergrande Property Services Group conducts customer demand surveys and customer service satisfaction surveys to keep abreast of the status quo of customer satisfaction, collect customer feedback, and improve service quality. The content of the survey includes the overall satisfaction of customers with property services, the degree of recognition of the property service staff, and the perceived degree of service priorities at each stage. The Group strictly requires all projects to maintain customer information in a timely and accurate manner, to ensure the security of customer information, and to maximize the fairness and impartiality of the survey.

At the same time, the Group has also embedded in the property owners satisfaction survey such dimensions as butler service, security service, environmental hygiene, facilities and equipment, property owners' demands and other dimensions, collecting property owners' comments and suggestions on property service quality, forming a multi-level quality rating for regional companies and projects, and tracking the service quality of frontline staff in three dimensions. The Group continues to urge regional companies to provide targeted guidance and assistance to lagging projects, taking property owners' demands as an entry point to enhance property owners' satisfaction and build quality communities. In 2025, the Group launched a cumulative satisfaction survey of 995,000 property owners nationwide.

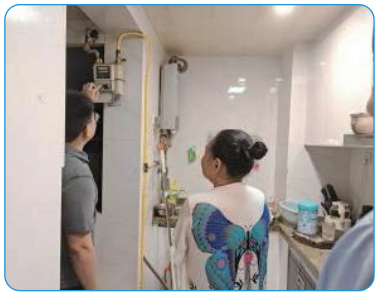
3. Listen carefully to the views from property owners

In order to strengthen the management foundation and improve customer relationship, Evergrande Property Services Group listened carefully to the views from property owners, took property owners' demands as the base point, and devoted itself to improving property owners' living experience and community management level, solving small difficulties and pain points encountered in the course of daily management and service, creating small surprises for property owners, and continuously increasing the sense of obtainment and happiness of property owners. In 2025, the Group made a total of 7,010 visits to the projects throughout the Year, and 27,559 feedback suggestions were collected from property owners, and improvements have been made to the Group's services based on the property owners' comments.

CASE

Visits to property owner

Nanning Evergrande City Property Service Centre adheres to a problem-solving-oriented approach in deepening property owner visits, avoiding formalistic inspections. The project director leads the team to take the initiative to visit property owners to understand their daily living needs, provide convenience services such as gas balance inquiries and hidden leakage risk inspections, systematically sort out common needs in routine visits, and gradually improve the allocation of public facilities. Meanwhile, the team provides support such as neighbourhood mediation and assistance with emergency medical care when residents require it, serving as an important complement to community services.





CASE

Wasteland renovation

In April 2025, the Nanning Evergrande Mingdu Project, together with Qianjin Community and property owner representatives, jointly promoted the renovation of an approximately 900-square-meter vacant land in front of the shops. Through preliminary public opinion surveys, resident forums and community proposal submission procedures, the plot was finally determined to be developed into a pocket park integrating a standard gas volleyball court, leisure walkways and green landscapes. Under the overall coordination of the community and multi-party communication, the pocket park was completed and opened for trial operation in May of the same year.







Effectively protect customers' rights and interests

Customer information and privacy protection

Evergrande Property Services Group attaches great importance to the protection of customer privacy and information security, strictly abides by the "Cybersecurity Law of the People's Republic of China", the "Regulations for the Protection of Personal Information of Telecommunication and Internet Users" and other laws and regulations, and has implemented the "Information Management Measures of Property Services Group", the "Management Measures for Information System Development of Property Services Group" and other relevant provisions on information confidentiality and safety management.

At a time of rapid development of network technology, information security is at a critical juncture of transformation and upgrading. The Ministry of Industry and Information Technology has timely launched the "Administrative Regulations on the Protection of Personal Information of Mobile Internet Applications", which formulate relevant policies on the basis of two fundamental principles of personal information protection, namely informed consent and minimum necessary, and operating enterprises must guard three red lines for data security: red line for data collection, red line for data storage and red line for data flow.

Facing millions of property owners and merchants nationwide, Evergrande Property Services Group fully understands the importance of safeguarding the security of customer information and regards it as the top priority of the Group's operations. During the Year, the Group actively carried out systematic self-examination and self-correction, and further improved the "Group's Information Security Management Measures". While optimizing the basic dimensions of the privacy policy, system interaction, data collection and data application, the Group also collaborated leading professional network security institutions in the industry based on OWASP TOP10 and relevant national information security standards, ensuring that the platform system maintains in a stable and reliable operation at all times to effectively protect the information security of our customers.

Evergrande Property Services Group has also established special management regimes and procedures to ensure information security, including establishing the Personal Information Security Impact Assessment System, and regularly checking the effectiveness of privacy policies, related regulations and security measures. In addition, the Group formulates emergency plans for personal information security incidents, invites external professional organizations to conduct vulnerability analysis on the systems annually, and regularly organises relevant internal personnel to conduct emergency response training and emergency drills.

The Group strictly limits the scope of access to information, adopts the principle of "minimal authorization" for staff who may have access to customer information, and provides training to staff on relevant laws and regulations and privacy and security guidelines to continuously strengthen awareness of the security of customer information. The Group's Information Technology Centre conducts checks on the status of information security and will impose appropriate sanctions for breaches of information security depending on the severity of the circumstances. If such breaches involve major safety hazards or constitute crimes, they will be transferred to the judicial authorities for investigation of relevant responsibilities in accordance with the law. In 2025, the Group did not receive any complaint regarding infringement of customer privacy or loss of customer information.

Compliance marketing

Evergrande Property Services Group strictly abides by the "Advertising Law of the People's Republic of China" and other laws, regulations and industry standards, and strictly abides by the principles of comprehensiveness, compliance, and effectiveness for business promotion, and ensures that the public information is legal, compliant, true and accurate, to protect the legitimate rights and interests of property owners. Evergrande Property Services Group also dispel rumors or make announcements against false information or information that may mislead property owners, adopt legal measures to resolve violations of property owners and the Group, to effectively protect the legitimate rights and interests of the property owners and the Group. In 2025, the Group was not aware of any non-compliance or complaint matters relating to product liability.

Supply chain management

Evergrande Property Services Group attaches great importance to the management of its upstream and downstream supply chains and has established management systems including the "Property Services Group Management Measures" and the "Property Services Group Bidding and Procurement Management Measures" to standardise procurement and bidding processes. On this basis, the Group has formed a systematic supply chain management mechanism centring on three major links: supplier admission, evaluation and management, and performance feedback.

1 Supplier Admission



- The bidding and procurement departments of the regional branch organize the recruitment work according to the number of suppliers in the supplier inventory as needed and have established special recruitment teams from the bidding and procurement department, the business department under its purview and the property service centre. The recruitment team selects no less than 3 shortlisted entities of interest through back-to-back network collection, submits the screening results to the person in charge of the regional property management company, and the bidding and procurement specialists will contact them to confirm their cooperation intentions.
- The recruitment team conducts on-site inspections of the shortlisted suppliers, verifies their relevant qualifications, turnover, typical performance, comprehensive strength, etc., to comprehensively evaluate whether they meet the requirements of the Group, and form a corresponding inspection report. Only qualified suppliers can be selected into the supplier inventory of the Group. If a supplier in the inventory intends to add other professional cooperation projects beyond its original cooperation specialties, it is necessary to organize a re-inspection of its additional item qualifications.
- In order to ensure the objectivity of supplier admission, Evergrande Property Services Group requires that inspectors are not allowed to openly discuss the situation of the entities among themselves, are not allowed to make leading evaluations, and must ensure that written opinions are issued back-to-back.

2 Supplier Evaluation and Management



- The regional company establishes a local supplier inventory through the process of determining qualified entities, and the headquarters of the Property Services Group selects from the inventories of the regional property management companies based on cooperation intentions, financial strength, and contract performance capabilities or establishes a regional supplier inventory and a national supplier inventory through the process of determining qualified supplier.
- The Tender and Procurement Center of the Property Services Group uniformly carries out hierarchical and classified management of the supplier inventory. The Tender and Procurement Centre of the Group takes the lead in comprehensively evaluating the entities in the national supplier inventory based on the performance of the cooperative projects quarterly. Unqualified entities will be interviewed and required to rectify within a time limit. For those entities without performance improvements, we will delist them.

3 Feedback on Supplier Performance



- Evergrande Property Services Group communicates and exchanges with suppliers through various channels and listens to their opinions to strengthen the cooperative relationship. During the key stages of bidding and contract signing, the Group will explore with cooperative suppliers in depth on core issues such as the cooperation model and performance requirements. After the contract is performed, the Group will also organize the using departments to carry out performance evaluations of suppliers every quarter, and provide feedback to the suppliers on the evaluation results, opinions and suggestions, so as to jointly promote a sound cooperative relationship between the two parties.

CASE

"Excellent Supplier" selection

In February 2025, the Group held the 2nd "Excellent Supplier" Award Ceremony and Supplier Conference in Guangzhou. Through regional recommendations, comprehensive evaluation by the headquarters, and multi-dimensional assessment combined with quarterly performance tracking, the Group finally selected 21 suppliers with outstanding annual performance. Selected suppliers will enjoy incentive policies including exemption from tender deposit and business scope expansion, so as to strengthen cooperative relations, enhance the standardization level of the supply chain, and promote long-term sustainable cooperation.



Sustainable Supply Chain Management

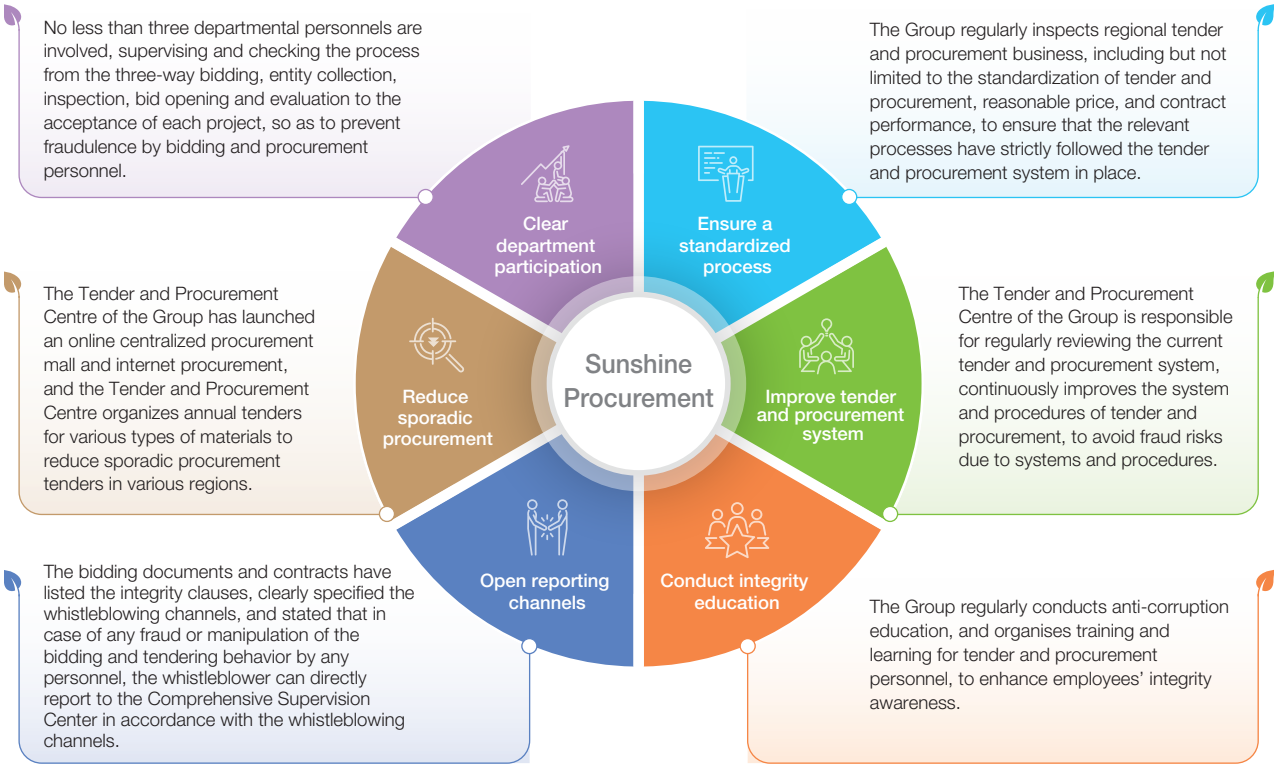
Green Procurement

The Group deeply believes that incorporating sustainability factors into its supply chain management is a crucial step in promoting the long-term development of the enterprise. Meanwhile, it comprehensively examines the impact of its own business model on the environment and formulates improvement measures in response to such impacts, so as to ensure that the Group's supply chain is sustainable at the environmental, social and economic levels.

As such, the Group has always endeavoured to study its own business model and will set stringent improvement targets each year to build a more sustainable supply chain. When considering the evaluation and admission of suppliers, Evergrande Property Services Group will also incorporate ESG elements into the supplier assessment and selection process, encourage regional companies to invite local suppliers to participate in the selection process, and include small enterprises, social enterprises and ethnic minority organizations as potential suppliers where conditions permit. Evergrande Property Services Group also support sustainable development by prioritizing the purchase of environmentally friendly products and services wherever practicable. In addition, the Group places equal emphasis on compliance and ensures that its selected suppliers comply with relevant environmental and social laws and regulations.

