

2025 | ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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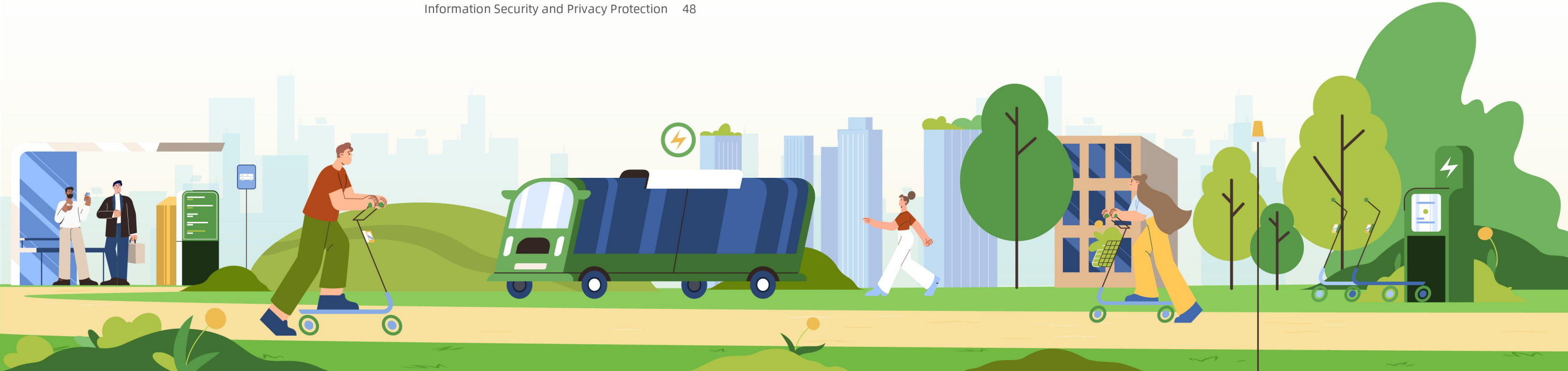
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Reporting Instructions

This is the seventh Environmental, Social and Governance (“ESG”) Report published by Xinyuan Property Management Service Group Co., Ltd. The report addresses stakeholders' key concerns regarding the Group's ESG performance, and systematically presents the Group's ESG philosophy, governance framework, management systems, implemented measures and phased achievements, demonstrating the Group’s ongoing efforts and progress in promoting sustainable value creation.

Scope of the Report

This report covers Xinyuan Property Management Service Group Co., Ltd. and its subsidiaries (hereinafter referred to as "Xinyuan Service" or "the Company"), consistent with the scope of its consolidated financial statements (Stock Code: 01895. HK) for the same period, unless otherwise specified.

Reporting Period

This report covers the period from 1 January 2025 to 31 December 2025. Unless otherwise specified, all data contained herein refers to this period.

Basis of Preparation

This report is prepared in accordance with the Environmental, Social and Governance Reporting Code (the "ESG Reporting Code") issued by The Stock Exchange of Hong Kong Limited (the "Hong Kong Stock Exchange"), effective from 1 January 2025.

Reporting Principles



Materiality

The Company has identified material issues related to its operations that are of concern to various stakeholders, which serve as the key focus of this report. When disclosing material issues in this report, consideration is given to the characteristics of the industry in which the Company operates and its business activities. The process and results of the material topic analysis are detailed in the "Material Topic Analysis" chapter of this report. Meanwhile, this report focuses on environmental, social and governance matters that may have material impacts on other stakeholders.



Accuracy

The Company seeks to ensure the accuracy of information presented in this report. For quantitative data, the data scope, calculation basis and assumptions are clearly stated, such that any margin of error will not be misleading to users of the information. Quantitative data and related explanatory notes are detailed in the "ESG Data Summary and Notes" section of this report. The Board confirms that the report contains no false records, misleading statements or material omissions.



Balance

The report presents objective and factual information, providing unbiased disclosures of both positive and negative matters relating to the Company. No material negative events that should have been disclosed were identified during the reporting period.



Clarity

This report is published in both Simplified Chinese and English. In the event of any inconsistency or ambiguity between the two language versions, the Simplified Chinese version shall prevail. The report incorporates tables, charts and diagrams to supplement textual disclosures and facilitate stakeholders' understanding. To enhance information accessibility, a table of contents and a cross-reference index against applicable ESG standards are provided.



Quantification and Consistency

This report discloses key quantitative indicators and historical data where available. The Group maintains consistent statistical and disclosure methods for the same quantitative indicators across different reporting periods. If there are changes in data collection, measurement or calculation methods, the relevant data will be retroactively adjusted, and the circumstances and reasons for such adjustments will be explained in the report notes to enable stakeholders to conduct meaningful analysis and assess the development trend of the Company's ESG data performance.



Completeness

The scope of disclosure in this report is consistent with the scope of the Company's consolidated financial statements.



Timeliness

This is an annual report. The Company endeavors to issue the report as soon as possible after the end of the reporting year to provide timely information references for stakeholders' decision-making.



Verifiability

Cases and data presented in this report are derived from the Company's original operational records or financial reports. The Company manages its historical ESG data through the HiESG Performance Management Information System. The sources and calculation processes of all disclosed data are traceable to support external assurance and verification.

Data Description

Data and case studies in this report are sourced from the Company's official operational records. All financial data are denominated in RMB. In the event of any inconsistency, the annual financial report shall prevail.

Access to the Report

This report is published in electronic form via the Company's official website (<https://www.xypm.hk/>) and the Hong Kong Exchanges and Clearing Limited website (https://www.hkexnews.hk/index_c.htm).

About Xinyuan Service

A Shared Journey · A Vision Forward

As a provider and co-creator of a better life, Xinyuan Service pursues high-quality development, embeds human-centric care into its services, embraces social responsibility, and strives for a green, harmonious living environment—leaving a lasting brand legacy for the times.

01



Welcome to Xinyuan Service

Company Profile

Founded in Zhengzhou in 1998, Xinyuan Service is the first property management company in Central China listed on the Hong Kong Stock Exchange. It is a vice president member of China Property Management Association, president member of Henan Property Management Association, a provincial-level pilot for service standardization and a key new-service enterprise in Henan Province, with National First-Class Qualification for Property Management. Focused on property services, the Company continuously upgrades its service systems and capabilities by addressing customer needs and leveraging technological innovation. It has pioneered zero-code 3D modeling, fully upgraded the Xinyuan Meta General Property Management New Quality Productivity Platform, and launched digital employees including Customer Service Agent and Butler Agent. Through full-stack tech-enabled service solutions, the Company supports cost reduction, efficiency improvement and business upgrading for the industry.

Basic Information of Xinyuan Service



Full Name of the Company : 鑫苑物业服务集团有限公司
Name in English: Xinyuan Property Management Service(Cayman) Ltd.



Stock Code:01895.HK



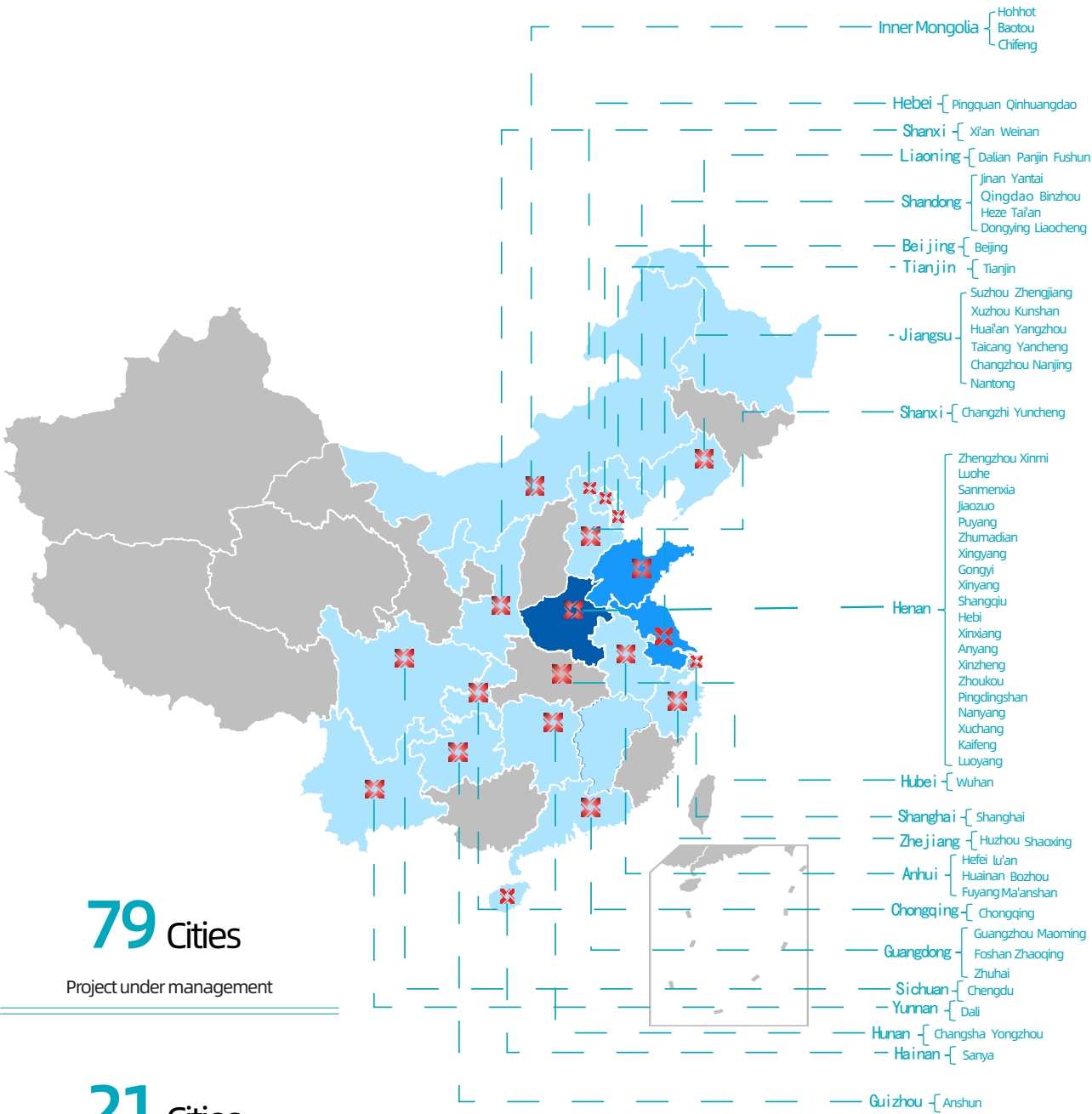
Headquarters: Room 102, 1st Floor, Building (B9), Hengtong Business Park, No. 10, Jiuxianqiao Road, Chaoyang District, Beijing
Major Operation:China Mainland



Business Coverage

Regional Coverage

In 2025, Xinyuan Service further expanded its national presence on the basis of deep regional development, with its five-region strategy (Central, South, West, North and East China) further consolidated. As at the end of the reporting period, the Company's managed projects covered 79 cities including Beijing, Shanghai, Tianjin, Guangzhou, Chengdu, Sanya, Zhengzhou, Suzhou, Jinan and Xi'an.



Core Businesses

Based on residential property management, the Company has expanded its services to non-residential properties and diversified service scenarios, forming three core business segments: property management, commercial management, and tech-enabled value-added services. It continues to empower service capabilities with technology, professionalism and high-quality offerings.

Six New Business Initiatives of Xinyuan Service in 2025



Foray into cultural and tourism management services
Opened a new strategic footprint in Northeast China



Enhanced medical support services
Developed a comprehensive logistics and support platform



Settled in South China cultural and creative parks
Set a new model for industrial park services



Expanded northward into new energy industrial park services
Deepened development in the Inner Mongolia market



Entered Jiangxi Province for the first time
Established a benchmark for high-end residential services



Expanded public services
Supported the refined operation of cities

Honors and Achievements



2025 Leading Enterprise in ESG & Sustainable Development for China's Property Management Industry



2025 Top 100 Property Service Companies in China



2025 Top 5 Listed Companies in Dividend Yield of China Property Management Service



2025 Featured Brand of China Property Management Service XinYijia XinGuanjia



2025 Artificial Intelligence Benchmark Project



2025 China Property Management Enterprise Digital Capability TOP 11



2025 China Top 100 of Most Valuable Brand of China Property Management Service



2025 China Property Service Featured Brand Enterprise – Leading Enterprise in New Quality Productive Forces under the Extensive Property Management Framework



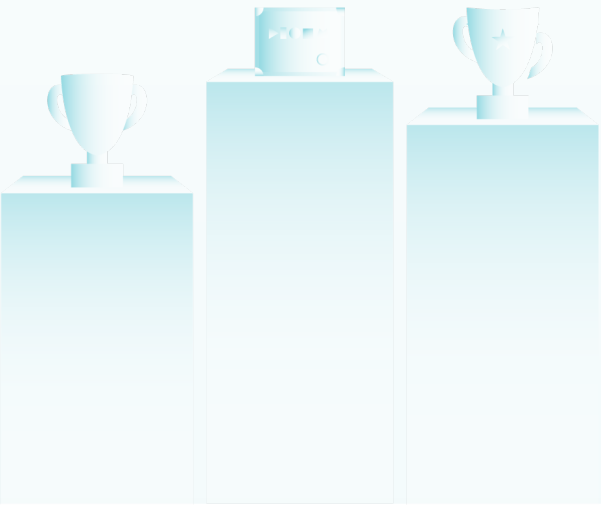
2025 Henan Provincial Leading Enterprise in AI Scenario Application for Property Management



2025 Leading Management Companies of China in Value-Added Service Operation



2025 China Leading Brand Enterprise in Market-Oriented Operation of Property Services



Prioritizing ESG Management Value Co-creation · Safeguarding the Journey Ahead

Xinyuan Service embeds ESG principles into its corporate DNA, establishing a robust management framework to address stakeholder concerns and integrate environmental, governance, and social responsibilities across its value chain—building a strong foundation for sustainable development.

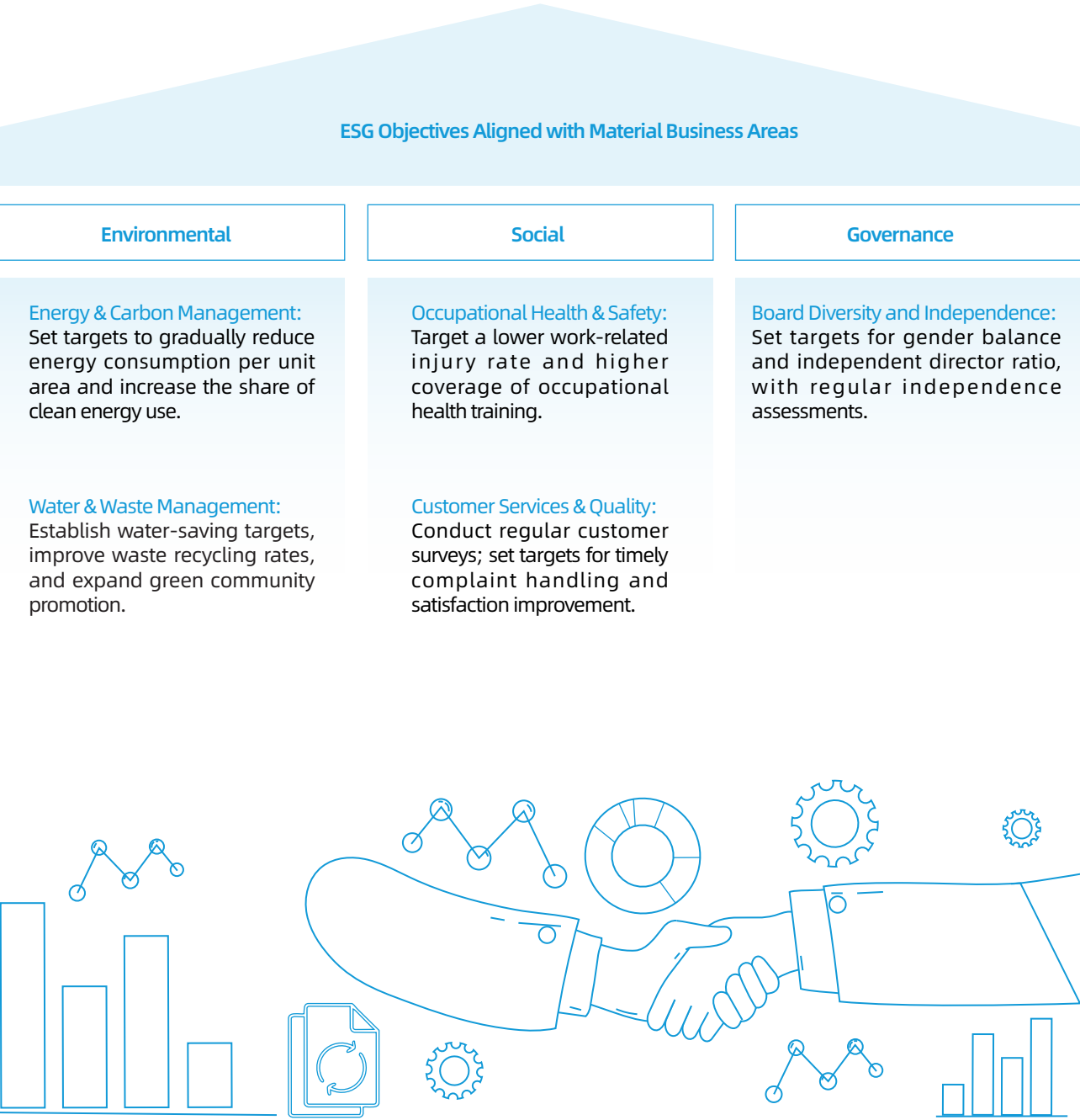
02



ESG Governance Structure

Board Statement

The Board exercises full oversight of ESG matters and integrates ESG management into the Company's governance and strategic decision-making. Based on international standards, industry practices and stakeholder engagement, the Board systematically identifies, assesses and prioritises material ESG issues, and sets relevant strategies and performance targets. It regularly reviews implementation progress, ensures alignment with business development, and adjusts management priorities dynamically to maintain an effective ESG governance structure and support sustainable development.



ESG Strategy

Xinyuan Service takes sustainable development as its core strategy, centered on the four pillars of “Steady Operations, Green & Low-Carbon Development, People-Oriented Philosophy, and Co-construction & Sharing”. It comprehensively promotes the deep integration of ESG practices with business development.

Steady Operations: Fortify sustainable governance foundation	Governance System:Improve the board-led governance framework, clarify management roles, and set up cross-departmental collaboration. Risk Control:Strengthen internal control and compliance, and integrate ESG risks into the overall risk management framework. Strategic Integration:Embed sustainability goals into strategy, annual plans, and performance systems to shift from compliance to strategy-driven management..
Green & Low-Carbon Development: Empower community decarbonization	Energy Efficiency: Upgrade public equipment, manage water and electricity use carefully, and reduce energy consumption per service unit. Green Communities:Promote waste sorting and recycling, run low-carbon awareness campaigns, and create green community demonstration projects. Sustainable Integration:Turn green operations and digital capabilities into a lasting competitive advantage in property services.
People-Oriented: Enhance service & social value	Customer Experience: Improve service quality and response speed, strengthen satisfaction management, and use digital tools to enhance the customer experience. Employee Empowerment:Support career development and training, foster a positive culture, and boost team professionalism and service mindset. Community Care:Address the needs of seniors and children, provide targeted support services, and participate in community volunteer activities.
Co-construction & Sharing: Build multi-stakeholder collaboration eco-system	Stakeholder Collaboration: Build a multi-party mechanism involving owners, employees, clients, partners, and communities to enhance service resilience together. Community Governance: Engage actively in community public affairs to help create a co-governed and shared governance model. Value Sharing:Integrate resources and open platforms to achieve a virtuous cycle between corporate value and social value.

ESG Governance Structure

The Company has established a three-tier ESG governance structure comprising the Board, Management, and Execution Team. The Board approves ESG strategies, policies, and key targets. Management turns strategies into actionable plans and drives implementation. The Execution Team (mainly the ESG Working Group) handles data collection, initiative execution, and performance tracking. This structure integrates ESG goals into daily operations, enabling closed-loop management.

Xinyuan Service ESG Governance Structure

Board of Directors	- Formulates and approves ESG policies and KPIs, supervises goal delivery; - Reviews and decides major ESG matters, oversees ESG performance and bears overall accountability.
Management	- Communicates ESG requirements to departments, sets quality, environmental and safety objectives; - Identifies material ESG topics, develops strategies and targets, monitors progress and recommends improvement actions; - Reports ESG progress to the Board regularly.
ESG Working Group	- Composed of key staff from various departments, implements ESG policies and targets; - Collects ESG data, prepares ESG reports, coordinates internal and external ESG communications, and advances ESG system implementation.

In 2025, the Company integrated ESG principles into daily operations and strategic management. ESG objectives and initiatives were systematically incorporated into departmental workflows, and ESG training was delivered to key positions. These efforts promoted sustainable development, mitigated environmental risks, and enhanced social value and governance efficiency.

Stakeholder Engagement

The Company has established a multi-level and multi-channel communication mechanism. Based on its business profile and development, it has identified seven key stakeholders: shareholders and investors, customers, government and regulators, partners, employees, communities and public welfare organizations, and industry associations. The Company proactively identifies key concerns and timely responds to stakeholders' expectations and demands.

Key stakeholders, their material topics, and communication channels

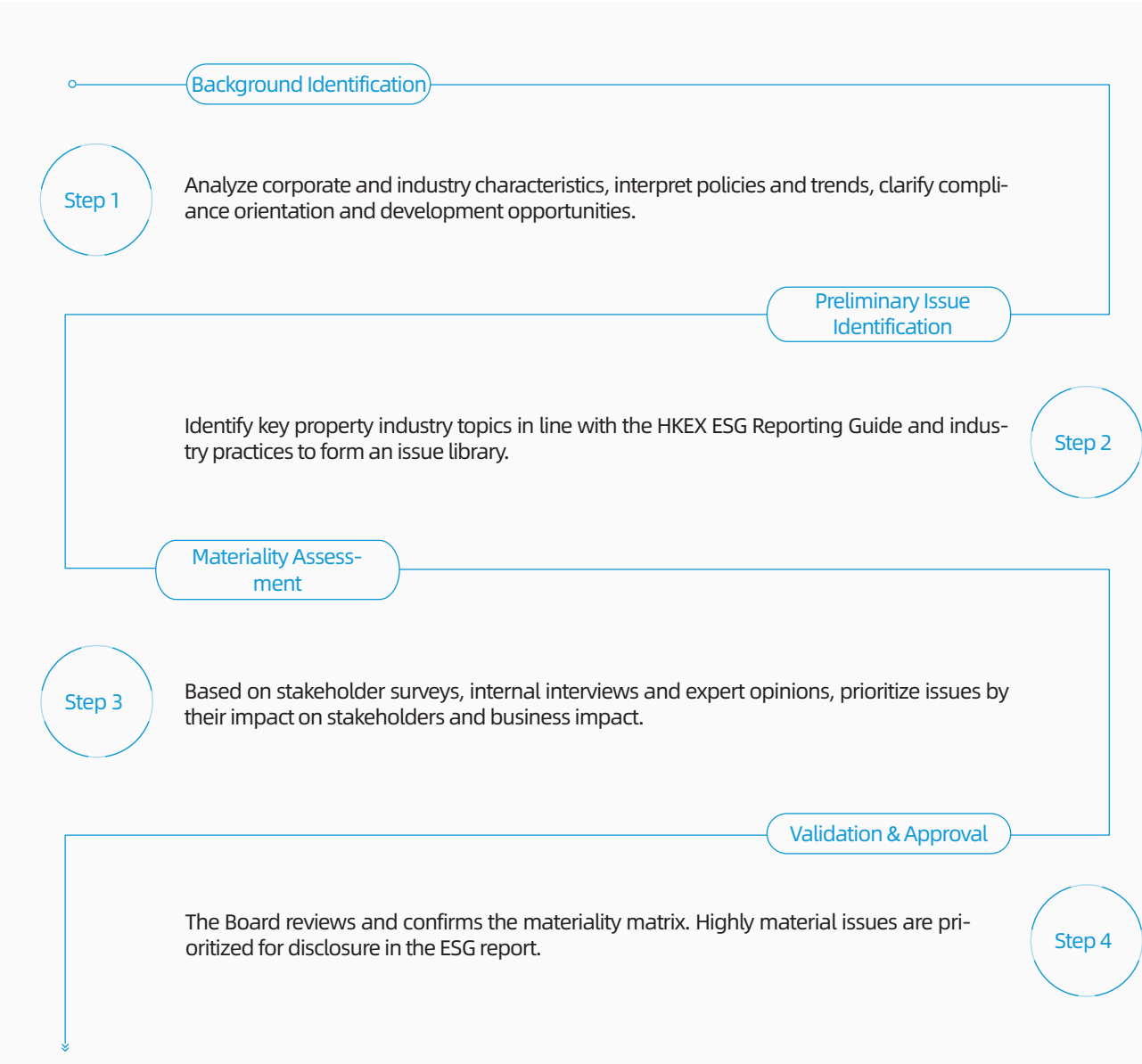
Stakeholders	Key Topics Focused	Communication Methods
Shareholders & Investors	- Corporate governance - Business ethics	- General meetings - Announcements & circulars - Investor hotline & email - Official website - Anti-fraud reporting email
Customers	- Service quality & satisfaction - Health & safety - Information & privacy security - Smart service & innovation	- Service standardization - User agreements & privacy policies - Satisfaction surveys 400 service hotline - Property services & community activities
Government & Regulators	- Business ethics - Environmental management - Emission and waste management - Water resource management - Energy management - Climate change response	- Accept supervision by government authorities - Implement regulatory policies - Extreme weather emergency drills - ISO certifications - Compliant waste & pollutant disposa
Partners	- Supply chain management - Business ethics - Intellectual property protection	- Supplier evaluation & audits - Exchanges & visits - IP application & renewal
Employees	- Rights & benefits - Diversity, equity & inclusion - Training & development - Occupational health & safety	- Performance & promotion - Recruitment - Democratic meetings - Grievance channels - Satisfaction surveys - Conduct on-the-job skills training - Conduct employee safety training
Community & NGOs	- Environmental management - Emission and waste management - Energy management - Water resource management - Participation in public welfare activities	- Public communication platforms - Waste sorting & environmental promotion - Volunteer services - Community cultural & charity activities - Waste sorting
Industry Associations	- Service quality - Smart service & innovation	- Participation in association activities - Industry & group standard development

Materiality Analysis

Double Materiality Assessment Process

Identifying material issues is vital to the Company's ESG management. In 2025, based on its existing mechanism and in line with HKEX disclosure requirements and industry practices, the Company conducted a systematic double materiality analysis tailored to its business characteristics. The assessment covers both the impact of sustainability issues on the Company and their external influence on the economy, society and environment.

