泓盈集團
HOLLWIN

泓盈城市運營服務集團股份有限公司
HOLLWIN URBAN OPERATION SERVICE GROUP CO., LTD

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

Stock Code: 2529



2025

Environmental, Social and Governance Report

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ABOUT THIS REPORT

Introduction

This is the second Environmental, Social and Governance Report (**the "ESG Report" or "report"**) issued by Hollwin Urban Operation Service Group Co., Ltd. (hereinafter referred to as "**Hollwin**", the "**Group**", the "**Company**" or "**we**"), which aims to systematically present the Group's management policies, governance structure, and its practices and performance in fulfilling its environmental and social responsibilities during 2025.

Reporting Period

This is an annual report, covering the period from 1 January to 31 December 2025. To enhance the readability of the report, some content or data may refer to previous or subsequent years, and such information has been clearly indicated.

Reporting Organisational Structure

This Report covers the Group's headquarters and its various subsidiaries and branches.

Data in this Report

The data and examples used in the report have been obtained from the Group's internal documents, statistical reports and relevant performance summaries and statistics.

Basis of Preparation

The report has been prepared in accordance with Appendix C2: Environmental, Social and Governance Reporting Code ("**ESG Reporting Code**") of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited ("**Listing Rules**") released by the Stock Exchange of Hong Kong Limited ("**HKEX**"), while also taking into account our industry context and highlighting the unique characteristics of our business.

Reporting Principles

This report has been prepared in compliance with the "mandatory disclosure requirements" and "comply or explain" provisions set out in the ESG Reporting Code. The Group considers the following reporting principles to ensure the quality of the disclosed information:

Materiality: We identify major ESG topics through a materiality assessment, and the relevant processes and results have been disclosed in the report.

Quantitative: This report provides quantitative disclosure of key performance indicators using historical data in the environmental and social aspects in accordance with the requirements of the "Key Performance Indicators" set out in the ESG Reporting Code (Appendix C2) under the Listing Rules released by HKEX, and provides quantitative disclosure of forward-looking information, such as targets, to the extent possible. We will continue to improve our measurement process to eventually realise full disclosure of our performance.

Balance: This Report provides an objective, impartial, and true reflection of the Group's performance and practices in environmental and social matters in 2025. It discloses both positive and negative indicators, and responsibly presents any challenges encountered and the corresponding improvement measures.

Consistency: We follow a consistent statistical method of disclosure. In respect of ESG information disclosed for the first time in this report, we will adopt a consistent statistical method to disclose such information in subsequent years to facilitate meaningful comparisons from year to year.

Access to the report and feedback

This report will be published on HKEX's website (www.hkexnews.hk) and the official website of the Group (https://www.hollwingroup.com). This report is published in both Chinese and English. If you have any comments or suggestions regarding this report or the Group's ESG performance, please email us at ir@hollwingroup.com.

ABOUT THE GROUP

Overview of the Group

The Group is a state-owned urban service and operation provider headquartered in Changsha, Hunan. With a strong focus on the regional service market, we are a leading integrated urban operation service provider in China. We consistently uphold our corporate mission of "Making City Life Better". Through our "management + service + operation" tripartite, coordinated development model, we have established a cohesive business presence, firmly rooted in our local region while expanding into surrounding areas, and are deeply involved in the modernisation of urban governance.

As a practitioner and innovator in urban operation services, Hollwin Group was established in September 2015, formerly known as Changsha Urban Property Development Co., Ltd. In its early stages, the Group's core business was property services, operating landmark projects such as Yanghu National Wetland Park, and it obtained the Class 1 national property management qualification and Class 2 landscaping qualification. In 2019, the Group integrated its nightscape illumination and municipal sanitation businesses. Subsequently, leveraging the reform of state-owned enterprises, we consolidated relevant resources from the City Development Group, including commercial management and landscaping, established five specialised subsidiaries, and were selected for the provincial reserve list of companies for public listing, before being listed on the Hong Kong Stock Exchange in 2024.

"Leveraging the advantages of our listed platform, we are continuously deepening our strategic layout, focusing on urban and public properties as our core, supplemented by residential properties and diversified operations. We are further integrating the high-quality resources of the City Development Group and coordinating with our five specialised subsidiaries to achieve sustained growth in brand influence and operational efficiency, steadily progressing towards becoming a leading benchmark enterprise for urban operation services in the region." In 2025, the Group focused on its core business sectors, expanding into high-value areas such as government property management and rail transit services, thereby continuing to strengthen its core position as a state-owned integrated urban operation service provider.

The Group has established three core business systems—Property Management Services, Urban Services, and Commercial Operation Services—creating an operational structure of complementary strengths and synergistic development. The operation of public urban spaces has always been our core specialisation:

(i) Property Management Services (including various property management services for public, commercial and residential properties, as well as value-added services);

(ii) Urban Services (including landscaping and engineering, operation of lighting systems, car park operation and municipal sanitation services);

(iii) Commercial Operation Services. Upon its establishment, the Group was primarily engaged in property management services, while the business of the City Development Group was focused on urban construction and development.

Influenced by the City Development Group, our Group has, since its inception, been oriented towards the management of public urban spaces. Consequently, our property management services are centred on public and commercial properties, with residential properties accounting for a smaller share. As our business has continued to grow, we have leveraged our mature experience in property management to steadily build and strengthen our core competitive advantages in the urban services sector.

Corporate Culture



Awards and Honors



2024 Outstanding Property Management Enterprise



2024 Advanced Enterprise for Industrial Development



2025 Enterprise of Integrity



2025 Outstanding Project



2025 “Learn from Lei Feng” Advanced Enterprise



A Top 100 Property Management Service Enterprise in China 2025



A Leading Smart Service Provider in China in 2025



An Excellent State-owned Property Management Service Enterprise in China in 2025



A Leading Property Management Service Provider with Chinese Characteristics in 2025 – Urban Lighting



2025 Quality Property Management for Premium Buildings



2025 Outstanding Property Brand Enterprise in China's Urban Services



2025 Brand Enterprise of Property Services in Central China

*Only parts of awards and honours are listed on the table

STATEMENT OF THE BOARD OF DIRECTORS

The Board of Directors of the Company assumes full supervisory responsibility for the Company's Environmental, Social and Governance (ESG) management and reporting. It effectively identifies, assesses and manages ESG and climate-related risks and opportunities, incorporating them into the Group's overall risk management system and ensuring the efficient operation of the Company's ESG risk management and internal control mechanisms. This Board and all its directors warrant that this Report does not contain any false representations, misleading statements or material omissions, and they individually and jointly accept responsibility for the truthfulness, accuracy and completeness of its content.

The Company's Board of Directors places great importance on sustainability management. In accordance with the HKEX's ESG Reporting Code, we have deeply integrated our ESG strategy with our core business of urban operation services, established and continuously improved a multi-level ESG management system and governance structure, and strengthened the Board's oversight of and involvement in ESG matters.

The Group has established an Environmental Protection and Construction Safety Committee as a specialised governance body for ESG. It ensures that responsibilities and authorities are clearly defined at all management levels, promotes synergistic collaboration, and comprehensively drives the implementation of ESG work. This committee convenes at least one specialised meeting annually, reporting periodically to the Board on ESG operational performance, progress in managing climate-related risks and opportunities, and the advancement of significant matters. It conducts professional audits and reviews of ESG issues and integrates ESG performance into the internal operational assessment system, continuously enhancing the Group's ESG governance standards.

We are deeply rooted in our core business of urban operation services, advancing our sustainability objectives through a steady and pragmatic operational strategy. We adhere to the core principles of being green, low-carbon, and environmentally friendly, promoting green upgrades and innovative energy-saving and emission-reduction models in our main businesses, such as landscape illumination and horticultural maintenance. Concurrently, we are deeply engaged in areas such as community co-construction and philanthropic practices, earnestly fulfilling the social responsibilities of a state-owned enterprise and a listed company.

In the future, Hollwin will continue to enhance the Company's objectives and assessment systems for sustainable development, and constantly optimise its internal management structure and the transparency of its ESG information. We will also continue to optimise our green development and ESG strategic layout in response to the needs of all parties, laying a solid foundation for the Group's high-quality, sustainable, and long-term development.

Chairman of the Board

April 2026

SUSTAINABLE DEVELOPMENT MANAGEMENT

ESG GOVERNANCE

The Group is committed to the core concept of sustainable development, continuously optimising its Environmental, Social and Governance (ESG) management system. We deeply integrate ESG principles into the entire process of our operations and development, striving to create long-term value for all our stakeholders. To ensure the effectiveness of our ESG measures, the Group's Board of Directors bears overall supervisory responsibility for ESG matters. This includes formulating the Group's ESG vision, direction, and strategic planning, refining ESG and climate-related risk management procedures, and regularly reviewing the Group's ESG operational performance to ensure all ESG initiatives are effectively implemented and executed.

In August 2023, the Group established the Environmental Protection and Construction Safety Committee as a specialised management body for ESG. The Committee is composed of key members of the management team, including the Chairman of the Board and executive directors, and is specifically responsible for coordinating and addressing significant ESG matters arising from the Group's operations. During the year, the Committee convened specialised meetings in accordance with its articles of association, comprehensively advancing work on environmental protection and production safety. It regularly reported its work progress, achievements, and risk matters to the Board of Directors, reviewed the Group's annual safety and environmental work reports, and ensured the standardised and systematic progression of the Group's specialised ESG management work.

STAKEHOLDER ENGAGEMENT

The Group places great importance on communication and collaboration with its internal and external stakeholders. In 2025, we continued to optimise our multi-dimensional and omni-channel stakeholder engagement system. Leveraging channels such as our official corporate disclosure platforms, mainstream social networks, and our dedicated WeChat service account, we ensure that ESG-related information is public, transparent, and updated in real time. We also listen to the core concerns and development expectations of all stakeholders, provide active and corresponding responses, and drive the continuous optimisation and enhancement of the Group's ESG management work based on stakeholder needs.

SUSTAINABLE DEVELOPMENT MANAGEMENT

Stakeholders	Key Expectations	Communication Channels	Key Response Actions
Government and Regulatory Authorities	· Lawful and compliant operations · Contributing to local development · Adherence to green and environmental protection principles · Implementation of policy requirements	· Regulatory inspections · Hosting visits · Communication and coordination for policy implementation	· Continuously improving governance standards · Proactively accepting regulatory audits · Adhering to the green development philosophy · Actively contributing to local economic and social development
Shareholders and Investors	· Receiving stable returns · Safeguarding shareholder rights and interests · Achieving sustainable business development · Demanding transparent information disclosure	· Shareholders' general meetings · Results briefings · Investor communication meetings · Investor relations hotline · Statutory information disclosure channels	· Maintaining stable and sound operations · Standardised implementation of dividend distribution · Strengthening investor relations engagement · Timely and accurate information disclosure · Safeguarding the legitimate rights and interests of shareholders
Customers	· Ensuring service quality · Timely response to needs · Ensuring privacy and information security · Provision of personalised services	· Customer service hotline · Surveys and feedback · Customer satisfaction assessments · Day-to-day business interactions	· Continuously improving service quality · Promptly handling customer complaints · Strengthening customer privacy protection · Optimising the personalised service system
Suppliers	· Upholding business ethics · Achieving fair and honest cooperation · Building a stable supply chain	· Corporate website · Partnership contact email · Day-to-day operational communication	· Building a responsible supply chain · Adhering to business ethics and principles of fair cooperation · Establishing robust supplier cooperation mechanisms
Employees	· Safeguarding remuneration, benefits, and basic rights · Access to professional training and development opportunities · Ensuring occupational health and safety · Receiving humane care	· Employee representative congresses · Communication with the labour union · Employee opinion surveys · Skills training and assessments · Employee care activities	· Improving the remuneration and benefits system · Conducting multi-level skills training · Strengthening occupational health and safety management · Implementing diverse employee care initiatives
Community and the Public	· Engaging in public welfare and charitable activities · Supporting community development · Promoting coordinated regional development · Fulfilling environmental responsibilities	· Public welfare and charitable activities · Volunteer services · Day-to-day community communication · Environmental awareness campaigns	· Continuously engaging in public welfare, charitable, and community give-back initiatives · Supporting regional infrastructure development · Fulfilling corporate environmental and social responsibilities
Industry Associations / Academic Institutions	· Maintaining open channels for industry communication · Promoting the development of industry standards · Collaborating on talent development and industrial research	· Industry exchange activities · Talent cooperation projects · Internship and training programmes for students · Industrial research seminars and collaborations	· Actively participating in industry exchanges and standard-setting · Conducting joint talent development programmes with universities · Promoting collaboration in industrial R&D and practice

SUSTAINABLE DEVELOPMENT MANAGEMENT

MATERIALITY ASSESSMENT OF ESG TOPICS

To accurately align with the latest expectations and core demands of our stakeholders, the Group invited them to assess material sustainability issues. This allowed us to systematically identify and classify ESG issues that have a significant impact on our business development, corporate value, and stakeholder interests. These issues have been graded and categorised according to their degree of impact for specialised management, and the relevant core issues are disclosed with emphasis in this Report. Following stakeholder surveys, the Group deliberated and determined the final ranking of material issues. A total of 22 material issues were identified, of which 6 were classified as highly important, 4 as important, and 12 as related.