Sunshine Procurement

In order to ensure that the process of bidding and procurement has followed the principles of openness, fairness and impartiality, Evergrande Property Services Group is committed to practicing the "Sunshine Procurement Policy" to ensure that the bidding and procurement process is in line with business practices, and will not tolerate any form of corruption in business operations or the supply chain. Evergrande Property Services Group is committed to maintaining a fair and transparent bidding and procurement process and has adopted and improved the following systems, regulations and measures to eliminate and prevent commercial corruption and unfair competition that may arise in the procurement process:



Supply chain overview

As of 31 December 2025, Evergrande Property Services Group has established a supplier resource pool comprising 10,352 suppliers. Such suppliers are currently distributed across 25 provinces, autonomous regions and municipalities in Mainland China, with the regional distribution as follows:

Number of suppliers by geographical region



X. Low Carbon Environmental Protection, Care for the Environment

Evergrande Property Services Group strictly complies with the "Law of the People's Republic of China on Environmental Protection" and other laws and regulations, and implements relevant internal systems in order to reduce energy and resource consumption and waste emissions during the Group's operations and contribute to the green development of society. In 2025, the Group did not have any cases of violation of laws and regulations relating to environmental protection.

Chapter Highlight:

- Set Environmental Management Goals
- Practice the Concept of Emission Reduction
- Manage Solid Waste
- Promote Energy and Resource Conservation
- Green Office
- Response to Climate Change

Key Performance:

ISO 14001:2015

Environmental Management System Certification

Shenyang Jiangnan No.1 Project Awarded the Title of **Three-Star Demonstration Property for Domestic Waste Sorting in Shenbei New District, Shenyang**

Sustainable development goals of this chapter focus on:





Set environmental management goals

Evergrande Property Services Group strictly complies with the "Environmental Protection Law of the People's Republic of China", the "Energy Conservation Law of the People's Republic of China", the "Work Plan for Accelerating the Establishment of a Dual Control System for Carbon Emissions During the 15th Five-Year Plan Period", etc., and implements the relevant internal systems, such as the "Energy Consumption Management Measures of Property Services Group" and the "Property Services Group Vehicle Management System", so as to reduce the consumption of energy and resources and the emission of waste in the course of the Group's operation, and to contribute to the green development of the society.

During the Year, the Group formulated a series of environmental targets:

Exhaust gas emission goal

The Group actively communicates and cooperates with property owners and government parties, and continuously introduces new energy facilities such as solar photovoltaic panels and smart charging piles in suitable projects, with a view to reducing the reliance of the projects on traditional energy sources, lowering the overall energy consumption and emissions, and achieving more environmentally friendly operations. Meanwhile, such measures are taken to promote the use of new energy vehicles to further reduce air pollution within the projects in line with the exhaust emission goals.

Greenhouse gas goal

In order to reduce and manage energy use and the greenhouse gas emissions it generates, the Group will continue to implement energy-saving renovations such as unloaded water supply, installation of the high-efficiency water pumps and an intelligent control system for central air-conditioner in older projects, as well as utilize technological means for smart management of energy-intensive facilities and equipment within the projects. In addition, the Group plans to implement energy-saving lighting renovations in the common areas and basements of more projects, adopting measures such as the installation of radar sensors and time-controlled switches, with a view to further reducing energy consumption and promoting energy-saving.

Non-hazardous waste goal



In respect of waste reduction, the Group adheres to the implementation of the strategy of waste reduction at source, supplemented by a number of measures to promote paperless office and green office, and gradually realizing the online use of notices, requisitions, reports and other documents, thereby reducing the use of office paper and other items.

Hazardous waste goal



The Group will actively co-operate with community residents to promote waste classification and recycling items and facilitate the proper disposal of hazardous waste, with a view to building a clean and environmentally friendly community environment. To achieve this goal, the Group will select more environmentally friendly cleaning supplies and products in the provision of services and procurement to reduce the generation of hazardous chemicals and minimize the adverse impact on the environment.

Energy usage efficiency goal



To enhance energy usage efficiency, the Group also carries out monthly statistical analyses of energy consumption at the "Group-region-project" level, with particular attention to water and electricity energy usage in public areas. Through monitoring and concluding the causes of problems, the Group will implement refined management to save energy. Meanwhile, the Group also actively monitors the implementation of energy consumption management measures in the regions and promotes the effective implementation of the relevant management measures, so as to ensure that the regions achieve sustainable energy usage goal. The electricity consumption goal for self-use and apportioned use in the properties is not more than 0.2522 kWh/sq.m. • month.

Water usage efficiency goal



In respect of water usage efficiency, the Group will continue to carry out regular inspections and maintenance of the pipeline system. In addition to monthly meter readings, the Group will further introduce an ultrasonic monitoring system where practicable to ensure that abnormalities in pipelines can be detected in a timely manner and that emergency maintenance measures can be taken to prevent unnecessary loss of water resources. The water consumption goal for self-use and apportioned use of properties is not more than 0.0064 tonne/sq.m. • month.



The Group deeply understands its responsibility to contribute to a sustainable future. Looking back to 2025, although the Group's business operations did not have any significant impact on the environment, the Group is nonetheless committed to setting specific environmental goals to meet the growing demands and expectations of various regulators and stakeholders. We have made substantial progress against our environmental goals and the key achievements are summarized below:

Scopes		2025	2024	Change
Exhaust gas and greenhouse gas emissions	SOx emissions	3.42 kg	2.83 kg [4]	up
	NOx emissions	2,211.09 kg	2,203.14 kg [4]	up
	Particulate matter	1,679.95 kg	1,650.41 kg [4]	up
	Total greenhouse gas emissions [1]	471,890.39 ton	558,658.63 ton [4]	down
	Greenhouse gas emission intensity[2]	9.72 ton CO_2 -equivalent/ 10,000 sq.m.	11.92 ton [4] CO_2 -equivalent/ 10,000 sq.m.	down
Solid waste	Total generation of non-hazardous waste	92,592.50 ton	183,757.52 ton	down
	Non-hazardous waste emission intensity	1.91 ton／ 10,000 sq.m.	3.92 ton／ 10,000 sq.m.	down
	Total generation of hazardous waste	96.50 ton	86.92 ton	up
	Hazardous waste emission intensity	0.0019 ton／ 10,000 sq.m.	0.0019 ton／ 10,000 sq.m.	equal
Electricity	Total electricity consumption	927,755.43 MWh	1,086,291.92 MWh [4]	down
	Total energy consumption intensity	19.16 MWh／ 10,000 sq.m.	23.22 MWh／ 10,000 sq.m.[4]	down
Water resource	Total water consumption	20,800,495.28 m^3	27,167,594.15 m^3	down
	Total water consumption intensity	428.59 m^3／ 10,000 sq.m.	579.87 m^3／ 10,000 sq.m.	down
Other resource [3]	Consumption of gasoline	56,714.50 L	48,627.31 L[4]	up
	Consumption of diesel	140,960.83 L	110,211.83 L[4]	up
	Consumption of liquefied petroleum gas	139,749.60 kg	142,516.77 kg	down
	Consumption of pipeline gas	202,584.10 m^3	226,728.12 m^3	down

1 To ensure consistency, relevant emission data are calculated using the emission factors specified in the "Notice on Doing a Good Job in the Management of Greenhouse Gas Emission Reporting for Enterprises in the Electricity Generation Sector for the Years 2023-2025" issued by the Office of the Ministry of Ecology and Environment.

2 The floor area included in the calculation for the Year was 485.32 million sq.m., comprising office and property management common areas of the headquarters, subsidiaries and 16 regional companies, as well as non-outsourced staff canteens.

3 Energy consumption has been calculated in accordance with the conversion factors of the National Standard of the People's Republic of China "Comprehensive Energy Consumption Calculation General Principles" (GB/T 2589-2020) and conversion factors provided by scientific research institutions.

4 The data has been restated for unified comparison.

Practice the concept of emission reduction

We are deeply aware that if exhaust gases and greenhouse gases are not effectively controlled and reduced, they will cause serious harm to public health and the ecological environment. To this end, we continuously encourage various projects to actively carry out emission reduction and environmental protection work, formulate feasible and reasonable renovation plans, and in 2025, we have taken the following measures, including but not limited to:

CASE

External renovation of braking resistors in elevator machine rooms

From June to October 2025, in response to elevated machine room temperatures, shortened service life of electronic components and increased energy consumption caused by high summer temperatures, a total of 75 elevator machine room renovations were completed across 12 projects in the Chongqing region. Project engineers relocated elevator braking resistors outside the machine rooms to reduce heat load. Following the renovations, the average machine room temperature decreased by 5.2℃, saving approximately 130 MWh of electricity annually, which not only optimised the equipment operating environment but also achieved significant energy conservation.



Manage solid waste

We are deeply aware that if solid waste is not properly collected and disposed of, it will pose serious hazards to public health and the environment. Improper waste disposal methods, such as open dumping and incineration, will not only exacerbate the spread of infectious diseases and increase the risks of gastrointestinal and respiratory tract infections, but also cause irreversible pollution to land, freshwater and groundwater resources, and lead to issues such as a decline in air quality and climate change. Therefore, the Group attaches great importance to solid waste management and organizes various projects to actively carry out waste recycling and garbage classification work.

CASE

Construction of demonstration community for classification of domestic rubbish

Since 2024, the Shenyang Jiangnan No.1 Project has joined forces with sub-districts, communities, property owners and other parties to systematically promote domestic waste sorting. Through the scientific layout of 30 sorted waste delivery points, the establishment of a supporting environmental protection points incentive mechanism, and the continuous implementation of regular publicity and themed activities, a sustainable community governance model has gradually taken shape. From 2024 to 2025, the project successively received multiple levels of government demonstration titles for waste sorting, including but not limited to “Outstanding Contribution Unit for Domestic Waste Sorting in Shenbei New District, Shenyang”, “Demonstration Residential Community for Domestic Waste Sorting in Shuxiangli Community” and “Three-Star Demonstration Property for Domestic Waste Sorting in Shenbei New District, Shenyang”. These achievements mark that the Shenyang Jiangnan No.1 Community has become a demonstration project for domestic waste sorting in the city.







Promote energy and resource conservation

Evergrande Property Services Group puts forward the call of "reducing energy consumption, improving quality", formulates and implements the "Property Services Group Energy Consumption Management Measures" within the Group, and endeavours to effectively reduce energy consumption of water, electricity and gas while seeking to improve the quality of services. The Group's Engineering Management Centre is responsible for formulating energy consumption management norms and standards, and through the implementation of the "Red and Green Energy Consumption Management" measures, it provides guidance, supervision, inspection and assessment of the energy consumption management of the regional companies, and it also takes charge of the statistics and analysis of the energy consumption of projects and the implementation of various energy-saving measures.

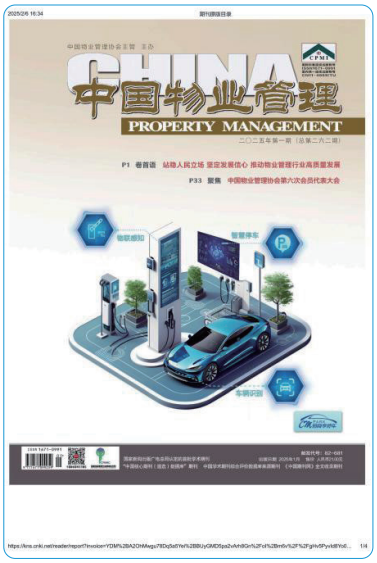
The following are some of the major achievements in energy conservation and consumption reduction, as well as water resource management measures, that the Group has accomplished in the Year:

In terms of energy conservation

CASE

Achievement 1：Exploration on energy-saving upgrading of basement garage lighting

In the first half of 2025, the Hefei Evergrande Plaza Project conducted trials on the application of energy-efficient lighting in underground garages. Comparative tests were carried out between high-efficiency lighting fixtures and IoT-enabled lighting fixtures, with energy consumption data collected to assess their energy saving and carbon reduction performance. The results indicated that a single IoT-enabled lighting fixture can reduce carbon emissions by approximately 99 kilograms per annum, while a single high-efficiency lighting fixture can reduce carbon emissions by approximately 75 kilograms per annum. Relevant findings have been published in journals including "China Property Management" and "China Lighting & Electrical Appliances", providing reference for future energy conservation retrofitting projects.



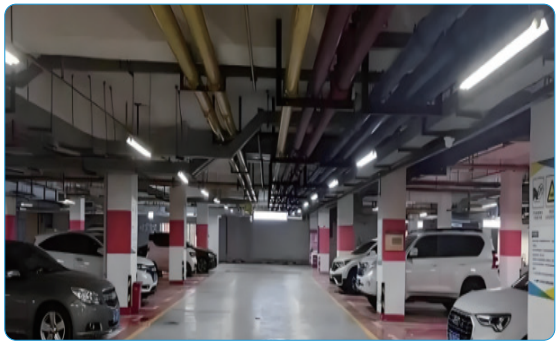


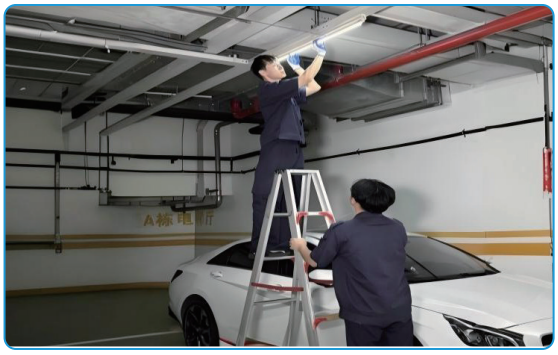


CASE

Achievement 2： Exploration on the renovation of carbon chain luminaires

In response to the national dual carbon strategy and to address the gap in the recognition of carbon assets arising from energy savings in property lighting, in December 2025, the Maintenance Department of the Hangzhou Xiagong Huayuan project under management, in conjunction with engineers from the headquarters, completed the renovation of carbon chain lamps in the underground garage. The new luminaires integrate high-efficiency LED chips and Internet of Things technology, which can automatically adjust brightness or enter standby mode based on the passage of people and vehicles, and upload real-time power consumption data to the carbon inclusive platform, converting electricity savings into carbon assets for trading. Following the renovation, the annual electricity saving is estimated to reach 160,000 kWh, with 55 tonnes of carbon assets to be recognised, achieving a win-win outcome of energy conservation and emission reduction as well as the realisation of carbon asset value.