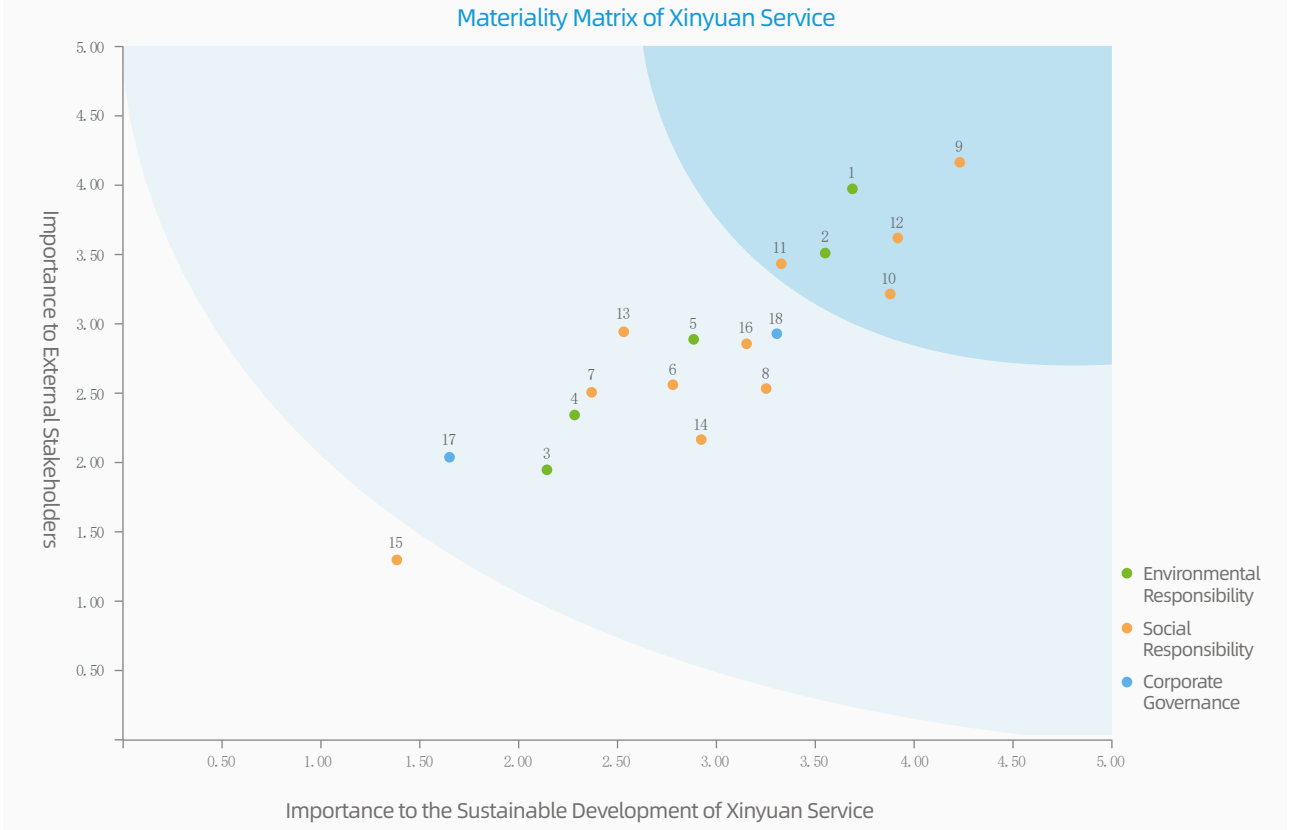
Xinyuan Service Materiality Assessment Process



To accurately identify ESG issues material to the Company, we systematically added, merged and renamed existing topics based on stakeholder engagement and industry focus analysis. This resulted in a clearer issue structure better aligned with business operations, providing a scientific basis for formulating subsequent management strategies and setting performance targets.

Materiality Assessment Results

2025 Double Materiality Topics Identified & Stakeholder Engagement		Stakeholder Engagement
Environmental Topics	- Climate change response - Energy management	23 shareholders and senior management assessed the financial materiality of the topics.
Social Topics	- Occupational health and safety - Service quality and customer satisfaction - Customer health and safety - Information security and privacy protection	253 other stakeholders participated in assessing impact materiality, covering customers, employees, partners, communities, public welfare organizations and industry associations.



Environmental	Social	Corporate Governance
1 Climate change response	6 Employee rights and benefits	17 Corporate governance
2 Energy management	7 Diversity, equity and inclusion	18 Business ethics
3 Water resource management	8 Employee training and development	
4 Emission and waste management	9 Occupational health and safety	
5 Environmental management	10 Service quality and customer satisfaction	
	11 Customer health and safety	
	12 Information security and privacy protection	
	13 Supply chain management	
	14 Intellectual property protection	
	15 Participation in public welfare activities	
	16 Smart services and innovation	

Ecological Protection Response Co-creating Green Spaces · Shaping a Sustainable Future

Xinyuan Service is firmly committed to its role as an ecological guardian. The Company embeds green principles throughout its property operations, systematically managing energy and resources, curbing pollution emissions, and taking proactive measures to address climate change. By fostering environmental awareness in every detail, it endeavors to build a vibrant and enduring ecological vision.

03

Emissions and Pollutant Management

Environmental Management

The Company strictly complies with the Environmental Protection Law of the People's Republic of China and other relevant regulations. In 2025, Xinyuan Service reviewed and refined its environmental management system, established detailed protocols, clarified responsibilities across positions, and actively implemented management measures. Following environmental management system standards, the Company conducted systematic environmental practices for its property management services and related activities.

During the reporting period, the Company had no environmental pollution incidents, was not investigated by environmental authorities for any environmental violations, and did not incur any material administrative or criminal penalties.

Environmental Management System Certification



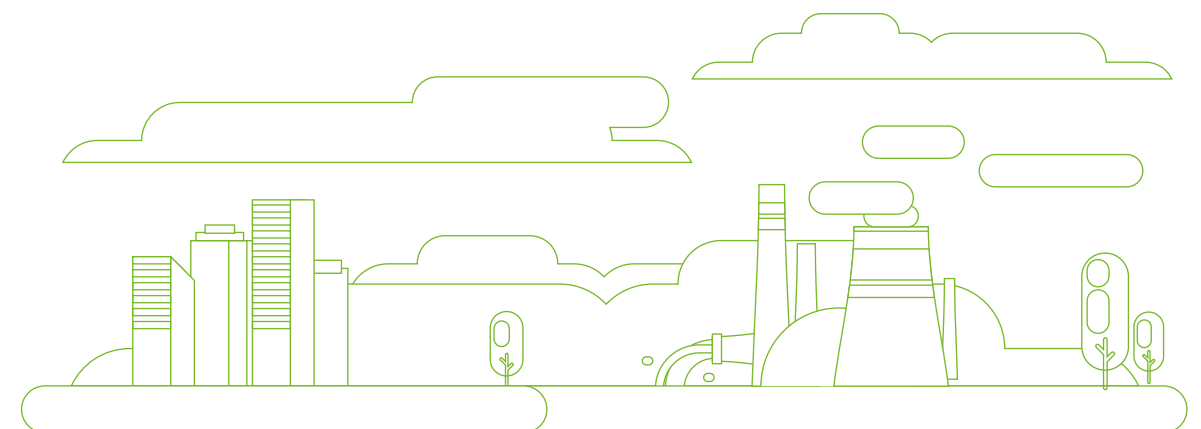
The Company has obtained environmental management system certification, valid until August 17, 2028.

Emissions and Pollutants

As a property management company, Xinyuan Service's operational activities have a relatively limited impact on the environment. During its operations, the pollutants generated primarily include wastewater, exhaust gas, dust, and noise. Non-hazardous waste consists of daily household waste, landscaping waste, and construction debris, while hazardous waste includes used batteries and chemical containers (such as packaging for cleaning agents, disinfectants, and pesticides).

The Company strictly complies with relevant laws and regulations, including the Law on the Prevention and Control of Solid Waste Pollution, the Law on the Prevention and Control of Noise Pollution, the Law on the Prevention and Control of Atmospheric Pollution, and the Law on the Promotion of Circular Economy. Internal policies such as the Management System for Pollution Prevention and Control and the Guidelines for Household Waste Classification have been established.

Following the principle of "separate collection, comprehensive utilization, and proper disposal," the Company systematically manages waste throughout its life cycle. It continues to implement reduction measures and is committed to keeping total hazardous and non-hazardous waste at a low level.



Xinyuan Service Emissions and Pollutants Management Measures



Wastewater

- Discharged into municipal sewage pipelines after compliance testing;
- Pipelines and facilities maintained regularly to ensure compliant discharge.



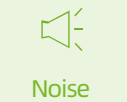
Exhaust Gas

- For pollutants such as exhaust gas and smoke/dust generated from the industrial park and cafeteria areas, the company has installed negative pressure ventilation systems to ensure no significant fugitive emission sources. Regular monitoring is conducted to ensure compliance with the emission limits stipulated in the national "Integrated Emission Standard of Air Pollutants."



Dust

- Dust control equipment and filtration systems installed;
- Contractors required to use wet methods during construction.



Noise

- Restricted working hours enforced for renovations;
- Noise-reducing materials used for engineering and decoration services.



Solid Waste

- Waste sorting training and promotion through guides, posters, brochures, and community/school/corporate events;
- Centralized collection of hazardous waste in managed residential communities, transferred by qualified entities;
- Compliance with national and local waste sorting policies, with clearly labeled drop-off points to encourage sorting by owners and tenants;
- Office-level recycling of waste batteries and toner cartridges via dedicated collection points, followed by compliant environmental treatment;
- Office recycling programs for paper, plastics, and metals; increased paperless operations; reduced use of toner and paper.

Highlight Cases

In response to the national trade-in policy and the "dual carbon" strategy, Xinyuan Service leveraged Arbor Day to launch the "Colorless Light - Green Protection Action," a dual-track initiative combining resource recycling and green advocacy. Activities such as tree planting and adoption, green exchanges, and upcycling promoted waste reduction and resource utilization, building a sustainable ecosystem from "quality residential communities" to "holistic living communities" while supporting green consumption and circular economy development. Meanwhile, the "Xinyijia" online platform hosted a "Green Guardian" knowledge quiz and photography contest to raise residents' awareness of waste sorting and conservation. These efforts not only reduced waste and enhanced resource efficiency, but also embedded low-carbon values into community life, creating a new governance model of "green interaction and collaborative environmental stewardship" that aligns corporate sustainability with community ecological development.



Energy and Water Resources Management

Energy Management

Xinyuan Service's primary energy types include purchased electricity, natural gas, and gasoline for owned vehicles. The Company has established the Energy Consumption Management Control Procedure to ensure systematic energy management. In response to national energy conservation initiatives, the Company has set clear standards for energy-saving measures and implemented supervision and incentive mechanisms to improve energy efficiency and reduce operational costs. The Central Air Conditioning System Energy Control Specification sets differentiated operating parameters for cooling and heating equipment based on seasonal variations and usage scenarios, optimizing energy utilization and minimizing waste while maintaining a comfortable environment.

The Company embeds energy conservation and environmental protection into its daily operations, sets clear energy-saving targets, tracks progress, and implements measures to reduce energy consumption.

2025 Energy-Saving Target	Achievement	
Reduce total electricity consumption of existing property projects compared to 2024	Actual reduction of total energy consumption compared to 2024	Saved RMB
1%	3%	991 Thousand

2025 Electricity-Saving Measures

- 
 - Basement Lighting Retrofit: A total of **2,878** lighting fixtures were upgraded, saving approximately RMB 17,000 per month. **2,448** high-power constant-on fixtures were replaced with dual-illuminance radar-sensor lamps, saving **96,266** kWh of electricity (over **3** months); **430** high-power constant-on fixtures were replaced with high-illuminance, low-power lamps, saving **20,344** kWh of electricity (over **4** months).
- 
 - Water Pump Energy-Saving Retrofit: Upgrades were completed across **8** projects, saving approximately RMB **9,000** per month. **6** projects in Zhengzhou: **60,806** kWh saved (over **2** months); **1** project in Xi'an: **26,880** kWh saved (over **4** months); **1** project in Changsha: **1,980** kWh saved (over **1** months).
- 
 - Transformer Parallel Operation: Upgrades were completed across **2** projects, saving approximately RMB **7,000** per month. Hebi Meichao Heyuan: **7** transformers operating in parallel, reducing losses from **4** transformers, saving RMB **4,800** per month; Hangmei Industrial Park: **2** transformers operating in parallel, reducing losses from **1** transformer, saving RMB **2,500** per month (industrial electricity rate).



Basement Lighting System Upgraded with Energy-Efficient Fixtures



Water Pump Energy-Saving Optimization and Equipment Retrofit

Water Resources Management

Xinyuan Service has a minimal impact on natural resources. Water used in daily operations—including domestic water and industrial water for construction—is sourced entirely from municipal supplies, with no groundwater extraction. The Company strictly complies with national and local water regulations. Internal policies such as the Guidelines for Public Utilities Management and the Xinyuan Commercial Property Water and Electricity Management System govern water usage, covering meter installation, consumption monitoring, data analysis, and rectification of abnormal usage—ensuring efficient water utilization and waste prevention at the source.

The Company sets monthly and quarterly water consumption targets and implements a scientific water management system to ensure efficient water utilization and conservation through various measures.

2025 Water-Saving Target	Target Achievement	
Water consumption of existing property projects down by (YoY vs 2024)	Actual water consumption decreased by (YoY vs 2024)	Saved RMB
2%	5%	322 Thousand

2025 Water-Saving Measures

- 
 - Water Recycling: Condensate from central air conditioning is treated and reused for landscape water features; Landscape water is reused for irrigation, replacing tap or groundwater; Residential water feature discharge is repurposed for community greening; High-pressure scrubbers achieve effective cleaning with minimal water usage; Rainwater is collected for plant irrigation.
- 
 - Equipment Retrofitting: Smart irrigation systems enable scheduled nighttime watering, reducing peak-hour usage and evaporation losses.
- 
 - Equipment Upgrades: Water-efficient equipment (tanks, faucets, toilets) and smart water meters installed; Regular inspections conducted to identify and address leaks.

Highlight Cases

Xinyuan Service's smart irrigation system uses IoT technology with air and soil moisture sensors to monitor environmental data in real time, automatically activating sprinklers based on plant water needs to achieve precise irrigation. The system conserves water while ensuring healthy plant growth and enhancing environmental quality. It has been deployed in several Xinyuan-managed communities in Zhengzhou, including Xinyuan Mingjia and Xinyuan International New City Courtyard No. 6, making it a standout feature of smart community development.



Xinyuan Service Smart Irrigation System

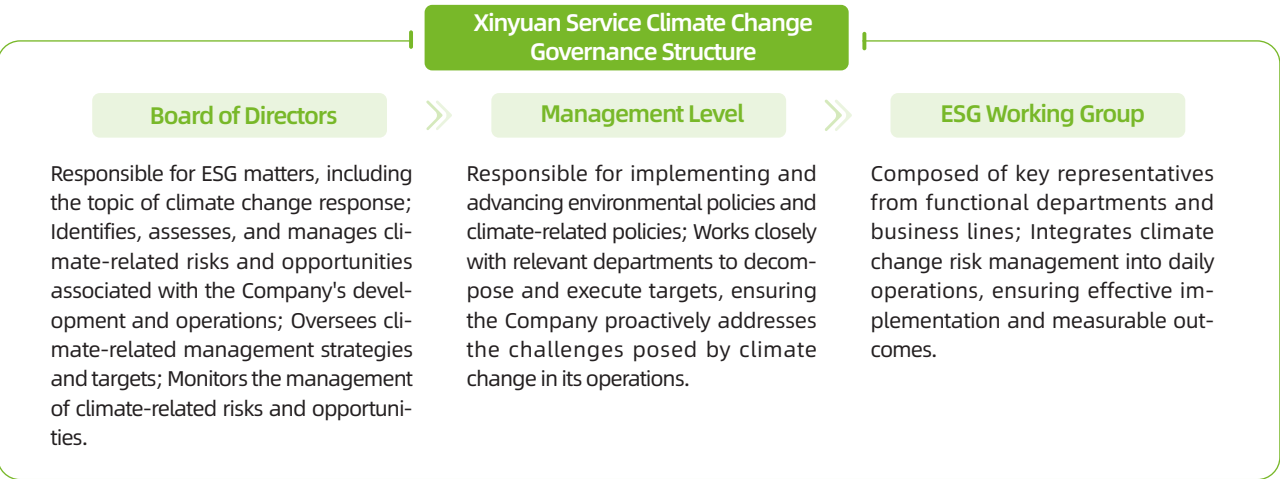
Climate Change Response

Xinyuan Service recognizes the significant impact of climate change on the environment and its operations. The Company actively assesses and manages climate-related risks and opportunities, continuously improves operational efficiency, and strives to reduce greenhouse gas emissions, contributing to global climate action.

Following the Hong Kong Stock Exchange's ESG Reporting Guide, the Company has established a climate change management framework covering governance, strategy, risk management, and metrics and targets, to systematically strengthen its capacity to address climate-related matters.

Governance

The Company has established a three-tier management structure—Oversight, Management, and Execution—with clearly defined responsibilities at each level to ensure effective implementation of the governance system.



To ensure effective oversight of climate-related strategies, the Company has established mechanisms to ensure the Board and Management possess the appropriate skills and competencies for current and future needs.

Board-Level Competency Assurance

The Board holds ultimate oversight for climate-related matters, annually reviewing climate strategies, policies, and risk responses. Board members bring experience in governance, strategic management, risk control, and sustainability, enabling sound judgment on climate impacts and opportunities.

Professional Competency at the Execution and Oversight Level

Management and relevant departments are responsible for implementing climate change management across areas such as environmental management, operational risk control, compliance, and disclosure. Core team members possess strong expertise in property operations, engineering, energy conservation, safety, and risk management. They integrate climate factors into daily operations, identify risks from extreme weather, energy price fluctuations, and regulatory changes, and develop targeted response measures.

The Company has established a systematic and well-tiered climate change information management mechanism based on the PDCA (Plan-Do-Check-Act) cycle principle.

Climate Change Information Management Mechanism

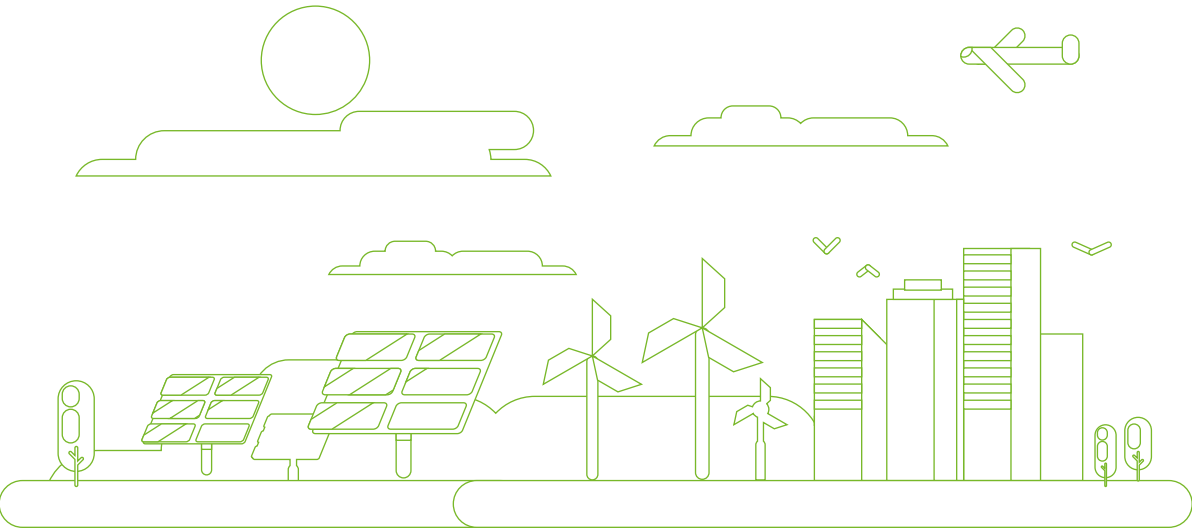


To strengthen climate governance effectiveness and incentivize action, the Company has integrated climate performance into its incentive mechanisms. Teams and individuals excelling in extreme weather prevention, response, and climate resilience are recognized and rewarded through formal systems, promoting company-wide engagement and continuously enhancing climate adaptation and risk management capabilities.

Strategy

During the reporting period, the Company defined short, medium, and long-term time horizons and identified climate-related risks and opportunities accordingly. For the five identified climate-related risks and four climate-related opportunities, the Company has developed and implemented management strategies and action plans to ensure business resilience and capture opportunities in the low-carbon transition.

Time Horizon	Timeframe	Management Focus
Short-term	1–5years	Building operational resilience and emergency response capabilities; addressing immediate physical risks (e.g., extreme weather) by improving processes and contingency plans to ensure service continuity and asset security.
Medium-term	3–10years	Integrating climate considerations into business strategy and investment decisions; optimizing service models and enhancing energy efficiency to manage transition risks and capture opportunities.
Long-term	5+years	Advancing long-term climate adaptation; leveraging continuous technological and management innovation to enhance asset resilience, ensuring sustainable development and long-term value.



Xinyuan Service Climate-Related Risk Analysis and Mitigation Measures

Category	Risk Type	Risk Description	Scope & Focus of Impact	Impact Horizon	Potential Financial Impact	Mitigation Measures
Physical Risks	Acute Physical Risks	Climate change increases the likelihood of extreme weather events such as typhoons and floods.	Operations & downstream value chain impact. Focus areas: coastal/ riverside projects; underground garages, power distribution rooms, and similar facilities.	Short-term, Medium-term, Long-term	Decrease in operating income; impairment of fixed assets	Strengthen disaster prevention capacity of infrastructure; establish a series of emergency plans and mechanisms including Natural Disaster Emergency Response Plan, Emergency Management Procedures, and Flood/ Typhoon Prevention Procedures, and conduct targeted drills; develop Procurement Guidelines for emergency supplies, maintain an emergency supplies ledger, and conduct quarterly inventory checks.
	Chronic Physical Risks	Long-term natural pattern changes such as sea level rise and persistent high temperatures pose challenges to the safe operation of property facilities and equipment, building durability, and residents' living conditions.	Affects the Company's operations and downstream value chain.Focus: high-density urban projects; cooling systems in old residential communities.	Long-term	Increase in operating costs; impairment of fixed assets	
Transition Risks	Policy & Legal Risks	Stricter national and local carbon emission policies (e.g., carbon trading market, carbon tax) may increase operating costs and compliance pressure. Risks of legal liability and customer complaints due to non-compliance with climate-related policies or regulations.	Affects the Company's operations and downstream value chain.	Short-term, Medium-term	Decrease in operating income; increase in operating costs	Continuously track national and local policy and legal developments related to climate change, and timely adjust corporate strategy and operating model; Strengthen employee training to popularize policies, regulations and knowledge on energy conservation and emission reduction.
	Market Risks	Rising public attention to green and sustainable development has shifted customer demand for products and services, with growing preference for green buildings.	Affects the Company's operations and downstream value chain.	Medium-term, Long-term	Decrease in operating income; increase in operating costs	Strengthen communication with customers, timely monitor changes in market demand, provide green services, and promote green building certification.
	Reputational Risks	Ineffective management and reduction of carbon emissions may damage the Company's brand image and social responsibility reputation.	Affects the Company's operations and downstream value chain.	Short-term, Medium-term	Decrease in operating income; increase in operating costs	Actively participate in public welfare activities to publicize and demonstrate the Company's initiatives and achievements in managing material topics; Regularly issue ESG reports to publicly disclose progress in sustainable development.

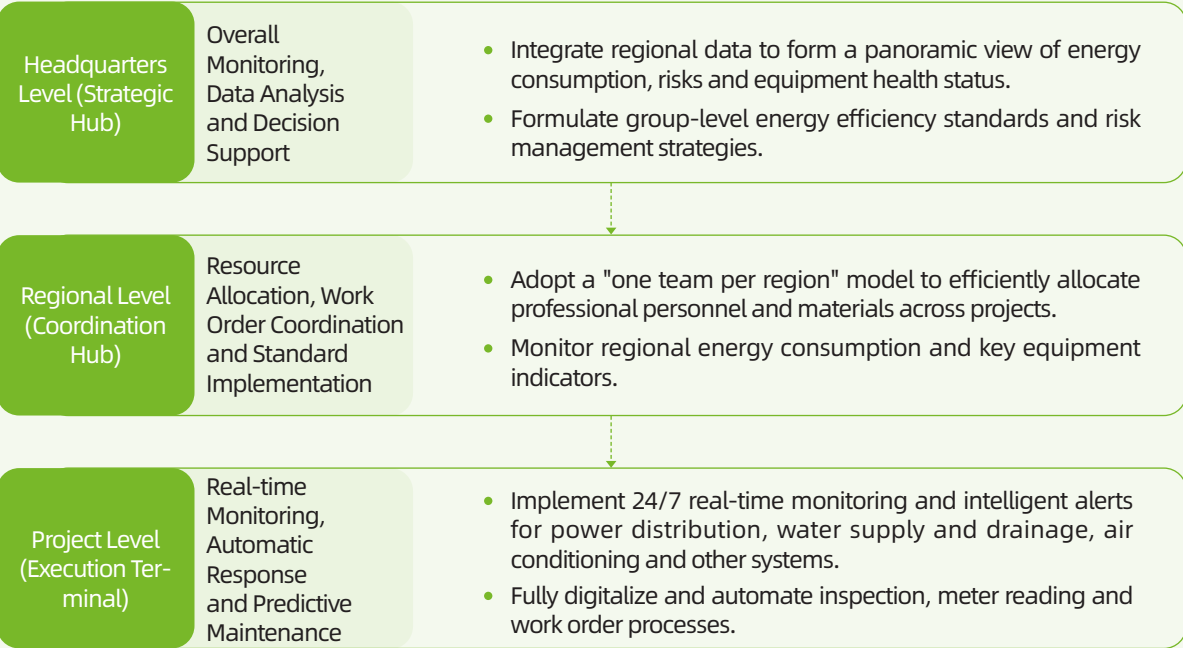
Xinyuan Service Analysis of Climate-Related Opportunities and Response Measures

Opportunity Type	Risk Description	Scope of Impact	Impact Horizon	Potential Financial Impact	Response Measures
Market Opportunities	The State actively promotes green development and has introduced a series of policies, providing the Company with opportunities for transformation and upgrading. Meanwhile, customer demand for environmentally friendly, low-energy property services is increasing, facilitating the Company's efforts to build a green property management brand.	Affects corporate operations and downstream value chain	Short-term, Medium-term	Increase in operating revenue	Follow policy guidance and actively apply for various energy-saving and emission reduction subsidies; Research market demand and launch value-added service products themed around green and smart features.
Technological Innovation	With the advancement of the national "dual carbon" goals, green buildings and energy-saving technologies have become key market focuses. Customer and government demand for energy-saving and environmentally friendly property services continues to rise.	Affects corporate operations and downstream value chain	Short-term, Medium-term	Increase in operating revenue; Increase in R&D costs	Promote green building certifications, introduce advanced energy-saving technologies and management systems, and upgrade existing facilities and equipment with energy-efficient alternatives, such as replacing high-efficiency equipment and optimizing HVAC systems.
Green Services	Consumer demand for low-carbon communities and green services is growing. The Company can enhance customer satisfaction and market competitiveness through green service offerings.	Affects corporate operations and downstream value chain	Short-term, Medium-term	Increase in operating revenue	Promote measures such as green commuting, waste sorting, and rainwater harvesting; Explore smart property services under the "Internet+" model to improve service quality.
Resource Efficiency	Improving the efficiency of energy, water, materials, and other resources in the Company's operations helps reduce resource-related expenses.	Affects corporate operations and downstream value chain	Short-term, Medium-term	Decrease in operating costs	Equip office premises with water-saving and energy-efficient fixtures; Promote paperless office and operations; Deploy larger-capacity waste bins to reduce plastic bag usage.

Highlight Cases

Facing the dual challenges of frequent extreme weather and climate policy transitions, Xinyuan Service has proactively deployed a "Headquarters - Region - Project" three-tier IoT smart control system. By integrating digital technology into facility and energy management, the Company has systematically strengthened its capacity to predict, respond to, and adapt to climate risks.