List of Material ESG Topics

Highly Important Topics

- Addressing Climate Change
- Employment Management
- Development and Training
- Service Quality and Management
- Health and Safety
- Anti-commercial Bribery and Anti-corruption

Important Topics

- Energy Utilisation
- Data Security and Customer Privacy Protection
- Water Utilisation
- Labour Standards

Related Topics

- Pollutant Discharge
- Giving Back To Society
- Diversity and Equal Opportunity
- Waste Disposal
- Technological Development and Innovation
- Intellectual Property Protection
- Environmental Compliance Management
- Supply Chain Management
- Respect for Human Rights
- Green Property Management Practices
- Customer Relationship Management
- ESG Management

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

COMPLIANCE AND RISK MANAGEMENT

The Group strictly adheres to the China Internal Audit Standards, the Professional Practice Standards for Internal Audit, the Professional Ethics Code for Internal Auditors, and the relevant regulations of the Changsha State-owned Assets Supervision and Administration Commission. We have established an internal audit function with clearly defined responsibilities, authorities, and work procedures. This department is capable of effectively identifying significant compliance risks and violations in our business activities, and promptly proposing corrective and remedial actions.

INTEGRITY AND BUSINESS ETHICS

The Group strictly adheres to the code of business ethics. In our anti-corruption efforts, we rigorously comply with relevant national laws and regulations, resolutely opposing illegal and non-compliant activities such as corruption, fraud, and money laundering. We have established a multi-faceted anti-corruption management system that includes institutional frameworks, mechanism establishment, initiative implementation, and educational and awareness-raising programmes. During this reporting period, there were no incidents of corruption within the Group, and the number of corruption-related litigation cases was zero.

Development of the Anti-Corruption System

The Group strictly complies with anti-money laundering laws and regulations, including the Anti-Money Laundering Law of the People's Republic of China and the Administrative Measures for the Payment Services of Non-Financial Institutions, and has formulated our own anti-money laundering management policy. We have formulated the Detailed Rules for Cash Collection Management to prevent corruption risks at the source of fund management. At the same time, we enforce the Group's Accountability Management Measures (2023 Revised Edition) and Supervision, Discipline, and Accountability Management Measures, which clearly define the standards for accountability and the procedures for handling anti-corruption work.

The Group deeply integrates its anti-corruption work with daily operations and corporate culture development to promote the implementation of integrity requirements.

Signing Integrity Pledges	We require employees in key positions, including senior management of Hollwin and its various subsidiaries, to sign an Integrity Commitment Letter, which clearly defines the professional integrity requirements and responsibilities for these key roles.
Supervision through Meetings and Deployment	Through the "Triple-Major, One-Large" decision-making meeting mechanism, we regularly convene specialised meetings on integrity work during high-risk periods for corruption, such as major holidays and critical work junctures. Collective integrity talks are held for all cadres and staff to proactively prevent integrity risks.

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

Leadership from Party Organisations	The Company's Party organisations at all levels take the lead in regularly holding democratic life meetings, organisational life meetings, and democratic appraisals of Party members. We conduct criticism and self-criticism relevant to our work, regularly promote a culture of integrity, watch educational warning films, and conduct activities at warning education bases to strengthen the self-discipline and integrity awareness of Party members and cadres.
On-site Supervision and Inspection	During important periods and holidays, we conduct unannounced "four no's, two directs" on-site inspections, carrying out surprise checks on the integrity of operations across various projects and business segments.
Building a Culture of Integrity	We organise activities such as integrity-focused home visits and initiatives to foster a culture of integrity within families. We strengthen the promotion of a clean and honest culture for the new era, reinforcing the ideological and moral defences of Party members, cadres, and personnel in key positions against corruption and moral decay. We guide our employees and their families to jointly build a domestic "internal line of defence" for integrity, and promote this culture throughout the Company, its projects, and construction sites to create a positive atmosphere of integrity and entrepreneurship.

Anti-Corruption Reporting Mechanism

The Group has established the Anti-Fraud, Whistleblowing and Complaint Management Policy, which specifies the principle of confidentiality for reported information and the mechanism for protecting whistleblowers. Any personnel who improperly disclose the identity of a whistleblower or retaliate against them will be dealt with severely. Should their actions violate the law, they will be directly referred to the judicial authorities for handling in accordance with the law.

Furthermore, we have multi-channel reporting and feedback avenues to ensure the efficient collection and standardised handling of reported information. The Group's disciplinary inspection personnel strictly adhere to a full-process, standardised management system for all reported information received, which includes registration, verification, investigation, evidence collection, disciplinary action, and follow-up visits. They investigate any cases involving suspected bribery, corruption, or other related misconduct or fraudulent activities. If misconduct is confirmed, we will take disciplinary action as appropriate, report to the relevant regulatory authorities, and may take legal action to recover any losses resulting from such misconduct.

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

The Group's Reporting and Feedback Channels

Online-Offline Integration	"Scan-to-Report" QR codes are displayed at the Group's headquarters and at the sites of its subsidiaries and projects.
Business Scenario Integration	In the public notices for high-risk areas such as bidding, investment promotion, and procurement, the reporting address is simultaneously published.

Official Fixed Channels

- Complaint Hotline: 0731-82250508
- Email Address: jubao@hollwingroup.com
- Postcode: 410217
- Mailing Address: Party-Masses and Human Resources Centre, Room 2017, Floor 20, Building T1, West Centre, No. 49 Fenglin Third Road, Yuelu District, Changsha

Anti-Corruption and Integrity Education and Training

The Group conducts tiered and comprehensive anti-corruption and integrity education and training for personnel at different levels, achieving a 100% training coverage rate for both permanent staff and management. During the reporting period, the Group did not experience any illegal or non-compliant incidents related to corruption. In 2025, the Group further enhanced the statistical management of its anti-corruption training, achieving a refined collection of multi-dimensional training data. In previous years, comprehensive anti-corruption training for all employees was completed as required by regulations, with key implementation details disclosed. From 2025 onwards, more detailed indicators are disclosed.

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

The Group's Integrity Training Statistics

Indicator	Unit	2025
Number of employee anti-corruption training sessions conducted	Sessions	7
Number of participants in employee anti-corruption training	Attendances	550
Total hours of employee anti-corruption training	Hours	14
Employee anti-corruption training coverage rate	%	100
Of which:		
Number of management anti-corruption training sessions conducted	Sessions	7
Number of participants in management anti-corruption training	Attendances	34
Total hours of management anti-corruption training	Hours	14
Management anti-corruption training coverage rate	%	100

INFORMATION SECURITY AND PRIVACY PROTECTION

The Group attaches great importance to data compliance management. In strict adherence to national laws and regulations as our fundamental guide, we have formulated the Data Security Management System of Hollwin Urban Operation Service Group Co., Ltd.. This system, strictly based on the requirements of current laws and regulations such as the Data Security Law, the Cybersecurity Law, and the Personal Information Protection Law, defines three core principles: data classification management, graded protection, and authorised use, thereby establishing a compliance management framework that covers the entire data lifecycle.

The system's provisions comprehensively cover all key stages of data, clearly defining the rights, responsibilities, and obligations of various stakeholders, including data creators, owners, managers, users, and information security personnel. It establishes a hierarchical information security management system, coordinated by the Board of Directors' Office, where the head of each unit is the primary person responsible for data security, ensuring that accountability for data compliance management is assigned to specific individuals and its implementation is thorough.

Additionally, the Group signs confidentiality clauses related to information security with all employees. These clauses cover technical information and trade secrets, such as technical solutions, engineering designs, and source code. They explicitly state that during their employment, employees must not leak, use, or disclose confidential information to any third party, and must strictly adhere to the confidentiality system.

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

Collaborative Data Security Incident Response Mechanism

To ensure the efficient handling of various emergent data and information security incidents, the Group has established a cross-departmental data security incident response mechanism with clear roles, responsibilities, and collaborative coordination. Participating departments include the Board of Directors' Office, the Technology Department, various business units, and the Information Security Management Department, forming a multi-party, coordinated response system.

The Group's Division of Responsibilities for Data Security Incident Response

Board of Directors' Office	Responsible for the overall coordination of the response to data security incidents and for resource allocation.
Technology Department	Provides professional technical support, specifically carrying out tasks such as risk investigation, data recovery, and system reinforcement.
Business Units	In accordance with their respective responsibilities, they cooperate in carrying out incident investigations, organising relevant data, and implementing subsequent corrective actions.
Information Security Management Department	Supervises the entire incident handling process, ensuring that all procedures and measures comply with national laws and regulations as well as internal company policies.

Data Security Risk Prevention and Control System

To address potential risks such as data leakage, damage, and loss, the Group has established a three-pronged risk prevention and control approach, integrating graded protection, technical safeguards, and audit supervision to achieve end-to-end control of data security.

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

The Group's Data Security Risk Prevention and Control

Graded Protection Management

- Data managers implement differentiated protection measures, such as storage, archiving, and access control, for data of varying levels according to their sensitivity. For highly sensitive data, technical protection requirements are simultaneously submitted, and targeted protection plans are formulated.

Dynamic Technical Safeguards

- The Technology Department continuously monitors technological advancements in the field of information security, promptly updating our protection technologies and tools to ensure our technical protection capabilities align with data security management requirements.

End-to-End Audit and Supervision

- We have clearly defined operating standards for data users, requiring relevant personnel to promptly report any issues encountered during data use;
- Data managers must comprehensively monitor and audit data usage, promptly stopping any non-compliant activities and handling them in accordance with these regulations;
- The data destruction process is strictly controlled. For example, data destruction must be made complete through physical destruction or logical erasure, with the process documented for audit purposes.

Customer Privacy Protection

Customer privacy protection is a key priority of the Group's information security work. In processing personal information, the Group must adhere to the principles of lawfulness, legitimacy, necessity, and good faith, and must not process personal information in a misleading, fraudulent, or coercive manner. We are strictly committed to protecting user information and privacy, ensuring it is not disclosed, altered, or damaged; not sold or illegally provided to others; and not made public or provided to third parties.

