融创服务

2025

Environmental, Social and Governance (ESG) Report

融創服務控股有限公司
SUNAC SERVICES HOLDINGS LIMITED
（於開曼群島註冊成立的有限責任公司）
(INCORPORATED IN THE CAYMAN ISLANDS WITH LIMITED LIABILITY)

STOCK CODE 股份代號： 01516.HK

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ABOUT THE REPORT

Sunac Services Holdings Limited (the "Company" or "Sunac Services", together with its subsidiaries, the "Group" or "we"), based on the identification of key stakeholders and the relevant environmental, social and governance ("ESG") issues they concern, has prepared and published this ESG report for 2025, for the purpose of disclosing the management status and performance of the Group in the ESG aspects during 2025.

REPORTING STANDARDS

This report has been prepared in accordance with the *"Environmental, Social and Governance Reporting Code"* (the "ESG Code") set out in Appendix C2 to the Rules Governing the Listing of Securities (the "Listing Rules") on The Stock Exchange of Hong Kong Limited (the "Stock Exchange"), by reference to the *Sustainability Reporting Standards* (the "GRI Standards") issued by the Global Reporting Initiatives and the United Nations Sustainable Development Goals (the "UN SDGs").

REPORTING PRINCIPLES

This report followed the principles of materiality, quantitative, consistency and balance.

01 "Materiality":

We prioritised the ESG issues of concern to our stakeholders and responded to them in this report according to their level of importance, as described in the section headed "STAKEHOLDER COMMUNICATION" and "MATERIALITY ISSUE ASSESSMENT" of this report.

02 "Quantitative":

The Group's environmental and social KPIs are presented in quantitative terms to facilitate the assessment and validation of the KPIs in this report. In addition, the quantitative criteria, methods, assumptions and/or calculation tools for the KPIs, and the sources of conversion coefficients used, are described in the appropriate places.

03 "Consistency":

We have adopted a consistent approach to statistical disclosure as in previous years, and where there are changes, these have been noted where appropriate so that the information in this report can be meaningfully compared in the future.

04 "Balance":

This report provides an objective, fair and balanced view of the Group's ESG performance.

SCOPE OF THE REPORT

The scope of this report covers the year 2025 (from 1 January 2025 to 31 December 2025) (the "Reporting Period"). Except where there are specific explanations for individual data, the disclosure scope of this report covers the overall business scope of the Group.

REPORT ACCESS AND FEEDBACK

The electronic version of this report can be browsed and downloaded from the website of the Stock Exchange (www.hkexnews.hk) and the Company's website (www.sunacservice.com). If you have any comments or suggestions on the Company's ESG report, please feel free to send an email to ir@sunacwy.com.cn.



ABOUT THE COMPANY

COMPANY PROFILE

The Group was established in 2004 and listed on the Main Board of the Stock Exchange in November 2020 (Stock Code: 1516.HK). As an Executive Director Unit of the China Property Management Institute, the Group has received numerous accolades, including Top 1 of 2025 China Leading Enterprises in terms of High-end Property Management Services, Top 3 of 2025 Chinese Leading Smart City Service Enterprises, Top 3 of 2025 Chinese Property Service Enterprises with High Customer Satisfaction, Top 5 of 2025 Top 100 Chinese Property Service Enterprises with Service Capability.

Guided by the service philosophy of "Striving for Perfection, Pursuing Elegance" since its establishment, the Group provides comprehensive, high-quality services to clients and is committed to becoming the "Preferred Premium Service Brand in China". Focusing on mid-to-high-end properties in core cities, the Group pursues a high-quality development strategy with two core business segments: property management and commercial operation integrated services, and has gradually established a leading position in the industry.

HISTORY OF DEVELOPMENT

2004 Establish Sunac Services

2004-2014

Gradually penetrate into the first-and second-tier core cities

2015 Centralised independent management

2015-2018

- Consolidate foundation
- Improve service capabilities
- Develop an image of high quality service provider

2019 Step into a new market-oriented development stage

2020

- Listed on the Stock Exchange
- Diversified business operation

2022 Become one of the official suppliers for the 19th Asian Games in Hangzhou



ESG RATING

Rated by multiple international ESG institutions

Ranked among the top in the industry

MSCI ESG RATINGS BBB

SUSTAINALYTICS 風險評級：低風險

S&P Global

HONORS AWARDED

The Group continues to innovate service content and models and expand the scope of service under a service-oriented approach. The high quality service enables it to be highly recognised by the market and customers with a numbers of honors awarded.

In 2025, the Group received a total of around 300 awards from industry organizations, local governments, housing and construction authorities at various levels, housing and property associations at various levels and mainstream media, etc. Some of the awards are listed below:

Awards	Issued by
Environmental, Social and Governance	
2025 Best ESG Practices for Listed Property Enterprises in China	China Property Management Think Tank
2025 Chinese Property Management Companies with Leading Social Responsibility Contributions	CRIC Property Management
Top 1 of 2025 China Property Management Best Employer	CRIC Property Management
2025 China Property Management Low-carbon Operations Leader	CRIC Property Management
Top 5 of 2025 Outstanding Property Management Companies in terms of Management Capabilities	Guandian Index Academy
Top 7 of 2025 Property Management Service Enterprises with Exceptional Performance in Innovation Capability	Guandian Index Academy
Comprehensive	
Top 1 of 2025 China Leading Enterprises in terms of High-end Property Management Services	China Index Academy
Top 5 of 2025 Top 100 Chinese Property Service Enterprises with Service Capability	CRIC Property Management
Top 7 of 2025 Top 100 Chinese Property Service Enterprises with Comprehensive Strength	China Property Management Think Tank
Top 5 of 2025 China Property Management Companies in terms of Comprehensive Strength	EH Property Management Service Research Institute
Top 7 of 2025 Top 100 China Property Management Companies	China Index Academy
Top 3 of 2025 Chinese Property Service Enterprises with High Customer Satisfaction	CRIC Property Management
Top 3 of 2025 Chinese Property Service Enterprises with Leading Service Quality	China Index Academy
Top 4 of 2025 Property Service	EH Property Management Service Research Institute
Comprehensive	
2025 China Property Service Enterprises with Featured Brand: Preferred Brands for Quality Service in China	China Index Academy
Top 8 of 2025 China's Top 500 Property Management Enterprises by Comprehensive Strength	CRIC Property Management
2025 China's Leading Enterprises in Quality Property Management	CRIC Property Management
Top 5 of 2025 China's Outstanding Property Management Enterprises with Exceptional Real Estate Value Preservation Capability	CRIC Property Management
2025 China's Top 100 Property Management Enterprises with High-Quality Service Capability	China Property Management Think Tank
Services	
Top 3 of 2025 Property Service Enterprises with Excellent Service Capability	Guandian Index Academy
Top 2 of 2025 China's Enterprises with High-End Property Management Service Capability	CRIC Property Management
Top 3 of 2025 Chinese Residential Property Service Capability Enterprises	CRIC Property Management
Top 2 of 2025 Outstanding Chinese Hospital Property Management Service Enterprises	CRIC Property Management
2025 China's High-Quality Service System for Property Management Enterprises: Guixinliyu	CRIC Property Management
2025 Chinese Pioneer Enterprises in FM (Facility Management)	China Property Management Think Tank
Top 6 of 2025 Outstanding Performance in Urban Services by Property Management Enterprises	Guandian Index Academy
2025 Chinese Leading Office Building Property Service Enterprises	CRIC Property Management
2025 East China's Leading Enterprises in Community Operation with Outstanding Service Capability	CRIC Property Management
2025 East China's Leading Enterprises in Hospital Property Management with Outstanding Service Capability	CRIC Property Management
2025 China's Benchmark Sample Enterprises for Commercial Center Property Management Services	EH Property Management Service Research Institute
2025 China's Benchmark Sample Enterprises for Office Property Management Services	EH Property Management Service Research Institute
2025 China's Benchmark Sample Enterprises for Industrial Park Property Management Services	EH Property Management Service Research Institute
Top 2 of 2025 Outstanding Chinese Hospital Property Management Service Enterprises	China Index Academy
Brand	
Top 5 of 2025 Property Service Enterprises with Excellent Performance in Brand Value	Guandian Index Academy
2025 China's Top 100 Property Enterprises with Influential Brand	China Property Management Think Tank
2025 "Excellent Property & Service" Innovation Case (Industry-University-Research): Sunac Services iSunny Community Building	China Construction Education Association
2025 Chinese property management characteristic service brand enterprises: iSunny Community Building Distinctive Brand	China Property Management Think Tank
2025 China's Distinctive Brand Property Management Enterprise: iSunny Community Building	CRIC Property Management
Technology	
2025 Chinese Leading Enterprises in Smart Property Service within the Property Industry	China Property Management Think Tank
Top 3 of 2025 Chinese Leading Smart City Service Enterprises	China Index Academy
Top 5 of 2025 Chinese Property Enterprises by Digital Capability	CRIC Property Management

CERTIFICATES OBTAINED


SA 8000:2014
Certification on Social Accountability Management System


ISO 14001:2015
Certification on Environmental Management System


ISO 9001:2015
Certification on Quality Management System


ISO 50001:2018
Certification on Energy Management System


ISO 41001:2018
Certification on Facility Management System Certification


ISO 45001:2018
Certification on Occupational Health and Safety Management System


ISO 37001:2016
Certification on International Anti-Bribery Management System

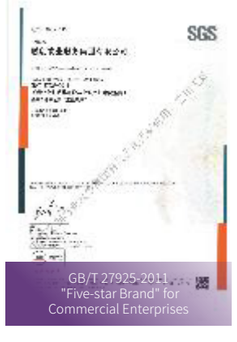

ISO/IEC 27001:2013
Information Security Management System Certification


ISO/IEC 20000-1:2018
Certification on Information Technology Service Management System


GB/T 35770-2022
Certificate on Compliance Management System


GB/T 20647.9-2006
"Five-star" Property Services


GB/T 27922-2011
"Five-star" After-Sales Service for Commodities


GB/T 27925-2011
"Five-star Brand" for Commercial Enterprises


GB/T 19095-2019
"Eight-star" for Service Capability of Domestic Waste Sorting


"AAA" in Certificate of Enterprise Credit Rating

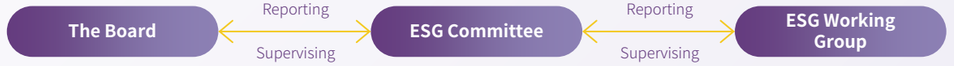

"AAA" in Enterprise Credit Rating Certification

ESG MANAGEMENT

THE BOARD'S STATEMENT

The Company places significant importance on ESG management and development. The Company establishes a top-down governance system and are continually enhancing ESG management efforts in alignment with societal and industry sustainability requirements, as well as relevant regulations set forth by regulators.