Control Levels



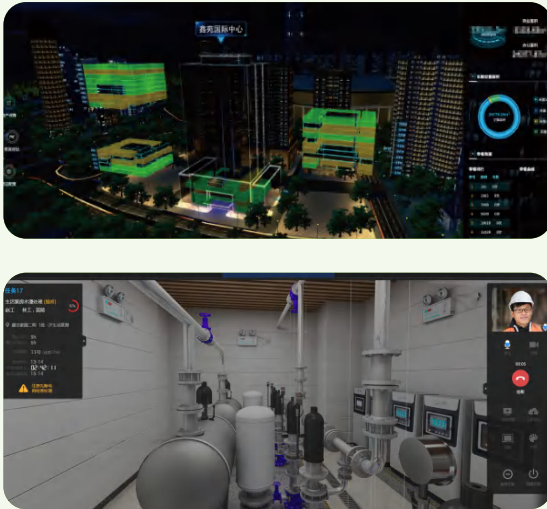
Xin Equipment – Equipment Management System

Monitors the operation and maintenance of facilities and equipment through mobile inspections and report analysis, reducing energy consumption and enhancing safety performance.



Xin Energy – Smart Energy Management

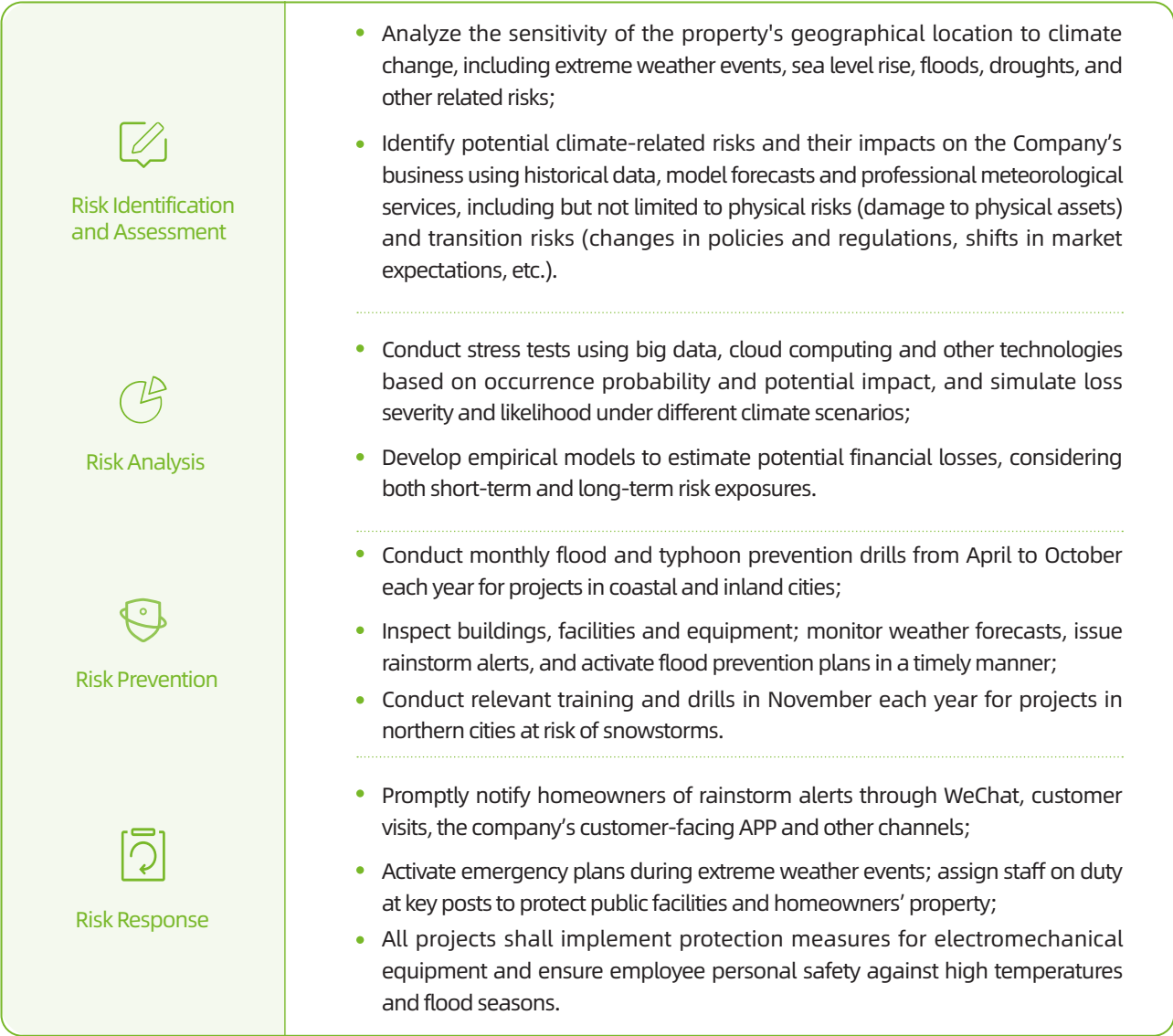
Upgrades to smart meters with wireless transmission to reduce installation costs, analyzes energy consumption data, and sets up automatic alerts to remind customers of payment and recharge needs.



Risk Management

The Company incorporates climate-related risks as a distinct category within its existing risk management framework. Drawing on industry operational realities and stakeholder concerns, it has established a systematic process for climate risk identification, assessment, prevention, and response, which is continuously advanced as an integral part of the Company's overall risk management framework.

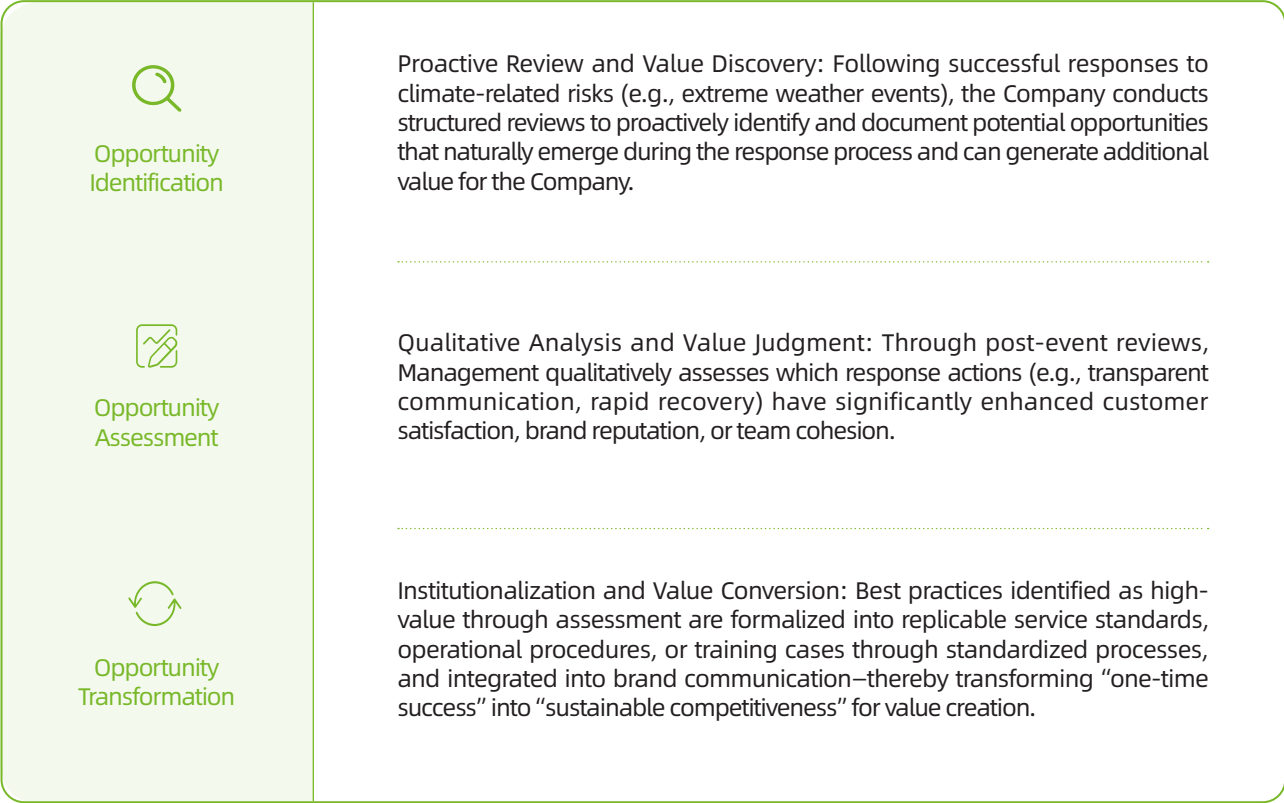
Xinyuan Service Climate-Related Risk Management Process



Short-Term Acute Physical Risk Operational Monitoring and Emergency Response Process

Process Stage	Core Activities and Methods
 Risk Signal Input and Identification	External Monitoring: Dedicated personnel (e.g., from the Quality Department) continuously monitor authoritative early warning signals issued by government meteorological authorities. Internal Scanning: Identify project-specific vulnerabilities (e.g., low-lying garages, aging pumps) through routine inspections, equipment maintenance records, and historical event reviews.
 Risk Assessment and Grading	Likelihood Assessment: Adopt probability and grading levels explicitly stated in meteorological warnings. Impact Assessment: Conduct qualitative assessment using a “three-tier emergency impact classification” (Level I: Major, Level II: Significant, Level III: General). Real-Time Assessment: During an event, on-site personnel dynamically upgrade or downgrade the response level based on predefined physical criteria (e.g., water accumulation depth).
 Plan Activation and Resource Deployment	Plan Matching: Automatically match and activate the corresponding “three-tier emergency response plan” (Corporate, Regional, Project) based on risk assessment results. Resource Pre-Positioning: Pre-deploy emergency supplies and teams at predetermined scales according to risk level and response plan. Materials are procured in accordance with the Procurement Operation Guidelines and managed through standardized records.
 Emergency Response and Execution	Standard Operations: All personnel transition to emergency roles as defined in the response plan, executing standardized rescue, communication, and reporting procedures. Dynamic Adjustment: Continuously monitor the situation through mandatory reporting at fixed intervals (e.g., every 30 minutes) and adjust strategies and resources based on real-time conditions.
 Post-Event Review and System Improvement	Mandatory Review: Conduct post-event reviews following emergency incidents to analyze strengths and weaknesses. Plan Revision: Revise response plans or develop improvement measures within 7 working days for issues identified during drills or actual incidents. Knowledge Management: Archive all process records (drills, reviews) for case study learning and continuous improvement.

Xinyuan Service Climate-Related Opportunity Management Process



To guide resource allocation and strategic decisions, the Company has established a prioritization framework for climate-related risks and opportunities. Centered on "potential impact" and translated into actionable principles, the framework systematically identifies issues with the greatest impact on the Company's core bottom line, defining clear priorities for management decisions.

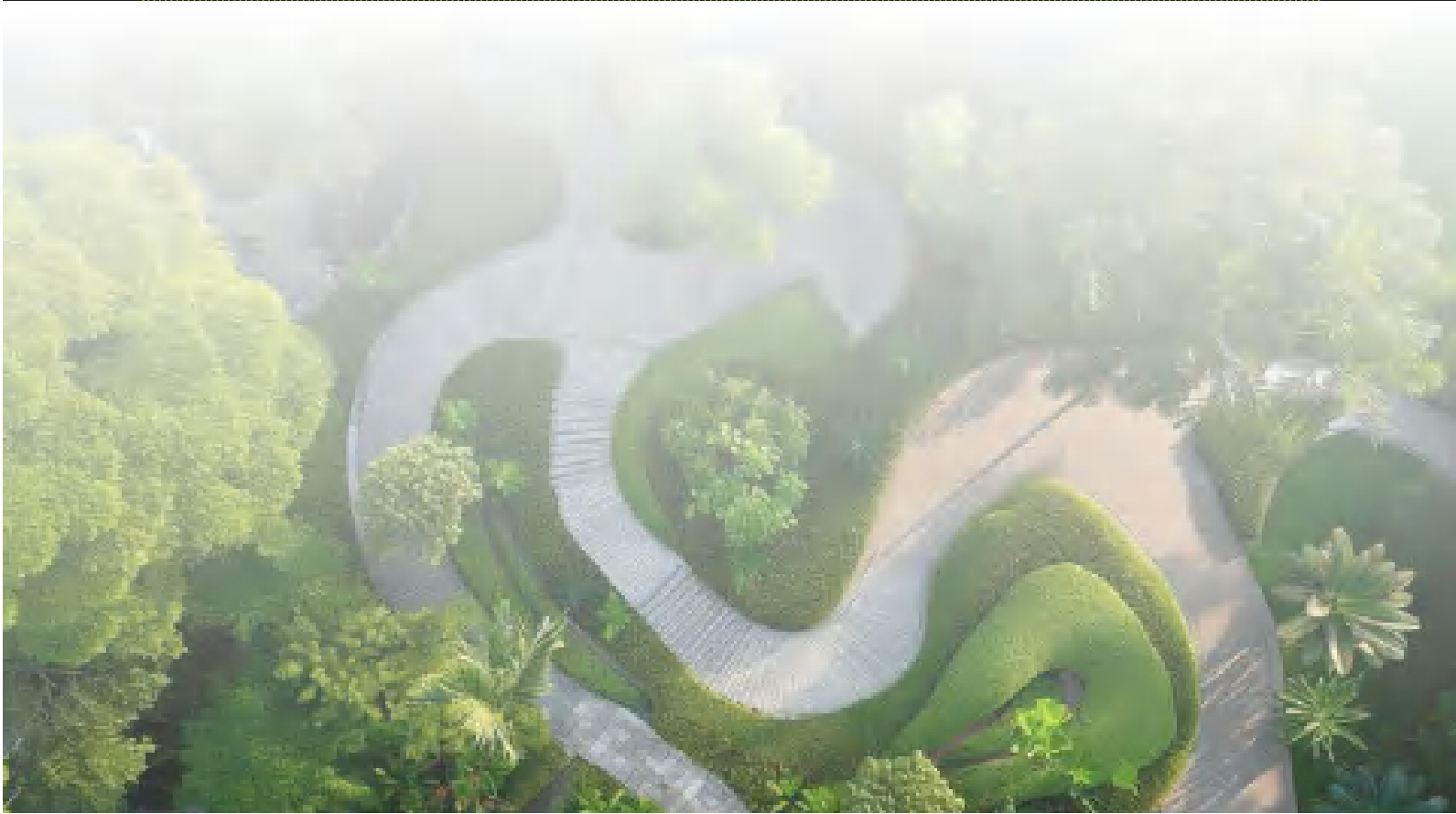
Priority Level	Principle
High	Life First Principle: Ensuring the safety of employees, residents, and the public is the absolute highest priority in any scenario.
Medium	Asset and Operational Criticality: Protecting critical assets (e.g., power distribution rooms, elevators, data centers) and maintaining continuity of core service functions.
Low	Scope of Impact and Recoverability: The breadth of impact (e.g., entire property vs. localized area) and the difficulty and cost of recovery.

Metrics and Targets

During the reporting period, the Company focused on energy efficiency by establishing and implementing specific energy-saving targets (see "Energy Management"). As energy consumption is the primary source of the Company's greenhouse gas emissions, achieving these targets directly supports the reduction of energy-related carbon emissions—a core initiative in the Company's low-carbon transformation. Based on the results of these efforts, combined with industry trends and policy requirements, the Company will explore the development of broader greenhouse gas emission reduction targets.

Xinyuan Service Green House Gas Emissions for 2023~2025

Indicator	Unit	2023	2024	2025
Total Greenhouse Gas Emissions	tCO ₂ e	28,053.15	28,883.00	27,531.00
Scope 1 GHG Emissions	tCO ₂ e	1,116.80	1,372.15	1,339.11
Scope 2 GHG Emissions	tCO ₂ e	26,875.61	27,369.14	25,980.59
Scope 3 GHG Emissions	tCO ₂ e	60.74	141.71	211.30
Scope 1 and 2 GHG Emissions Intensity	tCO ₂ e / RMB 10,000 revenue	8.15	7.16	6.75



Quality Service Upgrade Excellence Together · Smart Services

Xinyuan Service empowers service evolution through technology and upholds quality with craftsmanship. Through innovation-driven experience enhancement, robust safety management, and stringent information security, the Company delivers services that blend "intelligence and warmth," creating a safe, convenient, and livable environment for a better life.

04



Technology-Driven Service Upgrade

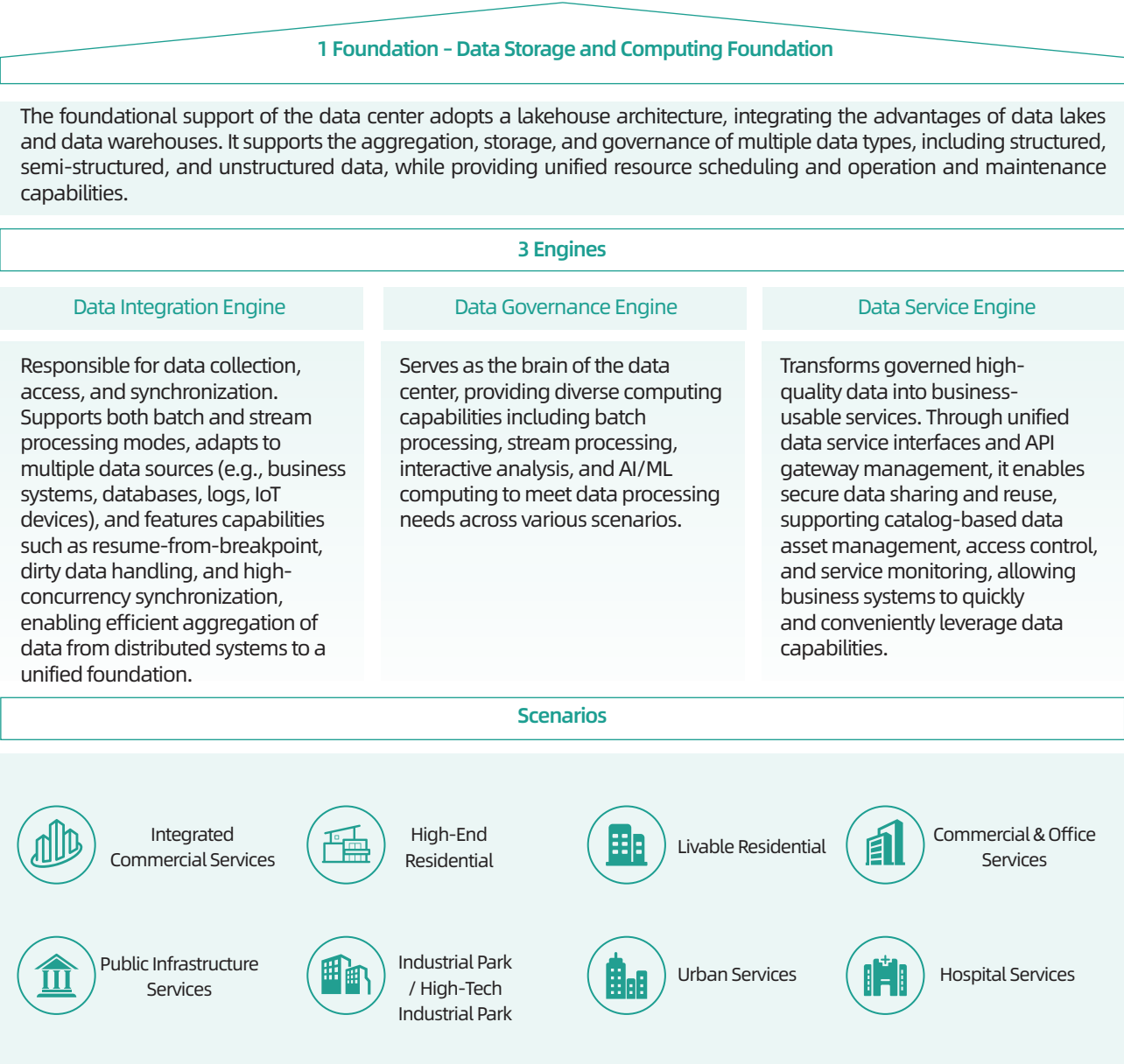
Technology Innovation Planning Journey

Xinyuan Service has long adhered to its technology-driven strategy, embedding innovation across all aspects of property services. Recognized for its technology application capabilities and multi-business collaboration, the Company has won awards including "2025 Henan Province Leading Enterprise in AI Scenario Application," "2025 China Property Digital Competitiveness Top 11," and was named among the "2025 China Top 20 Real Estate Technology Enterprises." Through technological innovation, the Company accelerates the development of "new quality productive forces" in extensive property management, driving value transformation and elevating industry standards.

Basic Capacity Building	2007-2015	- Information System Development(2007) Aiming to achieve informatization of internal management, initiate foundational digital infrastructure construction for the enterprise. - Information System Foundation Phase(2012) Launch a technology-driven property service upgrade plan and build the "Four Smart Property Platforms."
Smart Community and Platformalization	2016-2019	- Comprehensive Exploration of Smart Communities(2016) Self-developed information-based community construction; community security robots and home service robots; smart home promotion. - Formation of Model Systems(2019) MSP digital application model; EPC+CDI smart community construction model; smart community evolution path from 1.0 to 4.0; three generations of home service robot iteration.
Digitalization and Ecosystem Construction	2021-2023	- Systematization and Ecologization(2021) Establishment of the "Three-Network Integration" system; construction of an enterprise-level ecosystem based on the "9633 Smart Community Model." - Digital Transformation Period + Metaverse Exploration(2023) Digital transformation: code twin (3D modeling), visualized community management, virtual-real mapping capabilities; Industrial Metaverse (Meta): Launch of the "Industrial Metaverse XinMeta" to create a space integrating virtual and real environments.
Intelligence Leadership	2024-2025	- Deepening of the Digital Twin Platform(2024) Develop the "Property Meta Platform" to improve management efficiency, intelligence levels, and visualization capabilities. - Intelligence Leadership Phase(2025) AI agents (customer service + butler); full-stack technology service capabilities; city-level service standard output and industry standard formulation.

Technology Product Planning Architecture

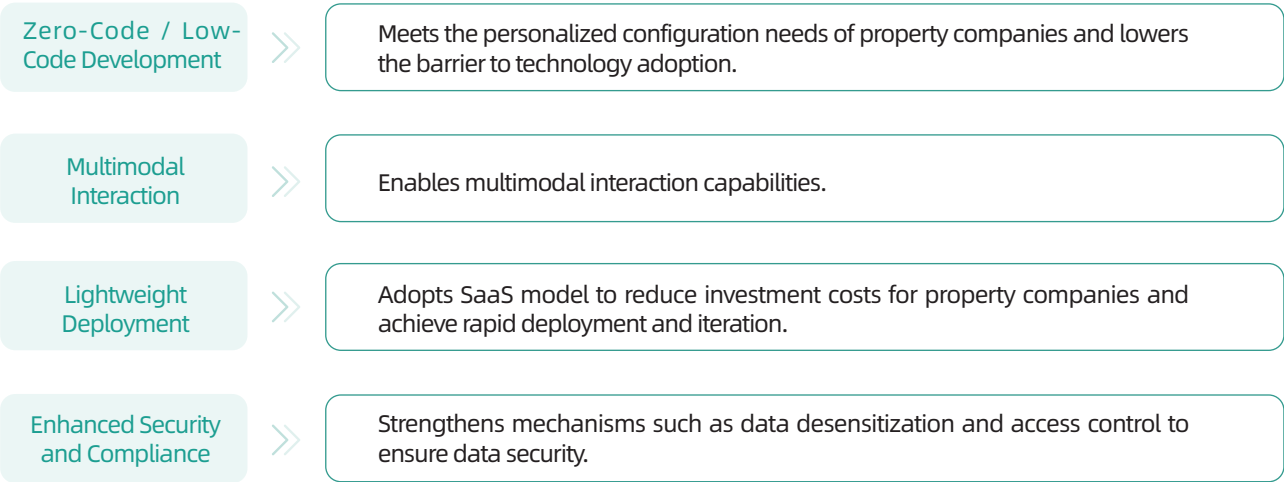
Xinyuan Service adopts the architecture of "1 Foundation + 3 Engines + Scenarios" to build a full-chain value system encompassing "data assetization, capability servitization, and application ecosystem," forming a comprehensive smart service ecosystem that continuously delivers diversified and personalized service value to customers.



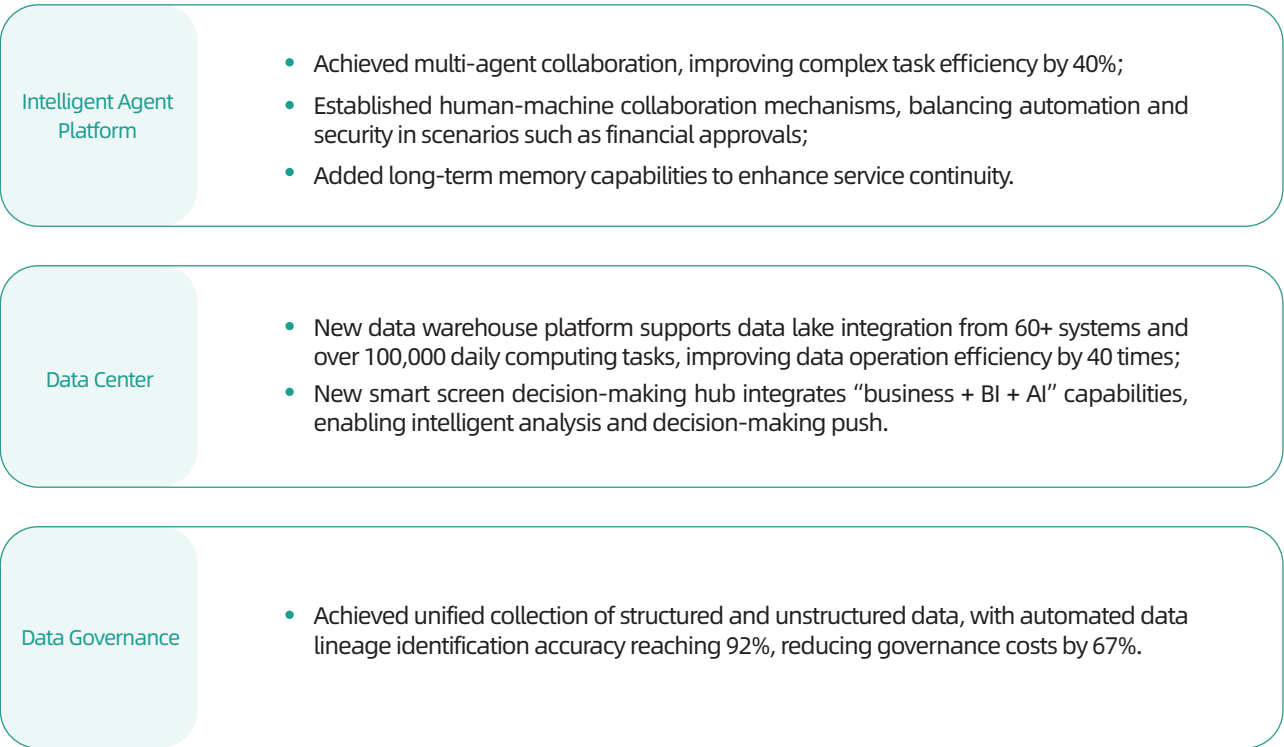
Smart Property Ecosystem

Xinyuan Service has established four core development directions: "Deepening the Intelligent Agent Platform, Integrating Digital Twins, Unlocking Data Value, and Expanding the Open Ecosystem." Deepening the Intelligent Agent Platform focuses on building a multi-agent collaborative architecture to enhance automated cross-scenario task execution capabilities. Integrating Digital Twins achieves real-time mapping between physical and digital spaces in communities through zero-code 3D modeling. Unlocking Data Value leverages customer labeling systems and predictive models to improve demand forecasting capabilities. Expanding the Open Ecosystem connects with third-party systems through open platforms and APIs to build a comprehensive smart property ecosystem.