In terms of water conservation

CASE

Measure 1：Rainwater and sewage separation renovation

In the first half of 2025, with the joint efforts of the property maintenance department and municipal construction units, the Guiyang Evergrande Oasis project under management completed the rainwater and sewage separation renovation of the community. By optimising the drainage system, the long-standing problem of mixed rainwater and sewage flow was resolved, effectively preventing sewage from being directly discharged into municipal rivers.



CASE

Measure 2：Recycling of rainwater resources

In January 2025, the Maintenance Department of the Fifth Sub-area, No. 2 Island, Haihua Island identified the presence of accumulated freshwater in underground spaces during operational inspections. Under the guidance of the regional engineering department, a solution of "solar power supply plus water pump extraction" was adopted to utilise the accumulated freshwater for greening irrigation and road surface cleaning. The project plans to expand to three sets of equipment, with an estimated annual cost saving of approximately RMB 290,000, achieving both water conservation and cost reduction simultaneously.



CASE

Measure 3：Exploration on intelligent leakage detection for water supply networks

Leakage in urban water supply networks is a prevalent and pressing technical and management challenge. Traditional leakage localisation methods mostly rely on manual inspection, regional metering data analysis or fixed-point noise recording, which are subject to limitations including insufficient localisation accuracy, delayed response and difficulty in detecting concealed leak points. To address the inadequate leakage localisation accuracy in residential water supply pipelines, the Changsha Evergrande Oasis project under management and the University of Shanghai for Science and Technology have proposed an intelligent collaborative detection method integrating static monitoring of District Metering Area (DMA) and dynamic inspection by pipeline robots. Through regional flow monitoring at night and inspection by capsule robots, concealed leak points can be identified promptly to prevent waste of water resources in a timely manner. The research results have been published in academic papers, and relevant products are under continuous testing and optimisation.



Green office

Green, low-carbon and environmental protection has always been one of the guiding principles of Evergrande Property Services Group's corporate operations. In order to make better use of resources and reduce pollution while giving staff a peaceful and comfortable office environment, the Company has made a number of improvements to its offices as follows:

01 Replace the barrel water dispenser with a more environmentally friendly direct drinking water dispenser, avoid the defects of the barrel water which is prone to pollution and deterioration.

02 Adopt the mode of lighting every other one and use energy-saving light source to replace non-energy-saving light source.

03 Post slogans to promote the concept of energy saving and environmental protection in the minds of staff.

04 The Company allocates distinctive greenery in public areas such as the front desk.

05 Requirement for air conditioner temperature, scientific and reasonable use of air conditioner.

06 Strictly require staff to keep the screen off when not using the computer and turn off the power of the mainframe and screen after work.

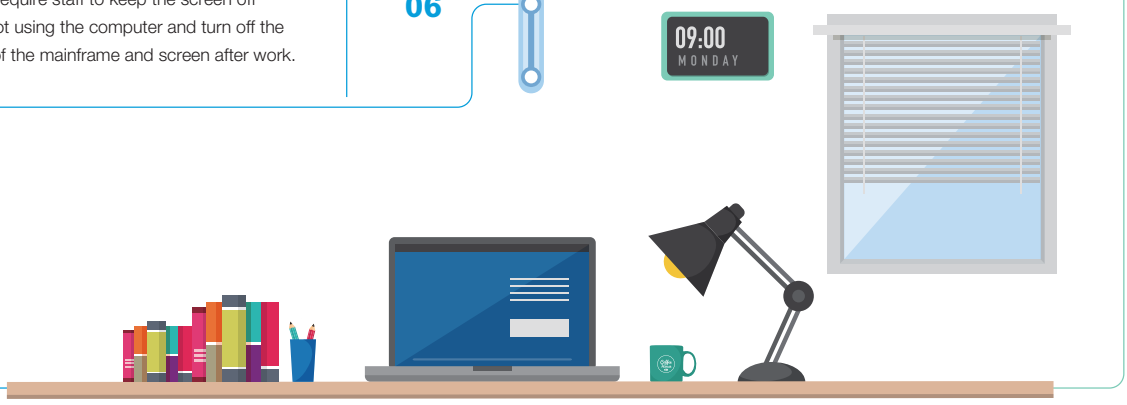
07 When printing, departments are required to obtain printing paper as needed and use secondary paper for non-important documents.

08 When using office paper, it is necessary to collect the paper used on one side and use it as recycled paper.

09 Non-thoroughly consumable office supplies are not permitted to be discarded until they have completely lost their usefulness.

10 If we need to replace the expendable office supplies with new ones, we need to ask the administrative specialist to exchange the old ones for new ones, and the administrative specialist will classify and recycle them in a unified way.

11 Used office waste paper, old newspapers, old magazines and oil-based pens, mineral water bottles, etc. are placed in the designated rubbish bins.



Response to climate change

The Group recognises the importance of climate change and has been committed to enhancing its climate resilience, adhering to a sustainable development strategy, actively promoting low-carbon operations and green innovation, as well as continuously optimising resource utilisation and reducing its carbon footprint.

Climate change has increased the severity and frequency of extreme weather events globally. In addition to the corresponding increase in physical risks, governments of various jurisdictions have also strengthened climate regulatory measures and promoted technological innovation to address such challenges. The Group faces transition risks arising from the adjustment of the low-carbon economy, including policy changes, market trends and technological development, which may not only cause fluctuations in asset values but also affect the supply chain, operational efficiency and market demand, thereby exerting an impact on the overall business and financial conditions of the Group. While climate change may pose risks to the Group's operations, it also brings development opportunities. The Group will create long-term value and achieve sustainable development for the enterprise by optimising its climate change measures and adjusting operational strategies.

The Group pays close attention to the opportunities and challenges brought by climate change and will continuously disclose climate-related information. Based on the disclosure frameworks of the Task Force on Climate-related Financial Disclosures ("**TCFD**") and the International Sustainability Standards Board ("**ISSB**"), the Group has established a climate change management system covering four aspects: governance, strategy, risk management, as well as metrics and targets, and has integrated climate change response policies and measures into daily operations.

Governance

The Group regards addressing climate change as an important element of sustainable development. To strengthen governance over climate change issues, the Group has continuously enhanced its ESG governance framework and established a three-tier governance structure comprising supervision, management and implementation. Such structure incorporates climate change-related matters into the operations and responsibilities of various departments of the Group. Under the supervision of the Board of Directors of the Group and the leadership of the Group's management, an effective corporate culture has been established to manage climate-related risks and capture relevant opportunities.



The Board of Directors and the Group's management possess sufficient knowledge of climate-related risks to address the impact of climate change on the Group, and will continuously raise awareness of climate change and risk contingency plans among the ESG Task Force and various functional departments of the Group.

The Board of Directors is responsible for overseeing climate-related strategies, targets and material issues, as well as climate-related risks and opportunities. Under the supervision of the Board of Directors, the Group's management is responsible for identifying, assessing and managing climate-related risks and opportunities, continuously tracking the implementation progress of metrics and targets, and reporting to the Board of Directors on a regular basis to assist the Board of Directors in monitoring material climate-related risks and material climate change matters.

The ESG Task Force and the heads of various functional departments of the Group are responsible for implementing the climate change-related strategies and targets formulated by the Board of Directors and the management, and integrating them into daily business operations.

Strategy

Based on its business types and operations, and in conjunction with the industry development trends and the key concerns of various stakeholders, the Group systematically conducts risk identification and analysis and develops relevant response strategies to mitigate the short-, medium- and long-term adverse impacts of climate change on its business and finance. Climate-related factors may also affect the Group's cost structure, capital expenditure arrangements and cash flow stability, and the Group has integrated such factors into its overall consideration in business decision-making. Meanwhile, from a value chain perspective, the Group continuously assesses the potential impacts of climate-related risks on supply chain stability and changes in customer demand. Based on the above analysis, the Group classifies climate-related risks into two major categories: physical risks and transition risks. In the risk assessment process, the Group also incorporates analyses of different climate-related scenarios to evaluate their potential impacts on business operations, cost structure and financial performance, so as to enhance the adaptability and resilience of the overall strategy. Physical risks are triggered by extreme weather and can be divided into acute and chronic types. Acute risks include typhoons, rainstorms, floods, extreme cold weather, etc. Chronic risks include climate warming, changes in rainfall patterns, etc. Transition risks mainly arise from changes in the market, regulation and policies, which are specifically reflected in policies and laws, market and reputation aspects.

Potential impacts of physical risks on the Group and corresponding response measures

Risk Category	Detailed Risk Description	Potential Impacts of Relevant Risks on Business and/or Finance	Time Dimension
Typhoon	Infrastructure and facilities damaged by typhoons	• Typhoons may damage infrastructure, cause power outages, incur additional costs for equipment repair and replacement, and endanger the health and safety of employees and residents • An increase in the frequency and intensity of typhoons will lead to higher property maintenance costs and require time for restoration	Short, medium, long
Heavy rain and flood	Flooding caused by overflowing rivers and streams as well as extreme rainfall	• Persistent heavy rain may bring disasters such as floods and cause damage to property facilities, which will lead to an increase in property maintenance costs and require time for restoration • Garages and underground parking lots are at risk of flooding, which may result in higher costs for building restoration or replacement of damaged assets • An increase in capital expenditure on the installation of flood control equipment	Short, medium, long
Extreme cold weather	Sustained blizzards resulting in disruptions to logistics and transportation	• Pipe bursts and equipment freezing damage caused by severe cold are extremely serious, which will lead to an increase in property maintenance costs and require time for restoration • To cope with extreme cold weather, additional insulation materials and facilities need to be provided, which will result in a corresponding increase in maintenance costs	Short, medium, long
Climate warming	Prolonged periods of high temperature and humidity	• Prolonged high temperatures will increase cooling demand, placing pressure on air conditioners at office premises, which may lead to a higher failure rate of cooling equipment and incur additional costs for maintenance and equipment procurement • Reduced productivity will result in increased labour costs • Increased health risks to employees	Medium, long



The Group's projects under management are mainly affected by extreme weather events such as typhoons, rainstorms, snowstorms, cold waves and high temperatures, which are considered to be acute physical risks. In view of the transitional risks arising from the increasingly stringent requirements of policies and laws relating to climate change, the Group not only proactively adopts contingency measures before and after the occurrence of inclement weather events to safeguard the safety of property owners, but also establishes a comprehensive mechanism to conserve energy and water consumption at its projects regions to ensure that the safety of property owners and staff is safeguarded while avoiding the reputational impact and unnecessary litigation costs arising from the violation of relevant laws and regulations or industry standards in each of its regions. The following are the precautionary measures to be taken by the Group due to extreme weather events and the countermeasures to be taken by the Group in response to unexpected weather events in 2025:

Formulate emergency plan

01

The property service centres will formulate emergency plans for extreme weather events, and employees of all projects perform safety inspections and emergency handling in accordance with the requirements of the emergency plans. If necessary, timely evacuate personnel or maintain facilities and equipment to minimize the loss of property owners.

Timely notification to the property owners

02

The Group pays close attention to the extreme weather forecasts provided by the climate departments and keeps property owners informed of the latest information of the extreme weather, reminding them to protect their personal and property and stepping up community inspections to eliminate potential safety hazards.

Orderly post-disaster recovery

03

Employees of all projects do a good job in post-disaster recovery in time, and sort out the damage and report to the insurance company for compensation. Engineers maintain and restore the equipment to ensure the proper functioning of the equipment; order security staff to restore the community traffic and parking order.

In 2025, the Group did not experience any incident of injurie or death of property owners and staff due to extreme weather conditions. In addition, the following are the countermeasures taken by the Group in 2025 in response to the actual situation:

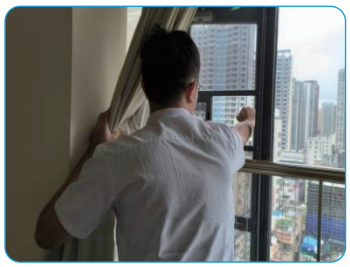
CASE

Guardianship throughout, standing firm through storms.

A total of 9 typhoons made landfall in the Chinese mainland during the summer and autumn of 2025. In the face of repeated tests of violent winds and downpours, property practitioners have always stood fast on the front line. Before typhoons approached, they inspected potential hazards, reinforced facilities and reminded property owners of preventive measures; during storms, they guarded at checkpoints, drained stagnant water and ensured safety; after the winds passed, they cleared the site and restored order at the earliest opportunity. From prevention and perseverance to reconstruction, they are the most determined "counter-marchers" amid storms, interpreting responsibility and guardianship with actions.













CASE

Where the snow melts, services remain.

In March 2025, Heilongjiang witnessed its first spring snow, draping the city in white overnight. To ensure safe travel for property owners, the Heilongjiang property team acted promptly, with busy figures seen at unit entrances, along main roads and at main gates. Staff deployed manpower and machinery for efficient snow removal, carving out safe paths for property owners in the cold wind. Despite the bitter wind and snow, services remained warm.