- **The Board:** Board of Directors is responsible for the Group's overall ESG governance and holds full accountability for ESG strategy and reporting. Board of Directors delegates authority to the Environmental, Social, and Governance Committee (the "ESG Committee") who assists the board of directors of the Company (the "Board") in meeting its responsibilities and supervising the progress of specific areas within the Group's business operations and sustainability efforts. Specifically, the Board authorizes the ESG Committee to formulate ESG and climate-related management goals, strategies, policies, and guidelines for the Group, as well as monitors and reviews the Group's ESG performance and progress toward these goals. Furthermore, the Board reviews the ESG governance structure and strategy of the Group, and ensures the establishment of effective ESG risk management and internal monitoring systems. The Board also identifies and evaluates ESG-related risks and opportunities that could impact the Company's operations, and reviews and approves ESG reports.
- **ESG Committee:** The ESG Committee formulates the Group's ESG-related goals, strategies, policies, and implementation paths; reviews and supervises the goals and implementation of the Group's ESG-related work, and evaluates the work performance; identifies and assesses ESG- related risks and opportunities that have an impact on the Group's operations; reviews the Group's external disclosures of ESG- related information, including the annual ESG report and externally disclosed ESG-related policies; reports to the Board on the above matters in a timely manner and put forward suggestions to enhance the Group's ESG performance.
- **ESG Working Group:** The ESG Working Group executes the relevant resolutions of the Board and the ESG committee; which is responsible for discussing and formulating the ESG targets and working plans for relevant departments on ESG based on the ESG strategies and policies; carrying out key work based on the ESG targets and working plans and supervising the achievement of targets; carrying out ESG report data collection and preparation; publicizing and implementing the Company's ESG Concepts, strategies and measures in daily operation management.



The Group conducts the assessment, prioritization and management of material ESG issues each year based on the results of stakeholder communication, etc. to continuously improve the Group's material ESG issues and clarify the focus of ESG management. The Board has participated in the assessment process of ESG issues. For details on the material ESG issues management process, please refer to the sections headed "Stakeholder Communication" and "Materiality Issue Assessment" in this report.

The Group attaches importance to the significant impact that ESG risks and opportunities may have on the Group and incorporates them into its risk management system. The process of identifying, assessing and responding to ESG-related risks and opportunities led by the Board.

The Group has established environmental targets associated with its business operations. The Board regularly reviews the achievement and progress of the environmental targets. Further information on the ESG environmental targets is set out in the section headed "Environmental Protection and Green Operation" in this report.

ESG PHILOSOPHY

Chapter	Key actions and performance in 2025	SDGs
STANDARD GOVERNANCE AND COMPLIANT OPERATIONS	• The Group improved corporate governance, corporate management, and risk management. The Group continually maintained the Board independence and diversity , with female directors comprising **38%** of the Board, to ensure a balanced mix of experience and skills among board members. • The Group upheld standardized information disclosure and maintained effective communication with investors, while considering the necessity for reasonable shareholder returns. • The Group strengthened integrity building and raised integrity compliance awareness. The integrity training involved all employees and Directors, with a cumulative training duration of nearly **50,000** hours. **100%** of employees and suppliers signed integrity agreements.	
COMMITMENT TO EXCELLENCE AND BEAUTY AND QUALITY SERVICES	• The Group remained customer-centric and took multiple measures to optimize service standards, improved employees' professional qualities, and maintained and enhanced the high quality of services. • The Group prioritized customer demands and established diverse communication channels that ensured a **100%** response rate to customer complaints. • The Group consistently upgraded security management measures and emphasized the protection of customer information and privacy. • The Group ensured the systematicity, standardization, and effectiveness of the supplier management system, paying particular attention to their environmental and social performance.	
HARMONIOUS COMMUNITY AND WARM SOCIETY	• The Group established multi-party joint governance mechanisms to encourage community residents' participation in grassroots governance. The Group created **13** joint development councils. • The Group hosted the first “i Sunny Community Development Conference” to share the original aspiration and practical insights of community development, inspiring community vitality, and continuously build a community of shared consultation, construction, and benefits. • The Group fulfilled corporate social responsibility through diverse initiatives such as volunteer services, fun classes, clothing recycling, and special donations, encouraging wider homeowner participation in community welfare efforts.	
PUTTING PEOPLE FIRST, CO-COMMITMENT AND CO-ACHIEVEMENT	• The Group cultivated a diverse talent pool, created an environment that is anti-discriminatory, diversified and inclusive, female employees constituted nearly **40%** of the workforce. • In 2025, the Group organized over **20,000** employee activities to enhance employee happiness and satisfaction; the Group conducted over **1,780** training sessions and assisted **3,489** employees in obtaining relevant vocational skill certificates, thus paving the way for employee growth.	
ENVIRONMENTAL PROTECTION AND GREEN OPERATION	• The Group actively practiced the concept of sustainability through concrete actions, and addressed all aspects of greenness, covering climate change governance, resource management, emissions management, and biodiversity conservation. • In 2025, the water consumption and GHG emissions (Scope 1) decreased year-over-year.	

STAKEHOLDER COMMUNICATION

IDENTIFYING AND COMMUNICATIONS WITH STAKEHOLDERS

The Group attaches importance to communications with stakeholders. The Group has established normalized and multi-channel communication mechanisms to identify their ESG concerns and actively respond to them. The major stakeholders identified and the major communication channels of the Group are as follows:

Category of stakeholders	Expectations and demands	Major communication channels
Shareholders and investors	• Financial results and profitability • Investor return • Interest protection • Information transparency • Compliance operations and integrity development • Risk management • Pay attention to climate change risk	• Results release • Information disclosure • General meetings • Investor forums • Investor hotline & email
Customers/property owners	• High-quality products and services • Customer satisfaction • Customer information security and privacy protection • Establish a co-governance mechanism	• Customer service center • WeChat official account • Sunac Livable Community App/mini program • Customer satisfaction survey • Service request hotline and complaint hotline • Community
Employees	• Employees interest protections • Occupational health and safety • Remuneration and benefits • Employees development and training • Staff caring	• Working conference, internal communication and exchange of opinions • Internal and external training activities • Employees care activities • Employees satisfaction survey • Corporate culture promotion
Suppliers and partners	• Cooperate for win-win achievement • Fair competition • Promote business development • Supply chain risk management	• Daily tendering • Procurement communication • Cooperation negotiations • Supplier audit and evaluation • Supplier enablement and collaboration • On-site investigation and inspection
Government and regulators	• Legal and compliant operation • Tax payment by laws • Response to and implementation of policies	• Policy implementation • Daily communication • Working conference • Information disclosure • Accept supervision
Public welfare organisations and the public	• Rural Revitalization • Carry out community public welfare and charitable activities • Conserve resources and protect the environment • Address climate change	• Community welfare and volunteering service • Projects such as Rongyou Future Project • Dissemination of the concept of sustainable development • Energy-saving renovation and optimization of management measures

MATERIALITY ASSESSMENT

The Group is well aware that feedback and suggestions from various stakeholders have a significant impact on its development. In 2025, the Group continued to analyse and adjust major issues in accordance with the three steps of "identification-assessment-confirmation", and draw a materiality matrix 2025. The materiality assessment steps are as follows:

Identification	Based on the specific requirements and recommendations of the ESG Codes, GRI standards, and UN SDGs, as well as national policies and industry-related ESG trends, combined with its own reality, the Group comprehensively reviewed and sorted out the material ESG issues and the concerns of various stakeholders, benchmarked against domestic and foreign peers, and monitored relevant media coverage, identifying 17 ESG important issues.
Assessment	Based on previous stakeholder survey results and in accordance with ESG rating requirements in the capital market, the Group evaluated material issues.
Confirmation	The Group analysed and ranked issues from the two dimensions of "importance to the Group's sustainability" and "importance to stakeholders", prepared the 2025 ESG materiality matrix, and disclosed material issues in the report.

Importance	Issue	Rank
Highly important	Product and Service Quality	1
	Customer Satisfaction	2
	Joint Community Governance and Development	3
	Compliant Operation	4
	Risk Management	5
	Employee Development and Training	6
	Employee Health and Safety	7
	Business Ethics	8
	Supplier Management	9
	Information Security and Privacy Protection	10
	Employee Rights and Welfare	11
Moderately Important	Public Welfare and Charity	12
	Addressing Climate Change	13
	Diversity, Equality, and Inclusiveness	14
	Resource and Energy Management	15
	Green Property Management and Operation	16
Generally important	Waste Management	17

The results of the materiality assessment are as follows:



- STANDARD GOVERNANCE AND COMPLIANT OPERATIONS
- COMMITMENT TO EXCELLENCE AND BEAUTY AND QUALITY SERVICES
- HARMONIOUS COMMUNITY AND WARM SOCIETY
- PUTTING PEOPLE FIRST, CO-COMMITMENT AND CO-ACHIEVEMENT
- ENVIRONMENTAL PROTECTION AND GREEN OPERATION

01

STANDARD GOVERNANCE AND COMPLIANT OPERATIONS

- CORPORATE GOVERNANCE
- RISK MANAGEMENT
- BUSINESS ETHICS AND ANTI-CORRUPTION, ANTI-BRIBERY
- INTELLECTUAL PROPERTY PROTECTION
- PUBLICITY AND ADVERTISING MANAGEMENT

CORPORATE GOVERNANCE

CORPORATE GOVERNANCE SYSTEM

The Company attaches importance to the importance of good corporate governance and the benefits it brings. The Company strictly complies with relevant regulations such as laws, regulations and the relevant provisions of the Listing Rules and actively enhances its corporate governance and corporate management to facilitate its compliance, sound and quality development.