Industry Trends and Responses

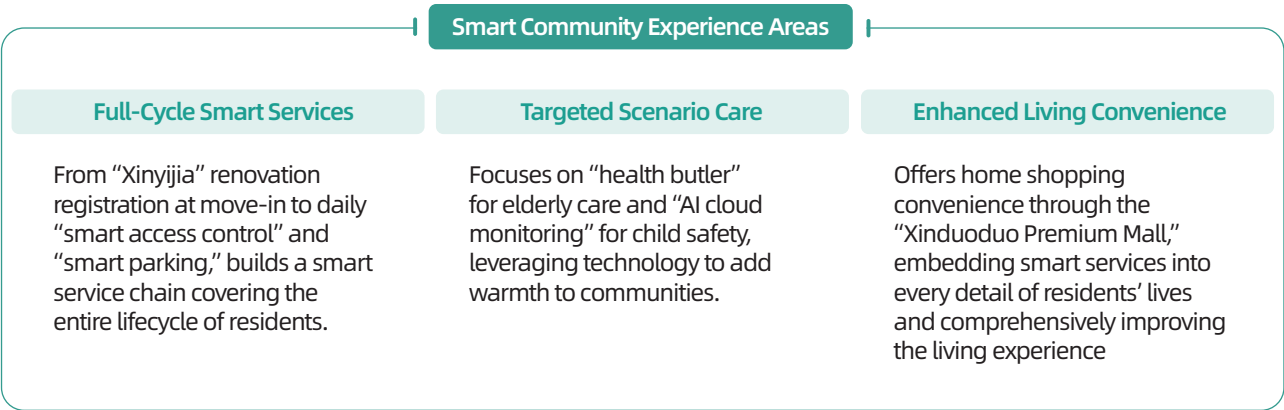
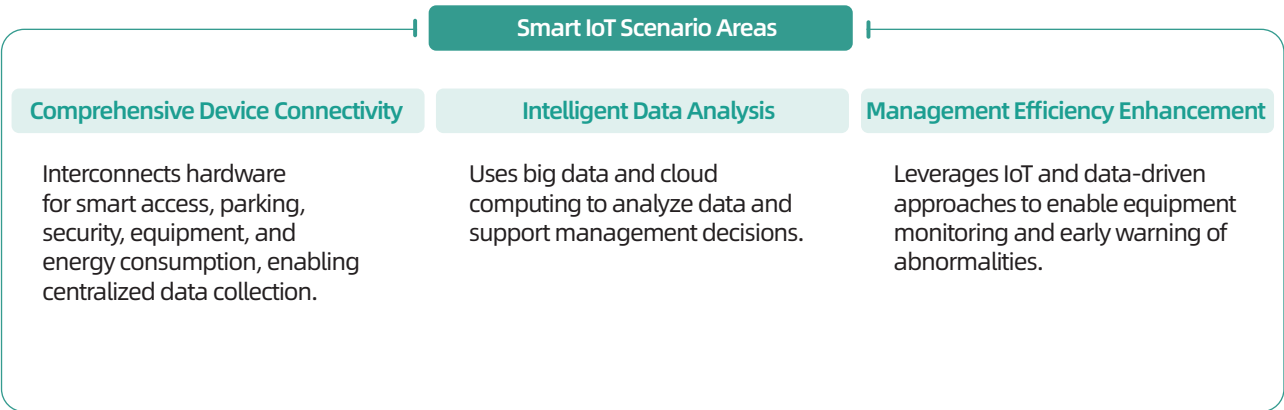
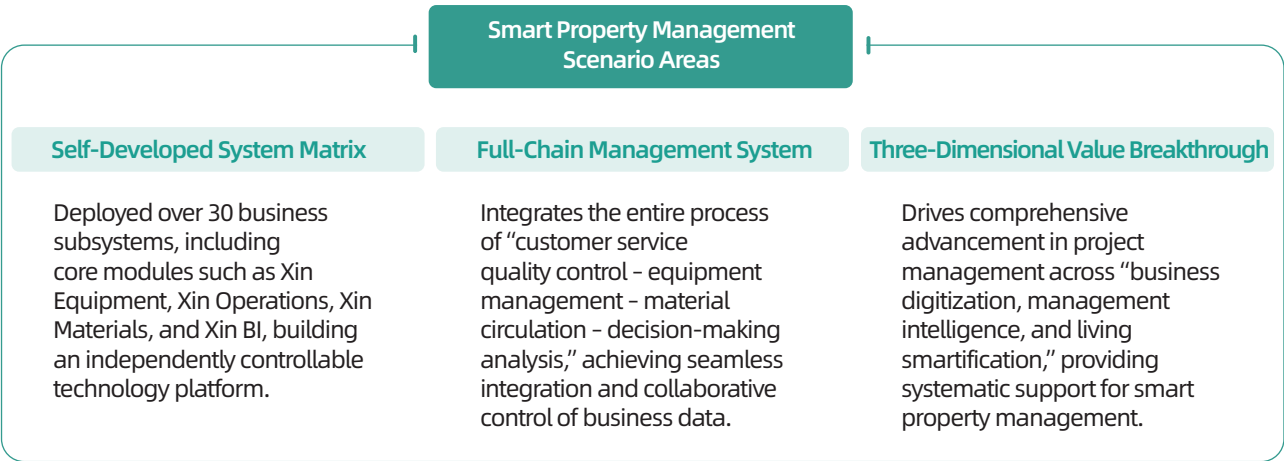


Core Technology Breakthroughs



Smart Property Full-Scenario Construction

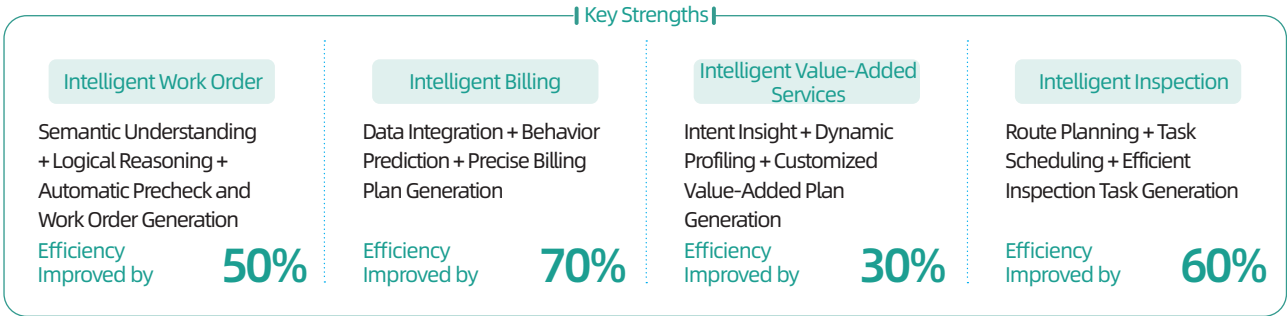
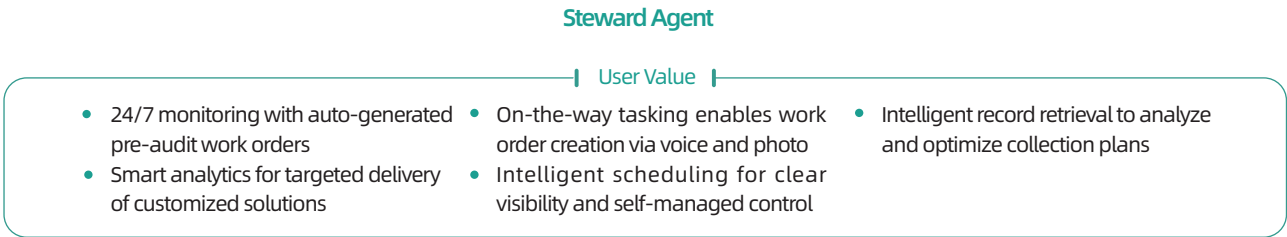
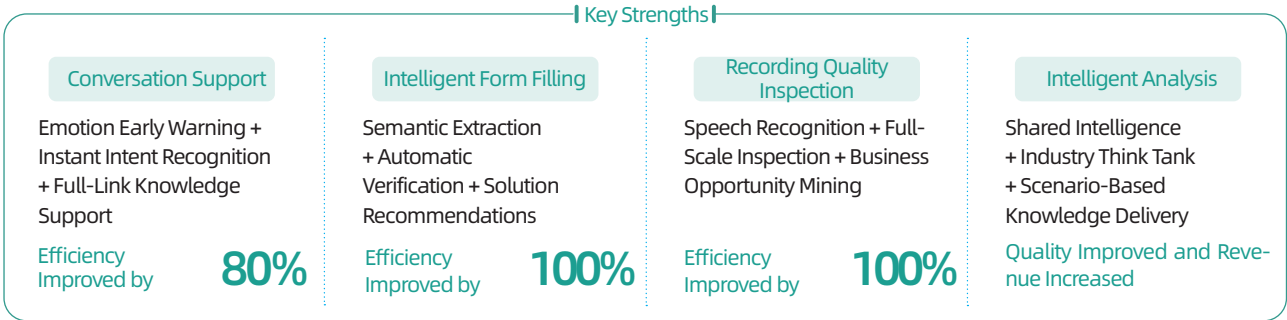
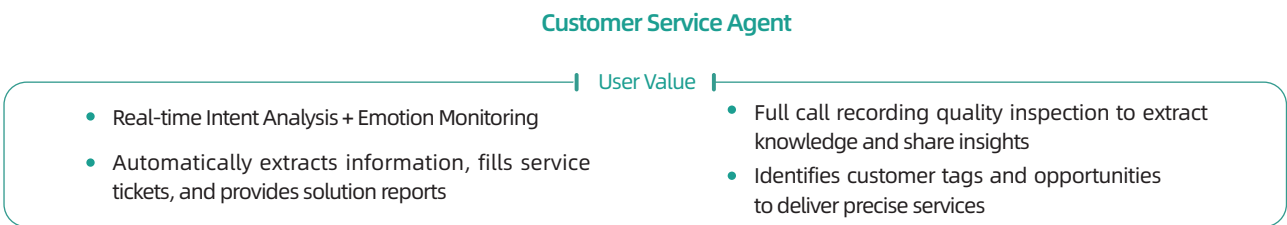
Xinyuan Service independently developed zero-code 3D modeling technology to fully digitize real-world property scenarios and map them onto the Xinyuan Meta digital platform. Covering everything from irrigation schedules, cleaning routes, and security patrols, to smart parking exceptions, energy monitoring, and safety alerts, as well as service request tracking and demand profiling, the platform enables “always-on” smart property management across all scenarios.



Application of Latest R&D Achievements

Xinyuan Service integrates AI and big data to establish the AI Agent Incubation Factory, launching the industry’s first customer service and butler agents. This forms a matrix of four agents (customer service, butler, operations, and marketing), creating a full-stack technology service capability spanning customer services, facility operations, and business development.

Intelligent agents create value through “labor hour substitution” (replacing manual hours to enhance individual efficiency) and “efficient replication” (scaling best practices to amplify value across the organization). The four-agent collaborative network enables capability interconnection, data integration, and coordinated decision-making, driving efficiency gains while fundamentally reshaping extensive property management operations—setting a new benchmark for “AI + smart communities” digital implementation.



Technological Innovation Delivers Results

Driven by tech innovation, Xinyuan Service has established a digital flywheel—"investment→efficiency → cost optimization →profit →reinvestment"—enhancing profitability while improving service quality and homeowner satisfaction. This virtuous cycle of "technology-service-reputation" offers a replicable model for the industry.

The company has reshaped its service value chain within the "community assets + space + people" ecosystem, forming five value-added business segments: leasing & sales, home improvement, retail, purified water, and home services.

15-Minute Convenient Community Life Circle

Data-Driven Intelligent Life - A New Track for "Property +" Services

With profound experience in property management, Xinyuan Service has actively expanded into livelihood services. It has reconstructed the service value chain within the community "asset + space + resident" service ecosystem, refined community services to an extremely fine granularity, and unlocked the "last mile" of community life services through data-driven approaches, successfully forging a new track for "property +" services.

Property + Rental & Sales Services

Focusing on second-hand house rental and sales, housing agency, property custody, and title certificate agency, we have formed a closed-loop "transaction + service" ecosystem covering property acquisition (asset custody), transaction (rental & sales), and after-sales services (home decoration, engineering maintenance). Covering the full life cycle of assets, we are committed to preserving and enhancing asset value for homeowners.

Property + Community Retail

Through the online "Xin Duo Duo Mall" mini-program and offline "downstairs economy" scenarios such as "Xin Market", we focus on community private domain operation, innovate the "procurement + operation + distribution" model, establish a grid-based community retail system, and complete the "last mile" of community life service ecosystem.

Property + Home Decoration & Furnishing Services

We have innovatively built the Xin Jiancai Metaverse Platform to provide customers with AI-customized exclusive renovation solutions. With ten product lines and eight worry-free guarantees, we have created a new retail model for home improvement and furnishing, offering customers one-stop comprehensive pan-home services to ensure they feel "assured, satisfied, cared for, convenient and comfortable".

Property + Purified Water Services

Relying on the O2O business model and IoT technologies, we provide homeowners with efficient supply of personalized bottled water and intelligent direct drinking water. Homeowners can enjoy door-to-door purified water delivery without leaving home via multiple channels including telephone calls, official account reservations, and online mall orders.

Property + At-Home Services

Based on data analysis from the online customer profiling platform of property management, we have established a comprehensive, professional, standardized and efficient full-industry-chain ecosystem for housekeeping services. With skilled staff, high-quality services and a good reputation, we have won wide recognition and satisfaction from customers.



Purified Water



Parking



Charging



Space



Assets



At-Home Services



Retail



扫码进入“鑫一家”
SCAN THE CODE TO ENTER
业主一站式生活服务平台！



鑫多多优选-商城
SCAN THE CODE TO ENTER
业主一站式电商服务平台！

2025 Goals	Achievements
New Value-Added Businesses	
Deploy intelligent agents; enhance leasing business digitalization	Xin Lease: launched across all stores; 90% call inspection rate; 100% matching feature coverage
Digitalize home improvement end-to-end	Xin Home Improvement: online quoting, contracting, and project management in place
Strengthen e-commerce platform; enable external export	Xin Duoduo: settlement center and e-invoicing launched; supported external implementation
Upgrade private domain tools; enhance customer operations	Enterprise WeChat SCRM: New Customer Connect 6.0 trained and launched
Digital management and settlement for water dispenser business	Xin Water Dispenser: SaaS platform and Amoeba settlement completed
Transform charging business to standardized SaaS	Xin Charging: multi-tenant SaaS transformation completed
Build digital operations and service portal for lockers	Xin Locker: operations and client portals developed
Build marketing capability center for cross-business synergy	Xin Marketing: Marketing MCP packaged; empowering home improvement and leasing via intelligent agents
Property Management R&D	
Advance data assetization; strengthen business enablement and export	Data Center: unified data governance completed; data asset platform established; capabilities productized and exported
Enhance smart community platform; build ecosystem and benchmark	Xin Family: digital foundation strengthened; closed-loop community service ecosystem established; industry benchmark SaaS platform created

Technological Innovation Driving Industry Growth

Leveraging its innovations in high-quality services, “property management + intelligent agent” development, AI-powered community governance, and AI-era brand management, Xinyuan Service was invited to over ten industry summits hosted by the China Property Management Expo, China Index Academy, CRIC, China Property Management Association, and Henan Property Management Association. At these events, the company shared its high-quality service development path and brand story, showcased its full-stack technology capabilities and intelligent agent factory, and offered insights into intelligent agent evolution. It received over 1,500 positive media reports throughout the year. Through continuous industry engagement, Xinyuan Service demonstrated its active pursuit of future property services and reinforced its strategic positioning as a property management metaverse ecosystem builder and quality living service provider. It has empowered over 800 SMEs in digital transformation, with its tech products deployed in 16,000+ projects, leading industry transformation through hard-core technology.

Highlight Cases

At the China International Property Management Industry Expo, held from 2-4 July 2025, Xinyuan Service unveiled the industry’s first “Customer Service Agent & Steward Agent,” showcasing its intelligent agent factory capabilities in the property management sector. This capability will empower property companies to enhance quality and efficiency, opening the door to high-quality development of new productive forces in the industry.



Highlight Cases

On 2 December 2025, Tang Yucao, President of the Science and Technology Division at Xinyuan Service, was invited to speak at the 2025 Xishuo Property Management Annual Speech hosted by China Property Think Tank. Addressing the fundamental contradiction between service quality and labor efficiency in the property industry, he pointed out that AI technology can enhance efficiency through two pathways: “labor hour substitution” and “efficient replication.” He emphasized that the goal of technology is not only to improve efficiency but also to restructure production relations—freeing employees from repetitive work and enabling them to participate in higher-value creation and sharing. Moving forward, Xinyuan Service will continue to deepen the penetration of AI technologies across



the new ecosystem of property management services. By expanding application scenarios and driving value enhancement, the company aims to lead the industry toward a new stage of AI-driven, high-quality development.

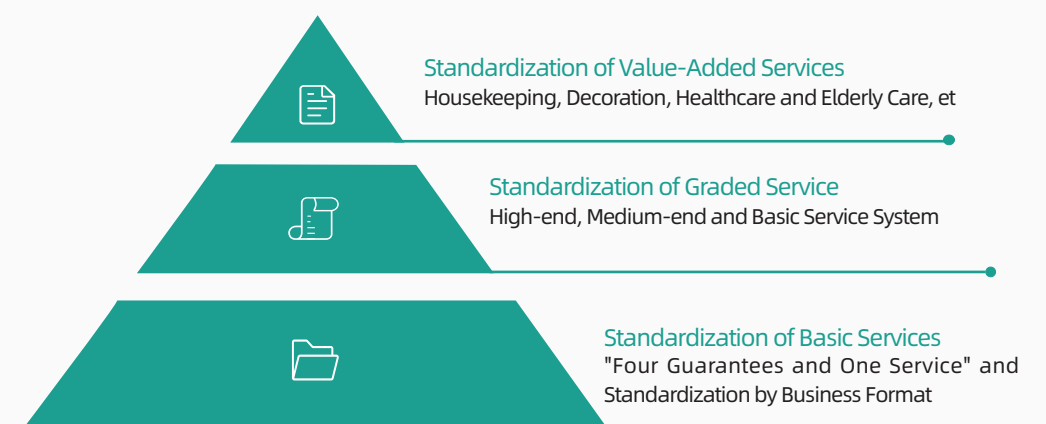
Service Quality Management

Customer Relationship Maintenance

» Standardized Service System

Aligned with social trends and national policies, Xinyuan Service has pursued innovation in services, models, and operations, while continuously refining customer service standards and its standardized service system. By the end of the 2025 reporting period, the company had established four major standard systems—service fundamentals, service delivery, service assurance, and job-specific standards—totaling 841 documents. During the period, 8 new standards were added and 27 were revised, enabling clearer service processes, more standardized execution, and more comprehensive support—building a solid institutional foundation for sustained service quality and customer satisfaction. Through its standardized development approach, the company has also formed distinctive service features in smart property, smart communities, community governance, public services, and sustainable development, leading high-quality development.

Tiered Development of Standardized Services



Quality Management System Certification



The company has obtained the Quality Management System Certification, valid until August 17, 2028



Cycle of Standardization: Management, Implementation, Assurance, and Interaction

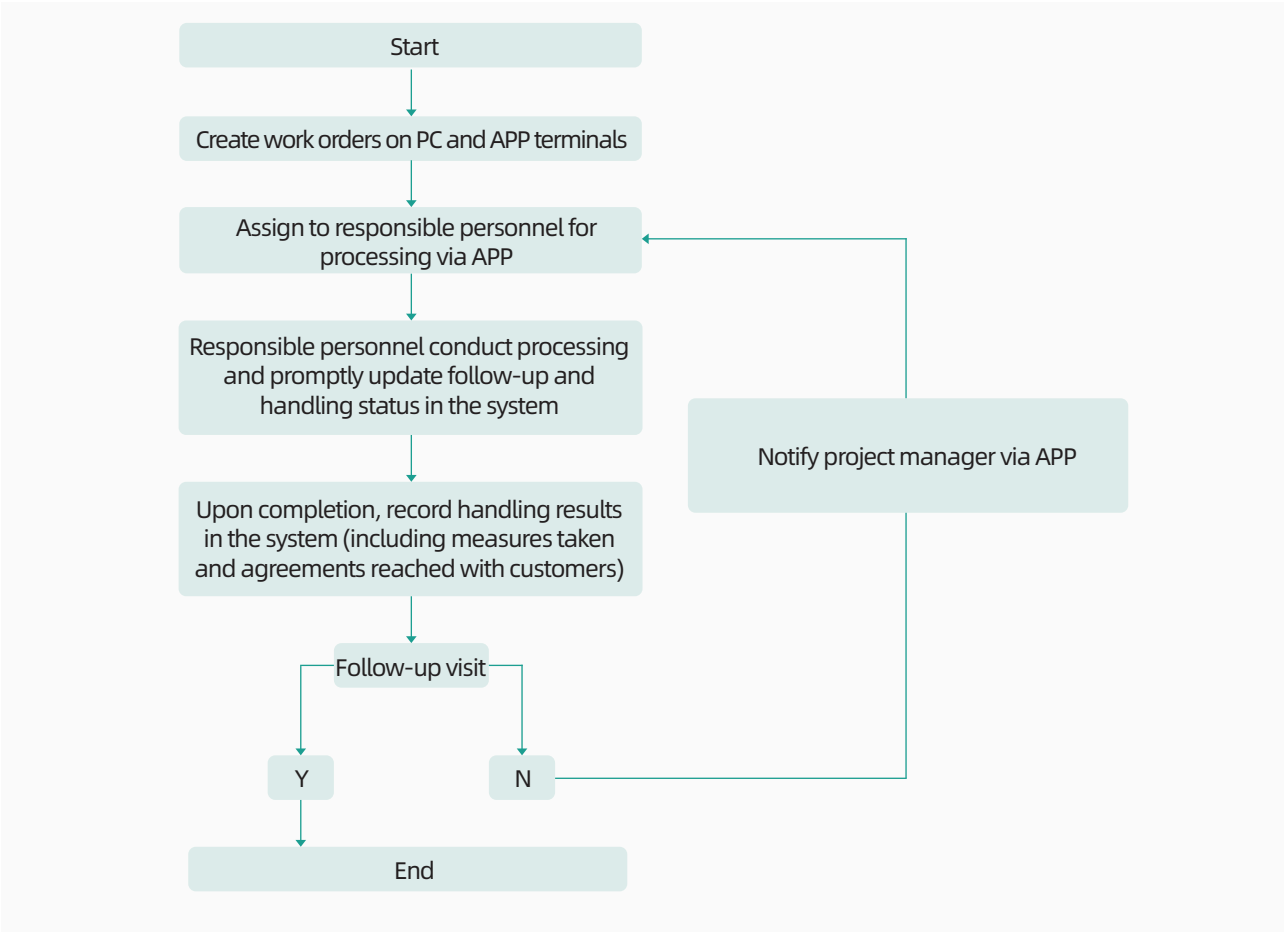
Visualized and interactive services



» Open Communication Channels

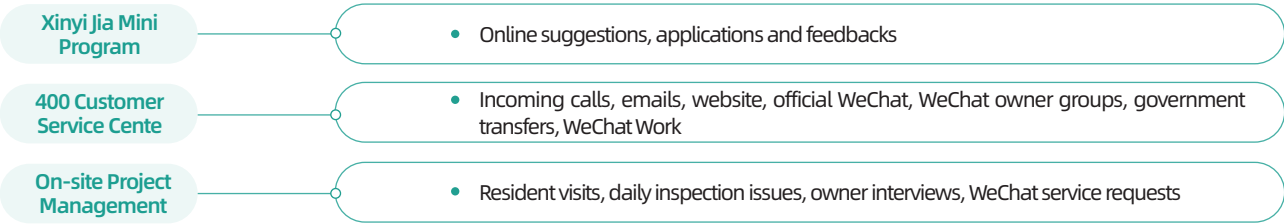
To enhance service quality, Xinyuan Service has established key documents—including the 400 Customer Service Center Training Manual, Customer Incident Management Process, Enterprise WeChat Employee Management System, Customer Information Management Guidelines, and Customer Complaint Handling Guidelines—defining full-process standards for inquiries, incident response, and complaint handling. This ensures standardized service management and stable, efficient customer support. Additionally, the company leverages Enterprise WeChat to strengthen external outreach and brand image, driving continuous improvement in service quality and customer satisfaction.

Xinyuan Service Customer Complaint & Incident Handling Flowchart



Xinyuan Service continuously optimizes customer communication methods by establishing diversified online and offline channels. Through its Smart Customer Service Center, supported by a three-tier information reception system—Xinyi Jia, 400 Customer Service Center, and Front Desk—the company enables owners to access integrated services promptly, whether for repair requests, inquiries, complaints, or fee queries. All service resources are aggregated and connected to deliver efficient and convenient support. The Xinyi Jia mini-program has achieved an owner authentication rate of 98%.

Xinyuan Service Information Reception and Collection Channels



» Enhancing Customer Satisfaction

Xinyuan Service remains focused on improving service quality by actively listening to customer needs and delivering responsive services to enhance the property management experience and continuously improve satisfaction. During the reporting period, the company collected 1,165 valid samples for its residential property customer satisfaction survey. The satisfaction score reached 93.8, an increase of 0.2 points from 2024, significantly outperforming the industry average by 20.9 points and exceeding the industry benchmark by 3.9 points. For office properties, three projects were surveyed, yielding 61 valid samples. The overall satisfaction score was 96.3, a slight increase of 0.4 points from the previous year, maintaining an excellent level.

2025 Goals	Achievements
Overall customer satisfaction for residential property services: 85 points	93.8
Overall customer satisfaction for office property services: 90 points	96.3
Timely complaint handling rate: 100%	100%

Xinyuan Service 2025 Customer Satisfaction Improvement Actions

Service Standard Upgrade Initiative

Properties were categorized into four types based on customer profiles and needs. A differentiated service standard system was established across customer service, engineering, security, and environmental management, supported by quality inspections and smart tools to ensure effective implementation.

Customer Request Closed-Loop Management Initiative

A closed-loop mechanism—receipt→processing→feedback→follow-up—was implemented, along with a tiered complaint response system with clear timelines and responsible parties. Enhanced analysis and corrective actions reduced repeat complaints. A total of **1,549** potential public opinion incidents were identified, with a **98.17%** resolution rate.

Smart Property Service Upgrade

Online service functions—repairs, complaints, payments, and inquiries—were enhanced through digital platforms. Smart inspection, intelligent security, and smart energy systems were deployed to improve efficiency and advance digital transformation.

Customer Steward Service Mechanism

A steward model was introduced at the project level, assigning dedicated staff for customer communication and coordination. Regular visits helped address owner needs promptly, enhancing trust and satisfaction.

Community Building and Cultural Activities

Through the Xinyi Jia platform, **4,951** community activities—including festivals, convenience services, public welfare, and cultural events—were organized, attracting **222,000** views. Events like the Lantern Festival lion dance and the “security guard jogging with kids” gained widespread attention, while the “rider-friendly community” initiative served as an industry model.

Employee Service Capability Enhancement

Employee training focused on smart management and customized communication skills. A service quality evaluation and incentive mechanism was established to strengthen service awareness and professional capabilities.