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

In 2025, the Group carried out a special security enhancement initiative focused on customers' core personal information, to strengthen customer privacy protection capabilities at a technical level:

- For sensitive personal information such as customer mobile phone numbers and ID information, we completed the optimisation of our encrypted storage system, enhancing the security protection level during the data storage phase;
- In the front-end display, we implemented data masking for the aforementioned sensitive information to prevent information exposure;
- We introduced a granular access permission mechanism to strictly control access rights to sensitive customer information, ensuring the compliance and security of data access, thereby building a robust customer privacy protection barrier across all stages: storage, display, and access.

Digitalisation of the Procurement Process

In line with the principles of digitalised supplier management, the Group extends information security management to the supply chain. We fully implement digitalised management for all project procurement processes, using a digital system to achieve online and standardised control of the procurement process. This enables unified storage, graded access, and a complete audit trail for procurement data. While enhancing operational efficiency, this secures data and information in the procurement process from both a procedural and a technical standpoint.

Information Security Awareness Training

To strengthen the information security line of defence at the personnel level, the Group organises regular information security awareness education and training, led by the Group's Information Centre. To address the specific job characteristics and data access requirements of different positions, the Group develops differentiated security education and training plans. These plans focus on specialised training in core topics such as fundamental information security knowledge and job-specific data handling procedures. We also clearly communicate the information security responsibilities and corresponding disciplinary measures to all employees, thereby strengthening the sense of responsibility for information security among all staff. During the reporting period, the Group did not experience any security breach incidents.

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

RESPONSIBLE PROCUREMENT

The Group has formulated policy documents such as the Procurement Management Measures (Trial) and the Supplier Management Rules, establishing a comprehensive, responsible procurement management system that is "well-regulated, clearly structured, green, uncorrupted, and well-supervised". We integrate Environmental, Social, and Governance (ESG) requirements into all aspects of supply chain management. We specify that all procurement activities must adhere to four core principles: legality and compliance, planned management, digitalised management, and on-site trading, thereby achieving standardisation in procurement management, refinement in supplier management, and the green development of the supply chain.

Procurement Management Structure

The Group has established a hierarchical and end-to-end responsibility system for procurement and supplier management, ensuring that rights and responsibilities are clear and supervision is effective at every stage.

Lead Department	The General Administration Department is the lead department for the management of the professional supplier directory. It is responsible for supplier admission reviews, establishing, updating, and maintaining the centralised supplier directory, and formulating procurement implementation plans.
Supervisory Department	The Party and Mass Affairs Department supervises the entire process, including supplier directory management, performance evaluation, contract signing, and project fulfilment, to ensure the procurement process is legal, compliant, open, and transparent.
Evaluation Departments	Various business line management departments and second-tier operating units are responsible for conducting project performance evaluations of suppliers, and for monitoring the quality and delivery progress of procured products/services.

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

Full Lifecycle Management of Suppliers

Supplier Directory Management

The Group establishes a centralised supplier directory, categorised by business areas such as municipal engineering, landscaping, landscape lighting, and property service consumables, which is subject to dynamic updates and graded management. Supplier admission is subject to a strict qualification review, which includes examining the business licence, qualification certificates, performance records, and compliance history, to ensure that suppliers possess the necessary service capabilities and operate in compliance with regulations.

Distribution of the Group's Suppliers

Distribution Area	2023	2024	2025
Total Number of Suppliers	589	534	459
Of which: Number of Suppliers located in Hunan Province	325	294	406
Of which: Number of Suppliers located in other provinces and cities	264	240	53

Supplier Performance Evaluation Mechanism

The Group conducts a comprehensive assessment of suppliers' performance during project contract execution, based on five dimensions: staffing, performance quality, service level, progress control, and coordination. The evaluation results are categorised as "Qualified" (80 points or more) and "Unqualified" (below 80 points). These results serve as the core basis for updating the supplier directory and for future procurement cooperation. Qualified suppliers retain their partnership status, while cooperation with unqualified suppliers is suspended, and they are required to rectify issues within a specified timeframe. If the rectification fails inspection, they are removed from the supplier directory.

Collaborative Development with Suppliers

The Group signs an Integrity Agreement with all its partner suppliers. As of the end of 2025, the signing rate for this agreement reached 100%. The agreement clearly defines the rights and obligations of both parties in areas such as compliant operations, quality assurance, green development, and uncorrupted cooperation, promoting collaborative development throughout the supply chain.

GOVERNANCE IN COMPLIANCE WITH LAWS AND INTEGRITY-BASED OPERATIONS

Green Procurement and Social Responsibility Requirements

Green Procurement Practices

During the supplier selection and procurement process, the Group prioritises environmentally friendly products and services, giving preference to products with environmental and energy-saving certifications. We encourage suppliers to adopt green production and low-carbon operating models. Concurrently, we proactively assess and mitigate environmental risks in the supply chain, tracking and evaluating suppliers' environmental management systems, waste disposal, and energy-saving and emission-reduction efforts to promote the green and low-carbon development of the supply chain.

Social Responsibility Requirements

In our procurement partnerships, the Group requires suppliers to strictly comply with relevant labour laws, protect the legal rights and interests of employees, and prohibit illegal practices such as the use of child labour and forced labour. We proactively assess social risks in the supply chain and incorporate social responsibility performance into our supplier evaluation system.

Procurement with Integrity and Safety Management

Controls for Procurement with Integrity

All procurement-related contracts include an integrity clause, which explicitly prohibits commercial bribery, improper transfer of benefits, and other such acts. The contract also specifies the Group's channels for reporting integrity-related complaints. The Group has established an integrity commitment system for procurement personnel and regularly conducts integrity training for them, preventing integrity risks at the source within the procurement process. During the reporting period, the Group had no incidents related to corruption, bribery, or similar issues in its procurement activities.

Procurement Safety Management

All procurement-related contracts include a safety agreement that specifies workplace safety targets, internal management responsibilities under the procurement contract, and on-site operational safety requirements. This requires suppliers to establish a comprehensive safety management system to ensure that the supply and implementation of procured products/services meet safety standards and to prevent safety incidents.

PROVIDING EXCEPTIONAL SERVICE AND CULTIVATING A CULTURE OF CARE

As an urban operation service provider, Hollwin considers "service quality" its core product responsibility. Focusing on diverse urban spaces such as public properties, urban properties, and residential properties, we have built an end-to-end, standardised, and digitalised customer service management system, strictly fulfilling our responsibilities for product and service quality control and the protection of customer rights and interests.

ENHANCING SERVICE QUALITY

Service Quality Management System

The Group has formulated the Project Management Standardisation Manual and its accompanying internal operating standards and technical guidance manuals. We have also issued general quality management guidelines. Each subordinate operating unit then details the implementation rules based on the specific characteristics of their business—such as municipal sanitation, landscaping, and landscape lighting—and on customised client needs. This standardises the entire service operation process and establishes a three-pronged service control mechanism integrating training and education, supervision and assessment, and digitalised management.

Training and Education	We conduct regular training on the after-sales service system for employees through case studies and simulation exercises, covering all service position staff.
Supervision and Assessment	We have established a dedicated supervision team to conduct daily inspections, directly linking service quality assessment results to employee performance.
Digitalised Management	Leveraging specialised property management software, we achieve digitalised management of the entire after-sales service process—including task assignment, progress tracking, and result feedback—thereby enhancing service transparency and execution efficiency.

In 2025, the Group proactively benchmarked itself against high industry standards and successfully passed the regulatory authorities' special inspection on service quality. We also completed external surveillance audits for six major ISO systems: ISO 9001 Quality Management, ISO 14001 Environmental Management, ISO 45001 Occupational Health and Safety Management, ISO 50001 Energy Management, ISO 27001 Information Security Management, and ISO 55001 Asset Management. By using international standards to solidify the foundation of our service quality, we ensured that no major complaints or legal/regulatory violations related to service quality occurred during the reporting period.

PROVIDING EXCEPTIONAL SERVICE AND CULTIVATING A CULTURE OF CARE

Service Quality Enhancement Measures

The Group has adopted a multi-faceted approach to continuously enhance its service quality, developing a service system that combines "Standardisation, Specialisation, and Distinctive Features".

01 We have established an end-to-end standardised service system, strictly implementing ISO quality management system requirements to achieve standardised processes, standardised actions, and data-driven assessments. We also dynamically optimise our service standards based on client needs and industry benchmarks.

02 We have built a closed-loop customer feedback mechanism, implementing a full-process management system that includes rapid response, time-limited resolution, follow-up evaluations, and root cause analysis to ensure customer requests are handled efficiently.

03 We are developing distinctive service brands, such as high-end concierge services, major event support, and exclusive services for government and corporate clients, providing one-stop professional support for high-profile conferences, large-scale sporting events, and major urban festivals.

04 We strengthen group-wide service training and skills certification, using competition to promote learning and hone professional skills.

Chengfa Property | Enhancing Property Management Service Skills

In September 2025, Chengfa Property held its 8th Property Management Service Skills Competition. The competition featured five categories: property management, electrician, fire facility operator, cleaning staff, and security personnel, attracting 10 teams and 180 contestants to compete. A group-wide skills training exercise was launched in July prior to the competition, which adopted a dual-track model of "online theory + offline practical operation". This ensured full coverage of service skills training, effectively enhancing employees' professional capabilities.



The site of the Property Management Service Skills Competition

PROVIDING EXCEPTIONAL SERVICE AND CULTIVATING A CULTURE OF CARE

Customer Service Achievements

The Group's high-quality standardised operations and service enhancement initiatives have received dual recognition from both official bodies and the market.

Official Rating Recognition

The Xiangjiang Times and Xiangjiang FFC projects were placed on the Q1 2025 Hunan Xiangjiang New Area Property Services "Honor Roll"; the Xingzhongxin and Xingyayun projects were placed on the Q1 2025 Yanghu Street Property Services "Honor Roll"; the Xiangjiang Times and Xingzhongxin projects were placed on the Q3 2025 Yanghu Street Property Services "Honor Roll"; and the Orange Isle Scenic Area project was placed on the Q3 2025 Changsha Municipal Bureau of Culture, Tourism, Radio and Television's Brand Tourist Attraction Service Quality "Honor Roll".

Major Event Support

The Group successfully provided support for over a thousand events, including the China-Africa Economic and Trade Expo, the 2025 Hunan Football League "Xiangchao" Finals, and major festival lighting displays, achieving zero errors, zero incidents, and zero complaints. For the "Xiangchao" Finals, for instance, we benchmarked against international Class-A event standards to replace and systematically maintain the turf at the main stadium, and we upgraded the venue's supporting facilities. At the same time, we built a multi-dimensional security framework using intelligent security checks, video surveillance, and an anti-drone system. In addition, our "Golden Butler" concierge team provided standardised and personable service in areas such as VIP guidance and reception for the main rostrum, receiving high praise from the event organisers and participants.

Creating Urban Service Benchmarks

Key projects, such as the landscape lighting on both banks of the Xiangjiang River and the services in Taiping Street, have become hallmarks of Changsha's urban services and industry benchmarks. During the National Day and Mid-Autumn Festival holidays in 2025, the Group's lighting division conducted comprehensive grid-style facility inspections at key locations, including the "One River, Two Banks" area, Yuelu Mountain, Orange Isle Park, the Wuyi Square Commercial District, and Changsha Railway Station. We deployed over 500 professional repair personnel and an average of 35 special patrol and repair vehicles daily, activating a round-the-clock support mechanism. By leveraging an intelligent monitoring platform, we achieved second-level response and dispatch for lighting equipment operations. Fault handling was "on-call, with immediate inspection and repair", significantly reducing the failure rate of urban lighting operations and maintenance and effectively safeguarding the night-time travel safety of citizens and tourists.