The Company establishes a corporate governance structure consisting of shareholders' meeting and the Board. The shareholders' meeting is the highest authority of the Company, and all shareholders exercise their powers lawfully. The board of directors is the permanent body for the Company's business decision-making, which is responsible for fulfilling its corporate governance responsibilities and assumes the responsibility for leading and monitoring the Company, overseeing and approving the Company's strategic development objectives, major decisions in its operations and financial performance. The Board has also established a number of Board Committees, including the Audit Committee, the Remuneration Committee, the Nomination Committee and the ESG Committee, all of which perform their specific duties in accordance with their respective terms of reference, continuously improve the level of corporate governance.

The Company values its development of diversity within the Board and takes a diverse perspective when nominating and appointing the Directors, including but not limited to the candidates' skills, knowledge, professional experience and qualifications, cultural and educational background, age, gender and the potential contribution we are expected to bring to the Board, in order to better suit the needs and development of the Company. Currently, the Board comprises eight Directors, including two executive Directors, three non-executive Directors and three independent non-executive Directors, and including three female Directors. Each of the Directors possesses a wide range of skills, knowledge, professional experience and qualifications and has sufficient diversity to meet the Company's corporate governance and business development needs.

This year

Board meetings

6 sessions

Board Committees meetings

8 sessions

The percentage of female Directors

38%

The Board has established mechanisms, ensuring that the independent perspectives and opinions of each Director are relayed to the Board to bolster the objectivity and effectiveness of decision-making processes, mainly including:

- All Directors are encouraged to freely express their independent views and offer constructive inquiries at the Board/Committee meetings;
- External independent professional advice is available to individual Directors upon request;
- The Chairman of the Board meets with the independent non-executive Directors annually in the absence of the executive Directors and non-executive Directors.

INFORMATION DISCLOSURE AND INVESTOR RELATIONS

The Company attaches importance to regulated information disclosure and good communication with investors, and facilitates shareholders, investors, and other stakeholders to receive timely, accurate, and comprehensive information that may have substantial impacts on their decisions.

The Company discloses information in a timely, accurate, truthful, complete and fair manner in accordance with the Listing Rules and other applicable laws and regulations, publishes information on the website of the Stock Exchange (www.hkexnews.hk) and the Company's website (www.sunacservice.com), and sends relevant documents to shareholders based on their selected method and language version for receiving the Company's corporate communications to enable shareholders of the Company, investors and the public to be fully updated with the material matters relating to the Company's operation and development and thus to make informed decisions and fully safeguard the legitimate rights and interests of the shareholders of the Company.

The Company has established various communication channels to ensure good interactive communication with investors through various means such as telephone calls, emails, results presentations, securities company exchange summits and non-transactional roadshow to convey the information relating to its operation and to enhance investors' understanding of the Company and industry.

This year

Investor institutions	Investor meetings	General meeting
140+	90+	2

SHAREHOLDER RETURN

The Company prioritises reasonable investment returns for investors and has established a dividend policy aimed at providing stable and sustainable dividends to shareholders, which is supported by the Group's profits, while ensuring that sufficient financial resources are retained to facilitate the business growth.



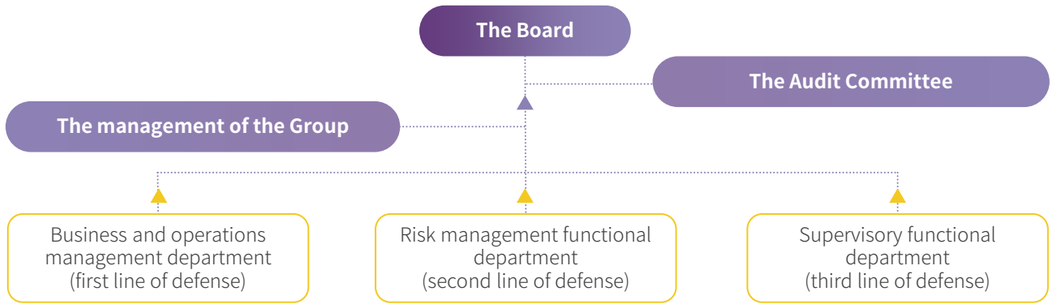
RISK MANAGEMENT

The Group has combined the industry standards with the Company's practices, and established a risk management system with clear authority and responsibilities and well-developed functions. It continuously enhances the risk management capabilities and independent internal controls on an ongoing basis to optimise the governance environment and improve management standards.

RISK MANAGEMENT ARCHITECTURE

The Group has established a risk management framework led by the Board, in which the management assists the board in identifying and assessing risk elements of various business systems while business departments, operations management departments, risk management functional departments, and supervisory functional departments implement risk management policies and procedures to provide reasonable guarantees for the Company's business development.

The risk management architecture of our Group is as follows:



Business and operations management department (first line of defense): Strictly comply with process specifications during business operations and daily operations to reduce operational risks. Execute specific risk management tasks, identify, manage, and report risks, and take measures to predict and respond to risks faced during business operations.

Risk management functional department (second line of defense): Establish and improve internal risk management system, and provide professional knowledge and tools for identifying and addressing risks.

Supervisory functional department (third line of defense): Evaluate, supervise, and review the implementation of risk management tasks, independently and objectively confirm and assess risk issues.

Management: Coordinate risk management efforts, and develop and implement strategies, policies, and measures for risk assessment, risk identification, and risk response.

Board: Fully lead the risk management efforts, authorise the Audit Committee to review and supervise the appropriateness and effectiveness of the Group's risk management, internal control, and internal audit system, and evaluate the implementation of external audit.

RISK MANAGEMENT PROCEDURE

The Group has established an effective risk management program, which clarifies the responsibilities and processes for risk identification, risk analysis, risk response, and risk monitoring. The Group has developed the *Management Rules on Risk Event Notification and Disposal of Sunac Service Group*, which clarifies the risks, classifications, and ratings of each professional line, as well as the risk event reporting and emergency response mechanisms, management standards, and processing procedures. In 2025, the Group further standardised the methods of risk reporting, disposal, follow-up, and early warning, and strengthened the proactive control of various risk hazards.

The Group has established an online risk control management system, which includes the collection, identification, reporting, assessment, disposal, and review of risk hazards and risk events in online management. Management at each level can track the progress of processing and verify the effectiveness through online means, reduce the probability of risk events in advance, and promote closed-loop risk event elimination.



IDENTIFICATION AND ASSESSMENT OF RISKS

The risk management departments of the Group regularly collect internal and external risk event information and combine it with internal business inspection and correction. For example, the internal control department, finance department, human resources department, legal department, operational department, information security department, and brand management department work together to identify and analyse major risks such as operational risk, financial risk, talent attraction and retention risk, policy and compliance risk, cyber-security risk, and reputation risk, and propose response plans.

The Group also identifies and analyses various risks faced through quality inspection, internal control inspection, and internal audit, determines risk ratings, designs control measures, and establishes special measures to promote the implementation of risk control measures.

In accordance with the Group's arrangements and based on project-specific circumstances, each regional branch of the Group conducts risk identification and assessment across all professional service lines, defines targeted control measures, and integrates such measures into daily project management. The coverage includes 39 risk scenarios across nine categories: safety management, equipment and facilities, environmental management, customer service, occupational safety, natural disasters, brand risk, administration and management, and team management. This encompasses end-to-end management standards and response protocols for personnel, operations, equipment, emergency preparedness, natural disaster response, brand reputation, customer assets, and service evaluations.

In 2025, the Group's Permission Management Platform was fully launched. As of the end of the year, 48 business and management systems have been integrated into the platform, enabling automation of permission granting, modification, and revocation. Prior to integration, user departments of each system redefined roles and matched permissions based on job responsibilities and permission point functions; the internal control department then conducted an independent assessment to establish the Permission Management Baseline. The launch of the Permission Management Platform has standardised and formalised the Group's permission management, laying a solid foundation for information security management and user privacy protection.

INTERNAL CONTROL

The Group has established an internal control system that adheres to the COSO[1] Internal Control Integrated Framework (2013) while considering the unique circumstances of the Group. The primary objective of this internal control framework is to provide reasonable assurance regarding the achievement of operational, reporting, and compliance goals. The internal control department routinely conducts multi-tiered inspections, including regular audits, special assessments, and cross-checks, ensuring comprehensive internal control supervision across all levels of the Group's regions and departments. Upon detection of any problems, the Group facilitates corrective actions by coordinating efforts across units to resolve problems and mitigate the risk of fraudulent activities. Additionally, The Group enhances employees' awareness of risk and compliance and strengthens the Group's ability to prevent risks through ongoing internal control training.

In 2025, the Group conducted a systematic review of its existing management policies, repealing 624 outdated or invalid policies to develop a streamlined and effective policy framework. Meanwhile, the Group embedded self-inspection mechanisms for business operations into the policies, establishing an institutional guarantee for the implementation of management policies. During the year, the Group's Internal Control Department conducted internal control reviews covering all regional headquarters/Group-managed city platforms and 199 projects. For identified issues, the department supervised responsible departments to complete rectifications within specified timeframes, ensuring the effectiveness of the internal control system through continuous monitoring.

Authorised by the Board of Directors and the Audit Committee, the Group's Audit and Supervision Department carried out scheduled audit work as planned. It also provided improvement recommendations on the effectiveness of the Group's risk management and internal control systems, and submitted special reports to the Board of Directors and the Audit Committee on a half-yearly basis.

1. **COSO**, Committee of Sponsoring Organisation of the Treadway Commission.