Responsible Marketing

Xinyuan Service integrates responsible marketing into its core ESG governance, upholding integrity and compliance as its foundation, committing to three core promises, and implementing closed-loop management. In accordance with laws and regulations including the Advertising Law of the People’s Republic of China and the Trademark Law of the People’s Republic of China, the company has established its Brand Management System and Public Opinion Management Measures, which set strict standardized requirements for brand planning, identity management, platform management, promotion management, honor management, PR management, and public opinion management. In 2025, the company had no violations in marketing activities, including advertising and promotions.

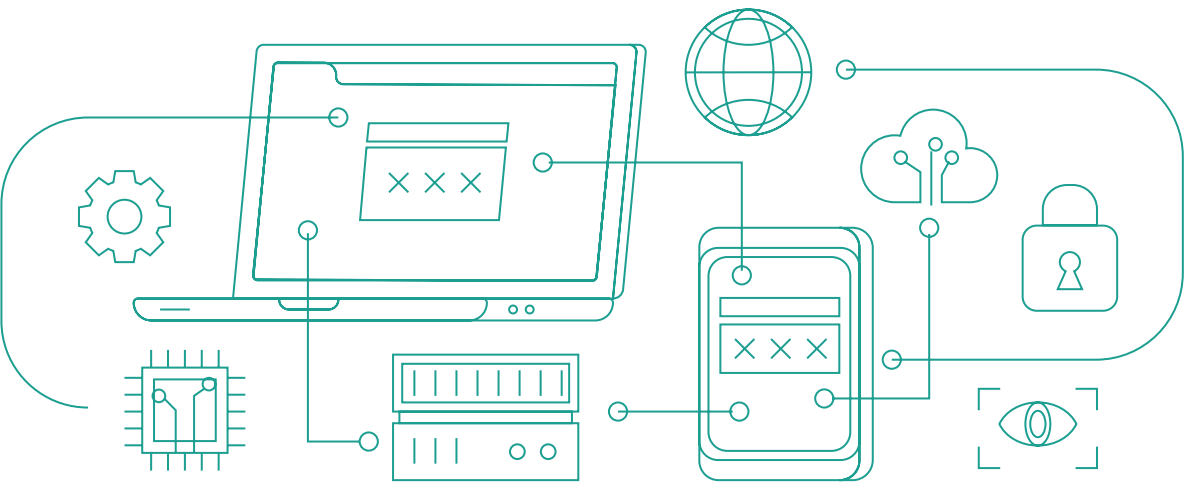
2025 Responsible Marketing Implementation Actions

Information Transparency: Establish a full-process review and traceability mechanism to ensure accurate disclosure of service information and pricing, eliminating false advertising.

Child Protection: Prohibit misleading marketing and paid traps; ensure compliant storage of children's personal information and safeguard their safety in activities.

Fair Competition: Strictly prohibit false information dissemination and disparagement of peers; define compliance standards through training, supervision, and accountability mechanisms.

System Improvement: Continuously enhance the institutional framework; conduct regular compliance audits; integrate responsible marketing into the entire service process to balance customer rights and industry ecology.



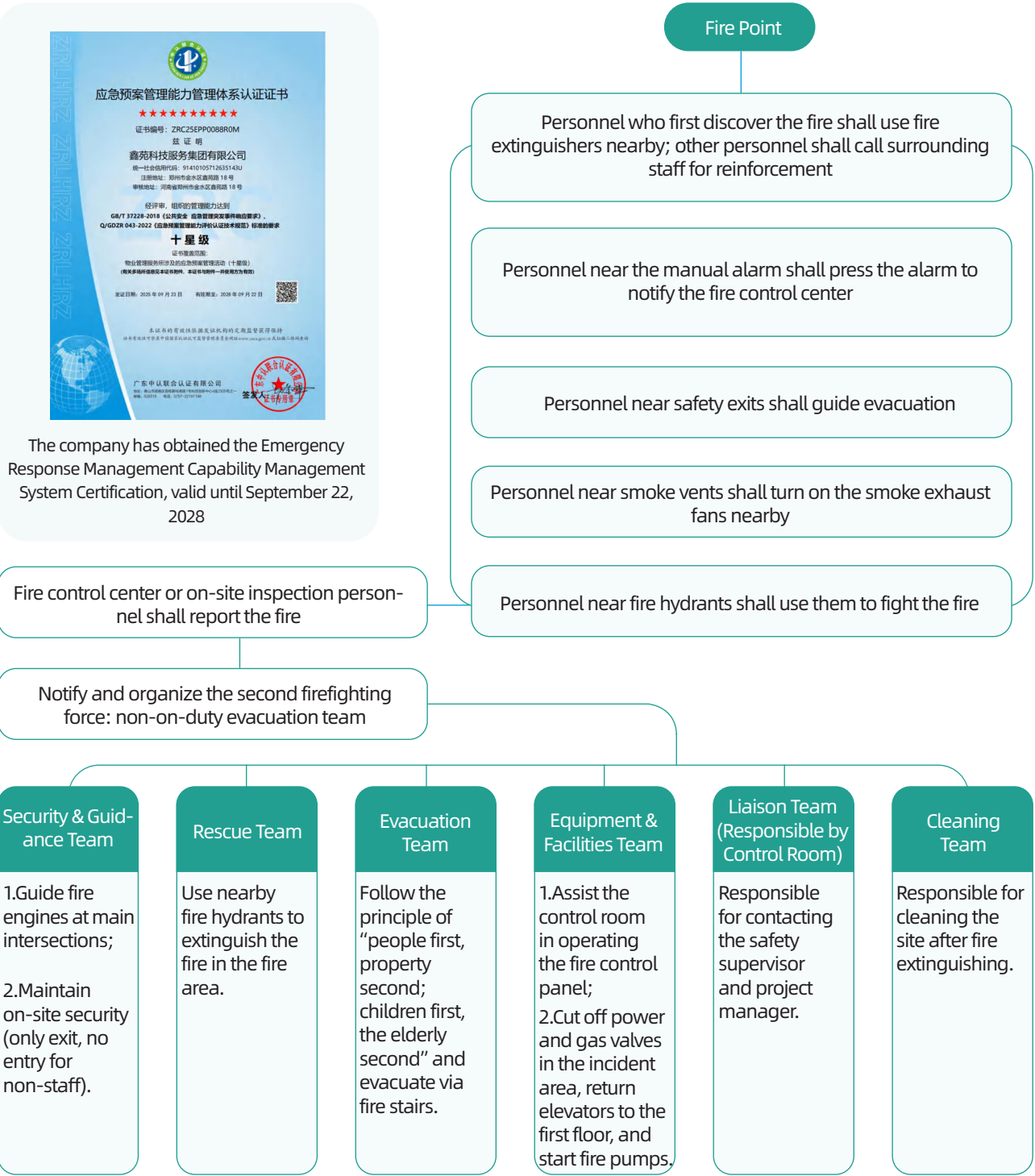
Customer Health and Safety

Xinyuan Service prioritizes customer life and property safety, operating in compliance with laws including the Civil Code, Work Safety Law, Fire Protection Law, and Property Management Regulations. A three-tier safety management system—corporate, project, and team—has been established. Key procedures such as the Emergency Response Plan, Risk Source Identification Forms (for daily operations and facility maintenance), and Emergency Management System have been developed and continuously improved. Safety is enhanced through regular equipment maintenance, risk identification in public areas, and emergency drills.

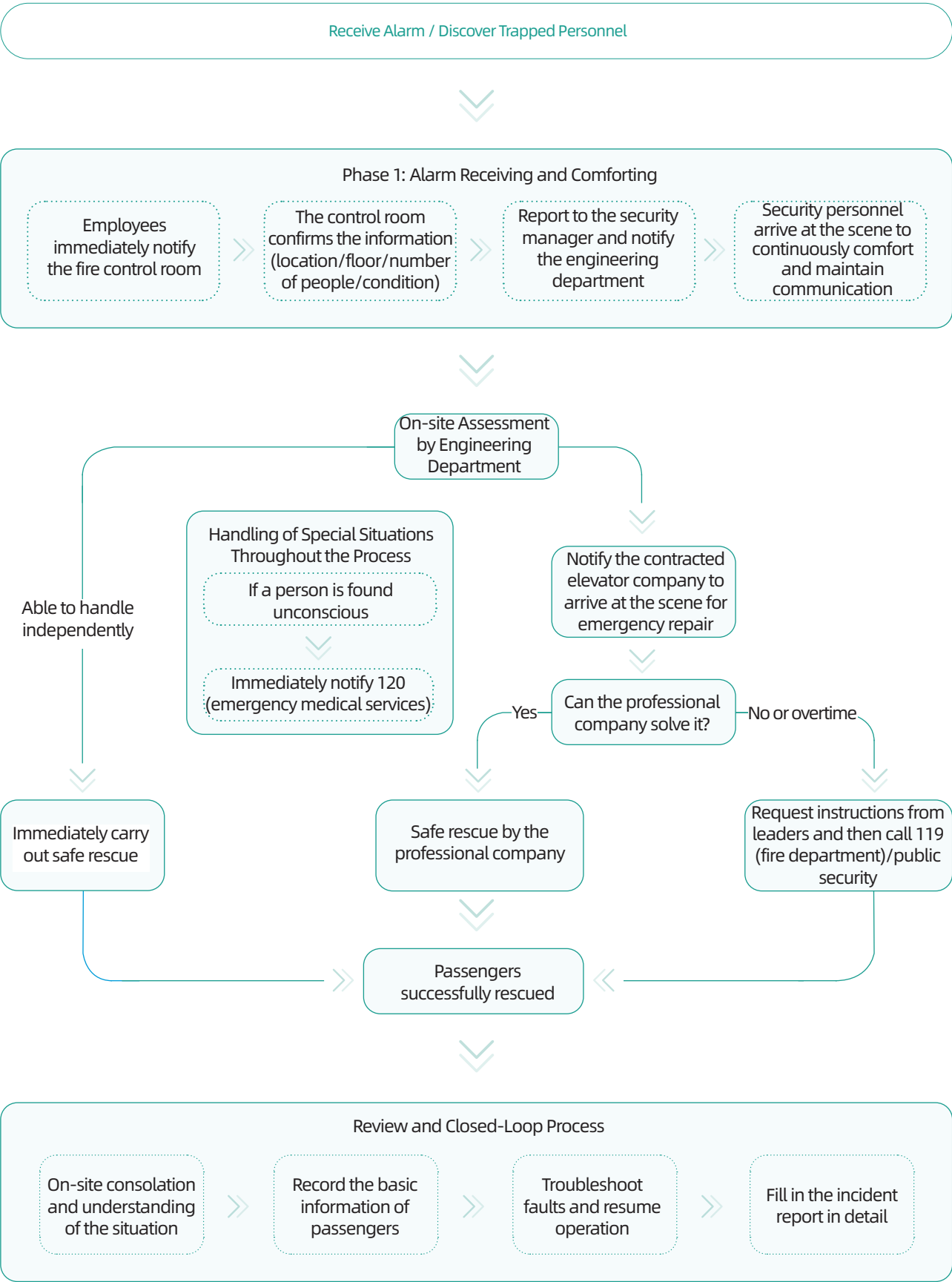
Emergency Response Management Capability

The company has obtained the Emergency Response Management Capability Management System Certification, valid until September 22, 2028

Fire Response Flowchart



Elevator Entrapment Emergency Response Plan



Xinyuan Service Actions to Safeguard Customer Safety and Health

Safety Management	- Strengthen access control management with standardized security procedures to strictly verify and manage external visitors; - Implement smart access control systems with irregular record checks by management; - Conduct comprehensive inspections of all fire escapes; advise residents on improper parking and, if repeated violations persist, coordinate with relevant authorities for enforcement; - Regulate vehicle parking and strengthen control over external vehicles to prevent unauthorized or obstructive parking; - Increase patrol and supervision while strictly enforcing violation notice systems; involve traffic authorities when necessary; - Regularly inspect fire safety equipment and ensure continuous operational readiness; - Manage elevator access through smart monitoring, elevator control systems, public awareness campaigns, enhanced patrols, optimized charging facilities, and owner collaboration to ensure both safety and convenience.
Facility Maintenance and Inspection	- Regular Inspections: Develop and execute facility inspection schedules to identify and address issues promptly, ensuring safe and normal operation; - Smart Management Systems: Utilize smart management systems for remote monitoring, fault alerts, and data analysis to improve efficiency and equipment reliability; - Equipment Records: Maintain comprehensive equipment files and logs documenting basic information, maintenance history, and fault handling details; - Periodic Assessments: Conduct regular equipment assessments to evaluate performance and identify areas for improvement.
Safety Training and Drills	- Fire Safety Training: Organize fire safety workshops covering extinguisher use and evacuation techniques; - First Aid Training: Conduct CPR training to enhance customer emergency response capabilities; - Emergency Drills: Regularly conduct fire, flood control, and other emergency drills.
Safety Awareness and Communication	- Safety knowledge promotion: Disseminate safety information through community bulletin boards, WeChat groups, and other channels, including seasonal safety tips; - Seasonal safety topics: Summer drowning prevention, winter slip prevention, etc.

Highlight Cases

In May 2025, Xinyuan Service began operations at the Henan Sports Center (North). Facing challenges of large-scale management, high foot traffic, and complex facilities, the company established a safety service system integrating “smart inspections + standardized processes.” In major event support, it developed a replicable standardized solution, offering a practical model for large-scale venue safety operations.

The project team adhered to the principle: “Safety work has no endpoint; every point is a new starting point.” Key actions included:

Routine Smart Inspections: Completed 360 timed patrols during the month, with nighttime check-ins at 31 critical locations including electrical rooms, control rooms, and boiler rooms, ensuring full risk point coverage.

Systematic Capability Building: Conducted 3 rounds of safety system and job responsibility training to strengthen risk awareness and emergency response.

End-to-End Event Support: Supervised safety at 6 large-scale construction sites and provided full-process safety support for 4 major events, ensuring smooth operations.

The Henan Sports Center has become a new benchmark for smart venues and was honored with the title of “2025 Excellent Projects of China Property Management”.



“2025 Excellent Projects of China Property Management”

2025 Customer Health and Safety Performance

Through the “education + interaction” dual-track mechanism, the company advanced comprehensive safety inspections and rectifications, handling 86 fire incidents, 22 theft incidents, and over 140 extreme weather events, reducing risks and strengthening prevention capabilities.

- Fire Prevention: Over 900 drills; 86 fire incidents handled; over 60 commendations from owners.
- Theft Prevention: Over 300 practical training sessions; 22 theft incidents stopped; recognition from police.
- Flood Contro: Over 600 training sessions and drills;successfully responded to 140 severe weather events including high winds and heavy rain.
- Cold Weather Protection: Over 150 projects and 6,000 + personnel participated in snow and ice removal; measures such as ginger tea delivery and cold weather supplies ensured safe travel for owners and employees.

Information Security and Privacy Protection

Data Security Management

Xinyuan Service places information security at a strategic level, establishing a rigorous information security management system grounded in laws and supported by institutional frameworks. The company complies with key regulations including the Personal Information Protection Law, Data Security Law, and Cybersecurity Law. Institutional documents such as the Information System Security Management System, Owner Information Security Protection Management System, Network Management System, Permission Management System, and System Emergency Response Management Measures have been established to ensure full-process closed-loop management covering data collection, storage, usage, and emergency response, providing solid protection for owner privacy and corporate data assets.

Information Security Management System Certification

The company has obtained the Information Security Management System Certification, valid until October 15, 2027

Xinyuan Service Information Security Management Responsibilities

Science and Technology Division	Business Departments
• Maintain the operation of information systems and network systems; • Maintain business system operations and installation environments; • Develop and execute backup plans for business systems and data; • Handle computer system installation, backup, and maintenance; • Manage computer virus prevention; • Conduct regular security inspections of network information systems; • Supervise departments to perform timely data backups; • Organize education, training, and awareness programs on internal network usage standards for computer users.	• Ensure data application security for departmental information systems; • Manage information security for departmental IT assets such as computers; • Conduct regular security inspections of departmental information systems; • Ensure timely data backups for departmental computers; • Provide education and training on departmental usage compliance.

Xinyuan Service Information Security Management Measures	
Security Protection	The company deploys devices including Sangfor AD, Symantec antivirus software, and AF, covering multiple functions such as intrusion detection, vulnerability analysis, situational awareness, and virus protection, enhancing data security and privacy protection while strengthening the ability to address various cybersecurity threats.
Security Awareness Training	Regular training on information security and privacy protection is provided to employees to enhance security awareness and a sense of responsibility for protecting user privacy.
Security Audit and Monitoring	Security audits are conducted every six months, including vulnerability scanning and remediation for business platform systems. System logs and network traffic are monitored to promptly identify and address security incidents and potential risks.
Emergency Response Plan	A dedicated emergency response plan has been developed and continuously improved, defining incident classification, response procedures, role responsibilities, and communication mechanisms. Through systematic and standardized handling procedures, the company minimizes incident impact, controls development, and reduces losses and risks.
Emergency Drill Exercises	Regular emergency drills are organized, focusing on the efficiency of communication, coordination, and command functions. The drills aim to clarify responsibilities across roles and continuously optimize the response plan.

Xinyuan Service 2025 Information Security and Customer Privacy Protection Training

In 2025, the company conducted online and offline training to enhance employee awareness of information security and privacy protection, identify potential risks, and ensure customer information security.

Training focused on policy communication and practical guidance. The Information System Permission Management System training established clear procedures for permission classification, approval, and supervision, creating a closed-loop framework with well-defined responsibilities to ensure data access security. Concurrently, the Owner Information Security Protection System training aimed to strengthen protection of owner information and reduce risks of illegal use or dissemination.

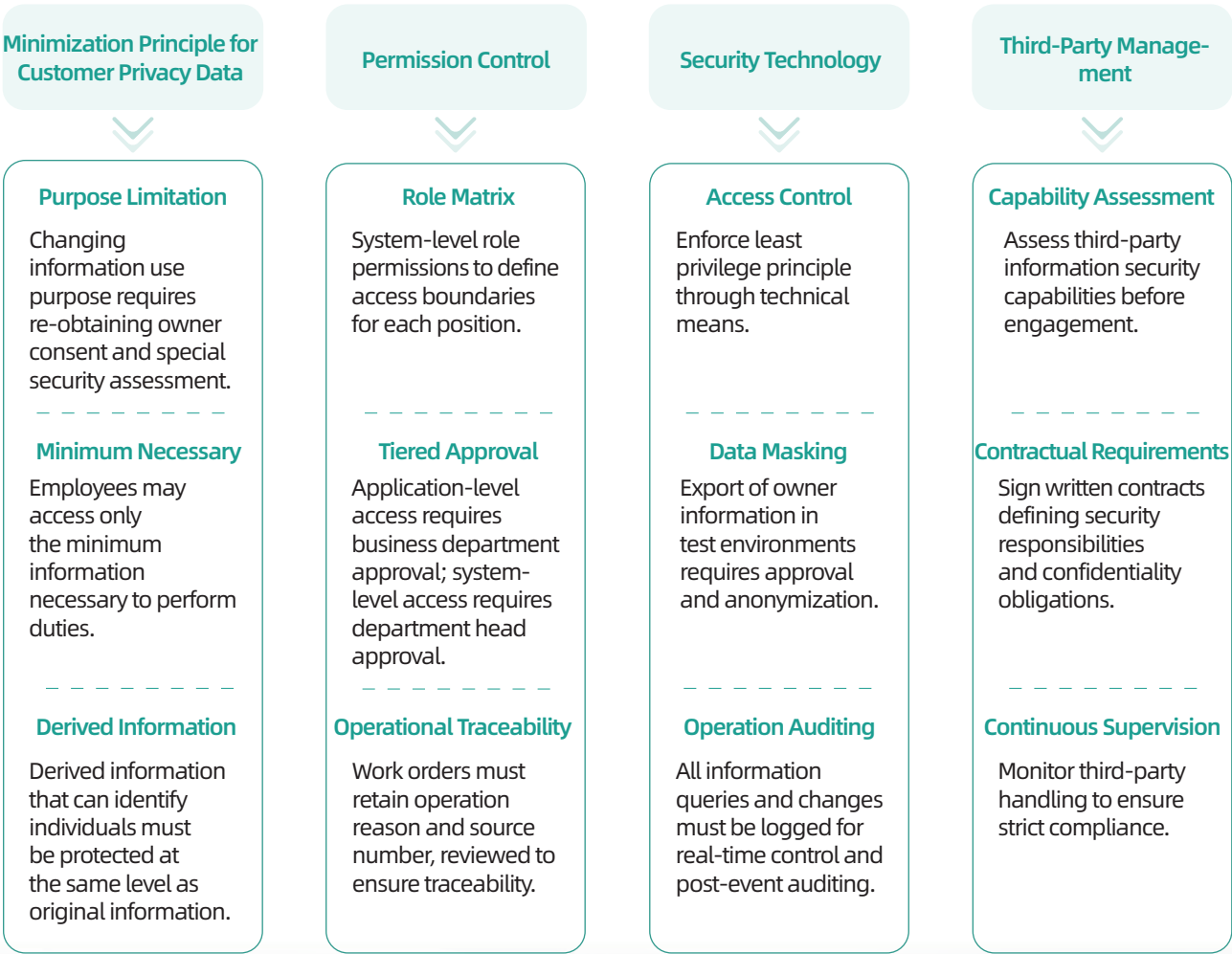
Customer Privacy Protection

The company places high importance on customer privacy protection, strictly complying with the Personal Information Protection Law and Consumer Rights Protection Law. Policies such as the Customer Information Confidentiality Mechanism and Customer Information Management Guidelines have been established to define multi-department responsibilities, ensuring end-to-end security of owner information through technical protection, full-process control, and personnel management. In 2024, the company had no incidents of customer information leakage or privacy violations.

Xinyuan Service Customer Privacy Protection Responsibilities

 Science and Technology Division	• Ensure information security at the technical level for systems and platforms involving owner information; • Establish and implement management systems and detailed rules for owner information security in supervised systems; • Define roles and responsibilities for backend operations, maintenance, development, and testing personnel; Manage third parties, including organizing confidentiality agreements and strengthening operational controls; • Establish technical standards and access procedures for owner information security in supervised systems and platforms; Assist competent departments in investigating owner information leakage incidents.
 400 Center	• Define roles and responsibilities for business personnel accessing owner information; • Ensure owner information security for supervised business systems; establish and implement management systems and detailed rules; • Develop explanation guidelines and complaint handling procedures for owner information leakage incidents.
 Human Resources Center	• Develop and implement penalty measures for information leakage by business partners; • Organize relevant employees to sign confidentiality commitments; promptly notify account management of personnel changes and departures; • Assist in market investigations related to information leakage; Participate in investigations of owner information leakage incidents.
 Regions/Cities/Projects	• Define roles and responsibilities for business personnel accessing owner information; • Ensure owner information security for supervised business systems; establish and implement management systems and detailed rules; • Regularly organize special audits on owner information security; • Collect and summarize owner information leakage incidents; • Lead investigations into owner information leakage incidents; • Develop external explanation guidelines for owner information security incidents.

Xinyuan Service Customer Privacy Protection Measures



Employee Care and Development

Talent Together · Thriving with Talent

Xinyuan Service adheres to a talent development philosophy of mutual growth and shared success with its employees. Through talent incentive mechanisms, talent development management, and employee care initiatives, the company has built a service team with high professional competence, strong execution, innovative mindset, and service capabilities, ensuring seamless service delivery and sustainable business development.

05

Employee Employment and Rights

Employee Recruitment and Hiring

Xinyuan Service strictly complies with laws and regulations including the Labor Law, Labor Contract Law, Law on the Protection of Women’s Rights and Interests, and Employment Promotion Law. Internal policies such as the Employee Recruitment Management System and Employee Onboarding Management System have been established to standardize recruitment and termination processes, expand recruitment channels, and build efficient talent supply channels.

During the reporting period, the company had no violations related to recruitment and termination, working hours and leave, promotion and equal opportunities, anti-discrimination and diversity, or labor standards. The company also had no incidents of child labor or forced labor.

Xinyuan Service Employee Recruitment and Hiring Management Measures

Four Recruitment Principles

- Merit-based Selection: Appointing people on their merits, open recruitment, internal priority, and selection based on merit;
- Localization: Manager-level and above positions are recruited and deployed nationwide; other positions are gradually localized;
- Anti-Nepotism: Parents and children, siblings, and spouses cannot serve in the same department, project, or positions with conflicts of interest;
- Alignment: Based on annual recruitment plan and staffing principles.

Prevention of Child Labor and Forced Labor

- Conduct secondary verification of new hire information and qualifications; prohibit hiring individuals under 18;
- Conduct monthly employee file spot checks and quarterly project inspections to prevent child labor;
- Establish clear overtime application procedures; regularly review workload intensity to prohibit forced labor.

Workforce Diversity

- Explicitly prohibit discriminatory conditions in recruitment, including race, religion, ethnicity, gender, and household registration;
- Actively respond to national employment policies for persons with disabilities; hire in accordance with the prescribed ratio.



Highlight Cases Expanding Employment Channels

Collaborate with universities and research institutions to build an “industry-university-research” collaborative platform, strengthening the industrial ecosystem and talent pipeline. In partnership with universities including Henan University of Economics and Law and Henan University of Animal Husbandry and Economy, the company has jointly established a “Smart Property Service Training Base” to cultivate professionals in areas such as digital operations and intelligent system development for the property industry, promoting deep integration of industry, academia, research, and application.



Employee Compensation and Benefits

Xinyuan Service complies with laws and regulations including the Labor Law, Labor Contract Law, and Social Insurance Law of the People’s Republic of China. Internal policies such as the Employee Benefits Management System and Employee Recognition Management System have been established to build a fair and reasonable compensation and benefits system. The company signs labor contracts with every employee to effectively safeguard their basic rights and interests.

Xinyuan Service Employee Compensation and Benefits



Compensation includes base salary, position allowance, overtime pay, benefits, and bonuses.



Working Hours: A five-day work week with 40 working hours per week. Flexible working hours are arranged for special groups such as pregnant and nursing employees.

Leave: Employees are entitled to statutory holidays, annual leave, marriage leave, prenatal leave, maternity leave, family visit leave, paternity leave, nursing leave, and personal leave.



The company provides timely contributions to pension insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance, and housing provident fund for employees.



Provide commercial insurance, holiday gift packages, and organize employee health checkups.

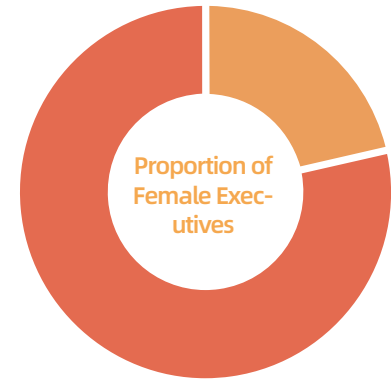
Provide labor protection supplies, cold weather supplies, and summer heat relief items.

Regularly organize employee birthday parties, holiday celebrations, and team-building activities.

Provide sports activity funds for sports venue rentals and equipment procurement.