Potential impacts of transition risks on the Group and corresponding response measures

Risk Category	Specific Risk Description	Potential Impact of Relevant Risks on Business and/or Finance	Time Dimension	Response Measures
Policy and Law	Countries and regions around the world are imposing increasingly stringent regulation on carbon emissions and energy efficiency	• Increased demand for optimizing operational efficiency to reduce resource consumption and material usage • Installation of more energy-efficient facilities and green retrofits to comply with regulatory requirements, leading to an increase in capital expenditure • Increased risk of litigation arising from non-compliance with stricter regulatory requirements • Gradually expanding the coverage of carbon emission data disclosure and enhancing data transparency and accuracy to meet the expectations of regulators and stakeholders	Short, medium, long	• Actively communicate with industry associations and regulatory authorities, and optimize operations to comply with industry standards • Implement the requirements of climate and environmental protection regulations, increase investment in energy conservation and carbon reduction, and promote the implementation of energy-saving projects • Continuously monitor changes in domestic and foreign policies and regulations to ensure business operations comply with the laws and regulations of the places of operation • Maintain close contact with regulatory authorities to ensure compliance, and integrate policy risk management into the overall risk management system
Market	The scarcity of non-renewable resources and energy, as well as low-carbon raw materials, will affect the cost and price of products, while consumer demand for environmentally friendly products or services is on the rise	• Rising energy prices lead to increased operating costs • Procurement of low-carbon raw materials increases costs • Customers increasingly prefer environmentally friendly products or services; failure to provide such options in a timely manner may result in the risk of declining sales	Short, medium, long	• Introduce power supply from renewable energy sources to reduce reliance on traditional energy • Adopt climate resilience measures and strengthen procurement management to ensure stable supply of resources and energy • Expand product or service offerings to cater to the needs of a broader customer base and adapt to evolving customer preferences
Reputation	Investors and stakeholders are attaching increasing importance to climate change initiatives, while public expectations for climate risk management and disclosure continue to rise	• More resources shall be invested in implementing climate change response actions and meeting relevant targets • Implementation of climate risk management and related disclosures to meet the expectations of stakeholders and the public has led to an increase in operating costs	Short, medium, long	• Promote services embodying environmental and sustainability concepts, and obtain environmental certifications to fulfill commitments to sustainable development • Continuously monitor public opinion and respond in a timely manner



Opportunities arising from climate change for the enterprise

Opportunity Category	Detailed Description of Opportunities	Potential Business and/or Financial Benefits of Relevant Opportunities	Time Dimension	Opportunity Initiative Management
Resource Efficiency	Reduce energy and resource consumption in property management operations through energy-saving retrofits and refined operation management	• Reduce energy consumption in public areas and operating costs • Reduce waste disposal expenses • Improved resource utilization and efficiency can generate higher profit margins	Medium, long	• Implement green management concepts in operations and promote resource recycling • Continuously optimize emission reduction measures in all aspects and improve energy efficiency
Market	With the popularization of green consumption and sustainable development concepts, the demand for green solutions has increased, bringing potential business expansion opportunities	• Expand new business scenarios and diversify the revenue structure • Enhance customer stickiness and brand value • Improve market competitiveness and potential premium capability	Medium, long	• Identify customer groups with sustainable growth potential and provide targeted services • Keep abreast of market trends and potential risks, integrate sustainability concepts into the community management system, and improve community supporting facilities, such as adding new energy vehicle charging equipment
Resilience	Enhance the capability of infrastructure construction and operation management to address the potential impacts arising from climate-related events	• Reduce the risk of service disruption caused by extreme weather • Reduce additional operation and maintenance costs caused by unexpected incidents • Improve the long-term stable operation capability of the project	Medium, long	• Strengthen the construction of infrastructure such as flood control and disaster prevention • Improve the emergency response mechanism and material reserves • Incorporate climate risks into the business continuity management system

Risk Management

We continue to focus on the sustainable development of the Group and assess the risks and opportunities brought by climate change to the Group through scenario analysis, so as to identify problems in a timely manner and implement effective response measures.

Climate scenario analysis is a forward-looking assessment method that helps the Group identify potential climate risks and opportunities by simulating future evolution paths under different economic development models and energy use scenarios. This method provides a scientific basis for our decision-making, assists in formulating effective climate response plans and enhances the Group's resilience to climate change.

For the assessment of physical risks, we refer to the Intergovernmental Panel on Climate Change (the "**IPCC**") and select Representative Concentration Pathway (the "**RCP**") 2.6 and 8.5 as the baseline scenarios. Under the RCP 2.6 scenario, it is assumed that governments, industrial chains and all sectors of society will promote fundamental changes in production and consumption patterns through comprehensive measures such as legislative restrictions and global carbon pricing, substantially reducing greenhouse gas emissions so that the final global temperature rise is controlled within 1.5℃. Under the RCP 8.5 scenario, governments, industrial chains and relevant institutions fail to implement adequate and effective policies and measures, resulting in a continuous rise in greenhouse gas emissions, leading to an increase in the global average temperature of more than 4℃ or more by 2100.

Risk Category	Risk Description	Climate Scenario	Probability of Occurrence	Impact Level	Impact Cycle
Typhoon	Infrastructure and facilities damaged by typhoons	RCP2.6	Medium	Medium	Short, Medium, Long
		RCP8.5	High	Medium	Short, Medium, Long
Heavy rain and flooding	Flooding of rivers and streams	RCP2.6	Medium	Medium	Short, Medium, Long
		RCP8.5	High	Medium High	Short, Medium, Long
Extreme cold weather	Logistics and transportation disruption caused by snowstorms	RCP2.6	Medium	Medium	Short, Medium, Long
		RCP8.5	Medium High	Medium High	Short, Medium, Long
Climate warming	Prolonged high temperatures	RCP2.6	Medium	Medium High	Long
		RCP8.5	High	High	Long

For the assessment of transition risks, we adopt the "Net Zero Emissions by 2050 Scenario" ("**NZE 2050**") and the "Stated Policies Scenario" ("**IEA SPS**") of the International Energy Agency (the "**IEA**") as the baseline analytical framework. The NZE 2050 Scenario simulates the rapid carbon reduction pathway adopted by the international community to achieve the 1.5°C temperature control target, under which the global energy system is expected to reach net-zero emissions by 2050. Under the IEA SPS scenario, governments only consider the impact of specific policies that have been implemented or announced, and the global average temperature rise is expected to significantly exceed the 1.5°C control target.

Risk Category	Risk Description	Climate Scenario	Probability of Occurrence	Impact Level	Impact Cycle
Policy and Law	Increasingly stringent regulatory requirements	NZE 2050	High	Medium High	Short, Medium
		IEA SPS	Medium	Low	Medium, Long
Market	Shifts in consumer preferences	NZE 2050	Medium	High	Medium, Long
		IEA SPS	Low	Low	Short
Reputation	Growing emphasis on climate change actions and rising expectations for disclosure among stakeholders	NZE 2050	High	Medium High	Medium, Long
		IEA SPS	Low	Low	Short



The Group regularly identifies, analyses, assesses and addresses climate-related risks that may affect its business operations and financial performance, and conducts ongoing management and monitoring thereof to maintain resilience against climate change and the capacity for sustainable development. To achieve more effective management of climate-related risks, we have established an identification and monitoring mechanism for climate-related risks, forming a climate risk management process of "risk identification – impact assessment – strategy formulation – monitoring and improvement".

Risk Procedure	Specific Items
Impact Assessment	• Through collecting and analyzing information related to climate risks, such as the actual situation of climate change, updates to policies and regulations, and market trends, identify physical risks and transition risks that may affect the Group's business operations and financial position
Impact Assessment	• Based on the concerns of internal and external stakeholders, combined with industry practices and the Group's own operating conditions, analyze the potential impacts of various climate-related risks on key areas of business operations, determine their priorities, so as to allocate resources more effectively and reasonably
Strategy Formulation	• Based on the assessment results, formulate targeted response plans for different categories of risks respectively, and integrate corporate culture and business development to form climate response strategies. Incorporate climate risk management and response measures into daily operations, and conduct scenario simulations to rehearse response arrangements in the event of disasters, so as to ensure that employees can effectively respond to emergencies
Monitoring and Improvement	• Establish a dynamic monitoring mechanism to regularly review changes in climate risks and the implementation of climate strategies, so as to ensure the effective implementation of response measures • Regularly collect feedback from stakeholders and keep abreast of regulatory requirements in the locations where the business operates, and continuously optimize the risk management process to enhance climate adaptability and resilience in responding to climate change

Indicators and Targets

Guided by the long-term development goals of achieving carbon peaking by 2030 and carbon neutrality by 2060, the Group continuously promotes the systematic management of climate-related risks and opportunities. We are committed to integrating climate factors into daily operations and decision-making processes by establishing a clear indicator system and management objectives, and continuously enhancing our ability to address climate change and operational resilience.

Greenhouse Gas Emission Calculation and Disclosure

The Group continuously promotes the systematic management of carbon footprint and information disclosure. In light of the operational characteristics of the property services industry, the Group's greenhouse gas emissions mainly arise from purchased electricity, staff canteens at projects and company-owned vehicles. During the reporting period, the Group discloses emissions covering Scope 1, Scope 2 and Scope 3:

- Scope 1 (Direct Emissions): mainly from petrol and diesel consumed by official vehicles, as well as liquefied petroleum gas and pipeline natural gas used by staff canteens at projects. Exhaust emissions from the Group's own fuel-powered vehicles are included in Scope 1; for plug-in hybrid vehicles, emissions generated from their fuel-driven part are also included in Scope 1.

- Scope 2 (Indirect Emissions – Purchased Electricity): covers electricity consumed by office premises and public areas of property management, as well as purchased electricity for charging the Group's pure electric vehicles and plug-in hybrid vehicles, representing the main source of the Group's greenhouse gas emissions.

- Scope 3 (Other Indirect Emissions): currently mainly covers emissions relating to employee commuting and business travel, and the scope of relevant data collection and methodology are being continuously improved.

In terms of measurement methodologies, the Group mainly refers to the Environmental Key Performance Indicator Reporting Guidelines of the Hong Kong Stock Exchange and relevant national standards of the Chinese mainland. The latest officially published data are adopted for Scope 1 fuel and Scope 2 electricity emission factors to ensure accuracy and consistency of calculation. During the reporting period, relevant methodologies remained consistent with no material changes.

Calculation of Water Resources-Related Indirect Greenhouse Gas Emissions

Although water consumption does not directly generate on-site greenhouse gas emissions, the extraction, treatment and transportation of water involve relatively high energy consumption. Accordingly, the Group has included greenhouse gas emissions related to water consumption and drainage in Scope 3 for calculation and disclosure. At the management level, the Group has integrated water resources management into its overall energy conservation and carbon reduction system. By strengthening pipe network inspections, timely repairing leakages and optimising water management measures, the Group continuously improves water use efficiency and reduces water demand from the source, thereby lowering indirect greenhouse gas emissions associated with water supply and sewage treatment.

Explanatory Note on Applicability of Quantitative Disclosure of Climate-Related Risks and Opportunities

This chapter has disclosed the major climate-related risks and opportunities identified by the Group. In light of the asset-light operational characteristics of the property services industry, the ownership of property assets managed by the Group generally does not belong to the Group. Under such business model, quantitative disclosure based on "amount and proportion of assets affected by climate-related risks or opportunities" is relatively less compatible with the Group's business characteristics. Therefore, the Group currently focuses more on assessing relevant impacts at the operational level, and enhances its ability to adapt to and address climate change by improving operational resilience and refined management capabilities.

Climate-Related Capital Investment and Resource Allocation

The Group has included investments relating to climate change response in its annual budget management system. Relevant capital expenditures mainly cover energy-saving retrofits (such as LED lighting upgrades and replacement of high-efficiency equipment) and climate resilience construction (such as reinforcement of flood prevention facilities and enhancement of emergency response capabilities). The above investments not only help reduce energy consumption and operating costs, but also continuously improve project operation stability and service quality, achieving synergistic improvement of environmental and economic benefits.

Climate Governance Mechanism and Performance Management System

As at the end of the reporting period, the Group has not formally introduced a carbon pricing mechanism into internal business decision-making. The current emission reduction pathway is mainly driven by energy efficiency improvement through technical optimisation and management enhancement. In terms of incentive mechanisms, although separate climate-related performance indicators have not yet been established to directly link with remuneration, key tasks such as energy conservation and emission reduction, resource management and safe operation have been incorporated into the overall performance appraisal system, providing effective support for the achievement of relevant targets. Going forward, the Group will continue to assess the feasibility of further integrating climate-related indicators into the performance management system.

Industry-Related Performance Indicators and Energy Efficiency Measurement

With reference to major international sustainable development reporting standards and in light of the characteristics of the property management industry, the Group has selected "energy consumption intensity per unit area" as the core indicator to measure energy management efficiency, which has been disclosed in relevant sections of this report to reflect the actual effectiveness of the Group in energy conservation management.



Climate Target System and Implementation Path

To continuously promote green operations, the Group has established an environmental target system with energy efficiency management as the core, which is implemented through a multi-level management mechanism:

- **Quantitative Operational Targets:** We have set stringent indicators for electricity and water consumption intensity in public areas of properties, serving as the core of energy efficiency management;
- **Target Management Methodology:** The above targets are tracked and reviewed monthly through the three-tier energy consumption statistical analysis system of "Group – Region – Project", with unified supervision and implementation by the engineering management functional department;
- **Performance and Trends:** During the reporting period, against the backdrop of continuous business expansion, the overall energy consumption intensity decreased year-on-year, indicating that the existing energy conservation measures have achieved phased results;
- **Greenhouse Gas Target Path:** At the current stage, energy efficiency improvement serves as the main driver to bring about continuous decline in Scope 1 and Scope 2 emission intensity. Going forward, with further improvement of the data foundation and management system, the Group will gradually set more binding absolute greenhouse gas emission reduction targets and continuously enhance the level of climate information disclosure.

XI. People-Oriented, Move Forward Together

With a responsible attitude towards its staff, the Group has been able to stimulate their enthusiasm for work while safeguarding their physical and mental health through sound job safety management, a comprehensive job training and grade promotion system, competitive remuneration packages and a wide range of cultural and sports activities.

