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Xinyuan Property Management Service (Cayman) Ltd.
鑫苑物業服務集團有限公司
(Incorporated in the Cayman Islands with limited liability)
(Stock Code: 1895)

**(I) KEY PERFORMANCE AND HIGHLIGHTS IN THE
2025 ANNUAL REPORT AND 2025 ESG REPORT AND
(II) CLARIFICATION OF 2023 AND 2024
REMUNERATION INFORMATION FOR EXECUTIVE DIRECTORS**

**(I) KEY PERFORMANCE AND HIGHLIGHTS IN THE 2025 ANNUAL REPORT
AND 2025 ESG REPORT**

References are made to the annual report of Xinyuan Property Management Service (Cayman) Ltd. (the “**Company**”) for the year ended 31 December 2025 (the “**2025 Annual Report**”) and the Environmental, Social and Governance (“**ESG**”) Report of the Company for the year ended 31 December 2025 (the “**2025 ESG Report**”). Unless the otherwise defined, capitalised terms used in this announcement have the same meanings as those defined in the 2025 Annual Report and 2025 ESG Report.

In 2025, the Company delivered a robust performance featuring improved quality and efficiency amid a complex market environment. The Company not only achieved remarkable results with revenue of RMB905 million (representing a year-on-year increase of 4.1%) and net profit of RMB99.43 million (representing a year-on-year increase of 12.2%), but also established a new paradigm of high-quality development driven by AI technology, underpinned by green and low-carbon initiatives, and centered on people-oriented care through the full implementation of its ESG strategy.

I. Upholding Integrity and Driving Innovation, Service Quality Anchored as Industry Benchmark

The Company has fully implemented its property service quality enhancement initiative, shifting its focus from “key experiences” to deepening “full-cycle services”. The Company has made precise efforts in areas including elderly-friendly retrofitting, child-friendly development, and the revitalisation of old communities. It has upgraded its grand community event, the “Food Encounter Neighbours” Hundred Families Banquet. Adopting the approach of “Four Seasons Themes + Convenience Services + Public Welfare Initiatives”, the Company organised nearly 5,000 community activities throughout the year. Through the

one-stop service platform for owners, Xin Yijia, neighbourly warmth has been enhanced through interactions.

Meanwhile, the Company has deepened the “Tongxinyuan” community co-construction mechanism and the “13510” community mediation model. Following the development direction of “one local feature per city, one benchmark per region”, it has developed 15 “lighthouse projects”, including Zhengzhou Xinyuan Mingjia, International New City No. 6 Courtyard (國際新城六號院), Shangdong No.1 City, Zhumadian (駐馬店尚東第一城), and Xi'an Xinyuan Centre (西安鑫苑中心).

With an annual average of over 1,500 positive media reports and honours including “TOP 8 in China’s Property Service Satisfaction Top 100 Enterprises”, the Company has made a leap in service value from “functional fulfilment” to “emotional engagement”.

II. Global Expansion Breakthroughs in Business Format Layout, Achieving Quality and Efficiency Improvements

Adhering to its strategy of “deep local engagement + broad regional outreach”, the Company has deepened the implementation of its “one city, one strategy” approach. The Company has secured major projects including Liaoning Nantianmen Large Cultural and Tourism Scenic Area, Guangzhou Pinghe Daya 1917 Cultural and Creative Park Project, Beituo New Energy Industrial Park, and a 4A-level scenic spot. Its footprint has expanded from residential to public construction projects, from industrial parks to cultural and tourism zones, and from Central China to South China, as well as from coastal areas to Northern China. This has established a development pattern featuring the coordinated progress of diverse business formats, including residential, commercial, industrial, and urban services, with the service footprint accelerating towards China’s key urban agglomerations.

In 2025, the Company added 15.78 million square meters of contracted gross floor area (“GFA”) and 5.26 million square meters of GFA under management.

Meanwhile, through a project admission mechanism, the Company strengthened project evaluation and proactively optimized projects with low effectiveness per square meter. As a result, the overall effectiveness per square meter increased from RMB21.7 per square meter to RMB22.4 per square meter in 2025. In particular, the effectiveness per square meter of third-party projects improved significantly, with a year-on-year increase of 28.4%.