BUSINESS ETHICS AND ANTI-CORRUPTION, ANTI-BRIBERY

The Group is committed to the development of an integrity culture, and strictly abides by national and local policies, laws and regulations on anti-corruption, integrity and business ethics, including *the Anti-Unfair Competition Law of the People's Republic of China* and the *Interim Provisions on Banning Commercial Bribery*, striving to create clean and honest atmosphere with employees and suppliers. During the Reporting Period, the Group achieved certification on the ISO 37001:2016 Anti-Bribery Management System. The Board and the Audit Committee is responsible for overseeing the development of business ethics and compliance. The Audit and Supervision Department of the Group is responsible for supervising and handling anti-corruption and anti-bribery matters to ensure that the risks of corruption, bribery and fraud are effectively controlled.

STAFF'S INTEGRITY BUILDING

The Group establishes and carries out the *Code of Conduct for the Commercial Activities of Employees* , which standardizes the anti-corruption and anti-bribery behaviors of its employees. The code applies to employees who have joined and are currently working for the Group, as well as all employees who have established labor dispatch relationships with the Group. All employees are required to abide by business ethics, and situations where employees offer or solicit improper business benefits, use the Group's property inappropriately, or misappropriate the Group's property must be eliminated. During the Reporting Period, all employees of the Group are required to sign *the Employee Integrity Agreements*. Through regular audits, special audits, off-office audits and investigations of matters reported, the Group conducts audits and inspections of employees' compliance with business ethics norms through various audit work, whistleblower investigations and other means to effectively monitor and restrict operation and management activities and ensure the healthy development of the Company. In 2025, the Group had no corruption-related litigation cases that required transfer to public security authorities for handling.

SUPPLIERS'INTEGRITY BUILDING

The Group has prepared the *Supplier Integrity Agreement*, which all suppliers have signed, and formulated the *Regulations on the Management of Red, Yellow and Black Lists of Suppliers* to restrict the conduct of all suppliers in the contract period, and stipulated the punishment and treatment basis of integrity related violations. The Group continuously strengthens the construction of its integrity control system and is committed to creating an integrity and fair value chain.

This year

Employees sign the *Employee Integrity Agreements*

100%

Suppliers sign the *Supplier Integrity Agreement*

100%

The Group has specified requirements on the internal and external management relationship of suppliers:

- Suppliers shall fill in the related parties of the Group, including their working areas, departments and positions, in the bidding and procurement system;
- Relevant professional departments review the related-party relationship with the suppliers during the bidding process to prevent risks on the related-party relationship; and
- Meanwhile, the Group provides integrity trainings to suppliers to enhance integrity awareness, which is arranged in meetings with suppliers and delivered in the letter of anti-corruption sent in festivals.

INTEGRITY TRAININGSAND PROMOTION

The Group conducts anti-corruption training for the Board of Directors and employees every year to continuously enhance the compliance awareness of directors and employees. The Group organised 93 integrity training throughout 2025 with around 50,000 hours of training in total. The Group has organised all employees to take the integrity compliance examination to achieve full participation and coverage. In the meantime, the Group offered compliance trainings for different business lines, which were tailored according to the practical operation of each business scenario and the management requirement, and set special examinations. Only employees passing the examinations can continue to work on their posts. In addition, the Group conducted integrity training for suppliers to deepen the suppliers' awareness of integrity.

This year

Integrity training

93 sessions

The total cumulative training hours of the participants were nearly

50,000 hours





WHISTLE-BLOWING OF CORRUPTION PRACTICES

The Group has established a variety of channels for reporting corrupt practices, including telephone, emails and QR codes, to receive reports from employees and other stakeholders. The Group establishes a strict supervision mechanism for reporting information, fully protects the legitimate rights and interests of the whistle-blower and regards the work of keeping information of the whistle-blower confidential as the key of daily management requirements. The Group implements real-name management for audit system accounts to ensure that only dedicated personnel from the Audit and Supervision Department have the authority to access the system, thus safeguarding the confidentiality and independence of the work.

The audit and supervision department of the Group is appointed by the Board and the Audit Committee to complete various audits and investigation work. Through means such as routine audits, special audits, and audit investigations into reports, it conducts audit supervision over the main business links in the operation and management. It urges business units to rectify various risk issues discovered during the audit, and tracks the rectification situations and measures, so as to ensure the effectiveness of the Group's risk management and internal control work.

This year

Audit work covered business modules and regions

100%

Whistle-blowing investigations and specialised audits

257 cases

INTELLECTUAL PROPERTY PROTECTION

The Group complies with the *Trademark Law of the People's Republic of China*, the *Patent Law of the People's Republic of China*, and the *Copyright Law of the People's Republic of China* and other relevant laws and regulations. While protecting its own intellectual property rights, the Group advocates that the intellectual property rights of others should be fully respected and protected and the infringement of the intellectual property rights of others should be prevented. The Group has included the clauses for protection of its own intellectual property rights in its standard contracts, which are reviewed by the legal department. Meanwhile, the legal department reminds employees to avoid infringement of the intellectual property rights of others in the course of business. The Group applies for trademark registration for the logos and figures commonly used in daily management and applies for software copyrights or patent rights registration for self-developed APPs and platform systems.

The legal department of the Group will deal with the infringements of the Group's intellectual property rights. According to the infringements monitored, it will protect the legitimate rights and interests of the Group by issuing written notice, legal action and other ways.

PUBLICITY AND ADVERTISING MANAGEMENT

The Group strictly complies with the *Advertising Law of the People's Republic of China* and local policies and regulations, carefully reviews the content of advertisements and ensures that the advertisements are true, legal, scientific and accurate to avoid advertisements with seriously distorted statements.





02

COMMITMENT TO EXCELLENCE AND BEAUTY AND QUALITY SERVICES

- PRODUCT QUALITY
- CUSTOMER COMMUNICATION
- SAFETY MANAGEMENT
- CUSTOMER PRIVACY PROTECTION
- SUPPLIER MANAGEMENT

PRODUCT QUALITY

The Group consistently centers operations around customers, guided by the service philosophy of "commitment to excellence and beauty", and offers clients comprehensive and top-tier services. The Group is committed to becoming the "Best Quality Service Provider in China". The Company has concentrated on mid-to-high-end properties in core cities, under the strategy of high-quality development. The Company has strategically expanded into two primary business segments: property management and comprehensive commercial operation services. The service offerings encompass multiple fields such as residential and commercial properties, hospitals, schools, and industrial parks.

COMPREHENSIVE SERVICES WITH VARIOUS BUSINESS FORMATS

RESIDENTIAL SERVICE

The Group has mainly created a residential service system known as "Heartfelt Everyday Life Service", which focuses on improving our customers' experience through optimizing service details, implementing service scenarios and improving service quality from five perspectives, i.e. "Comfortable Home", "Delightful Enjoyment", "Friendly Neighborhood", "Physical Health" and "Peaceful Mind" aiming to create an enjoyable community experience of "Pleasant Home, Enjoyable Life and Companionship" for our customers.

Under the basis of "Heartfelt Everyday Life Service" model, the Group utilize the "Three Standards in One" supervision mechanism and a dynamic quality management system, the Group introduces four tiers of service products: Top Heartfelt, Sunac Ultimate, Sunac Enjoyment, and Sunac Comfort.

Top Heartfelt

Centered on customer experience, the Group offers personalized services designed to deliver the top heartfelt experience.

Sunac Ultimate

Emphasizing the pursuit of the ultimate, the Group delivers one-stop quality services that address diverse needs, providing customers with a luxurious experience.

Sunac Enjoyment

The Group prioritizes customer satisfaction by offering professional quality services and a variety of lifestyle options, ensuring exclusive experiences.

Sunac Comfort

By understanding customer needs, the Group provides attentive and warm services that ensure comfortable experiences.

In 2025, the Group continued to implement service products across all business lines to enhance the service capability of its "mid-to-high-end" brand

Customer Service: Launch of "Star Housekeeper" cultivation programme, with 36 Star Housekeepers Completing Real-Name Authentication

In 2025, the Group launched the "Star Housekeeper" Development Programme. This marked a strategic upgrade from "identification" to "definition" of high-quality housekeeping services. A comprehensive evaluation of housekeepers' capabilities was conducted through five interrelated and mutually validated dimensions. Qualification for the programme was not based on excellence in a single area, but required all-round talent who met benchmark standards across five dimensions: professional image, thoughtful service, reliability, knowledge sharing and mentorship, and professional expertise. These Star Housekeepers represented a "quality service prototype" that could be analysed, learned from, and replicated. Internally, this system enabled the inheritance of excellent service practices. Externally, Star Housekeepers served as "living business cards" for high-quality services and "engines" driving continuous service optimisation. The development of the Star Housekeeper Programme has established a high-end service system for housekeeping services that is "visible, measurable, and closely aligned with corporate strategy". It not only defines what constitutes high-quality service in the present, but also shapes a mechanism for sustained high-quality service in the future—shifting the delivery of quality services from reliance on individuals to reliance on systematic processes.

Order Management: Launch of the "531" Etiquette Greeting Service Product

The Order Management Department developed the "531" frontline service product, strictly implementing service standards of standing up at 5 metres, smiling at 3 metres, and saluting at 1 metre

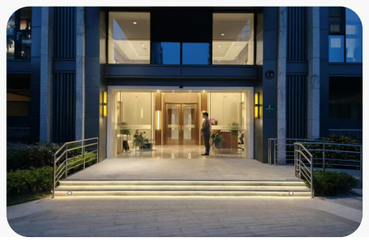
Through standardised standing posture, smiling greetings, proactive salutations, and courteous behaviour, the team has established a professional image. Service perception is enhanced through attention to detail, while etiquette is used to foster a sense of honour and belonging among property owners

with **100**% compliance achieved across all staff

earning over **1,300** customer commendations to date

In 2025, the Group developed the "Rongyun Five Realms" product, a visible scenario label built around residential community landscapes and facilities

Targeting mid-to-high-end residential properties, the Group has built a comprehensive living aesthetics scenario system anchored by five core pillars: landscape creation, water feature maintenance, garden ornamentation, space design, and precision facility maintenance. This breaks through the boundaries of traditional single-function services, forming an integrated multi-dimensional ecological service matrix. Through organic connection of daily activity routes, the Group has ultimately developed "Rongyun Five Realms"—a mid-to-high-end service product that achieves a closed-loop community ecosystem where "humanistic warmth coexists with immersive scenarios, and cultural value integrates with asset value".