Chapter Highlight:

- Diversified Talent Absorption and Retention
- Ensuring Occupational Health and Safety
- Robust Staff Training and Development
- Performance Appraisal and Promotion
- Staff Communication and Care

Key Performance:

ISO 45001: 2018

Occupational Health and Safety Management System Certification

Average number of training hours per staff:

6.96

Sustainable development goals of this chapter focus on:

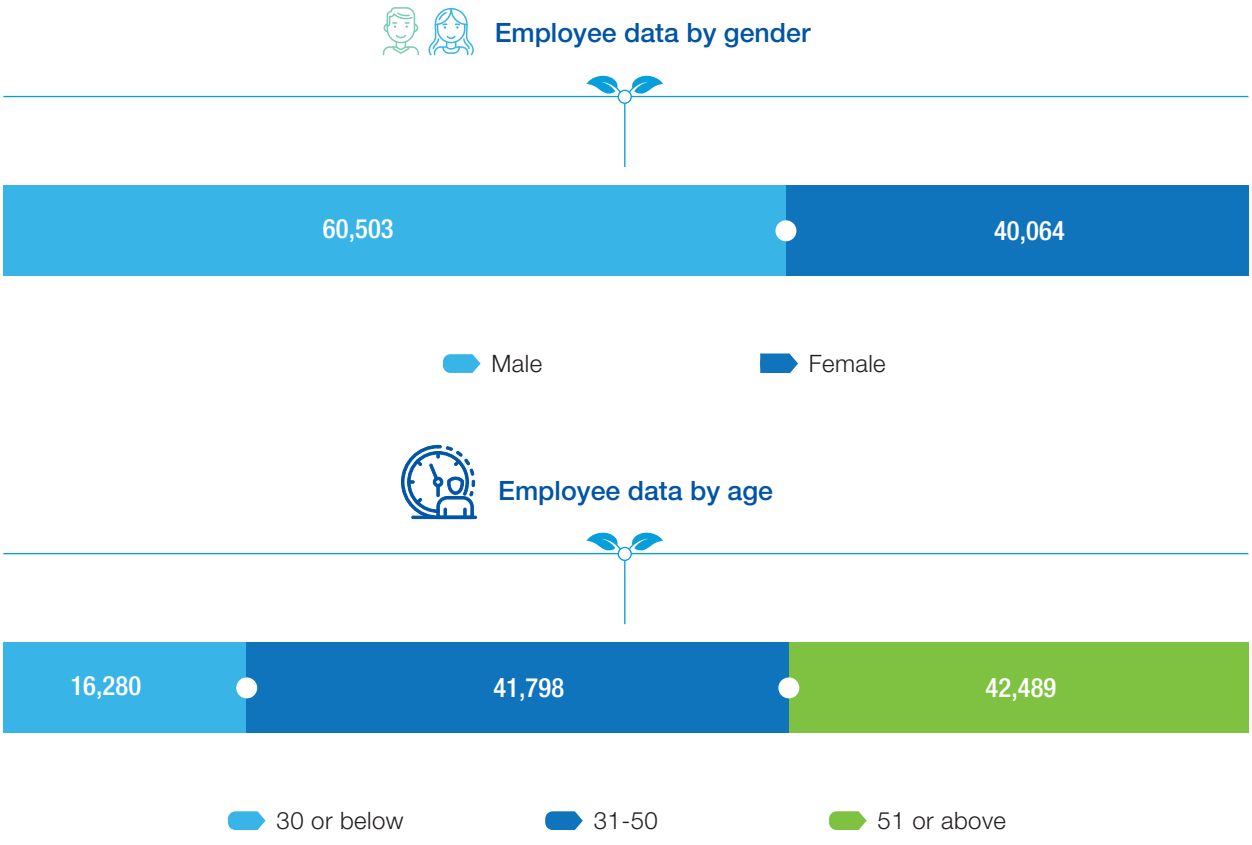


Diversified talent absorption and retention

Talent recruitment and introduction

The Group cooperates with a number of national and regional recruitment platforms through online, supplemented by offline talent market, specialized job fairs and internal staff recommendation, etc. for talent recruitment according to the staff compilation and management plan and actual business needs. Meanwhile, the Group strictly manages the internal recommendation channels and avoids recruitment malpractices in accordance with the principles of fairness and impartiality and avoidance of postings.

As of 31 December 2025, the Group had a total of 100,567 employees and the breakdown of employees by gender, and age is set out below:



Protect the rights and interests of staff

"People oriented" has always been upholding the core value of Evergrande Property Services Group. The Group strictly abides by the "Labour Law of the People's Republic of China", the "Labour Contract Law of the People's Republic of China" and other laws and regulations on human rights protection, pays staff salaries in full and on time, pays social insurance and housing fund, and provides staff with paid annual leave, staff flats, working meal and other benefits. The Group has also established a labour union to organize staff activities regularly, to promote exchanges between staff and the Group, and among staff.

Evergrande Property Services Group actively promotes fair employment, respects the rights of women and ethnic minorities, and prohibits any form of discrimination due to race, gender, region, religion, physical health, political parties, etc. We do not tolerate any discrimination against human rights. In 2025, the Group continued to build a diversified and inclusive working environment with equal employment opportunities, with a male to female ratio of 60:40 (2024:61:39). The Group takes into account international labour standards and norms, prohibits forced labour and child labour, combats discrimination, ensures equal pay for equal work, and protects the rights of staff in collective bargaining. Evergrande Property Services Group abides by the "Provisions on the Prohibition of Using Child Labour of the PRC" and conduct strict onboarding reviews. The Group regulates the working hours, vacation systems, and employment practices across various positions to ensure that all departments comply with laws and regulations in their employment practices, strictly prohibiting forced labour. In 2025, the Group did not encounter any incident or phenomenon involving discrimination, child labour or forced labour.



Ensuring occupational health and safety

In order to ensure that all staff can work in a safe and healthy environment and respond to sudden safety incidents, the Group has established a Work Safety Committee and formulated relevant policies, procedures, training, as well as risk assessment and prevention measures. Through regular training and drills, the safety awareness and response capabilities of staff are enhanced. Moreover, in accordance with the management requirements set by the ISO45001:2018 Occupational Health and Safety Management System Certification, the emergency response mechanism is earnestly implemented. Prompt investigations are carried out and appropriate solutions are formulated. Adhering to the people-oriented management spirit, the Group earnestly provides comfort and guarantees for staff, so as to ensure the safety and health of staff at work and jointly build a harmonious and safe workplace environment.

Staff safety management

"Safety first, prevention-focused" has been the fundamental principle of safety management that Evergrande Property Services Group has adhered to for many years. On the one hand, the Group provides comprehensive safe operation equipment for frontline employees and formulates detailed operating instructions for different positions to clearly identify potential safety risks that may exist in the operation process and the corresponding protective procedures; meanwhile, it strictly implements the certificate-based post access system to ensure that operators of fire protection facilities and personnel engaged in special equipment operations obtain nationally recognised post qualification certificates, so as to guarantee that relevant personnel possess the necessary professional skills and production safety awareness. In terms of risk prevention and control, the Group continuously strengthens the identification and management of potential safety hazards through a safety management mechanism combining daily inspections and regular checks, and attaches great importance to emergency management and drills for various emergencies and hazardous operations; on this basis, the Group not only formulates and improves relevant operating systems and emergency plans, but also continuously carries out occupational safety education and on-the-job practical training. The training covers elevator rescue for trapped persons, fire and theft prevention, first aid knowledge, maintenance of live equipment and other aspects. The Group assesses employees' safety knowledge and skills through regular assessments, and arranges retraining for those who fail to meet the standards until they meet the requirements. In addition, when introducing new processes, new technologies, new materials or new equipment, the Group also organises special training to ensure that relevant employees fully master the operating procedures and safety specifications; meanwhile, the Group continuously conducts safety hazard inspections and risk analysis, thoroughly analyses the root causes of problems and urges the implementation of rectification, gradually forming a closed-loop management mechanism covering identification, rectification and review. Through the establishment of a multi-channel safety hazard reporting mechanism, employees are encouraged to take the initiative to report potential risks or dangerous situations, while strict confidentiality is imposed on the reported information and any retaliatory acts are severely dealt with. In the event of an occupational accident, the relevant unit shall respond promptly in accordance with the established emergency plan, take measures such as suspending operations, securing the scene and treating the injured in light of the actual on-site conditions, and strictly implement the major incident reporting procedure and accident investigation process. Through continuous risk identification, hazard factor analysis and hierarchical management and control, the Group continuously optimises its safety management system and further strengthens the comprehensive protection of employees' occupational health and production safety.

Staff health management

The Group attaches great importance to the physical and mental health of its staff. In its daily operations, it actively provides staff with occupational health services and facilities, thereby improving work efficiency and enhancing staff sense of belonging. The services and facilities currently provided by the Group include:

01 Provide a canteen and dormitory for the project's frontline staff, and conduct regular hygiene and safety checks.

02 Require staff in the staff canteen to have health certificates and regular medical checks.

03 Provide relevant labour protection equipment or pandemic prevention materials, etc. for employees in positions with safety risks.

04 Pay medical insurance, maternity insurance and work injury insurance for each staff in accordance with national requirements, and major illness insurance in some areas in accordance with local requirements, etc.

05 Organize group activities during spare time to enrich the daily life of staff.

06 A comprehensive training mechanism for new recruits, including induction training, on job training as well as final examinations, to help new recruits integrate into the work quickly and smoothly.

07 Organize regular health checks for staff to help them manage their own health and alert them to potential health problems.

Robust staff training and development

Strengthen career development

The Group firmly believes that talents are the most fundamental driving force for the Group's development. Therefore, we attach great importance to the all-round career development of its staff and the building of a talent pipeline. The Group has built a good career platform for its staff, who can develop and equip themselves through both management and technical channels. The Group provides its staff with a wealth of training and learning opportunities through various channels in accordance with their job responsibilities and the different needs of their career paths, with a view to upgrading their professional competence and overall quality. In 2025, all staff of the Group have been provided with training at different levels. Below is the overall training situation of the Group in 2025 and the relevant training that has been commenced:

Total hours of training	Total number of trainees	Average number of training hours
700,419	**100,567**	**6.96**

CASE

With sparks gathered together, we embark on a new journey.

On 21 July 2025, the 2025 Intensive Training Camp for University New Hires of the Property Services Group officially kicked off in Guangzhou. Nearly 200 new campus recruits gathered together to embark on a new chapter in their careers. With the theme of "The Best Time to Be the Best You", this training integrated a variety of forms including panoramic courses, practical sharing and outdoor development, helping participants quickly integrate into the corporate culture, understand job responsibilities, and lay a solid foundation for the smooth role transition from campus to workplace






CASE

Online live skill training and job empowerment

In the second half of 2025, the Guangxi regional company held 13 online live training sessions covering 33 basic engineering skills, with over 3,000 participant attendances. Among them, nearly 200 employees from non-engineering positions obtained skill certifications, opening up new career development paths and providing a practical exploration for diversified employee development and skill inheritance.



CASE

A new attempt in industry-education integration

To strengthen the talent echelon, the Shanxi regional company cooperated with Lüliang University in July 2025 to launch the school-enterprise joint training programme for the first time. The first training session was attended by 30 project managers and core backbones over a three-day period, with courses covering modules including laws and regulations, management theories, intelligent technologies and landscape maintenance. The training adopted a combination of classroom lectures, seminars and practical exercises to help participants acquire relevant knowledge and skills. The passing rate of the first training assessment reached 98%, and the course satisfaction score exceeded 4.7, providing data reference for the optimisation of the subsequent training system.







CASE

Specialised training for elevator administrators

In April 2025, the Henan regional company organised the third specialised training for elevator administrators in Lankao, where 42 participants attended a two-day intensive study programme systematically covering professional contents including elevator structure and principles, laws, regulations and standards, key maintenance points and contract management. Upon completion of the training, the Engineering Department of Henan conducted skill assessments simultaneously, and for the first time added a special category of elevator management to the technical talent pool, awarding technical prizes with corresponding incentives, which further stimulated the enthusiasm of technical personnel for professional learning and skill improvement.





Performance appraisal and promotion

In order to optimize the allocation of human resources and align with the Group's strategic transformation goals, Evergrande Property Services Group regularly conducts talent inventories and organizational restructuring exercises. In the Year, the Group completed a talent inventory and personnel appointments and dismissals of middle-level and above cadres at the headquarters and regional company headquarters, and through job sorting and optimization, we improved the posting standards of project cadres, expanded the scale of project management, and enhanced project manpower efficiency.

The Group has a well-established performance appraisal and remuneration incentive mechanism, and sets reasonable remuneration standards with reference to the industry's market remuneration levels and internal remuneration positioning, and in principle, carry out remuneration reviews and adjustments on an annual basis. Meanwhile, the Group formulates the "Regulations on Payroll Computing Management of Property Services Group" in strict accordance with the laws and regulations of each region to ensure that the salaries offered are gender-neutral and competitive in the market so as to effectively motivate the staff. In addition, the Group also strictly complies with the "Cadre Selection and Appointment System of Property Services Group" in selecting and promoting cadres to ensure that the entire process is open, fair, selective and orderly. In 2025, the Group set performance and assessment standards in various areas such as satisfaction with the quality of property management services, collection of property management fees, income from a variety of operations and external expansion, etc. We also track the completion of the indicators for each department on a monthly and quarterly basis, and allocate performance bonuses, such as monthly bonuses and special bonuses, according to the assessment system and assessment results. Meanwhile, the achievement of performance indicators is also an important consideration for promotion assessment, thus encouraging staff to continuously improve themselves and pursue excellence, and to jointly promote the Group's forward development.