Workforce Diversity & Performance 2025, Xinyuan Service

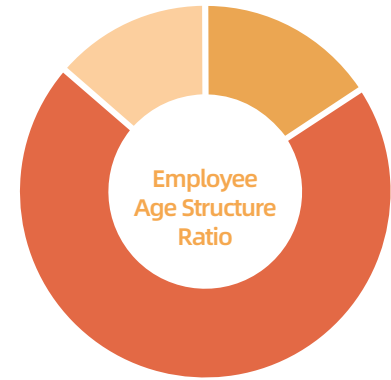
■ Proportion of Male Executives ■ Proportion of Female Executives



■ Male Employees ■ Female Employees



■ Under 30 Years Old ■ 30-50 Years Old ■ Over 50 Years Old



Employee Gender Ratio

Male Employees 54.09% Female Employees 45.91%

Employee Age Structure Ratio

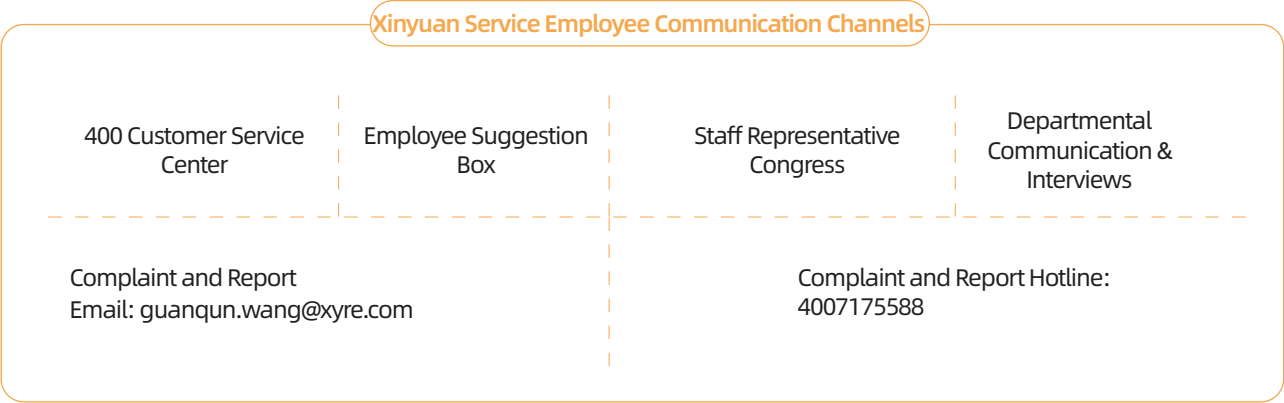
Under 30 Years Old 15.80% 30-50 Years Old 70.55% Over 50 Years Old 13.65%

Employee Communication and Care

Xinyuan Service recognizes employees as the company’s most valuable asset, viewing employee communication and care as essential foundations for harmonious labor relations and shared growth. The company establishes diverse and regular communication channels through institutionalized mechanisms and innovative approaches, ensuring employee voices are heard and needs addressed. We focus on multi-dimensional needs in work and life, implementing systematic care programs covering physical and mental health, career development, and work-life balance, committed to enhancing employee well-being, satisfaction, and sense of belonging.

Employee Communication Channels

To improve democratic management and rights protection mechanisms, the company has established a labor union, holds regular meetings, and maintains effective communication and mediation platforms. In addition, based on the Employee Relations Management System, the company has established multiple employee communication channels. The Shared Service Center conducts weekly employee spot-check interviews, continuously promoting mutual understanding and trust between employees and the company, and jointly fostering a fair, inclusive, and harmonious work environment.



Enhancing Employee Satisfaction

During the reporting period, the company conducted employee satisfaction surveys and developed a satisfaction model based on multi-dimensional assessment and behavioral analysis. The model covers six dimensions: corporate identity, organizational support, communication mechanisms, learning and development, incentive and care, and direct supervisors, combined with employee behavior analysis. The company cares about employee physical and mental health and professional well-being, encourages work-life balance, implements a comprehensive care program, and organizes diverse activities, committed to building a warm corporate culture.

2025 Employee Satisfaction Performance



Employee Care Initiatives

The company has established a systematic mechanism for employee care and support, providing regular care and home visits for employees in need. The Aid Fund Management System has been revised to provide financial assistance for employees or their immediate family members in cases of critical illness or death (e.g., 1,000-3,000 RMB for critical illness, 500 RMB condolence payment for family bereavement). During the reporting period, the company continued to implement the “Five Ones” Care Initiative, enhancing employee belonging and team cohesion through institutionalized management and regular execution, ensuring employees experience the company’s humanistic care.

“One Leadership Care” Mechanism

Regional Center heads conduct in-depth exchanges with employees at lower levels:

- Multi-dimensional topics: Focus on work, growth, mindset, and living conditions;
- Listening and guidance: Provide targeted support based on attentive listening;
- Mutual understanding and trust: Enhance understanding between superiors and subordinates through direct dialogue.

“Five Ones” Standardized Actions for Project Management

Each project head must implement five daily care measures:

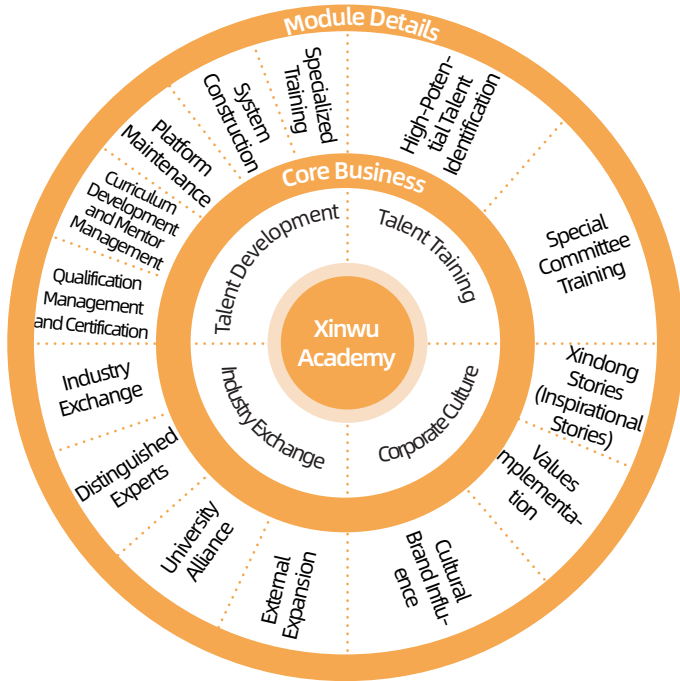
- One personalized greeting per day, documented in the Employee Care Log;
- One cafeteria inspection per week;
- One dormitory inspection per month;
- One frontline position experience per month;
- One employee activity per quarter.



Employee Training and Development

Employee Training

Xinyuan Service views continuous learning and career development as the core driver of long-term growth. The company has established the “Xinwu Learning Academy” training system, with internal policies including the Training Management System, Xinrui Youth Mentor Management Measures, Xinwu Learning Academy Mentor Management Measures, and Xinwu Learning Platform Management Measures. During the reporting period, the Employee Certification Incentive Policy was revised to strengthen the learning incentive mechanism. Through systematic curriculum design, diverse learning resources, and clear career pathways, the company continuously enhances employee professional competence and overall capabilities, supporting employee growth and value realization.



Talent Pipeline Development Panorama

Training Program	Target Participants
Professionalism Lecture Series	Including but not limited to supervisors and above
System/Business Unit Professional Training	Class leaders and above in the corresponding functional modules of the course
Project Training	All personnel of the management office
Xinren Growth	Newly recruited employees at the general management level and above
Xincai Advanced Training	Newly promoted and high-potential supervisor-level and deputy manager-level personnel in each system/business unit
Xinjiang Refinement Training	Project/Department Heads, Regional General Managers/City General Managers
Xinshuai Excellence Training	For deputy directors and above, Business Regional General Managers, City General Managers, Regional General Managers, or high-potential manager-level and above personnel
Xinrui Youth Training	Each system/business unit
Workshops	Personnel relevant to the course

Indicator Category	2025 Targets	Performance
Talent Development	Plan execution rate 100%	- Employee Training: Monthly centralized training for new hires based on recruitment and promotion status, 12 sessions total, on-time execution rate 100%; - Talent Pipeline: 4 training sessions for reserve talents at various levels (Xincai Advancement, Xinjiang Refinement, Xinshuai Excellence, etc.), 175 participants; - High-Potential Identification: 26 potential employees identified and recommended through reserve pipeline training.
Specialized Training	Plan execution rate 90%	- Professional Lecture Series: At least one session per month, 23 sessions total; - Full lifecycle training for business management division organized for functional departments.
Training Satisfaction	Satisfaction rate 90%	Training satisfaction rate: 92%.
Mentor Development and	On-time execution rate 100%	- Updated training records, mentor points system, and allowance records based on monthly training courses; - Enriched instructor team through existing curriculum system; completed instructor course certification and updated course certification records.

In 2025, Xinyuan Service adopted “targeted empowerment and results-oriented” as its training philosophy. Addressing employee capability gaps and business needs, the company systematically optimized its training system, enhancing training relevance and effectiveness. These initiatives received wide recognition and positive feedback from employees.

Customized content based on real needs

Conduct regular employee surveys and dynamic needs analysis to systematically plan annual training themes and content, ensuring training aligns with employee development and business needs.

Boost trainer expertise through internal & external collaboration

Actively engage industry experts as external instructors, establish a rigorous instructor selection mechanism with departmental leadership interviews, ensuring course quality and professional depth.

Emphasize practice and application

Significantly increase hands-on practice and project exercises in training design, using an “integrated learning and practice, on-site evaluation” approach to accelerate knowledge-to-skill transfer.

Targeted empowerment for business growth

Develop customized empowerment programs tailored to the characteristics of different business divisions, supporting structural upgrades of business team capabilities.



Site Survey & Bidding Capability Enhancement Training



Business Division Empowerment Training



Business Management Capability Enhancement Specialized Training



Future Star Bootcamp

2025 Employee Training Performance

Xinren Growth Bootcamp has organized training sessions	Participated in the Training	Pass rate	For business skills training, sessions have been conducted across all systems/business divisions, addressing practical business needs and employee skill development requirements
12	590 People	98.31%	
Participated in the Xincai Advanced Training Camp	Course Satisfaction Rate	Examination passing rate	
30 People	99.64%	100%	14,789
Xinshuai Excellence Training Camp, which covers site inspection, bidding, and business management skills, has held training sessions	Participated in the Training	Course Satisfaction Rate	
2	146 People	9.5 Points	
The Business Division Workshop has organized training sessions	TThe Science and Economy “Future Star” Training Camp has empowered participants with business and management training	Course Satisfaction Rate	
2	56 People	9.8 Points	
Property Management and Business Development Training Camp have been conducted	Participated in the Training	Pass rate	
2	86 People	97.6%	
The Professional Skills Lecture Hall, which integrates business needs with seasonal work characteristics, has held sessions over the course of the year	Participated in the Training	Pass rate	
23	2719 People	95.17%	

Employee Development

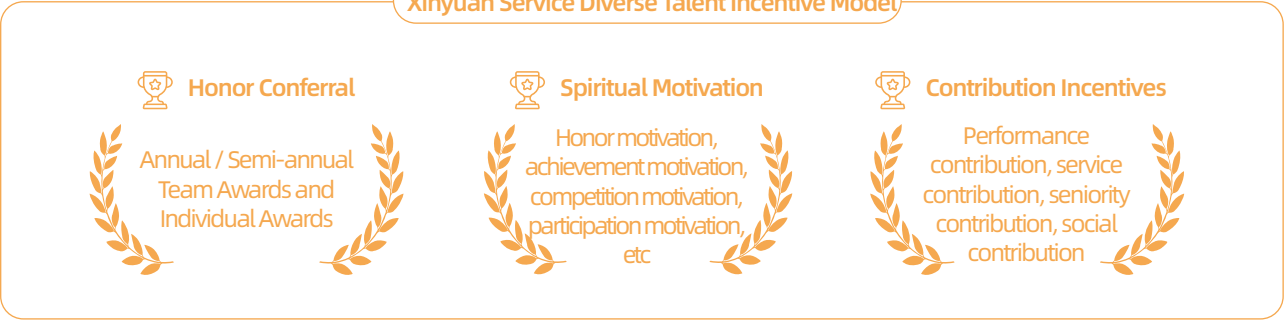
Xinyuan Service consistently adheres to the talent development philosophy of “growing with employees and sharing achievements with the team,” continuously optimizing and innovating its talent management system. By building systematic talent incentive mechanisms and career development pathways, and strengthening the selection and cultivation of reserve talents, the company is committed to providing solid talent support for sustainable business development and effectively helping every employee achieve their career development and personal growth goals.

Xinyuan Service Talent Growth Path



Xinyuan Service takes performance as a direct reflection of employee value. Guided by company strategy and annual operational plans, annual target agreements and monthly work plans are broken down across departments, establishing a management system covering the entire business cycle. Through plan assessment, operational supervision, mechanism optimization, and IT support, the company achieves dynamic performance control. Employee performance results are directly linked to bonus distribution, tenure-based salary adjustments, and salary increases, motivating employees to focus on value creation. The company also implements multi-system income distribution, multi-dimensional recognition awards, diverse non-financial incentives, and a comprehensive contribution recognition mechanism, fully activating employee intrinsic motivation. Performance evaluation covers both employees and the organization, with monthly, quarterly, and annual multi-dimensional assessments, forming a systematic and continuous incentive and development loop, supporting both employee growth and corporate strategic alignment.

Xinyuan Service Diverse Talent Incentive Model



2025 Performance Evaluation Results

Employee performance evaluation covered entities (first-level organizations/systems, second-level functional departments, first-level business: units, and projects)	Overall annual results rated as excellent. Evaluations conducted
279	3,531

Occupational Health and Safety

As a property management company, Xinyuan Service has no occupational hazard factors in its operations. The company strictly complies with relevant laws and regulations including the Law on the Prevention and Control of Occupational Diseases, the Work Safety Law, and the Road Traffic Safety Law of the People’s Republic of China. It has established and implemented internal policies such as the Employee Occupational Health and Safety Management System, comprehensively identifying potential hazards and harmful factors related to the environment, equipment, and fire safety. Emergency response plans have been developed, work-related injury reporting procedures have been defined, and multiple measures have been taken to ensure employee occupational health and safety.

To protect employee health and enhance safety awareness, the company actively conducts occupational health and safety training. Training content covers relevant policies and regulations on occupational health and safety, emergency response, safety operation standards, fire prevention and protection knowledge, and project safety management guidelines. In 2025, the company conducted comprehensive safety education and training primarily for new employees, organizing a total of 12 training sessions.

Occupational Health and Safety Management System Certification



The company has obtained the Occupational Health and Safety Management System Certification, valid until August 17, 2028



The HR department of the entire group conducted the "Work-related Injury Prevention and Evidence Chain Management for Frontline Property Positions" training



Training sessions on "Risk Scenario Identification and Prevention for Frontline Property Positions" and "Typical Work-related Injury Cases" were provided to management personnel including property project managers, line supervisors, and team leaders



Heimlich Maneuver First Aid Training



Fire Safety Training



Building a Better Community Harmonious Coexistence · Community Beauty

As a key force in community co-construction, Xinyuan Service adheres to Party-building leadership and deeply integrates with grassroots governance. Through innovative community activities, addressing livelihood concerns, and expanding public welfare initiatives, the company fosters neighborhood warmth and builds a happy community where multiple parties participate and coexist in harmony.

06

Community Governance and Construction

Full Coverage of the "Xinhuo" Party-Business Integration Model

As the "last kilometer" of urban governance, to deepen CSR fulfillment and enhance synergies between property services and community development, Xinyuan Service has established a Party-building-led system to systematically identify and respond to community needs. The core framework is the "Xinhuo 6+1" Red Property Model, operating through an integrated four-in-one system: institutional co-construction – digital perception – decision-making integration – ecosystem expansion. This model deeply embeds community needs into corporate strategy and operations across urban renewal, old community renovation, elderly care and child services, smart communities, emergency prevention, and grassroots governance, using small property service touchpoints to bring warmth to community governance and public welfare.

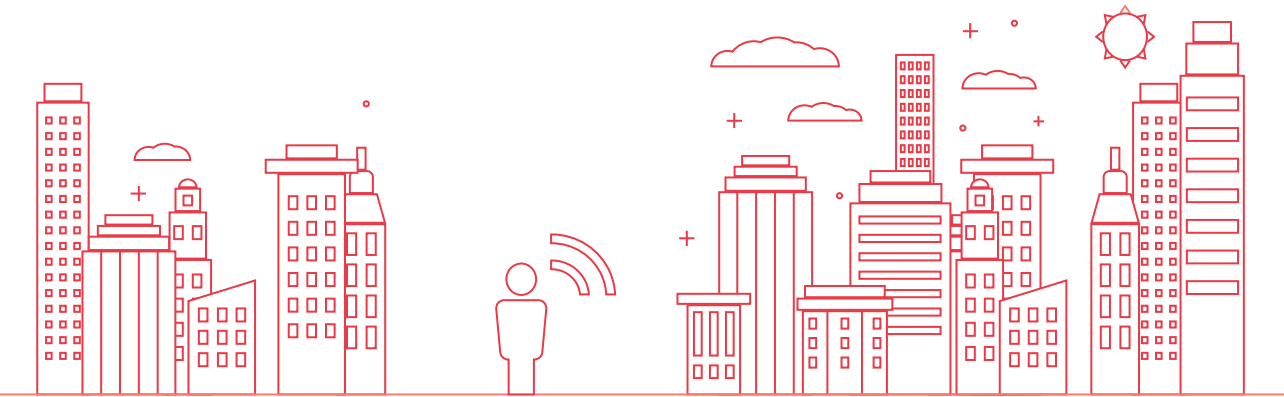
Through a three-level Party organization structure of "Group Company – Branch – Project," the company has achieved full Party organization coverage across all branches nationwide.

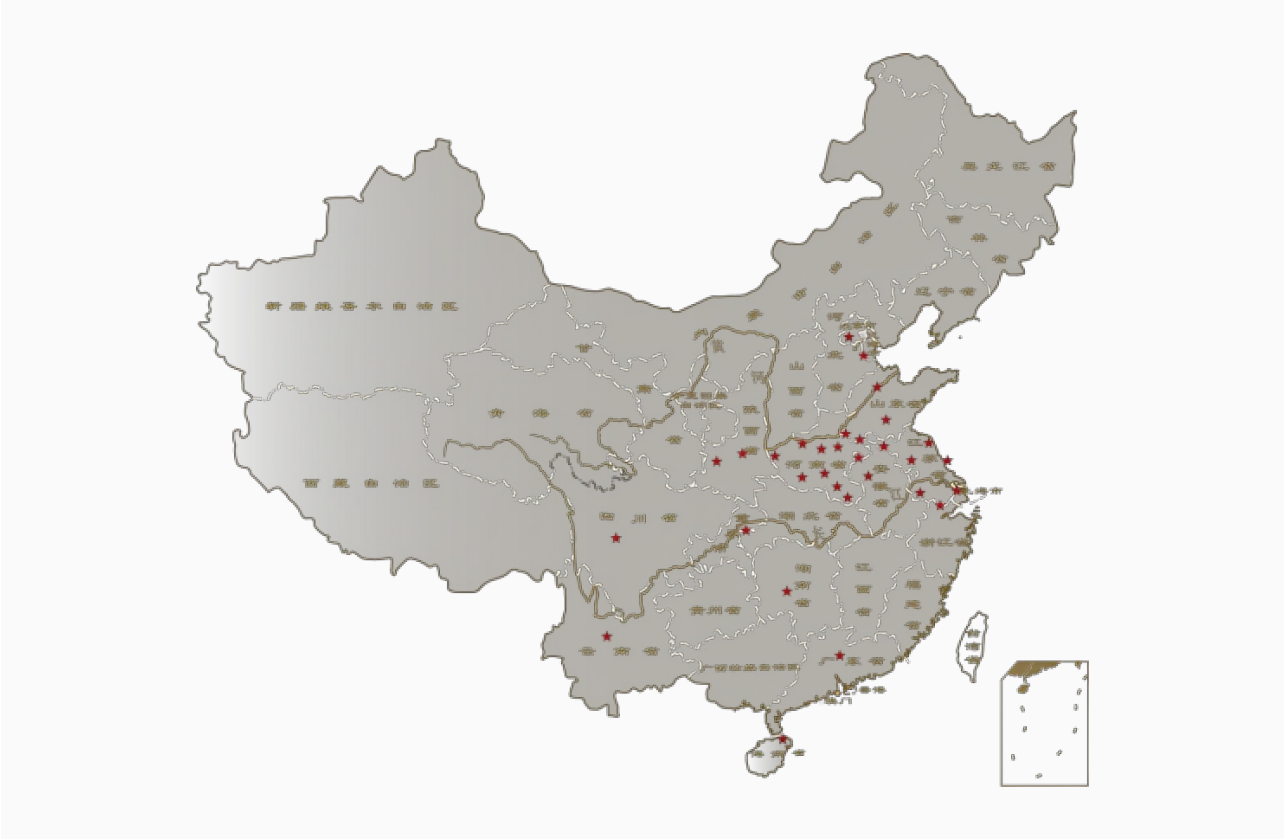
As of the end of the reporting period

Party Committee	Party General Branches	Party Branches	Party members
1	2	54	475

The Xinhuo Model: Embedding Party Building into Every Aspect of Business

Service Teams	Red Building Leaders	Owner Party Members Participating in Volunteer Network
378 Teams	1,678 Persons	12,375 Participations
Red Deliberation Meetings	Grid Management Issues Resolved	
3,275 Meetings	3,489 Issues	





Henan Region

- Party Branch of Xiandai City
- Party Branch of Xinyang Jiahe Xi'an
- Party Branch of Xinyuan Mingjia
- Party Branch of Xinyuan Mingcheng
- Party Branch of Xinyuan City
- Party Branch of Puyang Company
- Party Branch of Jiaozuo Company
- Party Branch of Sanmenxia Company
- Party Branch of Xinyuan Xinjia
- Party Branch of Luohe Company
- Party Branch of Xinyang Company
- Party Branch of Zhumadian Company
- Party Branch of Gude Jiayuan
- Party Branch of Gongyi Company
- Party Branch of Anyang Company
- Party Branch of Zhengzhou Xinyuan International City Garden
- Party General Branch of Xinyang Company
- Party Branch of Zhengzhou Xinyuan Central Garden
- Party Branch of Zhengxi Xinyuan Mingjia

Jiangsu Region

- Party Committee of Suzhou Company
- Party Committee of Kunshan Company
- Party Committee of Xuzhou Company
- Party Branch of Huai'an Company
- Party Branch of Xinyi Jinlin Mansion

Jinan Company

- Party Committee of Jinan Company
- Party Committee of Jinan Xinyuan Center
- Party Branch of Jinan International City Garden
- Party Branch of Qingniao Yulong Bay
- Party Branch of Zhangqiu Yuequan Bay

Chengdu Company

- Party Branch of Chengdu Xinyuan Mingjia
- Party Branch of Chengdu Xinyuan City

Xi'an Company

- Party Branch of Xi'an Company

Sanya Company

- Party Branch of Sanya Yazhou Bay

Changsha Company

- Party Branch of Changsha Company

Commercial Service Company

- Party Branch of Guangzhou Yuesheng Lianhang

Chongqing Hongqi

- Party Branch of Chongqing Hongqi

» Party-Building Co-construction: "Tongxin Circle" Community Collaboration

The company has built a regular co-construction platform led by community Party organizations, with participation from property management, owners, owner committees, and local units, targeting key governance pain points. The "Tongxin Circle" community co-construction mechanism is fully implemented, promoting multi-party collaboration through "one post, one team, one platform," advancing shared governance via the "Six Joint Mechanisms," and achieving shared benefits through community activities, volunteer services, and conflict resolution. The mechanism includes three teams (owner volunteer teams, red building leader teams, Party member cadre teams), three platforms (Xinhua Lecture Hall, community public welfare, red deliberation meetings), and the "Six Joint" co-construction mechanism (joint services, joint activities, joint deliberation, joint problem resolution, joint team action, joint volunteer initiatives), ensuring community needs are continuously collected, deliberated, and addressed through structured and organized channels.



Highlight Cases

Zhengzhou International New City No. 6 Courtyard Recognized as Henan Province “Beautiful Home” Project in 2025

Project Overview

Delivered in December 2019, the project has a total floor area of 222,500 sq m. Facing challenges such as intensive renovation, legacy engineering issues, and building homeowner trust, the project adopted party-building leadership as its core, improving community governance through refined management and digital operations.

Key Initiatives

Party-building Led Governance: Established a project party branch, created a liaison mechanism among the community, property, and homeowner party members, organized volunteer services, and introduced the “13510” mediation model to resolve issues within the community.

Refined Services: Standardized cleaning and landscaping, established lifecycle asset ledgers and smart inspection for facilities, and strengthened fire safety, elevator, and non-motor vehicle management.

Smart community: Deployed digital systems such as “Xin Equipment,” “Xin Operations,” and the “Xin One Home” platform to offer online repair requests, fee payments, and a “15-minute convenient living circle.”

Co-building & sharing: Disclosed service and public revenue information, held regular homeowner meetings, and set up a care ledger for elderly residents living alone.

Results

Disclosed service and public revenue information, held regular homeowner meetings, and set up a care ledger for elderly residents living alone.



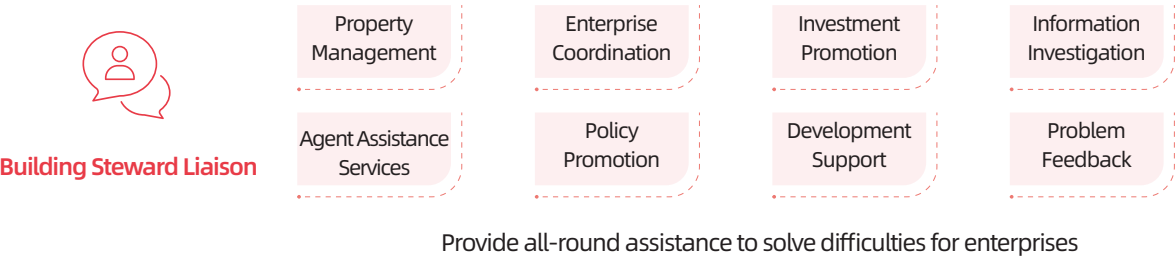
»» Party-building Promotes Resource Integration

Integrate merchants in the business district into the community governance system. Through Party-building co-construction, consolidate merchant resources to respond to residents’ commercial service needs, promote the integration of “property services + life services” ecosystem, advance the service upgrade of “property services + business district development,” and achieve effective alignment between community needs and commercial supply.

“Tongxinrong” Business District Party-building Model

Based on the “Three Mechanisms” to Accurately Meet Enterprise Needs

“Building Steward” Mechanism for Regular Enterprise Development Services



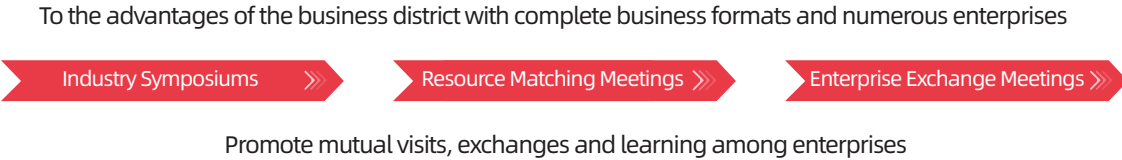
“Immediate Handling” Mechanism for Rapid Response to Enterprise Demands



“Business Linkage” Mechanism to Efficiently Boost Enterprise Development

Build “Three Platforms” to Promote Joint Development of Enterprises

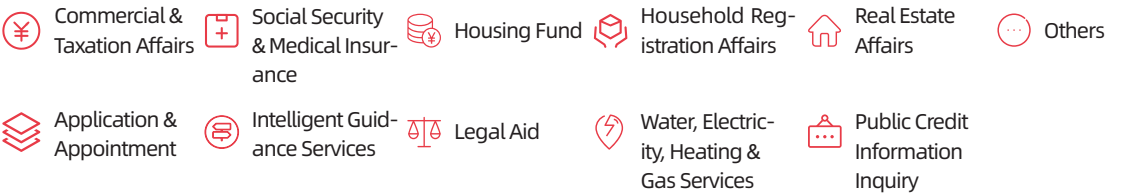
Establish an Enterprise Exchange Platform



Establish an Enterprise Promotion Platform



Establish a Government Affairs Service Platform



Highlight Cases Party-building Led Business District Governance at Jinan Xin Centre

The Party committee of Jinan Xin Center Building leads business district governance through Party-building, promoting coordinated development among enterprises, merchants, and property management. By organizing “White-collar Lunchtime Classroom” sessions, tax experts and e-commerce practitioners were invited to provide policy interpretation and live streaming training, attracting over 100 participants. To address operational conflicts in the business district, the building Party committee established the “Business District Co-governance Alliance” to optimize business layout. This year, it coordinated the reasonable adjustment of 4 brand stores, achieving resource sharing and coordinated development.