BUSINESS & ENTERPRISE SERVICES

OFFICE & BUSINESS SERVICES

The Group provide comprehensive, high-quality services to a diverse portfolio of properties, including commercial office buildings, corporate headquarters, government office agencies, and office industrial parks. We also offer customized high-end business services tailored to the personalized service requirements of our clients. Leveraging our industry-leading management expertise and digital operation and management system, we deliver scientific full-life-cycle management for buildings.

Full-Lifecycle Services

Full-lifecycle services including pre-project planning, consultancy on design and construction involvement, handover inspection and acceptance, marketing services, post-delivery operation and management services, etc.

Full System Support

Basic Support: Visitor Management System, Turnstile System, CCTV Monitoring System, Elevator Access Control System, Door Access Control System, Energy Consumption Management System, EBA System.

Smart Support: Intelligent Security, Smart Fire Protection, Smart Parking, Service Robots.

Comprehensive Services

Environmental Services: Cleaning services, environmental greening, landscaping and maintenance, pest control, epidemic prevention management.

Security Services: Manned security, joint security, emergency support, etc.

Customer Services: Conference services, VIP reception, catering services, leased area services, moving services, etc.

Asset Services: Vacant property management, rental agency, sales agency, venue operation, etc.

HIGH-END BUSINESS SERVICES/HEARTFELT GOWN

Group's "Heartfelt Gown" is driven by clients' needs, providing exclusive clients with high-quality, full-scenario, all-business-sector customized high-end corporate services to facilitate the display and enhancement of corporate image.

Premium Concierge & Reception Services

Concierge presentation, guided tours, visitor reception, VIP reception services, commentary services, etc.

Exclusive Premium Business Services

Conference services, banquet services, executive floor services, asset management services, space operation services, etc.

Premium Ultimate Basic Services

Order and security maintenance, environmental cleaning services, greening and plant maintenance, equipment and facility management, etc.

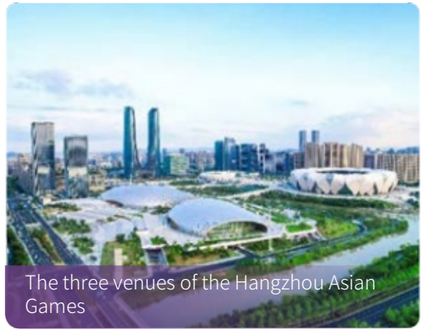
URBAN SUPPORTING SERVICES

COMPREHENSIVE URBAN SERVICES

The Group is committed to building an integrated urban service platform, with our business covering multiple fields closely related to urban management, civilization development, and livelihood services, including venues, schools, parks and scenic spots, transport hubs, and municipal services. We take urban public facilities as the entry point, align with integrated environmental sanitation, prioritize creating the five-in-one urban landscape of "green, beautiful, bright, clean and orderly", strengthen urban operation measures, enhance overall urban service capabilities, and contribute to urban development.

Attractive venues

Conference centers, exhibition halls, sports stadiums, etc.



The three venues of the Hangzhou Asian Games

Safe Campus

Kindergartens, primary/secondary/university schools, educational training institutions, etc.



Jinnan Campus of Nankai University

Comfortable Travel

Airports, high-speed railway stations, subway stations, long-distance bus stations, etc.



Nanchang West Railway Station

Green Municipal Services

Road cleaning, road greening maintenance, road maintenance and repair, protection of road infrastructure, road order maintenance, river and water system maintenance, park and scenic area maintenance, etc.



Shaoxing Ditang Lake Park

PROFESSIONAL AND INTELLIGENT HOSPITAL SERVICES

The Group provides hospitals with services including order maintenance, environmental cleaning, mechanical and electrical engineering, patient guidance and consultation, central logistics transport, patient companionship, and catering management. We support the efficient operation of hospital service systems, and bring thoughtful, caring, meticulous care and high-quality intelligent management service experience to every patient and medical staff.

Intelligent service platform	Form a closed-loop workflow through the four dimensions of "Real-time Receiving - Rational Scheduling - Real-time Feedback - Statistical Analysis" to achieve efficient operation of hospital services.
Standardized operation management	Comprehensive system management standards and system specifications, coupled with refined management requirements, enhance management level and service quality.
Advanced tool configuration	Deploy high-quality and eco-friendly equipment and chemicals, focus on scientific cost management, and comprehensively accomplish the transformation of hospital environmental cleaning management from traditional cleaning to intelligent cleaning.



Service platform display terminal

In 2025, the Group to Continue Enhancing Professional Capabilities and Deliver Better Service Experiences to Customers

The Group has refined full-life-cycle management standards for facilities and equipment in compliance with ISO 55000. We have implemented such standards in projects including Tianjin Sunac Center and Shenzhen Xiaomi International Center, and enhanced the safety and stability of facilities and equipment.



The Group has newly established a Protocol Department, and we have built a more professional concierge team to further elevate the standard of concierge services.



COMMERCIAL OPERATIONAL MANAGEMENT

With a mission of "Creating Limitless Happy Space" and the full-cycle management concept of "Precise positioning – Refined operation – Continuous Added Value", Sunac Commercial focuses on the key demand of consumption upgrading of Chinese families, creates distinctive, multi-faceted commercial experience venues of cultural tourism, and endeavors to be the most preferred commercial platform for new life experience of Chinese families.

As of the end of 2025, Sunac Commercial has completed its nationwide strategic layout in core cities, covering 23 cities including Beijing, Guangzhou, Shanghai and Chengdu. The Group has deployed 36 commercial projects, with a total operational management area of over 4 million square meters. Sunac Commercial continues to strengthen its capabilities in delivering end-to-end management services, providing full-cycle solutions—including preliminary planning, design, tenant recruitment, project launch, and operational management—to over 500 companies. Through integrated professional expertise, Sunac Commercial empowers the efficient implementation of commercial projects and drive long-term value creation. The business landscape includes multiple product chains such as Sunac Mall, Sunac ins, Houhai Series, and diverse sectors such as theme parks, films and televisions, entertainment, making it one of the biggest cultural tourism property owners in China. Through its differentiated operational model and deep integration of culture, tourism, and commerce, Sunac Commercial has won numerous awards from authoritative industry organizations such as the MALLCHINA, Winshang, and CCFA, solidifying its position among the industry leaders.

In 2025, Sunac Commercial continued to prioritize user needs, deeply integrating local culture with the shopping experience to create consumer environments that are both welcoming and distinctive. At the same time, it focused on the core demographic of family consumers, building interactive experiences for all age groups through nationwide IP campaigns, thereby achieving a dual enhancement of both commercial value and social value.

Integrate local culture to create distinctive consumption scenarios

- Develop the immersive IP "Dianchi Moonlit Night", deeply integrating Yunnan's ethnic and folk culture with commercial experiences to create a new cultural consumption environment that is both memorable and heartwarming;
- Launch the grand "Dianchi International Coffee Culture Festival", using coffee culture as a connecting thread to integrate Yunnan's local coffee industry resources with international coffee trends. This will create a distinctive cultural tourism event that combines coffee tasting, cultural exchange, and immersive experiences, driving the integration and upgrading of local coffee culture with commercial consumption;
- Introduce a group of "story-rich" curated brands to the Houhai area of Kunming's Dianchi Lake, building a "light dining + social space" ecosystem. Beiguicaicang positions itself as a "Global Museum of Premium Pour-over Coffee", facilitating a dialogue between Yunnan coffee and the world; Yunlu Tuya fills the streets with the aroma of wood-fired bread, becoming a popular Instagram mable spot; Zajingpu combines intangible cultural heritage (ICH) elements like the "Wai Tao" kite with contemporary youth art, inviting masters of Dali tie-dyeing and lacquerware to conduct on-site workshops, making ICH" experiential and tangible".







Nationwide Collaborative IP, Empowering Parent-Child Families

Sunac Commercial focuses on the growth needs of Chinese families, building its own portfolio of family-oriented IPs to achieve a deep integration of "entertainment × education × commerce". The second" Little Warriors Chasing the Light" children's fitness competition was held in ten cities across the country, while the third "Shine for Passion" basketball tournament attracted 7,500 families nationwide. Both IP events received guidance from official bodies such as the China Working Committee for the Care of the Next Generation and the Social Sports Guidance Center of the General Administration of Sport of China, and were supported by official media partners including CCTV's Children's Channel. We also collaborated with renowned brands such as Li-Ning Young and Imoo to launch co-branded partnerships. These events not only provide professional sports interaction and growth experiences for families nationwide but also elevate parent-child IPs from "purely entertainment-focused competitions" to "education-driven commercial ventures", achieving dual-driven growth in both commercial and social value.





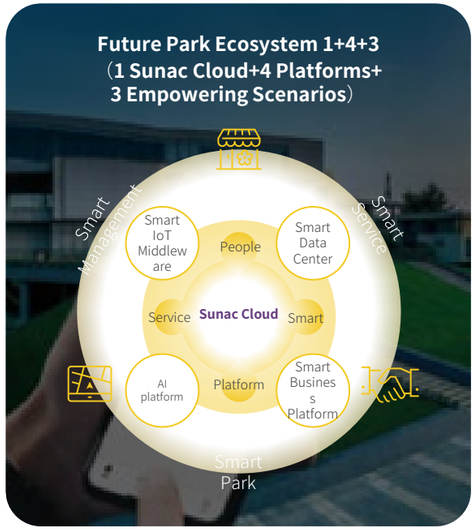




LEADING DIGITAL DRIVING FORCE

SUNAC CLOUD AND DIGITAL PRODUCT COLLECTION

Embracing a user-centered, technology-driven approach to business transformation and a value-driven strategy for digital transformation, the Group leverages advanced digital technology to continuously iterate on digital products and services. This process enhances service capabilities and customer experience, empowers employees, reduces costs, increases efficiency, and facilitates timely and accurate business decisions. Sunac Services has formed partnerships with several leading technology companies and leverages its robust software and hardware research and development capabilities to launch the Sunac cloud and digital product collection. Built upon an smart IoT platform, a data platform, a business platform, and an AI platform, this collection has created three empowering scenarios: smart parks, smart services, and smart management, achieving intelligent interconnection, data unification, and business linkage across these scenarios.