Staff communication and care

Staff communication mechanism

Staff' views often enable the Group's management to understand the actual situation of the Company's daily operations and help identify potential problems within the Group for timely resolution. In view of this, the Group has set up a comprehensive two-way communication channel for staff to obtain their views and suggestions. This not only enhances humanistic care and psychological guidance for our staff, but also enhances their sense of cohesion and belonging. In order to effectively protect the rights and interests of staff's complaints and to establish a fairer, faster, more efficient and transparent working environment, the Group has established diversified internal complaint channels such as telephone, email and social media. Staff can lodge various complaints or grievances with the Group's Comprehensive Supervision Centre through the above channels, which will be followed up and dealt with in a timely manner.

The Group also holds regular seminars for management trainees in order to keep abreast of the work and study conditions of the management trainees, to further enhance interaction and communication with the management trainees, and to collect the views of the management trainees in order to continuously optimize the training plan.

Staff caring activities

To enhance mutual understanding between the Company and its staff, and strengthen staff cohesion and sense of belonging, the Group continuously advances the development of its staff care system. By organizing a diverse range of care activities, the Group fosters a favourable atmosphere of caring for staff and pursuing collaborative development. Set out below are some staff care activities organized by the Group in 2025:

CASE

Off-site team building activities

In August 2025, the Guizhou regional company organised a team building activity for the customer service line with the theme of “Braving Hardships and Growing Together” in Guanshanhu District, Guiyang, with more than 350 employees participating. The activity included ice-breaking interactions, outdoor development, forest hiking and a bonfire party, promoting employees to enhance communication through collaboration and build consensus through interaction.



CASE

Warm energy supply station

In light of the successful results achieved by the pilot “Employee Energy Supply Station” launched in 2024, the Group further rolled out this initiative to all property projects across the country in 2025 on the basis of summarising experience, providing convenient energy supply support for frontline employees during work breaks. Relevant work is coordinated and managed by the personnel and administration departments of each regional company, which continuously ensure adequate supply of snacks, beverages and instant food supplies, helping frontline employees replenish physical strength in a timely manner and maintain abundant energy during busy work.



CASE

Excellent employee incentive plan

In 2025, the Group launched a brand-new outstanding employee incentive plan, which initially covered approximately 250 employees with outstanding performance from the headquarters and various regional companies. Employees may independently select one of the multiple travel itineraries arranged by the company to participate with their family members, or directly choose to receive the equivalent value of the reward in cash. On the basis of continuing the previous bonus incentives, the plan also takes family care into account, reflecting the Group's recognition of the contributions of employees.





CASE

Basketball friendly match

From July to August 2025, the Guangxi regional company and the Hunan regional company jointly held a basketball friendly match, with a total of 10 teams participating. The finals were successfully held in Nanning, Guangxi, where two teams from different regions competed for the championship. Under the theme of "Uniting as One, Shooting for Excellence", the event enhanced employees' physical fitness through competitive contests, strengthened teamwork and collective sense of honor, and established a cross-regional communication platform to promote corporate cultural identity and communication integration.





XII. Commitment to Public Welfare, Give Back to Society

Evergrande Property Services Group has been upholding the corporate concept of "giving back to the society, creating value together", actively undertaking corporate social responsibility and continuously focusing on social welfare issues to promote the sound development of the community and create social value. The Group also encourages its staff to participate in volunteer services and community activities to achieve harmonious development of the enterprise and the community.

Chapter Highlight:

- Participate in Social Welfare Activities
- Support Rural Revitalization
- Expand Employment Opportunities
- Promote Community Harmony

Key Performance:

Provided more than

100,000 jobs to society in aggregate for the full year

Carry out more than

35,000 various community activities

Sustainable development goals of this chapter focus on:



Evergrande Property Services Group has always adhered to the corporate concept of "giving back to society, creating value together", actively fulfilled its social responsibilities, paid attention to social welfare, and was committed to promoting the sustainable development of communities and creating social value. In 2025, the Group made substantial investments of human resources, financial resources, and materials in multiple fields such as social welfare, promoting community harmony, supporting rural revitalization, and expanding employment opportunities. Meanwhile, the Group actively advocated that staff participate in volunteer services and community activities to promote positive interaction and common development between the enterprise and the community. In order to further promote the creation of social value, the Group participated in and organized several projects and activities to assist community development during the Year. The following are some of the highlights:

Participate in social welfare activities

The Group actively responds to its social responsibilities, engages in various public welfare activities, and is committed to fields such as environmental protection and community safety, contributing to society.

CASE

Donation of care supplies

In late February 2025, the Heilongjiang regional company actively responded to the initiative of the Harbin Property Management Association, and mobilised property owners and employees to donate cold-proof supplies for children in the earthquake-stricken area of Garzê, Sichuan. As of mid-March, more than 1,100 kilograms of various supplies including clothing, footwear and books had been collected. All supplies were sorted, disinfected and packed in a unified manner before being delivered to Sichuan by logistics, and were successively distributed to the aided children in late March.







CASE

Stand together through thick and thin, and overcome difficulties hand in hand

In August 2025, Yuzhong County, Lanzhou, Gansu was hit by successive rainstorms, triggering flash floods and debris flows, resulting in road damage, power outages and disasters affecting some residents. Following the disaster, the Gansu regional company responded to the government's call at the first instance, promptly prepared emergency living supplies such as instant noodles, mineral water and bread to support the disaster-stricken area, and conveyed care and strength through concrete actions.







Support rural revitalization

CASE

Love for farmers assistance

In May 2025, the Shaanxi regional company learned of the poor sales of asparagus lettuce among surrounding farmers during agricultural assistance visits, and immediately carried out production and marketing connection by means of "purchasing instead of donating", organising employees to purchase approximately 13.7 tonnes of unsold asparagus lettuce, and participating in picking, sorting and distribution. Subsequently, the company distributed the freshly purchased asparagus lettuce to property owners in the community free of charge as care supplies, covering a total of 28,000 households. While supporting farmers in stabilising production and increasing income, it also sent warmth from the neighbourhood to community residents.







Expand employment opportunities

As a responsible corporate citizen, the Group actively fulfills its corporate social responsibilities and continuously enhances its employment absorption capacity. During the Year, the Group provided more than 100,000 jobs to society in aggregate, of which over 97% were full-time positions. Over the long term, adhering to the principles of inclusiveness and diversity, we have established a priority recruitment mechanism for ex-servicemen, continuously improved the setup of posts suitable for persons with disabilities and supporting measures, built a fair and open employment environment, and assisted key groups in achieving stable employment and sustainable development. Meanwhile, the Group gives full play to the synergy advantages of the industrial chain, drives upstream and downstream partners to jointly expand employment opportunities, continuously enhances the Group's social value and contribution to responsibilities, and forms an employment value ecosystem led by core enterprises.

Promote community harmony

Evergrande Property Services Group is committed to building harmonious and neighborly communities and to creating all-age-friendly communities that integrate residential and cultural value. During major holidays, the Group leverages its resource advantages and actively collaborates with subdistrict offices, community committees, and various social organizations to organize a wide range of community cultural activities. In 2025, the Property Services Group organized more than 35,000 community events, attracting approximately 7 million participants. These activities effectively met the cultural and recreational needs of residents of all age groups, fostered a stronger sense of community, and enhanced residents' sense of belonging and well-being.

CASE

Adopt a patch of greenery and build neighbourly friendship together

With spring breezes gently blowing and everything taking on a new look, it is once again the ideal season for tree planting. The 25 communities served by the Hainan regional company simultaneously held the Arbor Day activity themed "Adopt a Patch of Greenery and Build Neighbourly Friendship Together". Property owners, both adults and children, participated enthusiastically, planting more than 3,000 young saplings, enabling greenery to take root in the communities and deepening neighbourly bonds through interaction.



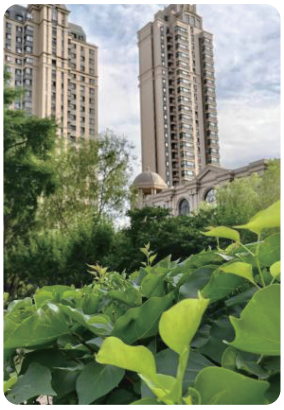
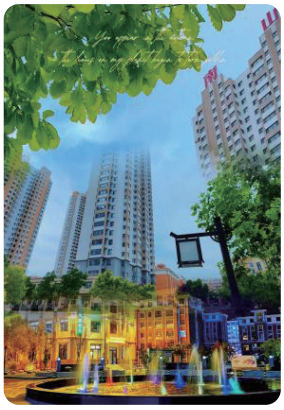




CASE

Community photography competition

As light and shadow shift, beautiful moments are captured. Regional companies have successively organised community photography competitions and invited property owners to participate actively. Through the lens, there is always a scenic view that touches the heart and a moment that warms the soul. The warmth and beauty hidden in daily life deserve to be frozen in time and remembered. This competition takes beautiful scenery in communities, heartwarming moments and cultural activities as its themes. Outstanding works are selected through online voting, and exquisite gifts are presented to winners. The following is a selection of outstanding works of the year:



CASE

Intangible cultural heritage enters communities

During the Spring Festival, taking the traditional festival as an opportunity, the property management introduced intangible cultural heritage activities from various regions such as Yingge Dance, Shehuo, iron flower beating and Hanfu culture into communities, creating cultural scenarios integrating “performance watching + experience”, allowing property owners to immerse themselves in the charm of traditional culture right at their doorstep.





XIII. Future Outlook

The Group has always adhered to the concept of "conscientious services and heartfelt companionship", focusing on "standardized operation, professional services, and market-oriented development", incorporating the principles of sustainable development into daily operations and services of the Group, shaping a healthier environment and community, and striving to create shared value for all stakeholders.

Looking to the future, Evergrande Property Services Group will continuously focus on promoting green operations and digital transformation, relying on technological innovation to strengthen the Group's ESG performance, while making efficient use of quantitative ESG data management tools to improve data collection, analysis and disclosure, and continuously exploring opportunities for high-value business insights and opportunities to enhance the Group's ESG performance in order to contribute to social expectations.

The Group believes that building mutual trust is fundamental to doing business. Therefore, the Group will place greater emphasis on fulfilling its corporate social responsibility, caring for its staff, giving back to the society and moving forward with all stakeholders to build a prosperous and sustainable future together.



Schedule I. Social Honours (partial extract)

No.	Award Name	Awarding Entity
1	2025 Top 5 Listed Companies in Firm Scale of China Property Management Service	China Property Management Think Tank
2	2025 ESG Best Practice of China Listed Property Management Service Companies	
3	No.4 Ranking in 2025 Top 100 Property Management Companies in China	
4	2025 Top 100 High-quality Service Property Management Companies in China	
5	2025 Top 100 Brand Influential Property Management Companies in China	
6	2025 Leading Companies of China in Property Service Satisfaction	
7	2025 Leading Property Management Companies of China in Red Community Service	
8	2025 Top 20 Companies in Residential Property Service	
9	2025 Featured Services Brand Property Management Companies in China - Service Transparency	
10	2025 Independent Operative Leading Companies in Property Service	
11	2025 Leading Property Management Companies of China in Smart Property Service	
12	2025 Leading Property Management Companies of China in Value-added Services Operation	
13	2025 Best AI Pioneer Award for Omnichannel Digital Business Operations	Tencent Cloud
14	2025 Tencent Smart Retail and Lifestyle Industry Pioneer Partner	

Schedule II. Overview of ESG Key Performance Indicators for 2025

Environmental Performance [1]

Key Performance Indicators	Indicators	Unit	2025	2024
A1.1 Emissions	SOx emission	kg	3.42	2.83[5]
	NOx emission	kg	2,211.09	2,203.14[5]
	Particulate matters	kg	1,679.95	1,650.41[5]
A1.2 Greenhouse gas emissions [2]	Direct greenhouse gas emissions (Scope 1)	tCO_2e	1,477.32	1,441.24[5]
	Indirect greenhouse gas emissions (Scope 2)	tCO_2e	459,851.98	543,621.85[5]
	Indirect greenhouse gas emissions (Scope 3)	tCO_2e	10,561.09	13,595.54[5]
	Total greenhouse gas emissions	tCO_2e	471,890.39	558,658.63[5]
	Greenhouse gas emission intensity	tCO_2e／10,000 sq.m.[3]	9.72	11.92[5]
A1.3 Hazardous waste	Discarded bulbs/tubes	ton	85.84	74.64
	Weight of waste electronic products	ton	7.61	7.57
	Weight of waste ink cartridge/toner	ton	3.05	4.71
	Total generation of hazardous waste	ton	96.50	86.92
	Emission intensity of hazardous waste	ton／10,000 sq.m.	0.0019	0.0019
A1.4 Non-hazardous waste	General household waste	ton	62,089.38	144,741.05
	Garden waste	ton	30,503.12	39,016.47
	Total generation of non-hazardous waste	ton	92,592.50	183,757.52
	Emission intensity of non-hazardous waste	ton／10,000 sq.m.	1.91	3.92



Key Performance Indicators	Indicators	Unit	2025	2024
A2.1 Resource use [4]	Direct energy consumption	MWh	2,058.38	1,650.89[5]
	Indirect energy consumption	MWh	927,755.43	1,086,291.92[5]
	Total energy consumption	MWh	929,813.81	1,087,942.81[5]
	Total electricity consumption	MWh	927,755.43	1,086,291.92[5]
	Total energy consumption intensity	MWh／10,000 sq.m.	19.16	23.22[5]
	Consumption ofgasoline	L	56,714.50	48,621.31[5]
	Consumption of diesel	L	140,960.83	110,211.83[5]
	Consumption of liquefied petroleum gas	kg	139,749.60	142,516.77
	Consumption of pipeline gas	m^3	202,584.10	226,728.12
A2.2 Water consumption	Total water consumption	m^3	20,800,495.28	27,167,594.15
	Water consumption intensity	m^3／10,000 sq.m.	428.59	579.87

1 The emission factors used to calculate the environmental KPIs in the Report refer to the "How to Prepare an Environmental, Social and Governance Report - Appendix II: Environmental KPI Reporting Guide" issued by the Hong Kong Stock Exchange, unless otherwise stated.