Real-time monitoring of landscape lighting operations

PROVIDING EXCEPTIONAL SERVICE AND CULTIVATING A CULTURE OF CARE

Customer Satisfaction and Complaint Management

The Group has established an omni-channel, round-the-clock customer communication system, including a 24-hour service hotline, to provide one-stop services for customer enquiries, fault reporting, and feedback. We have opened multiple feedback channels, including on-site communication, our call centre, the Smart Urban Management Platform, and the 12345 Government Service Hotline, covering various customer groups such as residential property owners, commercial tenants, government clients, and tourists. For specialised issues such as damage to facilities and equipment, a dedicated call centre has been established to liaise with the business departments of our subsidiary groups, ensuring that these issues are followed up by designated personnel and handled efficiently.

The Group has formulated the Customer Complaint Handling Procedures, which clearly define the time limits and responsibilities for the entire process of complaint ticket acknowledgement, verification, resolution, follow-up, and closure. The procedures stipulate that after a ticket is dispatched by a superior department, it is centrally acknowledged by the Group's Safety Committee Office. The deadline for acknowledgement is the same day the ticket is dispatched, returned for reprocessing, rejected and returned, or reassigned (and must be completed by 9 a.m. the following morning). After verifying the ticket's content, the responsible unit must handle it promptly if it falls within its responsibilities. If it does not fall within the unit's responsibilities or scope of service, a request to return the ticket must be made on the same day, ensuring the complaint handling process is standardised and efficient.

Key Performance

In 2025, the Group efficiently resolved **44** petition cases, **1,374** complaints via the 12345 Government Service Hotline, and **5,229** complaints via the Smart Urban Management Platform. The follow-up satisfaction rate, problem resolution rate, online resolution rate, and request response rate all reached **100%**. No major customer complaint incidents occurred during the reporting period.

Each of the Group's operating units has formulated a specific Customer Satisfaction Management System and conducts customer satisfaction surveys. To address issues identified in these surveys, a closed-loop management mechanism has been established, comprising a "problem log, responsibility assignment, corrective action implementation, and follow-up feedback". Time-limited resolution requirements are specified by business type, special improvement plans are developed for frequent requests, and survey results are incorporated into the annual performance assessments of each operating unit and its employees to drive continuous service quality enhancement.

The Group employs a hybrid approach combining "online questionnaires, offline interviews, paper questionnaires, and on-site visits", and operates a dual model of "regular + special" surveys. Regular surveys are conducted at least once a year, while special surveys are carried out promptly after major events or to address specific service shortcomings.

Key Performance

In 2025, customer satisfaction surveys accumulated over **2,800** participants, with a coverage rate of over **85%** for core customer groups. The survey results indicated that all operating units met their annual service quality targets.

PROVIDING EXCEPTIONAL SERVICE AND CULTIVATING A CULTURE OF CARE

BUILDING BETTER COMMUNITIES TOGETHER

The Group considers community investment a core component of its corporate social responsibility. We proactively engage with local communities, sub-districts, and non-profit organisations in our areas of operation to establish a mechanism for addressing public needs. We integrate community interests and long-term development into the Group's business planning and operational processes. We carry out a diverse range of community-building activities focused on key areas such as public health, public services, and cultural development. These initiatives promote community harmony and cohesion, enhance residents' well-being and sense of fulfilment, and achieve a symbiotic relationship between corporate growth and community prosperity.

Community Actions for Public Health Control

In August 2025, in response to the transmission risk of Dengue fever and Chikungunya fever (the "two fevers"), the Group immediately deployed comprehensive and full-coverage prevention and control actions across all our service areas. A total of 1,151 employees from 48 projects participated, forming a concerted effort for community-level prevention and control.

Public Awareness of Prevention and Control

The Group achieved full coverage of prevention and control knowledge among employees and community residents by distributing 454 sets of informational materials, putting up 133 posters and banners, and conducting 89 specialised training sessions. At the same time, we shared scientific prevention guidelines through channels like customer WeChat groups and community notice boards, guiding residents to combat the outbreak by "clearing standing water to eliminate breeding grounds, strengthening indoor protection, taking smart precautions outdoors, and seeking early medical attention for symptoms."

Source Control of Breeding Grounds

The Group focused on the key aspect of mosquito breeding by carrying out comprehensive environmental clean-ups in communities. We inspected and cleared 196 sites with standing water containers, eliminated 838 breeding grounds, and implemented standardised management for 68 functional water bodies such as fire-fighting pools and landscape ponds, reducing mosquito reproduction at the source.

Disinfection of High-Risk Areas

The Group intensified disinfection work at 874 high-risk areas, such as areas around standing water in communities, dense woodlands in scenic spots, and corners of building corridors. We increased the frequency of disinfection and the concentration of pesticides, building a strong physical line of defence for community residents.

PROVIDING EXCEPTIONAL SERVICE AND CULTIVATING A CULTURE OF CARE

Heart-warming Community Service Initiatives

The Group organises diverse and convenient community service activities centred around the daily needs of residents, bringing the warmth of the company into community life.

During the summer of 2025, the Group launched a "Summer Camp" community-building event in the residential properties under its management. The event featured a variety of activities, including morning exercise check-ins, an open-air cinema, and "Little Makers" craft workshops. Every morning, we provided breakfast and drinks for children participating in the exercises. As evening fell, an open-air cinema was set up in the central square of the residential complex, complete with summer refreshments like watermelon and ice cream. In the afternoons, fun classes such as handicrafts and painting were held in the community activity room. The entire event was staffed by employee volunteers from the Group and was highly praised by community residents, receiving widespread positive feedback in property owner chat groups. This truly demonstrated our commitment to being "guardians of the community's homes and builders of community warmth."



Chengfa Property carried out "two fevers" prevention and control actions.



Chengfa Property held its "Summer Camp" community-building event.

PROVIDING EXCEPTIONAL SERVICE AND CULTIVATING A CULTURE OF CARE

PRACTISING PHILANTHROPY

The Group focuses on areas such as public welfare and community assistance, promoting regular and effective corporate philanthropic actions primarily through donations, volunteer services, and community-building initiatives. We have established a volunteer service system to encourage employees to participate in social welfare activities, thereby earnestly fulfilling our social responsibilities and conveying corporate care through our actions.

Charitable Donations and Community Assistance

On 16 January 2025, the Group visited the Baishajing Community on Chengnan Road to hold a "Warmth in the Deep Winter" community visit and co-building event. We delivered daily necessities and festive greetings to residents in need, genuinely helping to address their practical difficulties.

In 2025, the Group's total charitable donations amounted to over RMB 3,000, all of which were used for community public welfare and assistance. The donation process strictly adheres to the Group's Charitable Donation Management Procedures, ensuring it is open, transparent, and standardised.

Volunteer Service Framework

The Group has established a volunteer team and formulated the Volunteer Service Management Procedures, which sets out the comprehensive management requirements for the entire process of volunteer recruitment, training, service, and assessment. We encourage our employees to use their spare time to participate in volunteering activities, including community service, public health initiatives, and charitable visits. In 2025, the Group organised over 50 volunteering events, with 348 individuals contributing a total of 3,400 volunteer hours. Our services extended to numerous communities in Changsha, with activities including community environmental clean-ups, visits to disadvantaged groups, and providing support for public events. Through these tangible actions, we contribute to the advancement of social welfare.

COMBINING STRENGTHS AND PUTTING PEOPLE FIRST

The Group recognises that the collective efforts and contributions of our employees are intrinsically linked to the long-term success of the company. To this end, the Group places great emphasis on developing its human resources management framework and is committed to fostering a compassionate, inclusive, and safe workplace, ensuring our employees feel valued and respected. All eligible employees are afforded equal opportunities for employment, training, and career development. We strictly prohibit all forms of discrimination throughout the entire employment lifecycle, regardless of gender, age, colour, religion, disability, ethnicity, or any other social or personal characteristic.

EMPLOYMENT PRACTICES

Upholding a talent-first management philosophy, the Group formulates and continuously optimises its human resources strategies by integrating our business development strategy with market demands for talent. We strive to provide market-competitive remuneration and benefits, clear and well-defined career progression paths, a safe and comfortable working environment, and an inclusive and positive corporate culture. This approach allows us to effectively attract, nurture, and retain outstanding individuals, fostering synergistic growth for both our employees and the company.

Compliant Employment

The Group employs a multi-channel and multifaceted approach to attract a wide pool of outstanding talent. Our primary recruitment channels include campus recruitment, external recruitment, internal referrals, reputable recruitment websites, partnerships with educational institutions, and job fairs. The Group strictly selects and hires individuals based on their professional qualifications, capabilities, and suitability for the role. We are committed to providing equal employment opportunities and eliminating all forms of discrimination, regardless of gender, age, colour, religion, disability, ethnicity, or any other social or personal characteristic. We ensure a fair, impartial, and transparent application process for all candidates, thereby respecting and embracing diversity.

The Group strictly complies with all relevant laws and regulations concerning employment and workplace safety, including the Labour Law of the People's Republic of China and the Labour Contract Law of the People's Republic of China. We have established an employment compliance review mechanism to ensure regulatory adherence throughout the entire process of recruitment, hiring, and contract signing. During the reporting period, the Group did not encounter any employment-related compliance incidents that had a material adverse effect on our operations.

Prior to recruitment, the Group formulates standardised job specifications based on position responsibilities. These specifications explicitly state that the minimum age requirement is 18 years or older, thereby preventing any engagement of child labour from the outset. During the curriculum vitae (CV) screening stage, any candidates who do not meet the minimum age requirement are not invited for an interview. Furthermore, the Group resolutely opposes forced labour, ensuring the entire recruitment process is conducted on the basis of 100% voluntary participation from both the company and the applicant. During the recruitment stages, the Group implements various measures—including background checks, verification of identity documents, multiple rounds of curriculum vitae (CV) screening, in-person interviews, and credential verification—to establish a dual-review mechanism for screening for child and forced labour, ensuring that we never employ child labour or any form of forced labour.

COMBINING STRENGTHS AND PUTTING PEOPLE FIRST

The Group maintains a zero-tolerance stance towards any form of child and forced labour. We have clearly defined screening criteria, handling procedures, and accountability mechanisms for non-compliant employment. Should any such case be discovered, we will immediately report it to the relevant local authorities, such as the labour and social security departments, and promptly terminate the employment relationship. Concurrently, we will conduct a comprehensive review and reorganisation of our internal recruitment management processes to rectify any administrative loopholes in a timely manner and take appropriate action against the responsible personnel.

The Group believes that an experienced and well-structured management team, alongside a professional workforce, is crucial for our sustainable development. We are committed to attracting and nurturing talent from diverse fields, with unique skills and varied backgrounds, in order to build a diverse and inclusive workforce that supports the Group's dynamic growth. We regularly convene our Human Resources department, business units, and management to jointly review recruitment processes and job descriptions. In alignment with the Company's developmental stage and the actual demands of each position, we define and periodically update the skills, qualities, and experience required for ideal candidates at all management levels and positions. We strive to recruit applicants who align with our core work philosophy and corporate culture, ensuring that our talent acquisition is highly synchronised with the Group's strategic development.