SMART PARK

The Group creates different types and levels of smart park products for various scenes, such as pedestrian and vehicular traffic, security, building automation, fire control, energy management, etc., to suit different needs of intelligent operation.

Scenarios for People and Vehicles Entering and Exiting

- Automatic recognition of faces and license plates
- Self-service visitor invitations by owners
- Access via Bluetooth, QR codes, or card swiping

Scenarios for Fee Payment

- Self-payment of property and parking fees through the Sunac Livable Community APP, with real-time processing of payment information

Scenarios for Quality Inspection

- Utilize high-definition monitors and AI algorithms to facilitate remote diagnosis of on-site quality, and effectively enhance management efficiency
- Complement manual on-site inspection mechanisms and provide substantial support for a multidimensional quality control system

Scenarios for Equipment Maintenance

- Equipment available for 24/7 online monitoring and real-time alerting
- One-click remote inspection to identify anomalies

Basic Scenarios of Property Management Services

- Work Order Management: Comprehensive online scheduling with "four guarantees and one service"
- Customer Service: Targeted management of customer satisfaction
- Data Analysis: Enterprise visualization process management dashboard

Data Visualization Operation

- Smart service visualization providing a "one map" and "panoramic" overview, dynamic analysis of big data guides management decisions and optimizes operations



Scenarios for Public Security

- Alarms for the encroachment of fire exits and key intersections, monitored 24/7
- Detect garbage bin overflow, and ensure timely intervention by cleaning personnel
- Detect perimeter intrusion and enhance community security
- Alerts for electric scooters entering elevators, and mitigate safety hazards associated with elevator use

Access with face recognition | Quality inspection | Equipment monitoring visualization | Intelligent alarm linkage

SMART SERVICES

The Group engages customers through various online touchpoints, including Sunac Livable Community APP, Sunac Livable Community Mini Program and WeCom. The Group provides comprehensive and precise basic services as well as value-added services tailored for residential owners, commercial enterprises, hospitals, and other clientele.

Delivery Services

House binding One-click payment Cleaning Decoration Services

Property Basic Services

Payment service Problem reporting and repair Convenience service Smart access



Property Value added Services

Housekeeping services Housing rental and sales Select mall Home beautifying services

User Services

Community events User rights Community activities

SMART MANAGEMENT

By integrating online and digital operations across various core businesses, the Group facilitates the intensification and automation of management tasks, enhances overall management efficiency, and optimizes business processes through the application of AI algorithms by leveraging accumulated business data.





CUSTOMER COMMUNICATION

The Group prioritizes customer demands and emphasises effective communication with clients. The Group have prepared *the Management Rules on Reporting and Complaints by Customers of Sunac Services Group* to standardize the handling of complaints, define responsibilities, and establish management requirements for customer reports and grievances. This document ensures that employees at all levels can respond promptly to customer demands and solve difficult problems in a timely manner.

In order to better serve customers, the Group has established diversified complaint channels to allow customers to provide feedback to the Group through such methods as visits, calls, customer interviews, satisfaction surveys, steward interaction, and Sunac Livable Community APP/mini program. The Group dedicated staff to receive, respond to, follow up and handle customer in a timely manner. After the complaints are resolved, we will invite customers to confirm and evaluate the handling results from customers. For customers who don't provide comments, the Group will arrange the 400-service command center for actively return visits to ensure that customer satisfaction is effectively tracked. In 2025, each project of the Group conducted quarterly customer interviews, monthly residential project manager meetings, optimized and formulated *the Operation Procedures for Customer Interviews in Non-Residential Multi-Title Projects for non-residential projects,* and posted complaint hotlines at the major moving points of customers to achieve zero distance communication between property owners and property management in a timely manner. The number of customer telephone complaints received by the Group during the year was 49,009 a decrease of 2,689 compared with 2024, and the complaint response rate was 100%. In 2025, customers expressed their appreciation by sending 53,906 red flowers through the Sunac Livable Community APP, indicating their support for the butler staff.

This year

Complaint response rate

100%

The Group values customer feedback on our products and services and actively conducts customer satisfaction surveys. In 2025, the Group continued to optimise the *Rules Governing Satisfaction Touch Point Surveys* , further clarifying the rules, interfaces of responsibilities and management requirements for customer satisfaction touch point surveys. The Group conducts owner satisfaction surveys through regular satisfaction surveys. The Group distributes the SMS/WeChat/satisfaction survey tools questionnaires to customers randomly and conducts follow-up phone calls by dedicated staff, and the Group researches and analyses the needs of owners to develop effective service improvement measures, with a view to continuously improving customer satisfaction. The Group's customer satisfaction score and satisfaction pass rate in 2025 maintained a leading level in the industry.



SAFETY MANAGEMENT

The Group strictly complies with relevant national laws, regulations and industry standards, and attaches great importance to work safety management. We effectively integrate "physical prevention, technical prevention and institutional prevention", and ensure community safety through standardized and regular management, with a focus on prioritizing prevention and rapid response. By establishing a comprehensive safety management system and corresponding management rules, the Group standardizes safety requirements in daily operations, fully implements work safety management responsibilities, and formulates emergency response plans for unexpected incidents. Meanwhile, all regional and city subsidiaries have set up Work Safety Committees, which fully perform their functions, study major work safety issues and formulate targeted measures. In addition, the Group realizes closed-loop management and control through daily safety hazard inspections and checks. We also actively conduct safety education and training activities to enhance the safety awareness of all employees, foster a safety-focused culture, and continuously improve the Group's work safety management level.

This year

Proportion of Projects with "SUNAC"-type Gate Posts Rolled Out	SUNAC "heart" Guardians Guardian over	Proportion of Projects with the "Six Defense Lines" Rolled Out
93%	**3,400persons**	**96%**

In 2025, The Group will continuously enhance customer service quality, upgrade safety management measures, protect property owners' assets, and eliminate fire safety hazards:

"SUNAC"-type Gate Posts

Taking customer homecoming routes as the fundamental basis, we enhance customers' service perception through multiple approaches: conveying management and service concepts to customers via gate post signs and markings, presenting visualized sensory quality with standardized materials and equipment, and standardizing staff image, etiquette and communication scripts. As of the end of 2025, the proportion of projects where "SUNAC"-type Gate Posts were rolled out reached approximately 93%, and a total of over 3,400 SUNAC "heart" Guardians have been officially assigned to posts after completing training and passing assessments.

"Six Defense Lines"

Focusing on key, high-importance areas and critical hazard-prone spots both with and without surveillance coverage in managed regions, we conduct patrols through a combination of online monitoring and on-site inspections, which effectively enhances customers' sense of security. As of the end of 2025, the proportion of projects where the "Six Defense Lines" initiative was rolled out reached approximately 96%.

SUNAC "Yu" Operation

Through a three-level cascaded training model linking regions, cities, and projects, we implemented the application of theoretical and practical standards for customer service, as well as the solidification and rollout of operational standards, effectively consolidating and improving staff's customer service quality. In 2025, the Group completed 2 intensive training sessions for frontline managers, covering over 1,600 line managers at the project supervisor level and above.

Workplace Safety Month, Fire Safety Awareness Week

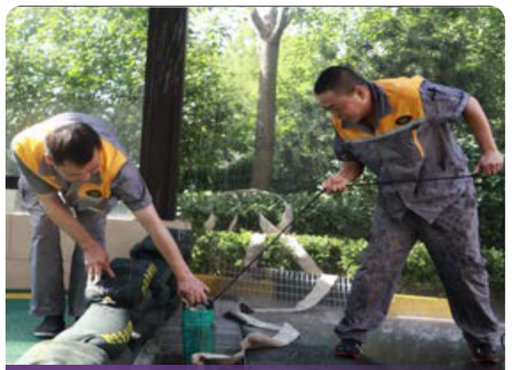
The Group extensively carried out fire safety knowledge promotion activities to safeguard customer safety while delivering high-quality living experiences to our clients.



SUNAC "Yu" operation



Intelligent monitoring



Fire drill



Project inspection tour

CUSTOMER PRIVACY PROTECTION

The Group attaches great importance to the protection of customer privacy and strictly adheres to the requirements of relevant laws and regulations such as the *Cybersecurity Law of the People's Republic of China* , the *Data Security Law of the People's Republic of China*, and *the Personal Information Protection Law of the People's Republic of China*. Through establishing a sound privacy protection system, standardizing information collection processes, and strengthening data security management, the Group effectively safeguards the personal information security of owners and customers. Our group follows the principle of "hierarchical management and authorized use", clarifying the minimum necessary principle for information collection and informed consent rules; Adopting strict permission control strategies and setting up data classification and grading mechanisms; Regularly conduct employee confidentiality training and sign confidentiality agreements with third-party service providers; Build a comprehensive customer privacy protection system and continuously improve the security and credibility of property services.

System Certification

- Information Technology Service Management System Certification — ISO/IEC 20000-1:2008
- Information Security Management System Certification — ISO/IEC 27001:2013
- Network Security Level Protection Level 3 Certification for Sunac Heartfelt System
- Network Security Level Protection Level 3 Certification for Sunac Smart Community System



The Group has established mechanisms for operation and maintenance, security operations, and emergency response to ensure the orderly implementation of operational and security tasks. We conduct operations and maintenance activities in accordance with internal processes to comprehensively defend against external virus threats. Additionally, we actively respond to security incidents and perform regular self-inspections. During the Reporting Period, the Group was not impacted by multiple variants of ransomware and vulnerability attacks. The Group vigorously promotes information security awareness, cultivates and enhances the security prevention mindset of employees, and effectively controlled and reduced the occurrence of human-caused safety accidents.