2 To ensure consistency, relevant emission data are calculated using the emission factors specified in the "Notice on Improving the Management of Greenhouse Gas Emission Reporting for Enterprises in the Electricity Generation Sector for the Period of 2023-2025" issued by the Office of the Ministry of Ecology and Environment.

3 During the Year, the total floor area included in the calculation is 485.32 million square metres, including the office and property management common areas of the headquarters, subsidiaries and 16 regional companies, as well as non-outsourced staff canteens.

4 The energy consumption has been calculated according to the conversion factors of the National Standard of the People's Republic of China "General Rules for Calculating Comprehensive Energy Consumption" (GB/T 2589-2020) and the conversion factors provided by scientific institutions.

5 The data has been restated for unified comparison.

Social Performance

Total number of employees by gender, employment type, age group and geographical region		Number of employees for 2025	Percentage of staff turnover (%) for 2025	Number of employees for 2024	Percentage of staff turnover (%) for 2024
By gender	Male	60,503	39%	57,702	38%
	Female	40,064	36%	37,469	34%
By age group	30 below	16,280	50%	16,903	47%
	31-50	41,798	29%	39,640	28%
	51 above	42,489	39%	38,628	37%
By geographical region	China (including Hong Kong, Macau and Taiwan)	100,567	38%	95,171	36%
By employment type	Full-time	98,127	46%	63,853	31%
	Part-time	2,440	7%	31,318	45%
Total number of staff		100,567	38%	95,171	36%

Breakdown of new employees		2025	2024
By gender	Male	43,064	40,915
	Female	27,202	23,863
By age group	30 below	20,248	20,059
	31-50	19,753	18,796
	51 above	30,265	25,923
By geographical region	China (including Hong Kong, Macau and Taiwan)	70,266	64,778

Accidents with work injury loss	2025	2024
Number of working days lost due to work injury (day)	21,307	13,004
Accidents with work injury (excluding fatalities)	631	467
Number of work-related fatalities	10	2
Work-related fatality rate	0.0099%	0.0021%



Percentage of employees trained		2025	2024
Total employees trained		100%	100%
By gender	Male	100%	100%
	Female	100%	100%
By title type	Management	100%	100%
	Senior Staff	100%	100%
	Junior Staff	100%	100%

Average training hours		2025	2024
Average training hours for the employee		6.96	7.88
By gender	Male	6.95	7.88
	Female	6.99	7.89
By title type	Management	5.28	10.21
	Senior Staff	8.1	11.02
	Junior Staff	6.95	7.72

Customer service data	2025	2024
Number of complaints and enquiries received from various sources (times)	27,559	28,765
Complaint completion rate	99.21%	99.71%
Number of return visits after complaint handling (times)	7,010	7,962

Protection of intellectual property rights	2025	2024
Number of cases of alleged infringement of intellectual property rights by products and services during the Reporting Period	0	0
Number of copyrights	54	42
Number of trademarks	64	64

Community investment	2025	2024
Total investment amount (RMB)	19,451,450	34,979,662[1]
Number of volunteers	22,042	19,745
Total hours of volunteering service	83,269	207,250

Total number of hours of anti-corruption trainings	2025	2024
Total number of hours of anti-corruption trainings (hour)	5,396	29,170

[1] Figures have been restated for consistent comparison.

Schedule III. Participated Industry Associations

Evergrande Property Services Group' s headquarters and regional companies actively participate in local industry associations, including but not limited to the following list:

Branch	Associations	Positions held
Jinbi Property Management Company Limited	Guangdong Property Management Industry Association	Vice President
Jinbi Property Management Company Limited	China Property Management Association	Executive Director
Shijiazhuang Branch of Jinbi Property Management Company Limited	Shijiazhuang Property Management Association	Vice President Unit
Tianjin Branch of Jinbi Property Management Company Limited	Tianjin Property Management Association	Executive Director Unit
Beijing Branch of Jinbi Property Management Company Limited	Beijing Property Management Association	Member Unit
Jinbi Property Management (Gansu) Company Limited	Gansu Property Management Association	Vice President
Jinbi Property Management (Ningxia) Company Limited	Ningxia Property Management Association	Vice President
Guangzhou Branch of Jinbi Property Management Company Limited	Guangzhou Property Management Industry Association	Executive Director
Nanning Branch of Jinbi Property Management Company Limited	Nanning Property Management Industry Association	Member
Guiyang Branch of Jinbi Property Management Company Limited	Guizhou Property Management Association	Vice President Unit
Hainan Branch of Jinbi Property Management Company Limited	Hainan Property Management Association	Vice President Unit
Henan Jinbi Property Services Company Limited	Henan Property Management Association	Member Unit
Zhengzhou Branch of Jinbi Property Management Company Limited	Zhengzhou Property Management Association	Deputy Secretary General
Harbin Branch of Jinbi Property Management Company Limited	Heilongjiang Property Management Association	Vice President Unit
Wuhan Branch of Jinbi Property Management Company Limited	Wuhan Property Management Association	Vice President Unit
Changsha Branch of Jinbi Property Management Company Limited	Hunan Property Management Industry Association	Vice President Unit
Shanghai Branch of Jinbi Property Management Company Limited	Shanghai Property Management Industry Association	Member Unit
Changchun Branch of Jinbi Property Management Company Limited	Changchun Property Service Industry Association	Vice President Unit
Nanchang Branch of Jinbi Property Management Company Limited	Jiangxi Property Management Industry Association	Vice President Unit



Branch	Associations	Positions held
Jinan Branch of Jinbi Property Management Company Limited	Jinan Property Management Industry Association	Director
Taiyuan Branch of Jinbi Property Management Company Limited	Taiyuan Property Management Association	Vice President Unit
Xi'an Branch of Jinbi Property Management Company Limited	Shaanxi Property Management Association	Director
Chengdu Branch of Jinbi Property Management Company Limited	Chengdu Property Management Association	Member Unit
Urumqi Branch of Jinbi Property Management Company Limited	Xinjiang Uygur Autonomous Region Property Management Association	Executive Director Unit
Kunming Branch of Jinbi Property Management Company Limited	Kunming Property Management Industry Association	Vice President Unit
Shenyang Branch of Jinbi Property Management Company Limited	Liaoning Property Management Industry Association	Vice President Unit
Chongqing Branch of Jinbi Property Management Company Limited	Chongqing Property Management Association	Executive Director

Schedule Ⅳ. List of Major ESG Policies, Laws and Regulations

This table shows the key internal policies referred to in the ESG report and the Group's identification of relevant laws and regulations that have a significant impact on Evergrande Property Services Group:

ESG level	Laws and regulations	Policy
A1. Emissions	• Law of the People's Republic of China on Environmental Protection • Law of the People's Republic of China on the Prevention and Control of Noise Pollution • Law of the People's Republic of China on the Prevention and Control of Air Pollution • Water Law of the People's Republic of China • Law of the People's Republic of China on the Prevention and Control of Water Pollution • Law of the People's Republic of China on Marine Environmental Protection • Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste • Law of the People's Republic of China on the Prevention and Control of Soil Pollution	• Management Measures of Property Services Group • Energy Consumption Management Measures of Property Services Group • Property Services Group Vehicle Management System • Property Services Group Administrative Management Measures
A2. Use of resources	• Law of the People's Republic of China on Environmental Impact Assessment • Law of the People's Republic of China on the Prevention and Control of Radioactive Pollution • Regulations on Environmental Protection Management of Construction Projects	
A3. Environment and natural resources	• Regulations on the Administration of City Appearance and Environmental Sanitation • Law of the People's Republic of China on Energy Conservation • Urban and Rural Planning Law of the People's Republic of China • Water and Soil Conservation Law of the People's Republic of China • Forest Law of The People's Republic of China • Management Measures for Urban Living Garbage • Regulation on the Management of Urban Construction Garbage	
Part D: Climate-Related Disclosures	• The Work Plan for Accelerating the Establishment of a Dual Control System for Carbon Emissions in the 15th Five-Year Plan Period	



ESG level	Laws and regulations	Policy
B1. Employment	• Labour Law of the People's Republic of China • Labour Contract Law of the People's Republic of China • Employment Promotion Law of the People's Republic of China • Minimum Wage Regulations of the Ministry of Labour and Social Security of the People's Republic of China • Social Insurance Law of the People's Republic of China	• Management Measures of Property Services Group • Labour Contract Management System of Property Services Group • Human Resources Management Measures of Property Services Group • Policy on Labour Discipline of Property Services Group • Policy on Formal Employment of New Employees of Property Services Group • Employee Demission Management System of Property Services Group • Policy on Management of Archives of Property Services Group • Regulations on Social Insurance and Housing Fund Management of Property Services Group • Regulations on Payroll Computing Management of Property Services Group • Administrative Office Management System of Property Services Group • Notice on Relevant Regulations regarding the Standardizing Business Cooperation and Plugging Loopholes of Property Services Group
B2. Health and safety	• Work Safety Law of the People's Republic of China • Fire Protection Law of the People's Republic of China • Emergency Response Law of the People's Republic of China • Regulations on the Safety Administration of Hazardous Chemicals • Regulations on the Reporting, Investigation and Handling of Work Safety Accidents • Interim Provisions on the Screening and Control of Potential Work Safety Accidents • Provisions on the Administration of Occupational Health at Workplaces • Work-Related Injury Insurance Regulations of the People's Republic of China • Law of the People's Republic of China on the Prevention and Control of Occupational Diseases	• Property Services Group Work Safety Management Measures
B3. Development and training	• Vocational Education Law of the People's Republic of China	• Cadre Selection and Appointment Management System of Property Services Group
B4. Labour standards	• Law of the People's Republic of China on the Protection of Minors • Provisions on the Prohibition of Using Child Labour	• Recruitment and On-boarding Management System of Property Services Group

ESG level	Laws and regulations	Policy
B5. Supply chain management	• Bidding Law of the People's Republic of China • Government Procurement Law of the People's Republic of China	• Management Measures of Property Services Group • Management Measures for Bidding and Procurement of Property Services Group
B6. Product responsibility	• Product Quality Law of the People's Republic of China • Regulations on Property Management • Civil Code of the People's Republic of China • Copyright Law of the People's Republic of China • Trademark Law of the People's Republic of China • Patent Law of the People's Republic of China • Law of the People's Republic of China on the Protection of Consumer Rights and Interests • Advertising Law of the People's Republic of China • Cybersecurity Law of the People's Republic of China	• Management Measures of Property Services Group • Management Measures for Customer Requests and Complaints of Property Services Group • Major Events Management Regulations of Property Services Group • Management Measures for Property Service Fee Collection of Property Services Group • Vacant Property Management Measures of Property Services Group • Order Management Measures of Property Services Group • Parking Management Measures of Property Services Group • Project Management Measures of Property Services Group • Property Services Group Maintenance and Repair Work Management Measures • Management Measures for Equipment and Facilities Undertaking Inspection of Property Services Group • Management Measures for Special Maintenance Fund of Property Services Group • Elevator Maintenance Management Measures of Property Services Group • Paid Maintenance Management Measures of Property Services Group



ESG level	Laws and regulations	Policy
		• Property Services Group Maintenance and Repair Work Instruction Manual • Engineering Operation Guide of Property Services Group • Implementation Rules for Acceptance Work of Property Services Group • Club Service Management Measures of Property Services Group • Asset Management System of Property Services Group • Management Measures for Intellectual Property Evaluation of Property Services Group • Administrative Measures for Genuine Software of Property Services Group • Seal Management System of Property Services Group • Confidentiality System of Property Services Group • Information Management Measures of Property Services Group • Management Measures for Information System Development of Property Services Group • Management Measures for Information System Testing of Property Services Group • Management Standards for Information System Release and Change of Property Services Group • Management Measures for Scattered Demands in Information System of Property Services Group • Quality Management Measures for Basic Services of Property Services Group
B7. Anti-corruption	• Interim Provisions on Banning Commercial Bribery • Anti-Unfair Competition Law of the People's Republic of China • Anti-Money Laundering Law of the People's Republic of China • Law of the People's Republic of China on the People's Bank of China • Company Law of the People's Republic of China • Criminal Law of the People's Republic of China • Code of Integrity Management	• Management Measures for Comprehensive Supervision of Property Services Group • Employee Code of Conduct • Cadres Codes 36 • Red and Yellow Lines for Property Services Group Staff Work Style Requirements • Property Services Group Anti-Fraud Management System

Schedule V. Comparison Table of the HKEX ESG Reporting Code

Key scopes, dimensions, general disclosuresand key performance indicators		Disclosure status	Chapter/Explanation
A. Environmental Aspect			
Aspect 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 and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous waste.		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A1.1	The types of emissions and respective emissions data.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator A1.2	Deleted on 1 January 2025.	disclosed	N/A
Key Performance Indicator A1.3	Total quantity of hazardous waste generated (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator A1.4	Total quantity of non-hazardous waste generated (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator A1.5	Total quantity of non-hazardous waste generated (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A1.6	Description of how hazardous and nonhazardous wastes are handled and a description of reduction target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Aspect A2: Use of Resources			
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.1	Direct and/or indirect energy consumption (e.g. electricity, gas or oil) by type in total (in thousands of kWh) and intensity (e.g. calculated per unit of production, per facility).	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator A2.2	Water consumption in total and density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	disclosed	The products of Evergrande Property Services Group do not involve the use of packaging materials and are therefore not applicable.