Staff Composition of the Group

Total Number of Employees

545

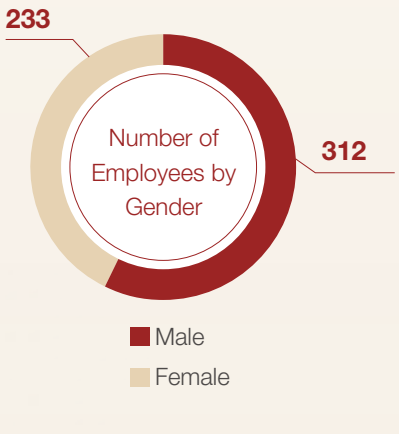
Number of Employees with Disabilities

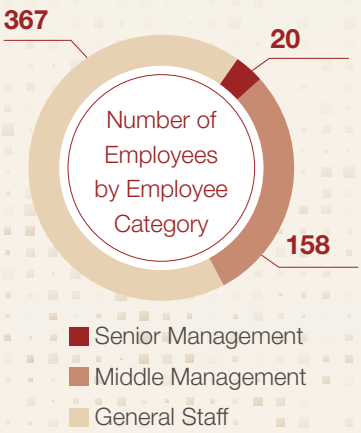
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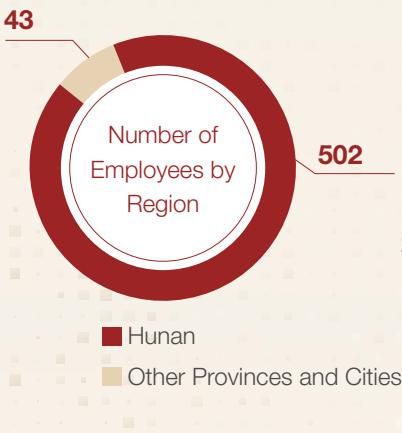
Number of Employees from Ethnic Minorities

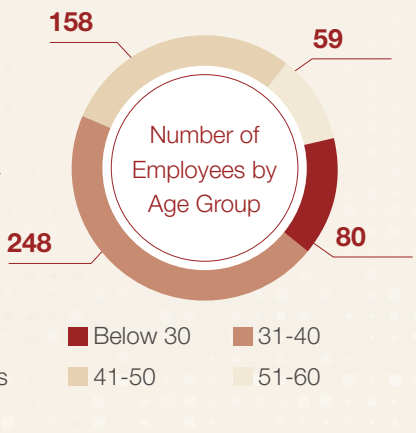
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COMBINING STRENGTHS AND PUTTING PEOPLE FIRST

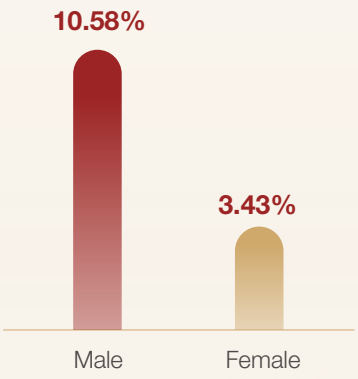
The Group places great importance on optimising our workforce structure. We have established a data statistics and tracking mechanism for employee diversity based on metrics including gender, age, rank, ethnicity, and disability status. We periodically analyse the characteristics of our workforce structure and, in line with our business development needs, formulate diversified talent acquisition and development plans to continuously enhance the diversity and inclusivity of our teams. The Group has launched several targeted initiatives focused on improving employee retention. Through a range of comprehensive measures, including enhancing multi-level communication channels, prioritising the physical and mental well-being of our staff, and systematically promoting professional training, we foster employee loyalty and engagement. These efforts steadily increase our retention rate, thereby laying a solid human resources foundation for the Group's long-term, stable development.

Employee Turnover Rate of the Group

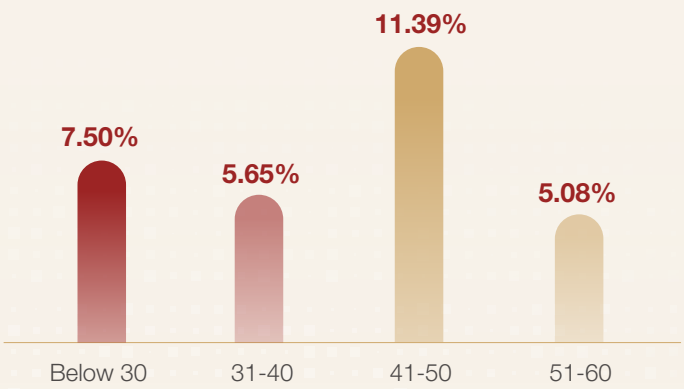
Total Employee Turnover Rate

7.52%

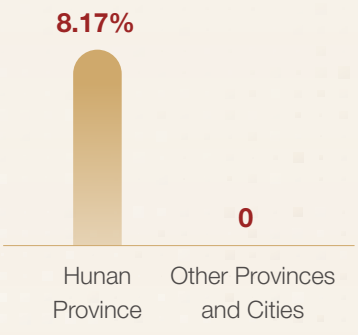
Employee Turnover Rate by Gender



Employee Turnover Rate by Age Group



Employee Turnover Rate by Region



COMBINING STRENGTHS AND PUTTING PEOPLE FIRST

Remuneration and Performance

The Group has established a scientific, rational, and market-competitive remuneration system and a comprehensive performance appraisal mechanism. We have also implemented a regular benchmarking process to align remuneration with market standards, fully motivating our employees' enthusiasm and creativity and encouraging them to contribute to the Group's sustainable growth. The remuneration system includes a base salary, performance-based bonuses, various allowances, and comprehensive social and supplementary company benefits. We also ensure that employee remuneration levels grow in tandem with the Company's development and performance. We scientifically determine employees' performance-related pay based on a series of key performance indicators (KPIs) that combine both quantitative and qualitative metrics, such as business results, efficiency in executing core tasks, daily work performance, professional attitude, and improvements in professional capabilities.

In accordance with our Performance Appraisal Management Procedures, the Group has defined performance coefficients and appraisal cycles for different positions and assessment levels. The appraisal process is open and transparent, and the results are promptly communicated to the individual employees. Special awards are given to outstanding organisations, individuals, and high-performing teams. The results of annual employee appraisals serve as a basis for promotion, involving a comprehensive assessment across five dimensions: integrity, capability, diligence, performance, and probity. Career progression is facilitated through a dual-channel development mechanism of internal competitive selection and professional grade assessments.

Career Progression

The Group has adopted a talent retention and development mechanism that is market-oriented and aligned with our business needs. We have built a multi-dimensional talent development framework tailored for employees in different job families and at various career stages. This framework clearly defines promotion criteria, processes, and review mechanisms for each job family. We execute our employee promotion and incentive schemes systematically each year according to plan, ensuring the process is fair, impartial, and open. Employee promotion and development are primarily facilitated through professional grade assessments, internal competitive selection, internal promotions, and talent development via cross-departmental transfers.

Communication and Feedback

We conduct employee satisfaction surveys through periodic interviews that cover aspects such as corporate systems, compensation and benefits, performance evaluation, management models, and corporate culture. These surveys enable us to understand employees' genuine opinions and receive reasonable suggestions, allowing for targeted diagnostics and optimisations based on the interviews. In 2025, our employee satisfaction survey achieved a 100% satisfaction rate.

The Group has established mechanisms and channels for matters related to performance evaluations, internal job postings, and promotions, with dedicated disciplinary personnel available to receive and address employee reports at any time. The Group maintains accessible grievance channels, handles employees' legitimate concerns in a fair, open, and impartial manner, and safeguards a positive and upright working atmosphere. Additionally, the Group has a labour union that actively assists employees in resolving complaints or disputes. Upon receiving feedback from an employee, the Group promptly verifies and coordinates the matter, assigning the complaint or dispute to the responsible head of the relevant subsidiary. After the issue is resolved, feedback is provided back to the Group to ensure a closed-loop process. During the reporting period, all complaints and disputes raised by employees were properly resolved by the Group.

COMBINING STRENGTHS AND PUTTING PEOPLE FIRST

Benefits and Care

The Group and its subsidiaries strictly adhere to the Employee Benefits Policy. This policy covers various aspects including remuneration, social insurance benefits, a housing provident fund, paid leave, employee training, and employee care. In accordance with the law, we make contributions for all employees to pension, medical, unemployment, work-related injury, and maternity insurance, as well as to the housing provident fund, ensuring comprehensive social security coverage. This is aimed at holistically enhancing employee motivation and well-being, thereby strengthening the Group's corporate cohesion and market competitiveness.

We provide all employees with festive benefits during traditional holidays such as the Spring Festival, Dragon Boat Festival, and Mid-Autumn Festival. In addition to basic employee benefits, we also offer special perks including birthday gifts, an annual company gathering, and appreciation events for traditional holidays. We are also attentive to the physical and mental health of our employees, organising a variety of cultural and sporting activities based on their needs to enrich their personal lives.



The Group organised an employee care event during the Lantern Festival.

OCCUPATIONAL HEALTH AND SAFETY

The Group complies with all relevant laws and regulations, including the Law of the People's Republic of China on Work Safety. We have established a Committee for Safety Production (Emergency), Environmental Protection, and Safe Construction. This committee is composed of key members of the Group's management team, including the Chairman of the Board and Executive Directors. The committee is responsible for establishing and refining the Group's accountability systems for environmental protection and safe construction. It also oversees the development of a working mechanism for tiered risk control and the identification, management, and prevention of hazards. Furthermore, the committee builds our emergency rescue system, and organises the formulation and implementation of various emergency response plans for environmental protection and safe construction, for which regular drills are conducted.

To prevent work-related injuries, the Group has formulated the Occupational Health Management Procedures, the Work Safety Incident Management Procedures, and the Management System for Hazard Identification and Control. The Group and its subsidiaries have implemented detailed safety management measures, including company-wide health examinations, special health examinations for female employees, monthly work safety training, and daily pre-shift meetings, as well as weekly and monthly meetings for projects. We also procure appropriate protective equipment based on the needs of each position.

In 2025, the Group increased the frequency of its work safety training, organised training assessments, and conducted regular safety hazard inspections on our projects. To further ensure the safety of lives and property, enhance fire safety awareness among all personnel, and familiarise them with evacuation procedures to improve self-rescue and escape capabilities, the Group actively conducts fire drills.

COMBINING STRENGTHS AND PUTTING PEOPLE FIRST

Occupational Health and Safety Performance of the Group's Employees

Indicator	2023	2024	2025
Number of work-related fatalities	0	0	0
Number of work-related injuries	1	3	3
Number of lost workdays due to work-related injuries	50	50	60

Nanjiao Project Conducts Fire Safety Training and Emergency Evacuation Drill

In June 2025, to implement fire safety requirements and enhance fire safety awareness, the Nanjiao Project Management Centre organised a fire safety training session and an emergency evacuation drill themed "Safety for All, Emergency Skills for Everyone". This event further enhanced employees' capabilities for emergency escape in the event of an office building fire, promoted active learning of first aid knowledge, and reinforced the importance of safety in our operations.





COMBINING STRENGTHS AND PUTTING PEOPLE FIRST

Xiangjiang Times Conducts Fire Emergency Evacuation Drill

In November 2025, to further enhance fire safety awareness and improve emergency response and evacuation capabilities for high-rise building fires, thereby safeguarding lives and property, the Xiangjiang Times Property Services Centre organised a fire drill. The event provided corporate clients and staff at all levels within the project with a deeper understanding of fire safety knowledge and enhanced their emergency response and self-rescue skills.





DEVELOPMENT AND TRAINING

The Group believes that a workforce equipped with professional capabilities and conduct is crucial for enhancing our service level, ensuring service quality, and improving customer satisfaction. Providing employees with clear career progression prospects and the professional and technical skills training necessary to conduct business is one of our long-standing core strategies for talent retention and motivation. The Group regards employee training and development as an integral component of its human resources management and conducts regular employee training programmes.

The Group provides training for all employees. By formulating an annual training plan tailored to the nature and practical needs of different business lines, we offer training in areas such as financial management, general administration, product safety management, and fire drills. The content covers professional fields including electricity, special operations, and safety. Training types include new employee induction training, regular training, and external training. We require all our employees to participate in continuous skills training. During the reporting period, the total investment in employee training amounted to RMB 134,080.