Security Mechanisms for Responding to Malicious Cyberattacks and Unexpected Data Breaches

Prevention in advanced

Deploy a unified monitoring platform to monitor data traffic in real time and report alarms from each level; identify network attacks and deploy network edge security protection tools in private data centers and public cloud to realise a closed-loop security processing mechanism that detects and discovers attack surfaces, analyses and researches, and provides intelligence alerts and response handling; perfect data backup mechanism and contingency plans.

Handling during occurrence

In accordance with the Group's information system SLA commitment, an information security response and handling mechanism for incident assessment, cause analysis, remediation and business resumption has been established for information systems at different business levels and incident levels to minimise the impact of the information security incident and its impact on the business.

Post-event traceability

The Group's data assets are classified and graded, and each system has standardised operation logs, administrator logs, and audit logs; so that the value of the leaked data can be determined after the event, and the leak can be quickly located and stopped in a timely manner.

Emergency Drills and Business Continuity Testing

Regularly conduct centralized customer data distribution systems, as well as emergency drills and business continuity testing based on data leakage scenarios.

Guarantee System for Responding to Major Information Security and Network Security Incidents

Risk Assessment

The Group meticulously plans risk identification in compliance with ISO 20000 and ISO 27001 standards. The Group establishes a risk identification system that is based on business scenarios and conducts annual risk assessments of data assets, business availability, system stability, and information security risks. Following these assessments, the Group performs risk analyses based on the identification results and formulates improvement and prevention measures aligned with the risk acceptance criteria and preferences of the entire group. The Group also employs change management to ensure that information system risks remain controllable, thereby minimizing risks and ensuring uninterrupted system operation.

Data-Based Emergency Drills

To mitigate the impact of IT system failures and information security incidents—such as data corruption, data loss, and ransomware attacks—on data assets, we have developed emergency response plans tailored to systems and products with concentrated data asset distributions. The Group conducts annual emergency drills to evaluate data backup and system vulnerability prevention capabilities. The outcomes of these drills lead to a thorough review process, identifying problems, updating emergency response plans, and ensuring the integrity of the system's data assets.

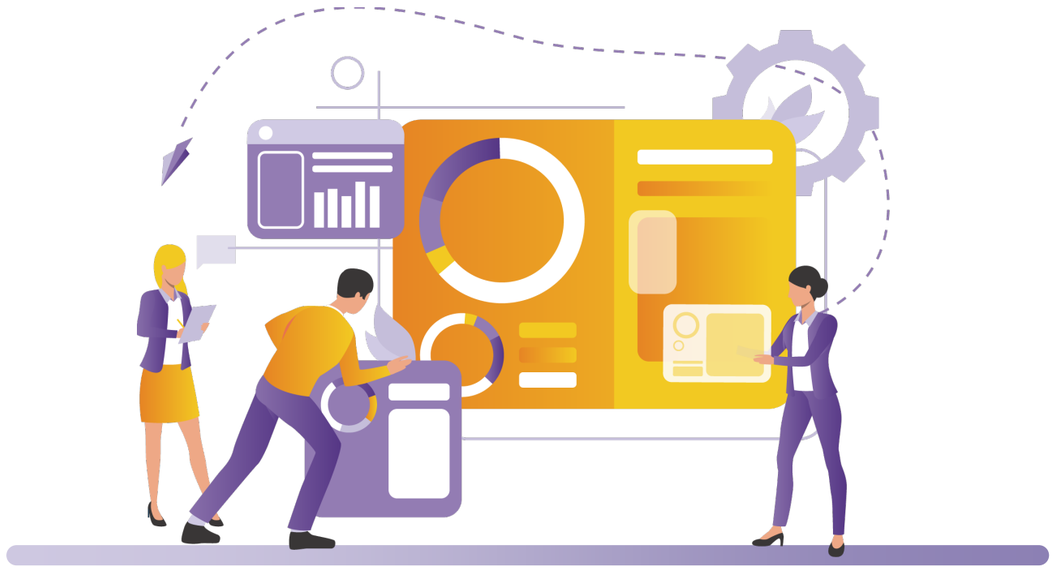
SUPPLIER MANAGEMENT

The Group has formulated the *Supplier Management Regulation of Sunac Services Group* that covers all suppliers, and established the supplier management mechanism to ensure that the supplier management system is systematic, standard and effective. The Group specifies the principles and requirements on key links, sets standard management procedures for all links, and promotes supplier management in an effective, comprehensive, systematic, open and fair manner, enhancing the cooperation with suppliers.

The Group implements a comprehensive procurement management process that covers all suppliers and clearly defines the management requirements for supplier access, evaluation, punishment, and elimination. The Group conducts monthly performance evaluations for outsourcing suppliers and semi-annual evaluations for other service and material suppliers. The Group places great importance on communication and management with its suppliers. The Group communicates with suppliers on the monthly performance results on a regular basis and talks with suppliers with unsatisfactory performance in the semi-annual evaluations, urging suppliers to make rectifications and improvements. For suppliers that have serious violations during the contract period, the Group adopts compulsory exit measures on them.

The Group incorporates the consideration of environmental and social performance of suppliers into the supplier management

- Regarding environmental performance management, the Group gives priority to the purchase of products that meet higher environmental standards when suppliers' conditions are equal. Additionally, suppliers are urged to provide environmental impact testing reports and environmental product certificates issued by recognized authoritative institutions.
- Regarding social performance management, the procurement department, along with the relevant business units, conducts on-site inspections of suppliers as necessary, which include assessments of employee workplaces and labor rights.





03

HARMONIOUS COMMUNITY AND WARM SOCIETY

- PARTY BUILDING
- JOINT GOVERNANCE AND DEVELOPMENT IN COMMUNITY BUILDING
- PUBLIC WELFARE SERVICES

☆ PARTY BUILDING

The report from the 20th National Congress of the Communist Party of China emphasises the importance of strengthening party-building efforts in urban communities, promoting grassroots governance underpinned by such initiatives, and transforming grassroots party organizations into robust fortresses that effectively embody the Party's leadership. Communities serve as the "Last Mile" of grassroots governance, acting as a vital link between the Party, the government, and the masses. Party building guides property management by directing efforts through party organizations, fostering consensus, and integrating resources, thereby establishing a collaborative governance system that addresses community governance challenges.

The Group is committed to enhancing the leading role of party building in grassroots governance by focusing on community development related to human settlement safety, cultural enrichment, spatial improvement, and mutually beneficial development. This approach comprehensively enhances the quality and level of property services.

Thematic Party Building Activity: "Strengthen Work Style · Remain True to the Original Aspiration · Fulfill the Mission"

Multiple Party branches of the Group jointly carried out the thematic Party building activity themed "Strengthen Work Style · Remain True to the Original Aspiration · Fulfill the Mission". The activity, through forms such as thematic study, knowledge competition and hiking practice, promotes the in-depth integration of Party building with business operations and stimulates the enthusiasm of Party members and cadres for their work. All Party members reviewed Excerpts *from Xi Jinping's Remarks on Strengthening the Party's Work Style Construction*. It is emphasised that Party members should promote their work with the standard of "strictness" and the work style of "earnestness". They should lead front-line staff to improve owners' satisfaction with high-quality services and play an exemplary vanguard role in their posts. On the occasion of the 80th Anniversary of the Victory of the Chinese People's War of Resistance Against Japanese Aggression, the branches subsequently launched the themed knowledge quiz activity of "Cherish the Memory of the History of the War of Resistance · Strive Forward in the New Era". Through interactive learning, all participants deeply felt the dedication of revolutionary predecessors and further strengthened their belief in inheriting the red gene and fulfilling the mission of the times.



Case | Nanning Qingxifu: Party Building Leadership + Multi-Stakeholder Co-Construction, Transforming the Community into an Ideal Home

"Forging Synergy" through Red Property Management: Nanning Qingxifu is a "Demonstration Site for Red Property Management" in Nanning. The Group has established a "Joint Meeting System", inviting owner representatives to discuss community affairs on a quarterly basis, thus truly realizing the principle of "co-construction, co-governance and shared benefits". We have collaborated with community party branches, police stations, kindergartens, fire stations and university volunteer teams to carry out various activities including volunteer services, anti-fraud publicity, and fire safety drills for a secure community.

From 2019 to 2025, Nanning Qingxifu have accumulated 85 commemorative pennants, 213 positive feedbacks via the 400 service hotline, and 76 written commendation letters from owners; have also earned recognition from the government and industry: in 2021, we were awarded the title they of "Nanning Demonstration Residential Community for Property Services"; in 2022, we won the "Red Property Management Award" and "Industry Benchmark Award"; in 2024, we were selected into the "Guangxi Public Praise List - Happy Community". As a "Model of Red Property Management", we have hosted government inspection visits on multiple occasions, becoming a "Benchmark Project" for property services in Nanning.



Case | Chongqing Aoyuan Community: Infusing Red Genes into Every Beat of the Community's Pulse

When red genes converge with the fitness craze, Chongqing Aoyuan Community's national sports meeting themed "Uniting Hearts with Party Spirit, Warming Homes through Sports" was launched in full swing. At the event site, Party member volunteers and community staff formed a Vanguard Post for Emergency Support, building a solid safety barrier for the activity. During the competitions, onlookers and Party member volunteers waved small national flags to cheer on owner neighbors. The ingenious integration of red culture and sports competition has rejuvenated through intergenerational transmission, vividly interpreting the governance wisdom of "Connecting Neighbors through Sports, Uniting People with Red Spirit".