Key scopes, dimensions, general disclosuresand key performance indicators		Disclosure status	Chapter/Explanation
Aspect A3: Environment and Natural Resources			
General Disclosure Policies on minimizing the issuer's significant impacts on the environment and natural resources.		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Aspect A4: Climate Change			
General Disclosure Deleted on 1 January 2025.		disclosed	N/A
Key Performance Indicator A4.1	Deleted on 1 January 2025.	disclosed	N/A
B. Social *Employment and labour practices*			
Aspect B1: Employment			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B1.1	Total workforce by gender, employment type (e.g. full-time or part-time), age group and geographical region.	disclosed	XI. People-Oriented, Move Forward Together Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator B1.2	Employee turnover rate by gender, age group and geographical region.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Aspect B2: Health and Safety			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B2.1	The number and rate of work-related fatalities in each of the past three years (including the reporting year).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator B2.2	Lost days due to work injury.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator B2.3	Description of occupational health and safety measures adopted and how they are implemented and monitored.	disclosed	XI. People-Oriented, Move Forward Together

Key scopes, dimensions, general disclosuresand key performance indicators		Disclosure status	Chapter/Explanation
Aspect B3: Development and Training			
General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator B3.2	The average training hours completed per employee by gender and employee category.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Aspect B4: Labour Standards			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B4.1	Description of measures to review employment practices to avoid child and forced labour.	disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B4.2	Description of steps taken to eliminate such practices when discovered.	disclosed	XI. People-Oriented, Move Forward Together
Operating practices			
Aspect B5: Supply Chain Management			
General Disclosure Policies on managing environmental and social risks of the supply chain.		disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.1	Number of suppliers by geographical region.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply



Key scopes, dimensions, general disclosuresand key performance indicators		Disclosure status	Chapter/Explanation
Aspect B6: Product Responsibility			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator B6.2	Number of products and service related complaints received and how they are dealt with.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Key Performance Indicator B6.3	Description of practices relating to observing and protecting intellectual property rights.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.4	Description of quality assurance process and recall procedures.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Aspect 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.		disclosed	VIII. Compliance Governance, Integrity and Honesty
Key Performance Indicator B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and outcomes of the cases.	disclosed	During the Reporting Period, the Group recorded a total of 4 legal cases related to staff corruption behaviors. All 4 cases are still under litigation and have not been adjudicated yet.
Key Performance Indicator B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	disclosed	VIII. Compliance Governance, Integrity and Honesty
Key Performance Indicator B7.3	Description of anti-corruption trainings provided to directors and staff.	disclosed	VIII. Compliance Governance, Integrity and Honesty
Community			
Aspect B8: Community Investment			
General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration communities' interests.		disclosed	XII. Commitment to Public Welfare, Give Back to Society
Key Performance Indicator B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	disclosed	XII. Commitment to Public Welfare, Give Back to Society
Key Performance Indicator B8.2	The resources contributed (e.g. money or time) to the focus area.	disclosed	XII. Commitment to Public Welfare, Give Back to Society Schedule II. Overview of ESG Key Performance Indicators for 2025
Newly Added			
Part D : Climate-related Disclosures			
Governance	Describe the board's oversight of climate-related risks and opportunities and management's implementation role.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Strategies	Describe climate-related risks and opportunities and their impacts on the business, strategy and finance, including scenario analysis.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Risk management	Describe the processes for identifying, assessing and managing climate-related risks.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Indicators and goals	Disclose climate-related indicators, targets and progress towards their achievement.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment

Schedule VI. Index to Global Reporting Initiative (GRI) Sustainable Development Report Core Options Content

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
GRI 2: General Disclosure 2021			
Organization and Reporting Practice			
2-1	Organization information	disclosed	III. About Evergrande Property Services Group
2-2	Entities included in the sustainability report	disclosed	III. About Evergrande Property Services Group
2-3	Reporting Period, reporting frequency and contact person	disclosed	II. About the Report
2-4	Information reprogramming	disclosed	II. About the Report
2-5	External assurance	disclosed	No external assurance has been provided for the Report and the Group will consider the adoption of external assurance in the future based on the current status of report preparation and data management.
Operating activities and staff information			
2-6	Activities, value chains and other business relationships	disclosed	III. About Evergrande Property Services Group IX. Focus on Service, Green Supply
2-7	Employee	disclosed	XI. People-Oriented, Move Forward Together
2-8	Non-employed staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
Governance			
2-9	Governance structure and components	disclosed	Annual Report 2025 - Corporate Governance Report V. Governance for Sustainable Development
2-10	Nomination and selection of the top governing department	disclosed	Annual Report 2025 - Corporate Governance Report
2-11	Chairman of the top governing department	disclosed	Annual Report 2025 - Corporate Governance Report
2-12	The role of the top governance department in relation to monitoring impact management	disclosed	Annual Report 2025 - Corporate Governance Report
2-13	Delegation of responsibility for impact management	disclosed	Annual Report 2025 - Corporate Governance Report
2-14	The role of top governance department in sustainable development report	disclosed	IV. Commitment to Sustainable Development



GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
GRI 2: General Disclosure 2021			
2-15	Conflict of interest	disclosed	Annual Report 2025 - Corporate Governance Report
2-16	Communicate material key issues	disclosed	VII. Materiality Assessment
2-17	Group knowledge of the top governance department	disclosed	V. Governance for Sustainable Development
2-18	Performance evaluation of the top governance department	disclosed	V. Governance for Sustainable Development
2-19	Remuneration policy	disclosed	Annual Report 2025
2-20	The remuneration decision process	disclosed	Annual Report 2025
2-21	Total annual remuneration ratio	disclosed	It is not necessary to disclose.
2-22	Sustainable development strategy statement	disclosed	II. About the Report
2-23	Policy commitments	disclosed	V. Governance for Sustainable Development Evergrande Property Services Group's human rights, equal opportunities policy and whistleblowing policy are internal documents and therefore cannot be described in detail.
2-24	Integration policy commitments	disclosed	V. Governance for Sustainable Development X. Low Carbon Environmental Protection, Care for the Environment
2-25	The process of compensating for negative impacts	disclosed	IX. Focus on Service, Green Supply
2-26	Mechanisms for seeking advice and raising concerns	disclosed	IX. Focus on Service, Green Supply
2-27	Compliance with laws and regulations	disclosed	Schedule IV. List of Major ESG Policies, Laws and Regulations
2-28	Membership of public associations	disclosed	Schedule III. Participated Industry Associations
2-29	Approach to stakeholder communication	disclosed	VI. Stakeholder Engagement Mechanism
2-30	Collective bargaining agreements	disclosed	The Group currently does not have a collective bargaining agreement.

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
GRI 3: Material Issue 2021			
Disclosure of material issues			
3-1	Process for determining material issues	disclosed	VI. Stakeholder Engagement Mechanism VII. Materiality Assessment
3-2	List of material issues	disclosed	VII. Materiality Assessment
GRI 201: Economic Performance 2016			
3-3	Management of material issues	disclosed	III. About the Group
201-1	The direct economic value generated and distributed by the organization	disclosed	XII. Commitment to Public Welfare, Give Back to Society
201-2	Financial implications and other risks and opportunities arising from climate change	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
201-4	Financial assistance from the government	disclosed	Annual Report 2025 - Notes to the Consolidated Financial Statements
GRI 202: Market Presence 2016			
3-3	Management of material issues	disclosed	III. About Evergrande Property Services Group
202-1	Ratio of standard entry level salary to local minimumsalary by gender	disclosed	Evergrande Property Services Group has formulated the "Regulations on Payroll Computing Management of Property Services Group" in strict accordance with the laws and regulations of each region, and the salary fixing strategy is not related to gender.
202-2	Proportion of senior management hired from the local community	disclosed	Evergrande Property Services Group's senior management are all from the countries in which it operates and therefore the proportion of senior management employed from local communities is 100%.
GRI 203: Indirect Economic Impact 2016			
3-3	Management of material issues	disclosed	XII. Commitment to Public Welfare, Give Back to Society
203-1	Infrastructure investment and supportive services	disclosed	XII. Commitment to Public Welfare, Give Back to Society



GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
GRI 205: Anti-corruption 2016			
3-3	Management of material issues	disclosed	VIII. Compliance Governance, Integrity and Honesty
205-1	Operating sites that have been assessed for corruption risk	disclosed	VIII.Compliance Governance, Integrity and Honesty
205-2	Communication and training on anti-corruption policies and processes	disclosed	VIII. Compliance Governance, Integrity and Honesty
205-3	Confirmed incidents of corruption and actions taken	disclosed	During the Reporting Period, the Goup recorded a total of 4 legal cases related to staff corruption behaviors. All 4 cases are still under litigation and have not been adjudicated yet. All the personnel involved in the above cases have been dismissed.
GRI 206: Anti-competitive Behaviour 2016			
3-3	Management of material issues	disclosed	VIII. Compliance Governance, Integrity and Honesty
206-1	Legal actions for anti-competitive behaviour, antit-rust, and monopoly practices	disclosed	VIII. Compliance Governance, Integrity and Honesty
300: Environment			
GRI 301:Materials 2016			
3-3	Management of material issues	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-1	Weight or volume of material used	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-2	Recycled feedstock used	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-3	Recycled products and their packaging materials	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
GRI 302: Energy 2016			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
302-1	Energy consumption within the organization	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2025
302-3	Energy intensity	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2025
302-4	Reduce energy consumption	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
GRI 303:Water and Draining Water 2018			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
303-1	Shared water interactions	disclosed	In 2025, water for Evergrande Property Services Group's operations mainly came from municipal water supplies in the areas in which it operated and waste water were discharged in accordance with local laws and regulations. Therefore, there are currently no problems with access to water sources and no significant water related impacts arising from the Group's operations.
303-2	Manage the impacts associated with drainage	disclosed	Evergrande Property Services Group complies with local regulatory requirements relating to drainage.
303-5	Water consumption	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2025
GRI 305: Emissions 2016			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environmen
305-1	Direct (Scope 1) GHG emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
305-2	Energy indirect (Scope 2) GHG emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
305-4	GHG emissions intensity	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions,	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025



GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
GRI 306: Waste 2020			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-1	Waste generation and significant waste-related impacts	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-2	Management of significant waste-related impacts	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-3	Waste generated	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
GRI 308: Supplier Environmental Evaluation 2016			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
308-1	New suppliers screened using environmental standards	disclosed	IX. Focus on Service, Green Supply
308-2	The negative impact of the supply chain on environment and the actions taken	disclosed	IX. Focus on Service, Green Supply
GRI 401: Relations between Employee and Employer 2016			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
401-1	New and departing staff	disclosed	XI. People-Oriented, Move Forward Together
GRI 403: Occupational Safety and Health 2018			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
403-1	Occupational safety and health management system	disclosed	XI. People-Oriented, Move Forward Together
403-2	Hazard identification, risk assessment, and accident investigation	disclosed	XI. People-Oriented, Move Forward Together
403-3	Occupational health service	disclosed	XI. People-Oriented, Move Forward Together
403-4	Worker involvement, consultation and communication on occupational safety and health	disclosed	XI. People-Oriented, Move Forward Together
403-5	Worker training on occupational safety and health	disclosed	XI. People-Oriented, Move Forward Together
403-6	Worker health promotion	disclosed	XI. People-Oriented, Move Forward Together
403-7	Prevention and mitigation of occupational safety and health shocks directly linked to business relationships	disclosed	XI. People-Oriented, Move Forward Together
403-9	Occupational injury	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
GRI 404: Training and Education 2016			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
404-1	Average hours of training per year per staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
GRI 405: Diversity and Equal Opportunity for Staff 2016			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
405-1	Diversity in governance department and staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2025
GRI 406: Non-discrimination 2016			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
406-1	Incidents of discrimination and actions taken by the organization to improve them	disclosed	XI. People-Oriented, Move Forward Together
GRI 408: Child Labour 2016			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
408-1	Significant risks of child labour at operating locations and suppliers	disclosed	XI. People-Oriented, Move Forward Together
GRI 409: Forced or Compulsory Labour 2016			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
409-1	Operating sites and suppliers with significant risk of forced or compulsory labour incidents	disclosed	XI. People-Oriented, Move Forward Together
GRI 413: Local Community 2016			
3-3	Management of material issues	disclosed	XII. Commitment to Public Welfare, Give Back to Society
GRI 414: Social Evaluation of Supplier 2016			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
414-1	New suppliers screened using social criteria	disclosed	IX. Focus on Service, Green Supply
414-2	Negative social impacts in the supply chain and the actions taken	disclosed	IX. Focus on Service, Green Supply



GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
GRI 415: Public Policy 2016			
3-3	Management of material issues	disclosed	During the Reporting Period, the Group did not make any direct or indirect financial and in-kind political donations.
415-1	Political donations	disclosed	During the Reporting Period, the Group did not make any direct or indirect financial and in-kind political donations.
GRI 416: Customer Health and Safety 2016			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
416-1	Assess health and safety impacts of product and service categories	disclosed	Due to the nature of the business and products, the Group's operations do not involve the production and manufacture of products.
416-2	Violations of health and safety regulations relating to products and services	disclosed	IX. Focus on Service, Green Supply
GRI 417: Marketing and Labelling 2021			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
—	Description of practices relating to the maintenance and protection of intellectual property rights	disclosed	IX. Focus on Service, Green Supply
417-3	Incidents of non-compliance with marketing communications related regulations	disclosed	During the Reporting Period, the Group was not aware of any incidents of non-compliance with marketing communications related regulations and/or voluntary agreements.
GRI 418: Customer Privacy 2016			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
418-1	Complaints of proven invasion of customer privacy or loss of customer data	disclosed	During the Reporting Period, there were zero proven complaints against the Group for invasion of customer privacy or loss of customer data.


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