COMBINING STRENGTHS AND PUTTING PEOPLE FIRST

New Employee Induction Training

The Group provides orientation training for all new employees, guiding them through cooperative working methodologies while instructing them on service standards and procedures.

Regular Training

We provide bespoke training for our employees, which meet the exact requirements of each position and the associated responsibilities. For technical personnel operating in specialised roles, the training syllabus comprises instruction on project management, equipment handling, and illumination-related technical skills including development and control system operations for electrical systems and street lighting infrastructure. For employees engaged in commercial services, we provide management skills training that includes project operation management, property leasing management, asset management, engineering management, and contract management.

External Training

The Group actively encourages employees to participate in essential external professional training programmes. This includes supporting financial personnel and project leaders in attending finance-related courses and property management related trainings organised by accredited organisations. Additionally, we engage external specialists to deliver training on office software applications, business writing, negotiation techniques and management development programmes.





The Group conducted training for project commentators.

COMBINING STRENGTHS AND PUTTING PEOPLE FIRST



Photographs from various employee training sessions organised by the Group.

COMBINING STRENGTHS AND PUTTING PEOPLE FIRST



Photographs from the Group's new employee training.

Employee Training Statistics of the Group

Category	Number of employees trained	Percentage of employees trained (%)	Total training hours(hours)
Male	312	100	987
Female	233	100	399
General Staff	367	100	925
Middle Management	158	100	395
Senior Management	20	100	66

GREEN PRACTICES AND LOW-CARBON OPERATIONS

ADDRESSING CLIMATE CHANGE

The Group attaches great importance to the impact of climate-related risks and opportunities on our sustainable development and financial prospects. We have established a comprehensive climate management system, deeply integrating climate action into the Group's development strategy, risk management, and daily operations. This ensures alignment with the national carbon peaking and carbon neutrality goals, the green development trends of the industry, and the disclosure requirements of the HKEX.

Governance

The Group's Board of Directors has the ultimate responsibility for overseeing the Group's environmental and social affairs. The precise assessment and effective management of climate-related risks form a core part of its work. The Board collaborates closely with various relevant departments to deeply explore the potential impacts of climate change on the Group's business activities and to gain a comprehensive understanding of climate-related risks and opportunities, thereby providing high-level decision-making support for the formulation of the Group's climate strategy.

The Group has established an Environmental Protection and Construction Safety Committee. The committee's members possess the appropriate ESG skills and competence. Furthermore, by periodically organising specialised ESG-related training, we continuously enhance the team's ESG management capabilities and build a robust ESG management system. The committee assists the Board in the comprehensive supervision, in-depth review, and effective handling of sustainability-related issues, including the response to climate change. It regularly reviews the Group's annual climate performance and climate-related risks and opportunities, tracks the progress of climate-related goals, and meticulously examines the annual climate performance and goal attainment. The committee then submits an annual climate management report to the Board, detailing the progress of climate management work, existing issues, and improvement plans, to ensure the effective implementation and tangible results of the Group's climate risk management efforts.

Strategy

Drawing on the TCFD risk classification methodology, the Group has conducted an in-depth identification of climate-related physical and transition risks. This process incorporates the operational characteristics of the urban services industry and aligns closely with national carbon peaking and carbon neutrality policy guidance, industry development trends, and the core concerns of our stakeholders. We have assessed the time horizons over which these risks may occur, analysed their potential impacts on the Group's business operations, cash flow, and capital expenditure, and developed targeted response plans. Resources, including personnel and financial budgets, have been allocated for the effective implementation of these response measures to minimise the negative impact of climate risks on the Group's financial prospects and to explore green development opportunities.

It should be noted that the above work currently focuses primarily on climate risk management and localised responses, and the Group has not yet formulated a climaterelated transition plan. Going forward, the Group will continue to monitor regulatory requirements and industry developments, and will assess and initiate the formulation of a transition plan in a timely manner.

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Climate-related Risk and Opportunity Identification Results

Risk Identification

Risk Type		Time Horizon[1]	Impact on Business Model	Impact on Value Chain	Financial Impact	Likelihood	Response Measures
Physical Risks	Heavy precipitation events such as torrential rain and typhoons	Short-term	Extreme weather can lead to equipment damage, increased risks to employee safety, and disruption to normal project operations.	Disruption to on-site services reduces delivery capacity. The difficulty and cost of insuring high-risk assets may increase, thereby affecting service revenue and customer satisfaction	Current Impact: No impact during the reporting period; Expected Impact: Increased maintenance costs, losses from business interruption, higher insurance premiums, and asset impairment.	Medium	Develop natural disaster contingency plans; regularly inspect and maintain facilities to enhance disaster prevention and resilience capabilities.
	Sustained increase in average temperatures and frequent heatwaves	Medium- to Long-term	Constraints on water and energy use, and rising costs; facing stricter environmental regulatory constraints.	Reduced asset lifespan; long-term instability in resource supply affecting the quality of project services.	Expected Impact: Continuous increase in operating costs (e.g., water and electricity consumption, maintenance expenses) and reduced asset lifespan.	High	Promote innovative water-saving technologies and actively explore the application of renewable energy.
Transition Risks	Policy and Legal	Short- to Medium-term	Stricter regulations on greenhouse gas (GHG) emissions, mandatory disclosure of emissions data, and the implementation of policies such as emissions trading schemes.	Increased compliance costs for our own operations.	Expected Impact: Increased compliance costs (e.g., purchasing emission allowances) and investment in equipment upgrades.	High	Closely monitor policy trends and regulatory changes, and dynamically adjust operational strategies to ensure compliance.
	Technology	Medium-term	In the process of introducing new technologies or equipment, we may encounter issues such as immature technology, equipment failures, and high maintenance costs.	The demand for high-emission goods/services from upstream suppliers is expected to decrease.	Expected Impact: Technological upgrades and equipment replacement create pressure on capital expenditure.	Medium	Need to increase the frequency of equipment replacement and upgrades to ensure stable and efficient operation.
	Market	Medium-term	Market demand is shifting towards green and low-carbon products/services, with clients placing higher expectations on corporate ESG performance.	Potential decline in downstream client contract renewal rate.	Expected Impact: Loss of market share and constrained revenue growth.	Medium	Formulate a green procurement policy to encourage resource consumption reduction across the supply chain.

[1]Definition of Time Horizons: Short-term: within 1 year; Medium-term: 1–5 years; Long-term: over 5 years.

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Opportunity Identification

Type of Opportunity	Time Horizon	Impact on Business Model	Impact on Value Chain	Financial Impact	Response Measures
Resource Efficiency	Short- to Medium-term	Directly reducing the consumption and cost of energy, such as water and electricity, by implementing energy-saving retrofits and refined management of high-energy-consumption equipment within our operations.	Reducing project resource consumption and optimising the efficiency of resource utilisation within the supply chain.	Expected Impact: Directly reducing resource expenditure and increasing project gross profit margins.	Energy-saving technological retrofits were carried out in the domestic water pump room at the West Centre, with the contract stipulating a monthly electricity saving rate of no less than 50%. We have published our Energy Consumption Management Procedures, which set out specific, quantitative energy-saving standards—such as operating temperatures and hours—for major energy-consuming equipment including public lighting, central air conditioning, and swimming pools. These procedures also link energy consumption to budgets and performance assessments.
Products and Services	Medium- to Long-term	Transforming our experience in energy conservation, emissions reduction, waste management, and climate resilience into low-carbon solutions and advisory services for our clients, including government bodies and business parks.	Extending our value chain services to provide clients with end-to-end low-carbon operational support, thereby enhancing client engagement and partnership loyalty.	Expected Impact: Directly reducing energy expenditure and increasing project gross profit margins.	In contributing to the Waste-Free City initiative, we have systematically implemented end-to-end management covering domestic waste sorting and disposal, renovation waste removal, and the professional recycling of hazardous waste. In energy-saving retrofits, we possess project experience spanning from diagnostics and implementation to performance guarantees, such as through energy performance contracting. These practices can be packaged and marketed as a Low-Carbon Park/Building Operations Service solution.
Market and Resilience	Long-term	By deeply integrating climate risk management, such as extreme weather emergency response, into our urban services, we demonstrate reliability and responsibility, enabling us to maintain and secure long-term government and public service contracts.	Strengthening existing client relationships, securing long-term government and public service contracts, and ensuring the stability of our value chain.	Expected Impact: Securing long-term, stable cash flows and enhancing corporate brand value and attractiveness for financing.	We have developed a Specialised Emergency Plan for Severe Weather and conducted practical drills, establishing a mature emergency system with a tiered response and multi-departmental coordination. This enables us to respond effectively to extreme weather, such as freezing rain and snow, ensuring essential urban functions continue without interruption.

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Risk Management

The Group regards the management of climate-related matters as a key component of sustainable development. We have established a systematic management mechanism that covers identification, assessment, and response, aimed at effectively managing risks and seizing transitional opportunities. The Group has not yet prioritised the various types of identified risks.

Risk and Opportunity Identification, Assessment, and Response Process



Guided by the ISSB framework, the Group systematically identifies climate-related physical risks, transition risks, and development opportunities, taking into full account national policies, industry trends, and our operational realities, to effectively address climate challenges and drive a green transition.



We conduct a qualitative assessment of identified climate-related risks and opportunities, systematically analysing their causes, time horizons, financial impacts, nature, and likelihood of occurrence, in order to coordinate short-term actions with medium- to long-term planning and provide a basis for formulating precise response strategies.



Based on our systematic identification and assessment, the Company has formulated targeted management measures and action plans aimed at effectively managing risks, enhancing business resilience, and transforming climate opportunities into specific projects that drive business growth and innovation.

Given that the Group's principal businesses are urban services and property management, extreme weather events such as typhoons, torrential rain, and high temperatures can have varying degrees of impact on the properties we manage. We have therefore developed numerous risk mitigation measures to guard against operational risks.

The Group has formulated Environmental Management Procedures and Regulations for the Management of Hazardous Chemicals, which specify our environmental management organisational structure, specific pollution control measures, and procedures for handling hazardous chemicals. In waste management, we strictly adhere to waste sorting regulations, with all hazardous waste handed over to qualified units for collection and disposal. This approach reduces the likelihood of compounded climate and environmental risks at the source. Concurrently, based on our various specialised climate-related emergency plans, we have established a three-tiered, closed-loop response management system with the Emergency Command Centre at its core. Early warning and monitoring systems enable the timely activation of the appropriate response level; the corresponding command body then centrally dispatches resources and coordinates multiple departments to carry out on-site response and provide comprehensive support. Following each incident, we conduct comprehensive recovery assessments and plan optimisation, thereby achieving a systematic, end-to-end response to climate-related risks. Based on our comprehensive risk management system, the Group's climate-related risks are considered to be within a manageable range and, to date, have not had a material adverse impact on our financial position, operating performance, or cash flows.

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Metrics and Targets

The Group has deeply integrated its response to climate change into our corporate development strategy. Guided by the national goals of carbon peaking and carbon neutrality, we are systematically advancing all aspects of our work on the management and control of greenhouse gas emissions. The Group has established a greenhouse gas (GHG) emissions accounting and disclosure mechanism, through which we periodically calculate and disclose our GHG emissions data. Our accounting scope covers emissions from Scope 1 (direct emissions), Scope 2 (indirect emissions), and Scope 3 (downstream leased assets). Through quantitative management, we accurately track the progress of our emissions reduction efforts, ensuring that our climate actions proceed in synergy with the Company's high-quality development.