III. With Data-Driven Development, AI Smart Agent Establishing Industry Benchmark

The Company has deeply integrated cutting-edge technologies including artificial intelligence and big data, and innovatively developed the core technology of the larger property management AI smart agent incubation factory. It has launched the industry's first Customer Service Smart Agent and Butler Smart Agent, forming full-stack technology-enabled comprehensive service capabilities for larger property management. The Company has built a matrix of four major intelligence agents covering operations and marketing, and formed a positive cycle of "technology → efficiency → profit" through "working hour substitution" and "efficient replication". The digital application of artificial intelligence plus smart communities has set a new benchmark, earning the Company the award of "2025 China Property Management Enterprise Digital Capability TOP 11".

In terms of operational efficiency improvement, the Company has achieved a generational leap from basic digital tools to the application of AI agent, realizing full-chain empowerment of "business + intelligence + management", which substantially reduces manual intervention and reduces operating costs. At present, technology investment has formed a virtuous cycle: improved management efficiency dilutes labour costs, directly supporting the improvement of gross profit margin, while profit growth in turn supports larger-scale reinvestment in technology, ushering in a new era of property management + AI.

Meanwhile, the Company was invited by top industry research institutes including China Property Expo, China Index Academy, CRIC Property Management and China Property Management Think Tank to share its high-quality development path driven by AI. It has empowered more than 800 small and medium-sized property enterprises in their digital transformation. Its technology products have been applied in over 36 cities and more than 16,000 projects, leading industry transformation with robust technologies.

IV. Property Management+ Lifestyle, Value-added Services Forging a New Development Landscape

The Company has continued to deepen the creation of a new ecosystem of "property management + lifestyle services", covering four core segments: Xin Leasing and Sales (鑫租售), Xin House Beautification (鑫美居), Xin Duo Duo (鑫多多), as well as additional value-added services including community direct drinking water systems, community charging piles and intelligent parcel stations, establishing a sustainable and replicable profit model.

Xin Duo Duo (鑫多多) focuses on community new retail. Through its one-stop service model of “SaaS tools + supply chain + operation on behalf of clients”, it has integrated more than 300 suppliers and over 8,000 SKUs, with a comprehensive gross profit margin of no less than 15%, completing a strategic upgrade from extensive expansion to intensive operation. The purified water services has completed brand upgrades for “Sanhao Spring (三好泉)” and “Shenglanjian (深藍澗)”; doorstep services have fully expanded into new unmanned service scenarios, establishing a new community value-added service landscape driven by “intelligence + unmanned solutions”.

In particular, the integrated and symbiotic model of “Xin Leasing and Sales (鑫租售)” and “Xin House Beautification (鑫美居)” has delivered three layers of value: transaction cycles shortened by 30% to 50%, simultaneous improvements in owner satisfaction and fee collection rates, and income growth and team stability for frontline employees through performance incentives. Taking a single store in Zhengzhou as an example, a 9-member team established a community asset service centre using vacant community space. In 2025, it generated leasing and sales services commissions of over RMB1.6 million, and house beautification services revenue of over RMB3 million, with total annual revenue reaching RMB4.6 million.

V. Deep Engagement in ESG and Sustainable Development to Deliver Long-Term Value

The Company integrates “long-term value creation” into every aspect of corporate development and has established a three-dimensional framework featuring “governance and compliance, environmental friendliness and social responsibility”. The Company continues to improve its standardized and transparent governance system to consolidate the foundation for sound operations; actively promotes green operation, energy conservation and emission reduction to respond to the requirements of low-carbon development through concrete actions; and consistently adheres to the “people-oriented” principle to continuously enhance service quality, deepen community co-construction and safeguard the quality life of numerous families. With sustained efforts in community governance, public welfare and charity, environmental protection and other fields, the Company was awarded the title of “2025 Leading Enterprise in ESG Sustainable Development among Chinese Property Enterprises”. This honor not only recognizes its past practices but also serves as a driving force for its continued progress in the future.

1. *Green Operation: Significant Improvement in Energy Efficiency and Overfulfillment of Energy Conservation Targets*

By integrating ESG principles into the entire operation chain through refined management and technical renovation, the Company has not only reduced its environmental impact but also achieved effective cost savings.

(1) Energy Conservation Data:

- Electricity consumption: Year-on-year decrease of 3% (target: 1%) for existing projects, representing cost savings of approximately RMB991,000.
- Water consumption: Year-on-year decrease of 5% (target: 2%) for existing projects, representing cost savings of approximately RMB322,000.

(2) Technology-Driven Carbon Reduction: Implemented renovation projects including radar-sensor lighting in parking basements, energy-saving renovation of water pumps and parallel operation of transformers; applied intelligent sprinkler systems to achieve precise irrigation.