A monthly “Business District Party-building Joint Meeting” was established, led by the sub-district office with participation from the community and property management. Practical issues such as delivery management and business licensing were discussed, resulting in a problem list with clear division of responsibilities. The “Xinxiaoer” Pioneer Team, composed of property management Party members, collects merchant requests during daily services and facilitates implementation. They have assisted with government service machine licensing and “one-time completion” of procedures for new enterprises, continuously improving the building’s business environment.



Dual-Track Community Needs Sensing

Offline Physical Network: Relying on the “Xinhua Service Team,” red building leaders, and the “Xinhua Stations,” deliberation halls, and mediation rooms distributed throughout the community, a “front-line” system covering grids and buildings has been formed, directly reaching residents.

Online Smart Platform: Through multiple channels including the “Xinyi Jia” mini-program, government affairs intelligent agent, and AI community governance platform, public opinions are collected. Big data analysis is used to generate community demand profiles and risk alerts, achieving precise demand identification and trend analysis.



Highlight Cases Xinyuan Mingjia AI Community – A National Leading Model for Grassroots Governance

Xinyuan Community, a 23-year-old old community, has successfully achieved modernization and intelligent grassroots governance through the integration of AI technology and Party-building leadership, significantly improving service efficiency and resident satisfaction.

Key Initiatives

Technology-Enabled Smart Governance

Established a “one screen, three hotlines, three terminals” AI community governance system, integrating resident request channels and achieving closed-loop work order management. Deployed AI video monitoring to identify safety hazards such as falling objects from height, fire lane occupation, and electric vehicles entering elevators. Installed smart water meters for elderly residents living alone for anomaly alerts. Launched the “Xinyi Jia” mini-program and government affairs intelligent response system to improve efficiency of repair requests, inquiries, and deliberations.

Party-Building Led Collaborative Governance

Through “cross-appointment and two-way entry” between the community Party committee and property Party committee, established a “six-joint” working mechanism and implemented “Party-building + volunteer points,” forming a collaborative governance pattern involving the community, property, social organizations, and residents.

Demand-Oriented Service Innovation

Established online and offline “Courtyard Deliberation Halls” to promote resident participation in governance. Launched “Four O’Clock Classroom” and other services to address the childcare needs of dual-income families. Built “Xinhua Stations” to provide services for new employment groups such as delivery riders and involve them in community governance.

Results Achieved

After the implementation of smart governance, the resident issue resolution rate increased from 65% to 96%, satisfaction rate increased from 72% to 98%, property fee payment rate reached 98%, and safety incidents such as falling objects from height achieved zero reports, significantly improving community governance efficiency.



Demand-Driven Closed-Loop Management

In service practice, the company adheres to community needs as the starting point, building a complete closed loop from demand identification to service delivery, and from technology empowerment to governance integration, continuously improving the accuracy of community services, response speed, and resident satisfaction.

Service Planning to Respond to High-Frequency Demands

Focus on common community demands such as “the elderly and children”, parking difficulties and environmental improvement, incorporate them into the annual “Four Major Renewal Projects” and community activity plans, and provide targeted services according to all-age needs.

Operational System to Achieve Proactive Prevention

Establish an early warning and closed-loop management mechanism for “proactive service”. With the help of IoT technologies such as AI behavior monitoring and smart water meters, potential needs such as care for the elderly living alone and early warning of safety hazards are automatically converted into proactive service work orders, promoting the upgrade of property services from “passive response” to “proactive prevention”.

Governance Mechanism to Empower Resident Co-Governance

Through democratic consultation mechanisms such as “Small Courtyard Discussion Halls” and “Ten-Heart Consultation Method”, return the decision-making power of public affairs to residents, forming a closed loop of “Resident Proposals – Collaborative Discussion – Implementation – Feedback and Evaluation” to promote community co-construction, co-governance and shared benefits.

Special Focus on Vulnerable Groups

Xinyuan Service actively fulfills its positioning in the people's livelihood industry, focusing on the needs of "the elderly and children" and new employment groups. From the elderly to children, from property owners to hardworking riders, we provide precise and warm services, leaving a warm impression on every participant in community life and continuously extending and deepening the concept of "home" through diversified care.

»» Elderly-Friendly – "Silver Age Assistance"

In addressing the livelihood challenges of aging, Xinyuan Service leverages its property service advantages to continuously promote the "Silver Age Assistance" project, covering home-based care, aging-friendly renovation and elderly community life enrichment. We integrate care into daily life, and through large-scale community activities such as "Hundred-Family Feast", "Golden Wedding Celebration" and "Xinyuan New Year Flavor", the elderly can feel sincere companionship and warm services every day.

Golden Wedding Celebration on Double Ninth Festival

In 2025, Xinyuan Service hosted the "Love Forever, Youth Everlasting" campaign for golden wedding couples. Services included makeup, gowns, red carpet walks, photoshoots, storytelling, cake-cutting, and certificate presentations. The heartfelt ceremonies celebrated 50 years of marriage, promoting respect for the elderly and earning positive resident feedback.



»» Child-Friendly – Sprout Program

Xinyuan Service deeply integrates the child-friendly philosophy into community governance. By creating exclusive IP activities, building diverse service scenarios and integrating resources from multiple parties, the Company provides services in multiple dimensions including safety, education and recreation, enabling children to continuously achieve growth and happiness in the community. We are committed to building a child-friendly community featuring a "school without walls".



Cool Summer



Safety Class

»» Rider-Friendly – Two-Way Interaction in Delivery

Xinyuan Service drives "social friendliness" through "rider-friendliness". By establishing an innovative four-in-one service model and independently developing an intelligent community access system for riders, we effectively solve the riders' pain points such as difficulty in entering the community, parking, dining and resting, smooth the "last 100 meters" of riders' delivery, and outline a new picture of modern community governance.



Rider Station



Rider-Friendly Convention

Public Welfare Charity and Voluntary Services

Public Welfare Charity

Adopting a model of four-season themes plus convenient services and public welfare initiatives, Xinyuan Service organized nearly 5,000 community activities throughout the year, attracting 200,000 resident participations with a total duration of 8,496 hours, and received 679 external media reports including 506 in 2024 and 242 at provincial level or above; key IP activities included 175 sessions of “Xin Year Flavor” with over 70,000 customer views, the Zhengzhou Lantern Festival lion dance video ranking TOP 1 on Douyin local trending list with over 11.57 million topic views and 179 external reports, 48 sessions of “Xin Dynamic Early Summer” national sports meetings, the “Neighborhood Feast” covering more than ten projects nationwide, the “Green Shoot Program” summer camp formed as a long-term brand, the “Five-Colored Light Public Welfare Program” deepening public welfare concepts, and the first innovative integration of media resources such as Henan TV Station to introduce intangible cultural heritage into communities and promote traditional arts.

Mid-Autumn Festival Neighborhood Feast



Chinese New Year Tradition Inheritance



Eleventh News 5th Community Culture & Public Welfare Tour

In March 2025, in response to the “Civilization Practice Promotion Week of the New Era in Henan Province” launched by the Provincial Civilization Office, Xinyuan Service, together with Eleventh News of Henan Radio and Television Station and Xinyuan Community, held the “Literature & Art Grassroots Tour” at the Party-Masses Service Center of Zhengzhou Xinyuan Mingjia.



Free Health Clinic



Charity Support for Farmers



Convenience Services



Warm Winter Drinks

Additionally, in the Xinyijia Owner One-Stop Service Platform, we innovatively built an exclusive space for beautiful moments of community activities, with interactive features such as “shaking to get Xindou” and “guessing games to learn knowledge”, which warms the friendship between neighbors through interaction and makes the community a “Happy Planet” full of a sense of belonging.



Volunteer Services

The Party Committee of Xinyuan Service relies on the “Xinhua Volunteer Team” and community red-themed positions to cooperate with homeowners, merchants, community organizations and government departments, integrating cultural cultivation, safety education and neighborhood relations. In March, it carried out the “Learn from Lei Feng” Volunteer Service Month, providing practical services such as convenient maintenance, elderly care and anti-fraud publicity. In July, to mark the founding of the Party, it organized red film screenings, pioneer condolences, agricultural support and cultural performances to promote the red spirit and boost rural revitalization. Meanwhile, “Xinhua Lecture Hall” anti-drug talks and “Military-Civilian Unity” August 1 joint activities were held to strengthen community safety. From September to October, to commemorate the victory of the War of Resistance Against Japanese Aggression, it organized the elderly and children to participate in red story collection, cultural shows and study tours to inherit national culture and patriotism.

“Enjoy Silver Age” Warm Elderly Care

We have deepened the “Knocking Auntie” neighborhood mutual assistance program, recruiting young and healthy retired volunteers to pair with elderly residents living alone, providing regular home visits, daily errand services, and emotional comfort. Over 200 pairs were successfully matched in 2025. Relying on the community elderly care system, we also offer in-home services including meal assistance and companionship to deliver care directly to residents’ homes.



Free haircuts for seniors aged 60 and above



Free haircuts for seniors aged 60 and above

“Fun Childhood” Safe Child Care

We continue to operate the “Temporary Parent · 4:30 Classroom” service, allowing appointments through the “Temporary Parent” window on the “Xinyijia” platform. The Xinhua Volunteer Team provides after-school pick-up, homework tutoring and interest cultivation services, serving over 3,000 children annually. We have also built child-friendly spaces such as “Lixian Fun Learning Street” and “Time Parent-Child Bookstore” to create a sound ecological environment of home-school-community co-education.



Everyone is a Little Environmental Guardian



4:30 Fun Classroom

“Xinxiang Happiness” Convenience and Benefits for Youth

Leveraging property service centers, vacant community spaces and sports venues, we collaborate with the local Youth League Committee to establish “Youth Community Colleges”. We offer public welfare youth night school courses including intangible cultural heritage handicrafts, guitar, dance, basketball, go, creative coffee and nail art, engaging over 3,000 residents and building a communication platform for young people in the community. We regularly hold convenience activities such as “Community Quick Repair Day” and “Floor Mat Cleaning Day”, serving more than 10,000 households annually. To meet the needs of office workers, we provide seasonal care services such as “Cool Summer” and “Warm Winter” as well as home appliance maintenance, effectively solving minor daily life difficulties.



The Youth Community College builds a youth friendship platform



Xinhua Lecture Hall “Beilin Red School”



Strengthening Corporate Governance

Sound Governance & Integration · Stable and Long-Lasting Security

Xinyuan Service adheres to the governance principles of prudence, standard-ization and transparency. We continuously optimize our governance structure, strengthen risk control, uphold business ethics, and responsibly manage the supply chain. With excellent governance capabilities, we ensure the steady and long-term development of the company and safeguard the rights and interests of all stakeholders.

07

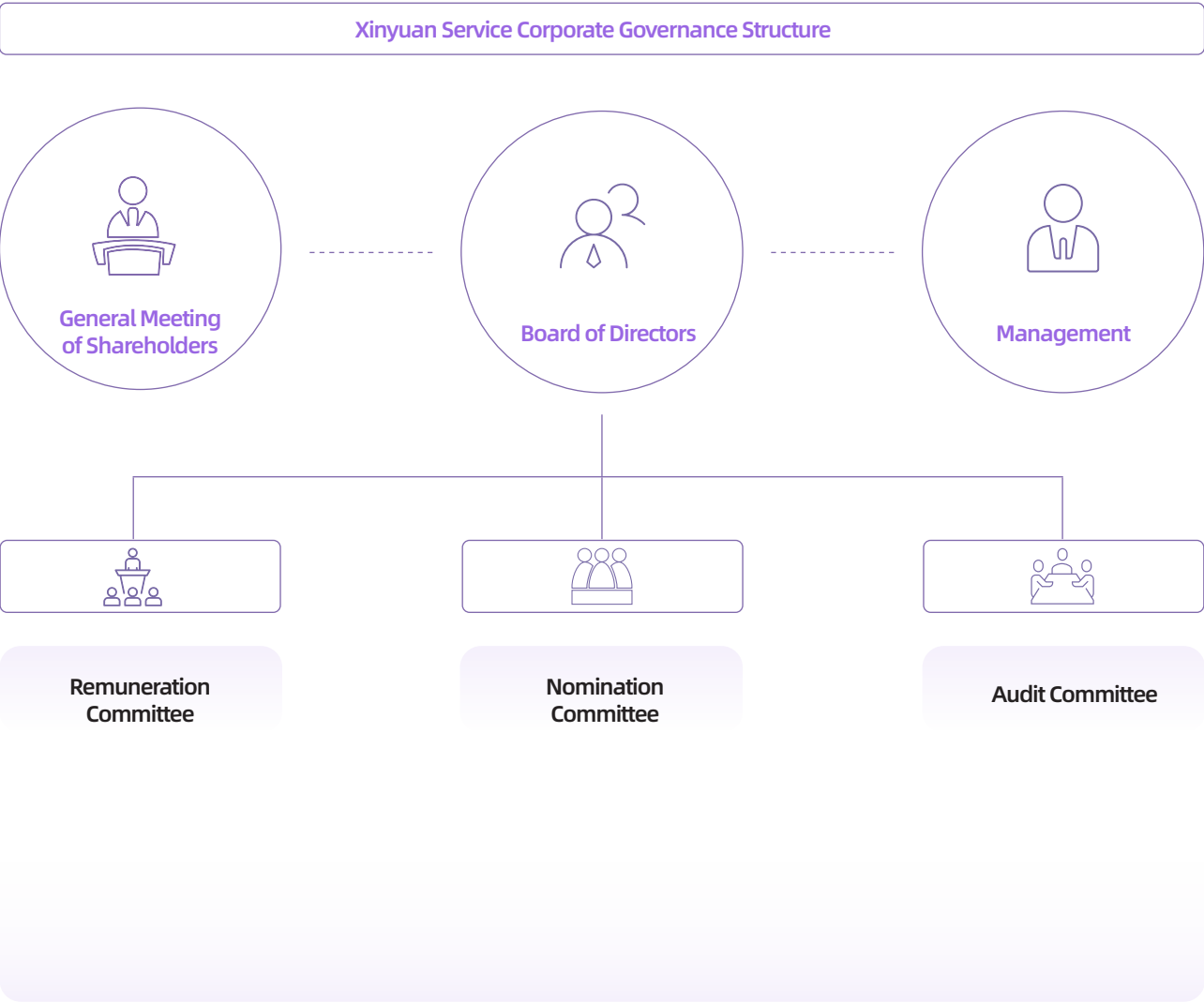
Corporate Governance

Corporate Governance Structure

Xinyuan Service strictly complies with the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and Appendix C1 Corporate Governance Code, and has established a sound corporate governance system. The Company has formulated internal rules and regulations including the Memorandum and Articles of Association and the Corporate Governance System to ensure a clear governance structure and well-defined responsibilities. By improving the decision-making and implementation mechanisms of the shareholders’ meeting, the board of directors and the management, the Company standardizes its operation procedures, continuously enhances governance efficiency, and promotes high-quality and sustainable development.

The terms of office of the Company's executive, non-executive and independent non-executive directors are all three years. Their appointment, retirement and re-election strictly comply with the Company's Articles of Association and relevant laws and regulations. Executive directors retire and stand for re-election at the annual general meeting, while non-executive and independent non-executive directors retire through the rotational retirement mechanism as specified in the Articles of Association.

The Board of Directors, as the highest governing body, is fully responsible for the Company's strategic decision-making, business supervision and performance evaluation. It has three specialized committees—Nomination Committee, Remuneration Committee and Audit Committee—each performing its duties within the Board's authorized scope to form a well-coordinated governance structure with clear division of labor.



Board Diversity

The Company has formulated and implemented a Board Diversity Policy to enhance decision-making quality and governance effectiveness through a diverse board composition. In selecting board candidates, multiple factors are comprehensively considered, including professional experience, skills, knowledge, gender, age, cultural and educational background, ethnicity and length of service, so as to achieve a more balanced and inclusive board. The Nomination Committee identifies suitable director candidates through various channels in light of the Company’s strategic priorities and operational needs, including but not limited to recommendations from management, shareholders and advisors, as well as internal promotion.

Composition of Board Special Committees of Xinyuan Service (2025)

Type	Name	Audit Committee	Remuneration Committee	Nomination Committee
Executive Director(Chairman of the Board)	Mr. Shen Yuanqing		✓	✓ Chairman
Executive Director	Mr. Wang Yong			
Executive Director	Mr. Feng Bo			
Non-executive Director	Mr. Tian Wenzhi			
Independent Non-executive Director	Mr. Li Yifan	✓ Chairman	✓	
Independent Non-executive Director	Mr. Lan Ye	✓		✓
Independent Non-executive Director	Mr. Ling Chenkai		✓ Chairman	✓
Independent Non-executive Director	Ms. Zhao Xia	✓		✓

Board Member Structure of Xinyuan Service (2025)

Category	Name	Professional Competence			
		Industry Experience	Financial Managemen	Business Administration	Legal Practice
Executive Director(Chairman of the Board)	Mr. Shen Yuanqing	✓			
Executive Director	Mr. Wang Yong		✓	✓	
Executive Director	Mr. Feng Bo	✓		✓	
Non-executive Director	Mr. Tian Wenzhi		✓	✓	
Independent Non-executive Director	Mr. Li Yifan		✓	✓	
Independent Non-executive Director	Mr. Lan Ye			✓	
Independent Non-executive Director	Mr. Ling Chenkai			✓	
Independent Non-executive Director	Ms. Zhao Xia				✓

The Nomination Committee regularly reviews and supervises the implementation of the policy to ensure effective achievement of diversity objectives, so as to continuously optimize the Board structure and strengthen its strategic leadership and oversight capabilities.

2025 Employee Satisfaction Performance

To continuously enhance the professional competence and compliance awareness of the Board, ensuring its effective performance in strategic supervision and risk management responsibilities, the Company has arranged a systematic training plan for directors for the current year. The specific training topics are as follows:

Annual total cumulative training hours

33

1.Director Liability Training

2.Handbook Training for Directors of Hong Kong Listed Companies

3.ESG Code Training

4.Monthly Training on the Latest Rules of the Stock Exchange

• Stock Exchange Listing Supervision and Rule Implementation Newsletter

• Stock Exchange Market Consultation

• Stock Exchange Regulatory Newsletter

Investor Relations Management

Disclosure is the core mechanism for the Company to fulfill market responsibilities and build investor trust. To ensure consistent, transparent and compliant information communication, the Company has formulated and implemented a series of internal systems, including the Information Disclosure Management System, Investor Relations Management System, Stock Management System and Notifiable Transactions Management System, clarifying communication procedures and responsible parties and integrating key issues such as sustainable development into the regular communication system. By building a multi-level, institutionalized communication channel, the Company aims to enhance investors’ understanding of the Group’s business performance and development strategies, strengthen shareholder interaction, effectively ensure the timeliness, accuracy and completeness of information disclosure, and safeguard capital market fairness and investors’ rights and interests.

Xinyuan Service Main Investor Communication Methods



Xinyuan Service Official Website

The Company uses its official website at www.xyym.hk as a communication platform with shareholders and investors. The public can access the Company’s announcements, financial data and other relevant information on this website. Shareholders and investors may send written inquiries or requests to the Company Secretary, addressed to the Company’s principal place of business in Hong Kong: Unit B, 17th Floor, United Centre, 95 Queensway, Admiralty, Hong Kong.



Annual General Meeting

The Company’s Annual General Meeting provides an opportunity for communication between the Board of Directors and shareholders. Members of the Board of Directors and senior management of the Group will attend the meeting to respond to any questions raised by shareholders.

2025 Performance

Shareholders’ general meetings held in 2025

2 meetings

Board of Directors meetings

5 meetings

Audit Committee meetings

3 meetings

Nomination Committee and Remuneration Committee, respectively

1 meeting

The Company effectively completed the annual report / ESG report, shareholders’ meeting related documents, monthly securities reports, connected transaction announcements, and periodic information disclosure announcements

61 items

Compliance Operation

Compliance and Internal Control System

Xinyuan Service takes compliant operation as the cornerstone of development, strictly abiding by the Company Law of the People’s Republic of China, Property Management Regulations and other laws, and has established internal rules including the Audit Work Management System and Audit Report Management Guidelines. It has built a full-chain compliance system covering strategy, execution and supervision, and carries out regular compliance inspections on all business units and projects to ensure full compliance of operations. The Company keeps improving its internal monitoring and audit system. The Board of Directors supervises the implementation and regularly assesses the effectiveness of internal controls. An independent internal monitoring consultant is engaged to conduct systematic diagnosis on governance structure, risk assessment, internal audit, compliance management and key business processes, and provide optimization proposals. During the reporting period, the Audit Committee held 3 meetings, reviewed the evaluation results and improvement suggestions on risk management and internal control systems from the consultant and senior management, and reported to the Board of Directors, so as to continuously enhance the internal control system.

Risk Management

Xinyuan Service attaches great importance to risk management and has formulated internal policies including the Guidelines on Legal Risk Prevention, Measures for the Administration of Litigation Cases, Operating Guidelines for Legal Debt Recovery, and Measures for the Administration of External Lawyers. The Company has established and improved its risk management system. The Board of Directors is responsible for supervising and implementing internal control measures and regularly reviewing their effectiveness, ensuring that the Company can effectively address potential risks in various business activities.

Risk Management System of Xinyuan Service

Level of Responsibility	Responsibilities
Board of Directors	Has ultimate decision-making power over risk management.
Audit Committee of the Board	Oversees the Company’s financial monitoring, internal control and risk management systems.
Directors	Supervise the implementation of internal control measures and evaluate their effectiveness.
Independent Internal Control Consultant	Assists the Company in evaluating the internal control system and provides recommendations for improvement.
Legal Support Center	Conducts research on policies and regulations, handles regulatory compliance matters, legal affairs and litigation, etc.

The Company has identified various types of risks in its operations, including project operation risks, vehicle management risks, fire safety management risks, equipment risks, internal risks and others. To enhance its risk response capacity, the Company carries out risk management in four steps: risk identification, risk assessment, risk prevention and risk response. It has developed risk prevention checklists and formulated targeted plans for key operational links covering risk avoidance, hazard elimination, opportunity pursuit and risk mitigation, so as to facilitate the achievement of risk management and control objectives.

Risk Management Measures of Xinyuan Service

Risk Type	Risk Content	Response Measures
Project Operation Risk	Risk of losses arising from defects in properties themselves, conflicts between developers and owners, issues related to owners’ committees, and other factors.	- Conduct full due diligence on project authenticity in the early stage; - Maintain sound communication with developers and owners.
Legal Risk	Contract risks, labor and employment risks, administrative penalty risks, tort risks arising from negligence in property management, and litigation (arbitration) risks.	- Standardize contract templates and contract signing procedures; - Implement standardized management throughout the employee lifecycle and clarify key points for labor and employment legal risk inspection and prevention; - Clarify key points for administrative penalty risk inspection and prevention, as well as legal remedies for administrative penalties; - The Legal Support Center provides consultation and advice on disputes; - Project directors are responsible for coordinating and resolving disputes to avoid litigation; - For cases that have entered litigation, the Legal Support Center issues opinions on project management optimization or project assessment incentives and penalties.
Vehicle Management Risk	Vehicle body damage, including scratches and damage from falling objects.	- Purchase property management liability insurance with additional parking lot liability insurance; - Sign parking space use agreements; - Obtain legal operation rights for parking lots.
Fire Safety Management Risk	Damage to owners’ public interests caused by fire accidents.	- Clarify management responsibilities in fire maintenance contracts; - Sign public security, fire safety and liability agreements with owners; - Establish emergency plans and strengthen staff training and drills.
Equipment Risk	Personal injury or property damage to owners caused by elevator entrapment, public facilities and equipment, and recreational facilities.	- Clarify responsibilities of relevant parties in elevator maintenance contracts; - Strengthen inspections of elevators and other public facilities.
Internal Risk	Risks arising from internal management and labor disputes, unsafe production and illegal operations.	- Strengthen corporate culture development; - Establish sound promotion and incentive mechanisms.
Asset Management Risk	Risk of asset losses due to improper asset management.	Strengthen asset management requirements and improve asset management systems.

Intellectual Property Protection

The Company attaches great importance to intellectual property protection and strictly complies with the Copyright Law of the People’s Republic of China, the Trademark Law of the People’s Republic of China and other laws and regulations. It has formulated the Intellectual Property Management System and registered various software copyrights and trademarks of the Company to protect intellectual achievements generated in technological R&D, business innovation and other fields. While protecting its own intellectual property rights in accordance with the law, the Company also avoids infringing upon the intellectual property rights of others.

2025 Performance



Research and Development Investment

17.81 million

Total invention patent applications

22 cases

Number of trademarks and literary copyrights held

26 cases



Business Ethics

The Company strictly complies with relevant laws and regulations including the Criminal Law of the People’s Republic of China, the Anti-Unfair Competition Law of the People’s Republic of China, the Anti-Monopoly Law of the People’s Republic of China and the Anti-Money Laundering Law of the People’s Republic of China. It has formulated the Audit and Supervision Management System to standardize the Company’s anti-corruption and anti-bribery management. The Company has established an audit and supervision system, clarified the supervision functions of audit and supervision positions, and ensured timely audit intervention for potential acts such as irregularities for personal gain, embezzlement and bribery. During the reporting period, no cases of embezzlement, extortion, fraud or money laundering involving the Company or its employees occurred.

Audit and Supervision System	
 Supervision Functions	The audit and supervision functions of the Risk Control & Compliance Center and the Legal Support Center serve as the Company’s internal audit department, which operates independently. It is directly accountable to the person in charge of the finance system / General Manager of the Legal Support Center and reports to them without interference from any other departments.
 Reporting and Acceptance Channels	The Company has established and publicized diversified reporting channels to ensure that internal and external personnel can safely and conveniently report issues. The main channels include: • Dedicated anti-fraud reporting email: jubao@xypm.hk • 24/7 reporting hotline: 400-717-5588
 Whistleblower Protection	• All reporting information is kept strictly confidential and shall be centrally accepted, registered in a standardized manner and professionally reviewed by an independent full-time department to ensure the security and effectiveness of reporting channels. • The Company firmly prohibits and seriously handles any form of retaliation. Once verified, those responsible for retaliating against internal auditors or employees who truthfully report situations shall be referred to the Group for punishment and economic liability in accordance with the Company’s policies and applicable national laws and regulations, based on the severity of the case.
 Investigation and Audit Process	Upon receiving a report or launching an active audit, the audit and supervision team conducts investigations in a rigorous and objective professional manner: • Preliminary verification: Promptly verify and assess the basic information of the reported matter to determine the necessity and direction of the investigation. • Investigation implementation: Adopt core audit methods such as inquiry, inspection and analytical procedures to review relevant personnel, financial data, business documents and records, so as to restore facts and clarify responsibilities. • Follow-up and closure: Conduct full-process follow-up on the handling and rectification of investigated matters to ensure that each report has a clear conclusion and outcome. For verified violations, the Company shall impose strict internal sanctions in accordance with its rules and regulations. For acts involving illegal crimes, the case shall be transferred to judicial authorities for filing and investigation.