The Group uses greenhouse gas emissions intensity as a key metric to set clear targets for the management and control of our carbon emissions. Using 2022 as the baseline year, we plan to reduce the greenhouse gas emissions intensity of our business operations (tonnes of CO_2e per RMB million of revenue) by 3% by 2026. This target is designed to continuously reduce the environmental impact of our business activities, in active response to the requirements of the national carbon peaking and carbon neutrality strategy and green development policies. We assess our performance against our carbon emissions targets annually and, based on the results, revise our emissions management and control targets as appropriate. These management targets and the methodology for setting them have not yet been verified by a third party; an industry decarbonisation pathway methodology has not been adopted, and carbon credits are not used to offset greenhouse gas emissions.

In 2025, the Group's total greenhouse gas (GHG) emissions (Scope 1 and Scope 2) amounted to 16,366.15 tonnes of CO_2e, of which direct GHG emissions (Scope 1) were 1,155.44 tonnes of CO_2e, indirect GHG emissions (Scope 2) were 15,210.71 tonnes of CO_2e, and indirect GHG emissions (Scope 3) were 44,536.44 tonnes of CO_2e.

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Greenhouse Gas Emissions Performanc[2]

Indicator	Unit	2023	2024	2025
Direct GHG Emissions (Scope 1)[3]	Tonnes of CO_2e	1,334.07	1,380.28	1,155.44
Indirect GHG Emissions (Scope 2)[4]	Tonnes of CO_2e	11,185.43	14,557.12	15,210.71
Total GHG emissions (Scope 1 and Scope 2)	Tonnes of CO_2e	12,519.50	15,937.39	16,366.15
GHG emissions per unit of GFA under management	(Tonnes of CO_2e/thousand square metres of GFA under management)	1.1	1.3	1.0
Indirect GHG Emissions (Scope 3) - Downstream Leased Assets[5]	Tonnes of CO_2e	33,374.30	41,569.99	44,536.44

[2]As all of the Group's operational sites are located in Mainland China, all emission factors are referenced from the regional carbon emission factors for China published by the state.

[3]Direct GHG emissions: The Group's petrol/diesel consumption multiplied by the corresponding emission factors; the emission factors are referenced from the China Energy Statistical Yearbook.

[4]Indirect GHG emissions: The Group's purchased electricity consumption multiplied by the corresponding emission factor. As the Group's operational sites are all located in Mainland China, all emission factors adopted are the regional carbon emission factors for China, published by the Ministry of Ecology and Environment. Specifically, the 2023 emission factor references the Notice on Priorities Related to the Management of Corporate Greenhouse Gas Emission Reporting in 2022 from the Ministry of Ecology and Environment; the 2024 emission factor references the Notice on Issuing Carbon Dioxide Emission Factors for Electric Power in 2022 from the Ministry of Ecology and Environment; and the 2025 emission factor references the Notice on Issuing Carbon Dioxide Emission Factors for Electric Power in 2023 from the Ministry of Ecology and Environment.

[5]Emissions from downstream leased assets were calculated based on the total electricity consumption data withheld and paid by us on behalf of the tenants multiplied by the national grid average emission factor. With reference to the Notice on Priorities Related to the Management of Corporate Greenhouse Gas Emission Reporting in 2022, the Notice on Issuing Carbon Dioxide Emission Factors for Electric Power in 2022, and the Notice on Issuing Carbon Dioxide Emission Factors for Electric Power in 2023 issued by the Ministry of Ecology and Environment of the People's Republic of China, the national grid average emissions factor that we have adopted are 0.5703 tons of CO_2e per MWh (for use in 2023), 0.5366 tons of CO_2e per MWh (for use in 2024), and 0.5306 tons of CO_2e per MWh (for use in 2025), respectively.

GREEN PRACTICES AND LOW-CARBON OPERATIONS

RATIONAL UTILISATION OF RESOURCES

The Group upholds the philosophy of green development and strictly complies with relevant laws and regulations, including the Environmental Protection Law of the People's Republic of China and the Energy Conservation Law of the People's Republic of China. Our subsidiaries have also formulated related documents, such as management procedures for project energy consumption, to establish a scientific and comprehensive resource management system. We focus on the efficient use and increased efficiency of key resources like energy and water, employing various methods such as refined management, technological upgrades, and standardisation to reduce resource consumption, improve resource utilisation efficiency, and promote the Group's green and low-carbon operations.

Energy Utilisation

The Group sets its energy conservation targets using energy intensity as a control metric. Taking 2022 as the baseline year, the Group plans to reduce its energy intensity (energy consumption per unit of revenue) by 3% by 2026. This target aims to continuously improve energy efficiency, thereby tangibly reducing resource consumption and environmental impact. We assess the achievement of our energy management indicators annually and revise our energy management targets as appropriate based on the assessment results. The related management targets and the methodology for setting them have not yet been verified by a third party. In its energy management practices, the Group has established a comprehensive management system covering everything from basic metering and statistical analysis to the implementation and assessment of specific energy-saving measures, enabling end-to-end and refined control of energy.

Specific Energy Management Initiatives

Establish a systematic energy consumption metering and ledger management system

- This requires implementing zoned metering for all areas of water and electricity use and establishing a detailed Energy Management Ledger and a Project Facility and Equipment Operation and Control Plan. Meters are managed according to a three-tier classification (A, B, and C) and an energy consumption metering topology map is created to ensure all energy consumption is measurable and traceable. Additionally, strict management procedures for applications, meter installation, and billing are implemented for temporary water and electricity use.

Implement a rigorous process for energy consumption data statistics and analysis

- This stipulates that property service centres must record energy consumption data monthly and complete the statistics, analysis, and compilation of a monthly report by the 5th of the following month. In cases where year-on-year, month-on-month, or budget deviations in energy consumption data exceed 5%, a cause analysis must be conducted and corrective measures taken. The Engineering and Emergency Management Department is required to review project reports monthly and compile a comprehensive energy consumption analysis report quarterly.

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Formulate and implement specific operational requirements for energy saving

- Electricity Management: Public area lighting must use energy-saving lamps with time-based or light-sensitive controls; lighting in underground car parks must be controlled by separate circuits at intervals, with specified illumination rates for different periods; in offices, energy-saving regulations for equipment like computers and air conditioners must be enforced (e.g., summer air conditioning temperature not set below 26°C), and the unauthorised use of high-power electrical appliances is strictly forbidden.
- Management of Major Energy-Consuming Equipment: Specific quantitative standards are set for the operating temperature, running time, water replenishment/replacement frequency, and maintenance cycles of equipment such as central air conditioning, swimming pools, and boilers (e.g., swimming pool water replenishment volume, winter heating temperature range), to achieve refined control.

Implement an assessment mechanism linked to budgets and performance

- Energy consumption management is integrated into the engineering assessment system. In cases where energy costs exceed or fall below the annual budget by a certain percentage (10% or 5%, depending on the project scale), points are deducted from the scores of the project manager and other responsible personnel. The actual energy consumption is then used as the baseline for the following year's budget, thereby strengthening management accountability and cost control.

We have placed standardised signs prompting electricity conservation in prominent locations throughout our projects, including public areas, office spaces, and equipment operation zones. These signs clarify energy-saving standards, reinforce energy conservation awareness among all personnel, and encourage both employees and clients to participate in energy-saving actions.



Energy Conservation Signs

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Energy-Saving Technical Renovation Project for the Domestic Water Pump Room at West Centre

In July 2025, the Group procured and installed a new smart, pressurised, energy-saving water pump and control system for the mid-zone water supply system serving floors 5 to 14 at West Centre, which had been in operation for approximately ten years. This addressed issues with the old equipment, such as ageing, excessive energy consumption, water tank leakage, and high noise levels. This renovation aimed to fully utilise the municipal pipe network pressure and optimise system operating efficiency, achieving a significant energy-saving effect with a monthly electricity saving rate of no less than 50%. While reducing operational electricity consumption and equipment noise, the commissioning of the new system also allowed for the deferral of repairs to the original leaking domestic water tank, thereby saving related engineering costs.



The site of the energy-saving renovation project at the West Centre domestic water pump room

Energy Management Performance

Indicator	Unit	2023	2024	2025
Indirect Energy Consumption	Tce (tonnes of coal equivalent)	/	/	3,523.17
Purchased Electricity	MWh	19,613.23	27,128.43	28,667.00
Direct Energy Consumption	Tce (tonnes of coal equivalent)	/	/	543.90
Gasoline Consumption	Litres	16,994.95	13,825.35	11,041.00
Diesel Consumption	Litres	474,300.11	493,742.56	434,687.00
Comprehensive Energy Consumption[6]	MWh	24,597.80	32,283.53	33,092.55
Energy Consumption Intensity	MWh/thousand square metres of GFA under management	2.08	2.65	1.98

[6]Comprehensive energy consumption is calculated according to the conversion factor in the national standard of China's General Rules for Calculation of the Comprehensive Energy Consumption (GB/T2589-2020).

GREEN PRACTICES AND LOW-CARBON OPERATIONS

We are responsible for metre reading and utility bill collection from the majority of the tenants in our management properties. The table below presents statistics on electricity consumption and energy consumption intensity generated by customers across our property management services and commercial operations services during 2023–2025.

Performance Related to External Tenants

Indicator	Unit	2023	2024	2025
External Tenant Electricity Consumption	MWh	58,520.61	77,469.24	83,936.00
Total Energy Consumption by External Tenants	MWh	58,520.61	77,469.24	83,936.00
Energy Consumption Intensity of External Tenants	MWh/thousand square metres of GFA under management	4.96	6.36	5.03

Water Resource Usage

During the reporting period, the supply of water resources for the Group's various project operations remained stable. We encountered no issues in obtaining suitable water sources, and the water supply fully met the daily operational and project service needs of the business.

The Group places great importance on the rational use and conservation of water resources. We focus on the daily inspection and maintenance of water supply networks and water-using equipment, promptly identifying and repairing any leaks, drips, or breakages to prevent uncontrolled water consumption. We promote the use of water-saving appliances such as water-saving taps and toilets across all projects, and employ water-saving irrigation methods like drip and micro-irrigation to reduce basic water consumption. For non-productive water facilities such as water features, fountains, and artificial lakes, we have established strict standards for start/stop times and water volume control (in principle, fountains are not operated on non-holidays) to reduce unnecessary water consumption. Additionally, we have placed water conservation reminder signs in prominent locations in all water-use areas to guide employees and clients in developing water-saving awareness and to encourage their joint participation in water resource protection.



Water Conservation Signs

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Water Resource Management Performance

The water consumption from the Group's own operations is detailed as follows:

Indicator	Unit	2023	2024	2025
Water Consumption from Own Operations	Cubic metres	1,046.888	983,745	919,500
Water Consumption Intensity from Own Operations	Cubic metres/thousand square metres of GFA under management	88.4	80.8	55.12

The water consumption of the Group's tenants is detailed as follows:

Indicator	Unit	2023	2024	2025
Water Consumption by External Tenants	Cubic metres	557,169	724,845	771,700
Water Consumption Intensity of External Tenants	Cubic metres/square metres of GFA under management	0.05	0.06	0.05

In terms of water consumption, we use water intensity as a control metric to set our water resource management targets. We plan to reduce water intensity (per unit of revenue) by 5% by 2026, taking 2022 as the baseline year. This target aims to facilitate our efforts to improve water resource utilisation efficiency and promote the conservation and protection of water resources. We assess the achievement of our water resource management indicators annually and revise our water resource management targets as appropriate based on the assessment results. The related management targets and the methodology for setting them have not yet been verified by a third party.