(3) Climate Resilience: Established a sound climate change response system and successfully responded to more than 140 extreme weather events including flood seasons and typhoons, ensuring the safety of assets and personnel.

2. *Service & Humanism: Leading Industry Satisfaction in Building a Warm Community*

Adhering to the “people-oriented” philosophy, the Company has achieved remarkable results in both employee care and customer service, with customer satisfaction and employee retention rates both outperforming industry benchmarks.

(1) Exceptional Customer Experience:

- Residential property management satisfaction score: 93.8 points (industry benchmark approximately 90 points).
- Office property management satisfaction score: 96.3 points.
- Timely complaint resolution rate maintained at 100%.

- (2) **Distinctive Community Governance:** By deepening the “Tong Xin Yuan (同鑫圓)” co-construction mechanism, the Company built “Rider-Friendly Communities” to solve delivery challenges; it launched the “Silver Age Support (銀齡有幫)” and “Green Sprout Project (綠芽計劃)” for the elderly and children respectively.
- (3) **High Employee Cohesion:** Employee satisfaction reached 90 points, with a turnover rate of only 3.51% (well below the industry average), and a comprehensive “Xin Fire” talent development system has been established.

3. *Fulfilling Fiduciary Responsibilities and Prioritizing Shareholder Returns*

While pursuing commercial value, The Company upholds social responsibility to create sustainable returns for shareholders.

- (1) **Public Welfare Investment:** The Company organized nearly 5,000 community events throughout the year, with employee volunteer service hours exceeding 360,000 hours and public welfare investment of RMB150,000.
- (2) **Supply Chain Management:** 100% of new suppliers passed environmental, labor, and ethical standard screenings, with priority given to the procurement of environmentally friendly products.
- (3) **Shareholder Returns:** The Company paid an interim dividend of HK\$2.77 cents per share and a final dividend of HK\$1.91 cents per share, with the full-year dividend payout ratio representing a return of over 10% per share.

(II) CLARIFICATION OF 2023 AND 2024 REMUNERATION INFORMATION FOR EXECUTIVE DIRECTORS

References are also made to the Company's annual reports for the years ended 31 December 2023 and 2024 (the “**2023 and 2024 Annual Reports**”). The Company has recently identified that certain data in respect of executive Directors' remuneration in Note 9 to the consolidated financial statements contained in the 2023 and 2024 Annual Reports were inaccurate due to inadvertent errors. The corrected information is set out below:

	Fees <i>RMB'000</i>	Salaries, allowances and benefits in kind <i>RMB'000</i>	Discretionary bonuses <i>RMB'000</i>	Equity- settled share-based payments <i>RMB'000</i>	Pension scheme contributions <i>RMB'000</i>	Total <i>RMB'000</i>
2024						
Executive directors						
Mr. Feng Bo	–	2,283	–	–	66	2,349
Mr. Shen Yuan- Ching	–	8,588	–	5,232	66	13,886
Mr. Wang Yong	–	3,252	–	2,616	66	5,934
	<u>–</u>	<u>14,123</u>	<u>–</u>	<u>7,848</u>	<u>198</u>	<u>22,169</u>
	Fees <i>RMB'000</i>	Salaries, allowances and benefits in kind <i>RMB'000</i>	Discretionary bonuses <i>RMB'000</i>	Equity- settled share-based payments <i>RMB'000</i>	Pension scheme contributions <i>RMB'000</i>	Total <i>RMB'000</i>
2023						
Executive directors						
Mr. Feng Bo	–	1,636	–	–	65	1,701
Mr. Shen Yuan- Ching	–	7,198	–	–	65	7,263
Mr. Wang Yong	–	3,000	–	–	65	3,065
	<u>–</u>	<u>11,834</u>	<u>–</u>	<u>–</u>	<u>195</u>	<u>12,029</u>

All other information in the 2023 and 2024 Annual Reports remains unchanged.

For and on behalf of the Board
Xinyuan Property Management Service (Cayman) Ltd.
SHEN Yuan-Ching
Chairman, Executive Director and Chief Executive Officer

Hong Kong, 23 April 2026

As at the date of this announcement, the Board comprises Mr. SHEN Yuan-Ching, Mr. FENG Bo and Mr. WANG Yong as executive directors; Mr. TIAN Wenzhi as non-executive director; and Mr. LI Yifan, Mr. LAN Ye, Mr. LING Chenkai and Ms. ZHAO Xia as independent non-executive directors.