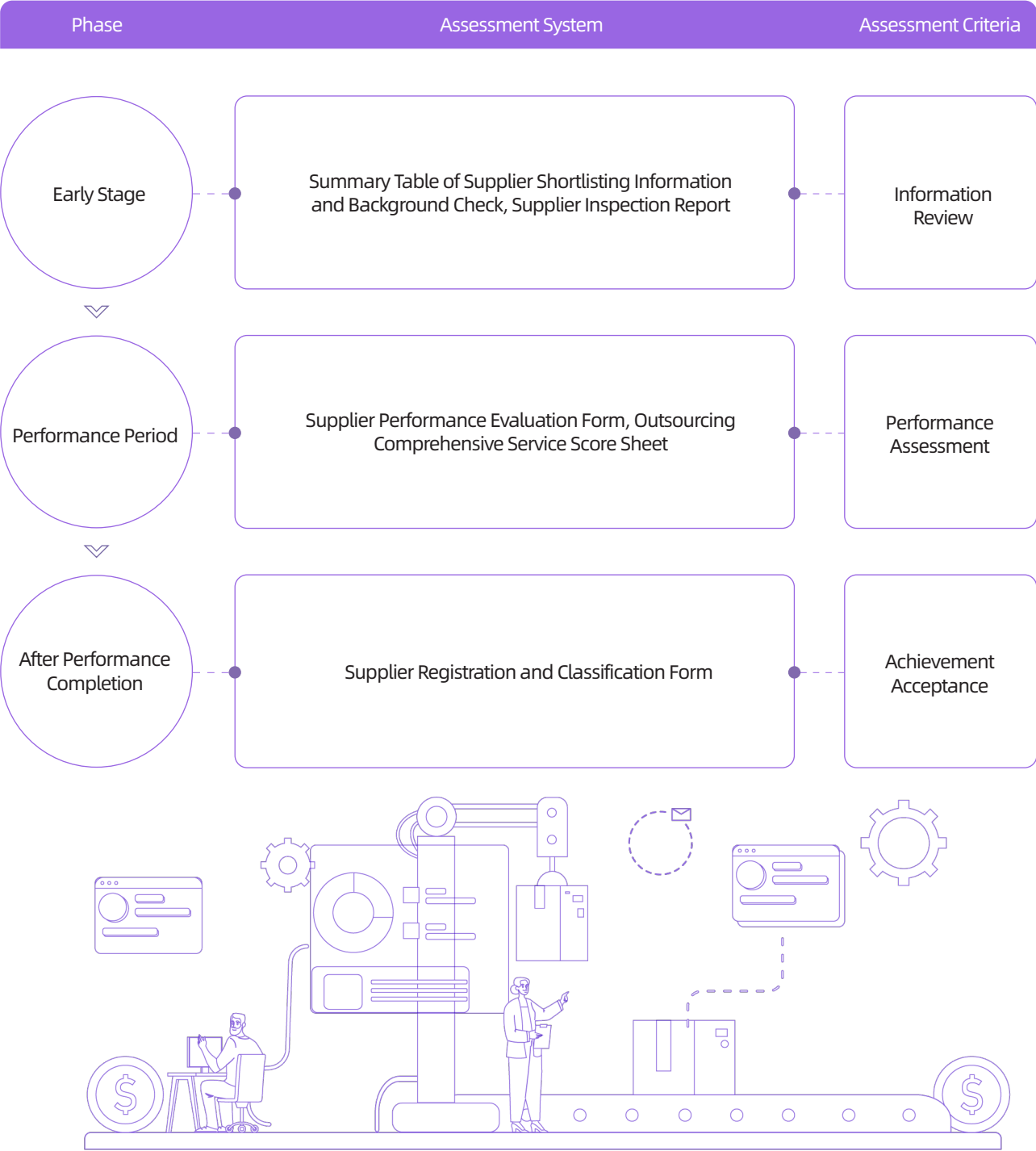
2025 Company-Wide Integrity Risk Training Launched by the Company

In 2025, the Company organized a special training titled “Integrity Risk Prevention” for all employees, which in-depth interpreted the red lines of violations of laws and disciplines and advocated that all employees take “no violation of laws or regulations” as the basic principle. This training reaffirmed the Company’s firm stance of “zero tolerance” for any fraud and corruption. Meanwhile, the Company requires high standards in work style, will continuously pay attention to and severely hold accountable efficiency issues such as “inaction and false action”, and strictly implement the principle of “accountability for all responsibilities and separation of merits and demerits”, aiming to comprehensively create an upright, responsible and proactive organizational atmosphere.

Supply Chain Management

The Company strictly abides by the Bidding and Tendering Law of the People’s Republic of China and other laws and regulations, and has formulated the Supplier Management Guidelines to promote cost reduction and efficiency improvement, and standardize the bidding and procurement management mechanism. It gives priority to suppliers providing eco-friendly products, and assesses suppliers’ performance in environmental, social and business ethics aspects. The assessment dimensions include procurement objectives, procurement requirements, procurement methods, supplier service quality and overall strength, so as to further refine the full life-cycle management of supplier onboarding, review and exit.

Xinyuan Service Supplier Full-Life Cycle Assessment Mechanism



Key Work of Supplier Management at Xinyuan Service

Supplier Environmental Management

- Targeted management measures are implemented for three types of suppliers with potential environmental impacts:
- Engineering & Construction Suppliers: Require suppliers to comply with national regulations on waste discharge and disposal and maintain complete disposal records. Ecological damage during construction is prohibited; any resulting damage shall be borne by the supplier;
 - Materials & Equipment Suppliers: Encourage suppliers to provide green and environmentally friendly equipment and materials, with relevant requirements specified in tender documents.
 - Outsourced Service Suppliers: For cleaning outsourcing, Clearly stipulate in contracts the use of energy-saving, environmentally friendly and low-noise equipment; require the procurement of disinfectants and cleaning chemicals with low impact on soil and water pollution. For landscaping outsourcing, Specify in contracts that water bodies in work areas shall not be polluted and the ecological environment shall be protected from damage during operations.

Supplier Integrity Management

- A integrity declaration is read to suppliers prior to bid opening;
- Regular anti-corruption training is provided to procurement personnel;
- Suppliers are required to sign the Bidder Declaration to ensure the legitimacy, compliance, rationality and seriousness of bidding and tendering activities;
- Complaint and reporting channels are established: Hotline: 400-717-5588; Email: jubao@xypm.hk.



ESG Data Tables and Notes

»» Economic Indicators

Indicators		2023	2024	2025
Operating Revenue	Million RMB	749.61	868.87	904.88
Managed GFA	Ten thousand m²	3,434.50	4,013.30	4,048.20

»» Environmental Indicators

Energy				
Indicators	Unit	2023	2024	2025
Total Indirect Energy Consumption²	tce	/	/	6,014.56
Of which: Electricity Consumption¹	MWh	47,125.39	51,004.74	48,964.55
Indirect Energy Consumption Intensity	tce/10,000 m²	/	/	1.49
Total Direct Energy Consumption²	tce	/	/	817.46
Of which: Natural Gas¹	m³	500,000.00	612,500.00	600,250.00
Gasoline¹	L	13,000.00	17,765.49	17,810.21
Direct Energy Consumption Intensity	tce/10,000 m²	/	/	0.2019
Total Comprehensive Energy Consumption	tce	6,475.01	7,106.94	6,832.02
Total Comprehensive Energy Consumption Intensity	tce/10,000 m²	1.89	1.77	1.69

Water Resources				
Indicators	Unit	2023	2024	2025
Total Water Consumption¹	m³	965,697.93	1,187,568.82	1,163,817.44
Water Consumption Intensity³	m³/10,000 m²	281.18	295.91	287.49
Recycled Water Volume	m³	1,580.00	4,854.00	4,756.92

Greenhouse Gas (GHG) Emissions				
Indicators	Unit	2023	2024	2025
Total GHG Emissions	tCO₂e	28,053.15	28,883.00	27,531.00
Total Comprehensive Energy Consumption Intensity	tCO₂e	1,116.80	1,372.15	1,337.41
Total Comprehensive Energy Consumption Intensity	tCO₂e	26,875.61	27,369.14	25,980.59
Total Comprehensive Energy Consumption Intensity	tCO₂e	60.74	141.71	211.30
Total Comprehensive Energy Consumption Intensity	tCO₂e/10,000 m²	8.15	7.16	6.75

Wastewater Discharge				
Indicators	Unit	2023	2024	2025
Total Wastewater Discharge⁷	m³	27,343.00	77,641.00	75,311.77

Waste Gas Emissions⁸				
Indicators	Unit	2023	2024	2025
Sulfur Dioxide (SO₂) Emissions	kg	0.1911	0.2612	0.2618
Nitrogen Oxides (NOₓ) Emissions	kg	/	1,310.12	148.28
Particulate Matter (PM) Emissions	kg	/	124.89	14.17

Hazardous Waste⁹				
Indicators	Unit	2023	2024	2025
Hazardous Waste Generated	ton	1.84	2.35	2.03
Of which: Waste batteries	ton	0.48	0.45	0.41
Electronic products	ton	0.10	0.10	0.10
Waste lamp tubes	ton	0.05	0.35	0.30
Toner cartridges and ink cartridges	ton	0.40	0.39	0.37
Toner cartridges	ton	0.16	1.00	0.85
Hazardous Waste Emission Intensity³	ton/10,000 m²	0.000536	0.000586	0.000501

Hazardous Waste⁹				
Indicators	Unit	2023	2024	2025
Non-Hazardous Waste Generated	ton	1,959.00	3,732.90	3,658.24
Of which: Domestic waste	ton	382.00	1,829.00	1,792.42
Kitchen waste	ton	1,572.00	1,899.00	1,861.02
Waste paper	ton	5.00	4.90	4.80
Non-Hazardous Waste Emission Intensity³	ton/10,000 m²	0.5704	0.9301	0.9037

Note 1: Statistics scope for electricity, natural gas and total water consumption: Office areas of Xinyuan Services Zhengzhou Headquarters, regional company offices, public areas and offices of managed projects under the Commercial Management Division, and public areas and offices of managed projects under each regional company.

Statistics scope for gasoline consumption: Gasoline usage for official vehicles of Xinyuan Service' Zhengzhou Headquarters and Commercial Management Division.

Note 2: Basis for energy consumption calculation: Energy Statistics Work Manual (Energy Statistics Department, National Bureau of Statistics, 2010); General Principles for Calculation of Comprehensive Energy Consumption (GB/T 2589-2020).

Note 3: To improve data accuracy and consistency in the reporting year, retrospective adjustments have been made to the intensity data for 2023-2024.

Note 4: Scope 1: Activity data are derived from the Company's statistics on natural gas and gasoline consumption. Emission factors are based on Guidelines for the Compilation of Provincial Greenhouse Gas Inventories (Trial) (2011), China Energy Statistical Yearbook (2022) (National Bureau of Statistics), and Guidelines for Accounting and Reporting of Greenhouse Gas Emissions for Land Transportation Enterprises (Trial) (2015).

Note 5: Scope 2: Activity data are derived from the Company's statistics on electricity consumption. Emission factors are based on the latest annual announcements of power sector CO₂ emission factors issued by the Ministry of Ecology and Environment and the National Bureau of Statistics.

Note 6: Scope 3: GHG emissions from employee business travel are calculated in accordance with the GHG Protocol Corporate Accounting and Reporting Standard and the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

Note 7: Scope of statistics for total wastewater discharge: Office area of Xinyuan Service Zhengzhou Headquarters, regional company office areas, public areas and office areas of projects under management of the Commercial Management Division, as well as public areas and office areas of projects under management under each regional company. It mainly includes discharge of domestic sewage and canteen sewage.

Note 8: Scope of total waste gas emissions: Emission data of the Company's own vehicles. Retrospective adjustment was made in 2025 to improve data accuracy, with calculations conducted in accordance with Appendix II: Reporting Guidelines on Environmental Key Performance Indicators issued by The Stock Exchange of Hong Kong Limited.

Note 9: Scope of statistics for non-hazardous waste and hazardous waste: Office area of Xinyuan Service Zhengzhou Headquarters, regional company office areas, office areas of the Commercial Management Division, as well as office areas of projects under management under each regional company.

» Employment

Wastewater Discharge

Indicators	Unit	2023	2024	2025
Signing Rate of Labor Contracts	%	/	/	100
Total Number of Employees ¹⁰	person	1,741	2,166	2,139
Of which: By Gender (Male)	person	841	1,189	1,157
By Gender (Female)	person	900	977	982
By Age (Under 30)	person	290	375	338
By Age (30-50)	person	1,203	1,476	1,509
By Age (Over 50)	person	248	315	292
By Region (Chinese Mainland)	person	1,741	2,166	2,139
By Region (Hong Kong, Macao and Taiwan)	person	0	0	0
Total Senior Management	person	/	/	14
Proportion of Female Senior Executives	%	/	/	21.43
Number of New Hires	person	/	/	498

Employee Turnover

Indicators	Unit	2023	2024	2025
Employee Turnover Rate ¹¹	%	3.27	3.11	3.51
Turnover Rate by Gender (Male)	%	2.67	2.72	2.94
Turnover Rate by Gender (Female)	%	3.92	3.58	4.18
Turnover Rate by Age (Under 30)	%	7.59	7.33	9.17
Turnover Rate by Age (30-50)	%	2.74	2.58	2.65
Turnover Rate by Age (Over 50)	%	0.81	0.87	1.37
Turnover Rate by Region (Chinese Mainland)	%	3.27	3.11	3.51
Turnover Rate by Region (Hong Kong, Macao and Taiwan)	%	0	0	0

Occupational Health and Safety

Indicators	Unit	2023	2024	2025
Number of Work-Related Deaths	person	0	0	0
Number of Work-Related Injury Incidents ¹²	case	1	1	1
Working Days Lost Due to Work Injuries	day	175	178	173
Total Hours of Safety Training Received by Employees	hour	/	/	498
Coverage Rate of Employees Receiving Safety Training	%	/	/	100
Average Hours of Safety Training Per Employee	hour/person	/	/	1
Coverage Rate of Employee Health Examinations	%	/	/	100
Coverage Rate of Occupational Injury Insurance	%	/	/	100

Wastewater Discharge

Indicators	Unit	2023	2024	2025
Number of Employees Participating in Satisfaction Survey	person	/	/	1,567
Coverage Rate of Employees Participating in Satisfaction Survey	%	/	/	73.00
Number of Labor Dispute Cases	case	0	0	0
Employee Discrimination Incidents	case	0	0	0

Development and Training

Indicators	Unit	2023	2024	2025
Employee Training Coverage Rate ¹³	%	100	100	100
Of which: By Gender (Male Employees)	%	51.69	55.30	54.10
By Gender (Female Employees)	%	48.31	44.70	45.90
By Position Level (Frontline Employees)	%	83.23	83.63	83.15
By Position Level (Middle Management)	%	13.27	13.15	13.10
By Position Level (Senior Management)	%	3.50	3.22	3.75
Total Training Hours	hour	/	/	177,472.83
Average Training Hours ¹⁴	hour	88.87	69.44	82.97
Average Training Hours (Male Employees)	hour	93.42	68.56	77.96
Average Training Hours (Female Employees)	hour	84.00	70.52	88.88
Average Training Hours (Frontline Employees)	hour	92.69	70.05	80.09
Average Training Hours (Middle Management)	hour	66.24	61.16	86.26
Average Training Hours (Senior Management)	hour	83.97	86.64	144.81

Note 10: The statistical scope of the number of employees is consistent with the Company's consolidated financial statements, covering only employees under labor contracts.

Note 11: Employee turnover rate by category = Number of employees leaving in the category during the year / Year-end number of employees in the category × 100%.

Note 12: In 2025, one work-related injury occurred when an employee collided with another electric bicycle on the way to work. The Company attached great importance to the incident, conducted special traffic safety training for commuting, encouraged employees to wear helmets and other protective gear, ensured timely insurance coverage for employees, and carried out special training on work-related injury management.

Note 13: Training coverage rate by employee category = Number of trained employees in the category / Total number of trained employees × 100%.

Note 14: Average training hours by employee category = Total training hours received by employees in the category / Number of employees in the category × 100%.

»» Supply Chain Management and Product Service Responsibility

Supply Chain Management				
Indicators	Unit	2023	2024	2025
Number of Suppliers	/	340	410	375
Of which: By Region (China Mainland)	/	330	397	370
By Region (Hong Kong, Macao, Taiwan and Overseas)	/	10	13	5
Number of Suppliers Undergoing Environmental and Social Impact Assessment	/	330	304	370
Number of Suppliers Passing Environmental and Social Impact Assessment	/	330	304	370
Percentage of New Suppliers Screened by Environmental Standards	%	100	100	100
Proportion of Suppliers Assessed on Environment, Labor and Ethics	%	100	100	100
Proportion of Suppliers Passing Assessment on Environment, Labor and Ethics	%	100	100	100

Product Service Responsibility				
Indicators	Unit	2023	2024	2025
Number of Complaints Received Regarding Products and Services	case	213	234	263
Of which: Complaints Regarding Product and Service Quality	case	213	234	263
Complaints Regarding Inconsistencies Between Advertising and Reality, etc	case	0	0	0
Complaints Regarding Leakage or Infringement of Consumers/Clients' Personal Information and Privacy	case	0	0	0
Of which: By Region (Chinese Mainland)	point	93.20	95.80	93.80
Customer Satisfaction Score	%	100	100	100
Violations Involving Health and Safety Impacts of Products and Services	case	0	0	0
Violations Involving Product and Service Information and Labeling	case	0	0	0
Violations Involving Marketing Communications	case	0	0	0

»» Privacy Protection, Community Investment and R&D Innovation

Privacy Protection				
Indicators	Unit	2023	2024	2025
	times	0	0	0
Number of Information Security & Privacy Protection Trainings	times	/	/	4
Number of Participants in Information Security & Privacy Protection Trainings	person	/	/	209
Participation Rate of Information Security & Privacy Protection Trainings	%	/	/	100

Community Investment				
Indicators	Unit	2023	2024	2025
Amount Invested in Community Welfare	RMB 10,000	10.50	13.00	15.00
Of which: Healthcare	RMB 10,000	/	/	5.00
Education	RMB 10,000	/	/	3.00
Agricultural Projects	RMB 10,000	/	/	2.00
Rural Revitalization	RMB 10,000	/	/	5.00
Charitable Donation Amount	RMB 10,000	3.60	3.00	0.10
Participation in Employee Volunteer Activities	person-times	/	/	180,000
Total Hours of Employee Volunteer Activities	hour	282,042.00	376,477.00	360,000.00
Average Volunteer Hours Per Employee	hour/person	162.00	168.15	168.30
Number of Honors for Community Welfare	piece	/	/	45

Community Investment				
Indicators	Unit	2023	2024	2025
Number of Patent Applications in Reporting Period	piece	/	/	22
Number of Trademarks and Text Copyrights Owned	piece	/	/	26
Number of New Copyright Applications in the Year	piece	/	/	26
R&D Investment	RMB 10,000	/	/	1,691.10
Proportion of R&D Investment to Main Business Revenue	%	/	/	1.87
Proportion of R&D Personnel to Total Employees	%	/	/	2.71

» Governance Indicators

Board Diversity

Indicators	Unit	2023	2024	2025
Percentage of Independent Directors	%	43	50	50
Percentage of Executive Directors	%	43	38	38
Percentage of Female Directors	%	0	13	13

Anti-Corruption & Anti-Bribery

Indicators	Unit	2023	2024	2025
Number of Anti-Corruption Related Trainings	times	17	18	20
Total Training Hours of Directors on Anti-Corruption	hour	60	65	72
Total Training Hours of Employees on Anti-Corruption	hour	600	746	805
Percentage of Directors Receiving Anti-Bribery & Anti-Corruption Training ¹⁵	%	100	100	100
Percentage of Management Receiving Anti-Bribery & Anti-Corruption Training ¹⁶	%	/	/	100
Percentage of Employees Receiving Anti-Bribery & Anti-Corruption Training ¹⁷	%	75.80	92.34	92.5
Number of Concluded Corruption Lawsuits Brought by Regulatory Authorities against the Issuer or Its Employees	case	0	0	0
Participation Rate of Information Security & Privacy Protection Trainings	RMB 10,000	0	0	0
Number of Anti-Corruption & Anti-Bribery Reports	case	/	/	0

Note 15: Percentage of directors receiving anti-bribery and anti-corruption training = Number of directors participating in anti-corruption training / Number of board members × 100%.

Note 16: Percentage of management receiving anti-bribery and anti-corruption training = Number of management participating in anti-corruption training / Total number of management × 100%.

Note 17: Percentage of employees receiving anti-bribery and anti-corruption training = Number of employees participating in anti-corruption training / Total number of employees × 100%.

Benchmarking Index Table

Part B: Mandatory Disclosure Requirements

Main Aspect	Mandatory Disclosure Item	Report Section
Governance	Governance Structure	ESG Governance Structure
Governance	Reporting Principles	Reporting Instructions
Governance	Reporting Boundary	Reporting Instructions

Part C: "Comply or explain" Provisions

Aspect	General Disclosures and Key Performance Indicators	Report Section
A. Environmental		
Aspect A1:Emissions	General Disclosure	Emissions and Pollutant Management
Aspect A1:Emissions	A1.1	ESG Data Tables and Explanatory Notes
Aspect A1:Emissions	A1.3	ESG Data Tables and Explanatory Notes
Aspect A1:Emissions	A1.4	ESG Data Tables and Explanatory Notes
Aspect A1:Emissions	A1.5	Emissions and Pollutant Management
Aspect A1:Emissions	A1.6	Emissions and Pollutant Management
Aspect A2: Use of Resources	General Disclosure	Energy and Water Resources Management
Aspect A2: Use of Resources	A2.1	ESG Data Tables and Explanatory Notes
Aspect A2: Use of Resources	A2.2	ESG Data Tables and Explanatory Notes
Aspect A2: Use of Resources	A2.3	Energy and Water Resources Management
Aspect A2: Use of Resources	A2.4	Energy and Water Resources Management
Aspect A2: Use of Resources	A2.5	The Company is engaged in property services, and this indicator is not applicable
Aspect A3:The Environment and Natural Resources	General Disclosure	Energy and Water Resources Management Emissions and Pollutant Management
Aspect A3:The Environment and Natural Resources	A3.1	Energy and Water Resources Management Emissions and Pollutant Management

B. Social		
Aspect B1: Employment	General Disclosure	Employee Employment and Rights
Aspect B1: Employment	B1.1	ESG Data Tables and Explanatory Notes
Aspect B1: Employment	B1.2	ESG Data Tables and Explanatory Notes
Aspect B2: Health and Safety	General Disclosure	Occupational Health and Safety
Aspect B2: Health and Safety	B2.1	ESG Data Tables and Explanatory Notes
Aspect B2: Health and Safety	B2.2	ESG Data Tables and Explanatory Notes
Aspect B2: Health and Safety	B2.3	Occupational Health and Safety
Aspect B3: Development and Training	General Disclosure	Employee Training and Development
Aspect B3: Development and Training	B3.1	ESG Data Tables and Explanatory Notes
Aspect B3: Development and Training	B3.2	ESG Data Tables and Explanatory Notes
Aspect B4: Labour Standards	General Disclosure	Employee Employment and Rights
Aspect B4: Labour Standards	B4.1	Employee Employment and Rights
Aspect B4: Labour Standards	B4.2	Employee Employment and Rights
Aspect B5: Supply Chain Management	General Disclosure	Supply Chain Management
Aspect B5: Supply Chain Management	B5.1	ESG Data Tables and Explanatory Notes
Aspect B5: Supply Chain Management	B5.2	Supply Chain Management ESG Data Tables and Explanatory Notes
Aspect B5: Supply Chain Management	B5.3	Supply Chain Management
Aspect B5: Supply Chain Management	B5.4	Supply Chain Management
Aspect B6: Product Responsibility	General Disclosure	Service Quality Management Customer Health and Safety Information Security and Privacy Protection
Aspect B6: Product Responsibility	B6.1	The Company is engaged in property services, and this indicator is not applicabl
Aspect B6: Product Responsibility	B6.2	Service Quality Management
Aspect B6: Product Responsibility	B6.3	Compliance Operation
Aspect B6: Product Responsibility	B6.4	The Company is engaged in property services, and this indicator is not applicable
Aspect B6: Product Responsibility	B6.5	Information Security and Privacy Protection
Aspect B7: Anti-corruption	General Disclosure	Business Ethics
Aspect B7: Anti-corruption	B7.1	ESG Data Tables and Explanatory Notes
Aspect B7: Anti-corruption	B7.2	Business Ethics
Aspect B7: Anti-corruption	B7.3	Business Ethics ESG Data Tables and Explanatory Notes
Aspect B8: Community Investment	General Disclosure	Community Governance and Construction Party-Building Co-construction: “Tongxin Circle” Community Collaboration
Aspect B8: Community Investment	B8.1	Community Governance and Construction Party-Building Co-construction: “Tongxin Circle” Community Collaboration
Aspect B8: Community Investment	B8.2	ESG Data Tables and Explanatory Notes

Part D: Climate-related Disclosures ¹⁸			
Governance	Monitoring of risks and opportunities	Oversight capabilities and competence	Climate Change Response
		Oversight methods and frequency	Climate Change Response
		Consideration in strategies, decisions and policies	Climate Change Response
		Monitoring of targets and objectives	ESG Governance Structure
	Oversight Role	Oversight role of management	Climate Change Response
		Monitoring measures and procedures	Climate Change Response
Strategy	Climate-related risks and opportunities	Description of Risks and Opportunities	Climate Change Response
		Risk Classification	Climate Change Response
		Time Horizon	Climate Change Response
		Definition of Short, Medium and LongTerm	Climate Change Response
	Business model and value chain	Expected Impact	Climate Change Response
		Locations of Concentration	Climate Change Response
	Strategy and deci-sion-making	Changes to Business Model	Climate Change Response
		Adaptation and Mitigation Actions	Climate Change Response
		ClimateRelated Targets	Climate Change Response Energy Management
	Current financial effect	Current Financial Impact	Climate Change Response
		Significant Risks	Not applicable during the reporting period
	Anticipated financial effect	Input Data and Parameters	Climate Change Response
Risk Management	Risk Identification and Assessment Process	Expected Financial Changes	Climate Change Response
		Assessment Methods for Impact Na-ture, Likelihood and Magnitude	Climate Change Response
		Risk Prioritization Method	Climate Change Response
		Risk Monitoring	Climate Change Response
		Process Changes	Climate Change Response
		Climate-Related Opportunity Manage-ment	Climate Change Response
		Integration of Overall Risk Manage-ment	Climate Change Response
Metrics and Targets	Greenhouse gas emissions	Scope 1 greenhouse gas emissions	Energy Management
		Scope 2 greenhouse gas emissions	Energy Management
		Scope 3 greenhouse gas emissions	Energy Management
		Greenhouse Gas Quantification Meth-odology	Energy Management
		Scope 3 Emission Categories	Energy Management
	Climate-related targets	Basic Information of Targets	Climate Change Response
		Target Monitoring	ESG Governance Structure
		Scope of Target Coverage	Climate Change Response

Note 18: As a property management company, the Company has clearly defined the boundaries of its direct operational emissions (Scope 1 and Scope 2), which have been fully disclosed. For certain forward-looking scenario analyses and quantitative indicators, to ensure the reliability of the disclosed information, this report has not disclosed such items in accordance with relevant exemption provisions. The Company will continue to invest resources in improving data governance and analytical methods, while actively monitoring industry best practices, in order to steadily enhance related disclosures in future reports.



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