EMISSIONS MANAGEMENT

The Group strictly complies with relevant laws and regulations, such as the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, the Regulations on the Administration of City Appearance and Environmental Sanitation, and the Changsha Municipal Domestic Waste Management Regulations. We consider waste management a core component of our corporate environmental management, having established a comprehensive management and control system for waste. Our focus is on the reduction, segregation, disposal, and recycling of solid waste. We also require our partners, tenants, and other relevant parties to participate in our waste reduction programmes, to achieve standardised and environmentally friendly waste management.

The Group has set non-hazardous waste management targets using non-hazardous waste intensity as a key performance indicator. Taking 2023 as the baseline year, we plan to reduce our operational non-hazardous waste intensity (tonnes/RMB million in revenue) by 7% by 2027. This target aims to promote waste minimisation and standardised management, thereby reducing the ecological and environmental impact of our operations. We assess the achievement of our non-hazardous waste management indicators annually and revise the management targets as appropriate based on the assessment results. The related management targets and the methodology for setting them have not yet been verified by a third party.

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Non-hazardous Waste Management

The Group has established a standardised daily operational management system for non-hazardous waste, implementing standardised control throughout the entire process, from source collection and segregation to transfer and disposal. At the source, we have defined clear waste segregation standards, guiding our employees and customers to segregate their waste for disposal. During the collection stage, waste is collected separately and stored at designated points. For the transfer and disposal stage, we partner with qualified units to ensure the timely, orderly, and compliant clearance and disposal of non-hazardous waste, thereby maintaining environmental sanitation in our service areas.

Hazardous Waste Management

For hazardous or special waste, such as waste oil from vehicle maintenance and medical waste, the Group strictly implements a closed-loop management process of "collection and disposal by specialised units". We strictly prohibit any form of self-treatment or co-disposal with other waste. Hazardous waste is managed by dedicated personnel, stored in specialised containers, and transported via designated routes. We partner with professional recycling units that hold the appropriate processing qualifications to ensure the safe and compliant disposal of hazardous waste throughout the entire process, preventing environmental pollution and risks to human health.

In 2025, to further strengthen solid waste management and enhance its effectiveness, the Group focused on implementing five key measures, all of which have clearly defined implementation timelines, responsible departments, and assessment criteria.



- All projects must strictly implement the regular clearance and segregated disposal of domestic waste generated at business premises. Waste collection stations are to be cleaned to ensure waste is collected and cleared on a daily basis, and bins in public areas are to be disinfected, to properly manage waste collection and management at the source.
- For hazardous or special waste, such as waste oil from vehicle maintenance and medical waste, the process of collection and disposal by specialised units must be strictly enforced. A dedicated ledger must be established to record the entire disposal process in detail, ensuring compliant and safe handling to prevent environmental pollution.
- As part of the initiative to control cooking fume pollution, we must urge catering businesses to install and regularly clean their fume purification systems. This ensures that cooking fumes and grease are collected and cleaned in a standardised manner, effectively reducing the discharge of specific waste (grease waste). Concurrently, during the supervision of renovation and construction sites, we must emphasise the clearance of renovation debris and promote the standardised disposal of construction waste.
- We organised projects to clean up litter in water bodies, remove illegal fly-posting, and clean drainage ditches and septic tanks. This would directly reduce mixed refuse and settled waste in the environment, contributing to the urban environmental improvement efforts as part of the Waste-Free City initiative.
- In line with the characteristics of the year-end period, we used various methods across our service projects (including residential communities, office buildings, and car parks), such as posting signs, hanging banners, and using electronic screens and notice boards, to actively promote the ban on setting off fireworks and firecrackers. This would reduce waste and air pollution generated from fireworks and firecrackers at the source.

GREEN PRACTICES AND LOW-CARBON OPERATIONS

Non-hazardous Waste Management Performance

Indicator	Unit	2023	2024	2025
Total Non-hazardous Waste	Tonnes	73,680.00	79,412.00	80,460.00
Non-hazardous Waste Intensity	Tonnes/thousand square metres of GFA under management	6.22	6.52	4.82

In 2025, the Group continued to enhance its green operational management. By comprehensively promoting the use of rechargeable batteries, we have significantly reduced the generation of discarded batteries at the source. Simultaneously, we have actively promoted digital office and paperless processes, substantially reducing the frequency of printer use and thereby effectively decreasing the generation of used ink cartridges. Given that the generation of these two types of waste has been reduced at the source through the aforementioned management measures, discarded batteries and used ink cartridges were not included in this year's waste emission performance statistics.

Hazardous Waste Management Performance

Indicator	Unit	2024	2025
Total Hazardous Waste	kg	11,457.10	6,952.60
- Used ink cartridges	kg	28.40	-
- Discarded batteries	kg	174.50	-
- Spent light tubes	kg	8,303.00	2,360.10
- Paint	kg	1,415.00	3,272.50
- Spray paint	kg	106.20	686.00
- Diluent	kg	1,430.00	634.00
Hazardous waste intensity	kg/thousand square metres of GFA under management	0.90	0.42

ESG REPORTING CONTENT INDEX

Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited – Appendix C2: ESG Reporting Code

Aspect	Content	Section in the report
Part B: Mandatory Disclosure Requirements		
/	Statement of The Board of Directors	Statement of The Board of Directors
	Reporting Principles	About This Report
	Reporting Boundary	About This Report
Part C: "Comply or Explain" Provisions		
A1 Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Green Practices and Low-carbon Operations
	A1.1 The types of emissions and respective emissions data.	Green Practices and Low-carbon Operations
	A1.3 Total hazardous waste produced (in tonnes) and, where applicable, intensity (e.g. per unit of production volume, per facility).	Green Practices and Low-carbon Operations
	A1.4 Total non-hazardous waste produced (in tonnes) and, where applicable, intensity (e.g. per unit of production volume, per facility).	Green Practices and Low-carbon Operations
	A1.5 Description of emissions target(s) set and steps taken to achieve them.	Green Practices and Low-carbon Operations
	A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Green Practices and Low-carbon Operations
A2 Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Green Practices and Low-carbon Operations
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in'000s) and intensity (e.g. per unit of production volume, per facility).	Green Practices and Low-carbon Operations
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Green Practices and Low-carbon Operations
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Green Practices and Low-carbon Operations
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Green Practices and Low-carbon Operations
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A

ESG REPORTING CONTENT INDEX

Aspect	Content	Section in the report
A3 The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	Green Practices and Low-carbon Operations
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Practices and Low-carbon Operations
B1 Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Combining Strengths and Putting People First
	B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Combining Strengths and Putting People First
	B1.2 Employee turnover rate by gender, age group and geographical region.	Combining Strengths and Putting People First
B2 Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Combining Strengths and Putting People First
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Combining Strengths and Putting People First
	B2.2 Number of lost workdays due to work-related injuries	Combining Strengths and Putting People First
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Combining Strengths and Putting People First
B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid for by the employer.	Combining Strengths and Putting People First
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management, etc.).	Combining Strengths and Putting People First
	B3.2 The average training hours completed per employee by gender and employee category.	Combining Strengths and Putting People First
B4 Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Combining Strengths and Putting People First
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	Combining Strengths and Putting People First
	B4.2 Description of steps taken to eliminate such practices when discovered.	Combining Strengths and Putting People First

ESG REPORTING CONTENT INDEX

Aspect	Content		Section in the report
B5 Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.		Governance In Compliance with Laws and Integrity-Based Operations
	B5.1 Number of suppliers by geographical region.		Governance In Compliance with Laws and Integrity-Based Operations
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.		Governance In Compliance with Laws and Integrity-Based Operations
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.		Governance In Compliance with Laws and Integrity-Based Operations
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.		Governance In Compliance with Laws and Integrity-Based Operations
B6 Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		Providing Exceptional Service and Cultivating a Culture of Care
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Considering the nature of the Company's business, KPIs B6.1, B6.3, and B6.4 are not applicable.	/
	B6.2 Number of products and service related complaints received and how they are dealt with.		Providing Exceptional Service and Cultivating a Culture of Care
	B6.3 Description of practices relating to observing and protecting intellectual property rights.		/
	B6.4 Description of quality assurance process and recall procedures.		/
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.		Governance In Compliance with Laws and Integrity-Based Operations
B7 Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		Governance In Compliance with Laws and Integrity-Based Operations
	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.		Governance In Compliance with Laws and Integrity-Based Operations
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.		Governance In Compliance with Laws and Integrity-Based Operations
	B7.3 Description of anti-corruption training provided to directors and staff.		Governance In Compliance with Laws and Integrity-Based Operations
B8 Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		Providing Exceptional Service and Cultivating a Culture of Care
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).		Providing Exceptional Service and Cultivating a Culture of Care
	B8.2 Resources contributed (e.g. money or time) to the focus areas.		Providing Exceptional Service and Cultivating a Culture of Care

ESG REPORTING CONTENT INDEX

Aspect	Content		Section in the report
Part D: Climate-related Disclosures			
D-I Governance	Information on the governance body (which may be the board, a committee or an equivalent governance body) or individual responsible for overseeing climate-related risks and opportunities.	Given that the quantification methods, data foundations, and analytical tools for climate-related financial impacts are still in the early stages of development within the industry, for indicators requiring quantitative information—such as Financial Position, Financial Performance and Cash Flows, Climate Resilience, Climate-related Transition Risks, Climate-related Physical Risks, Climate-related Opportunities, Capital Deployment, Internal Carbon Pricing, Remuneration, and Industry Metrics—the Company is currently starting with qualitative analysis and is actively exploring the establishment of relevant quantitative assessment capabilities. In the future, as internal and external conditions mature, we will continue to refine and progressively increase quantitative disclosures on the aforementioned climate-related financial impacts and performance indicators.	Green Practices and Low-carbon Operations
	Management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities.		Green Practices and Low-carbon Operations
D-II Strategy	Climate-related risks and opportunities		Green Practices and Low-carbon Operations
	Business model and value chain		Green Practices and Low-carbon Operations
	Strategy and decision-making		Green Practices and Low-carbon Operations
	Financial position, financial performance and cash flows		/
	Climate resilience		/
D-III Risk Management	The issuer's processes and related policies for identifying, assessing, and prioritising and monitoring climate-related risks.		Green Practices and Low-carbon Operations
D-IV Metrics and Targets	Greenhouse Gas Emissions The issuer must disclose the absolute total GHG emissions (in metric tonnes of CO2e) during the reporting period, broken down into: (a) Scope 1 GHG emissions; (b) Scope 2 GHG emissions; and (c) Scope 3 GHG emissions.		Green Practices and Low-carbon Operations
	Climate-related transition risks		Green Practices and Low-carbon Operations
	Climate-related physical risks		Green Practices and Low-carbon Operations
	Climate-related opportunities		Green Practices and Low-carbon Operations
	Capital deployment		/
	Internal carbon pricing		/
	Remuneration		/
	Industry metrics		/
	Climate-related targets		Green Practices and Low-carbon Operations

COMMENTS AND FEEDBACK

Dear Readers,

We hope everything is going well. Thank you for reading this report. To continuously improve the Group's sustainability management, we sincerely hope to listen to your valuable opinions and suggestions. Please help us by completing this page and returning your feedback in the following ways:

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1. Your general evaluation of this report:

☐ Excellent ☐ Good ☐ Average

2. What do you think about the clarity, accuracy and completeness of the information and data disclosed in this report?

☐ Good ☐ Average ☐ Low

3. What do you think of this report's presentation of the Group's impact on the society and environment?

☐ Good ☐ Average ☐ Not satisfying

4. What do you think about the Group's performance in safeguarding stakeholder interests?

☐ Excellent ☐ Good ☐ Average

5. Your opinions and suggestions on the Group's sustainability management:

Note: Please place a √ in the appropriate box ☐ .


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HOLLWIN