JOINT GOVERNANCE AND DEVELOPMENT IN COMMUNITY BUILDING

In 2024, the Group officially upgraded its "i Sunny" community to the "i Sunny 2.0" Community Building Program. With the integrated value proposition of "Passion-Driven, Value-Centric, Sense of Belonging", it aims to break down social barriers and build a value co-creation platform that starts from shared interests and ultimately serves the public interests of the community. In 2025, the Group hosted the first "i Sunny Community Building Conference", themed "Photosynthesis". The conference shared the original aspiration and practical insights gained from community building efforts. Through community building, the Group will stimulate community vitality, arouse residents' longing for a better community, encourage more residents to proactively participate in the development of community public affairs, leverage the value of all stakeholders, and achieve co-governance and shared benefits.

COMMUNITY COUNCIL

Under the guidance of Party building and policy impetus, the Group actively explores new approaches to grassroots governance. Centering on the five dimensions of joint awareness development, joint cultural building, joint resource utilization, joint environmental protection, and joint charity contribution, it promotes the in-depth advancement of community co-construction from multiple facets and levels. The Group collaborates with government entities and property owners to establish community councils. Leveraging these councils, the "i Sunny Co-construction Model" starts with "joint consultation and discussion" to organically link various stakeholders. It encourages residents to participate in public affairs out of their own interests, transforming personal passions into shared commitments to the community.

As of the end of 2025

Piloted the establishment of

13

joint development councils

iSUNNY

01

Community Culture

A cycle for all ages: Satisfy spiritual and cultural needs, and through building a community that spans all age groups, enable every resident to find like-minded friends within the neighborhood.



02

Safety Education

Safe living and healthy growth: Diverse resources are mobilized to deliver disaster prevention and self-rescue training, legal popularization, and teen mental health education, enhancing safety awareness and practical capabilities.



03

Social Public Welfare

Guided by Party Building, Public Welfare-Focused: With the "Guangrui Volunteer Team" as the carrier, a series of Party-building and public welfare activities are launched to keep community public welfare work structured and vibrant.



04

All-Age Learning Center

Companionship for mutual growth: Targeting socially isolated elders and youth, a co-learning program is launched to enable skill exchange and foster a new type of companionship.



05

Space Development

An extension of home: Idle and community public spaces are transformed into leisure and landscape areas to meet residents' needs, stimulate community ownership, and ensure sustainable operation.



06

Co-Governance & Shared Benefits

Co-create community public culture: Local residents' public awareness and cultural identity are activated, community-wide resources are integrated, and shared benefits are achieved for the entire community.



Case | As a Benchmark Community Building Project of 2025, Foshan Wangjiang Mansion has Won the Guangdong Beautiful Home Award and the Foshan Beautiful Home Award

It is the only typical case recommended by Foshan to the Ministry of Housing and Urban-Rural Development for the **national "Beautiful Home"** evaluation

Workshop



Focusing on the consensus and outcomes reached through joint consultation and discussion, we will effectively drive the successful implementation of relevant achievements

Rongle Academy



Tap into the resources of enthusiastic and skilled property owners, and join hands to foster a positive community atmosphere

SUNDAY Super Experience Day



Integrate tripartite resources, develop meaningful activities tailored to residents' needs, and maximize publicity reach

Case | Build a Community of Shared Consultation, Construction, and Benefits



Xi'an Abandoned Primary School Turned into Friendly Community Store



Hangzhou Happy Farm



Chongqing Doraemon's Any Door



Foshan Happy Learning Classroom



Jinan Idle Item Circulation Station



Hefei Pet Carnival


Harbin Neighborly Feast


Tianjin Cloud Garden



SUN-DAY SUPER EXPERIENCE DAY & HOMEOWNERS' TALENT SHOW

Launched in 2021, SUN-DAY has evolved into a public festival across Sunac communities over the past 5 years. On this day, residents can not only experience co-created community markets, participate in interactive activities and enjoy brilliant performances, but also recognize their vital role in community co-construction. All residents jointly connect diverse forces within the community to build an ideal living space. In 2025, the SUN-DAY Super Experience Day covered over 20 cities and more than 230 projects nationwide, attracting participation from over 29,000 homeowner households. The online Homeowners' Talent Show received more than 15,000 votes from homeowners.





"i SUNNY" BASKETBALL COMPETITION

In 2025, Sunac Services National Basketball Tournament covered 28 cities nationwide, with over 1,000 teams established — representing a 41% year-on-year increase in team quantity. A total of more than 10,000 homeowners participated in the tournament. 95 basketball communities were formed, laying a foundation for subsequent community building initiatives. The live stream of the final match garnered over 60,000 views. Beyond competitive matches, the tournament added fun games and organized community-related activities integrated with the "Super Sports Season" IP concept. These activities covered 24 cities and attracted participation from over 600 residents of all ages, allowing them to embrace the passion of basketball and the joy of sports.





PUBLIC WELFARE SERVICES

The Group is dedicated to fulfilling its corporate social responsibility across various public welfare domains, including education for intelligence, rural revitalization, joint urban development and governance, community safety education, and support for disabled groups. Adhering to the principle of long-termism, the Group strives to actualise public welfare initiatives, create a harmonious community characterised by goodwill, continuously innovate the form of public welfare, expand engagement in diverse welfare fields, deepen the significance and scope of activities, and illuminate the lives of more individuals through efforts.

Since 2024, the Group has established four public welfare IP activities: "Rongyou Future", "Rongle Classroom", "Rongxin Clothes Recycling", and "Sunac Spring Buds", We have created a model of "two major public welfare services + two major public welfare collaborations", exerting the social responsibility of property services, and at the same time calling on property owners to participate in public welfare projects. Through the establishment of systematic and standardized systems, we have formed a public welfare brand that enjoys a high reputation among both property owners and the industry.



RONGYOU FUTURE

In 2025, the "Rongyou Future" public welfare project initiated by the Group covered 15 cities and over 40 communities, with a total of 53 special activities launched. 2,551 homeowner households participated in person, reaching 80,000 homeowner households.

In 2025, while continuing to advance community safety culture development, the "Rongyou Future" public welfare project kept innovating and enriching safety education formats. It shifted from the "knowledge + skills" model to the "knowledge + skills + drills" model, effectively integrating safety self-protection education into families. By mobilizing diverse resources, the project moved safety education venues from communities to professional facilities. Combined with professional equipment, it provided more vivid training for the "Rongguang Volunteer Service Team".

- Deepened community safety capacity building via a combined model of **"6 large-scale experiential learning programs + 15 small-scale experiential learning programs"** . Enabled more families to enhance safety awareness and emergency response capabilities through practice, laying a foundation for community safety self-governance. **Total participation reached 856 homeowner households**;
- For 10 regular projects and 18 community building projects, **17 safety self-rescue themed activities and 15 Rongguang Volunteer Service Team activities** were organized respectively, covering a total of **1,695 homeowner households**;
- **40** community safety education lectures were delivered by emergency rescue instructors in conjunction with the Rongyou Future series of activities. Covering **1,043 homeowner households**, the lectures further raised safety awareness and strengthened independent safety education capabilities of grassroots projects;
- **30 employees were selected from Rongzhen Projects to study and obtain AHA (American Heart Association) certificates**, expanding the professional safety capability reserve of frontline employees;
- Extended safety coverage through hardware configuration upgrades, expanding the reach of the community safety emergency material support system. A total of **54 Rongyou Benefit Stations** have been built nationwide;
- Received participation from **289 homeowners in the online satisfaction survey, achieving a 100% satisfaction rate**. Subsequent upgrades will be made to the top three areas voted by homeowners as priorities for their children's safety improvement: fire safety, traffic safety, and first-aid safety.















04

PUTTING PEOPLE FIRST, CO-COMMITMENT AND CO-ACHIEVEMENT

- EMPLOYER BRAND VALUE PROPOSITION
- EMPLOYMENT AND PROMOTION
- REMUNERATION AND BENEFITS
- EMPLOYEES HEALTH AND SAFETY
- COMMUNICATION AND EXCHANGE
- TRAINING AND DEVELOPMENT

EMPLOYER BRAND VALUE PROPOSITION

The Group upholds a "people-oriented" philosophy, grounded in practical experience and focusing on four dimensions: corporate honor, emotional belonging, empowering growth, and salary return. The Group thoroughly explores major employer branding directions and implements initiatives to enhance talent strategy. The Group prioritises value-based resonance in corporate culture, and fosters an environment that promotes stronger identification for more happiness among employees. By providing comprehensive support, the Group instills a sense of belonging, facilitating a two-way collaboration between the Company and employees. The Group empowers career development by offering abundant training resources and diverse training formats, paving the way for employee growth. Furthermore, the Group provides competitive salaries and benefits alongside targeted incentive policies, ensuring that every employee maintains a positive outlook, sets firm goals, and works diligently towards achieving them.

Corporate Honors

Through high-quality service and strong brand reputations, the Group receives numerous awards and accolades, which enhance employee pride.

Emotional Belonging

The Group demonstrates humanistic care through party-building initiatives and cultural development, conveying warmth and fostering value-based resonance among employees.

Empowering Growth

The Group cultivates an equitable and harmoniously competitive environment that encourages employees to innovate boldly, allowing for trial and error to facilitate their development.

Salary Return

Guided by employee value, the flexible and competitive salary system effectively stimulates enthusiasm and creativity in the workplace.

EMPLOYMENT AND PROMOTION

Employees are key drivers to the sustainable development of an enterprise. The Group upholds the principle of fairness and justice, fully respects and protects the rights and interests of every job seeker/employee, continuously strengthens the construction of talent team, and strives to create conditions for the personal growth of employees and provide a broad space for advancement and development platform.

EQUAL EMPLOYMENT

The Group adheres to the principle of fair and just recruitment and does not treat applicants differently regarding their races, ages, genders, marital status, social classes and religions during the recruitment, and attaches great importance to and promotes the diversity of its employees and builds a diverse and inclusive workforce. The Group has formulated the *Recruitment Management Regulation of Sunac Services Group* , the *Management Regulation on Internal Recommendation of Sunac Services Group* and other management regulations and standards in accordance with the development needs of the Group to promote the standardised and normalised recruitment process and improve the recruitment efficiency while ensuring the fairness and impartiality in recruitment.

CHILD LABOR AND FORCED LABOR ARE PROHIBITED

The Group strictly prohibits child labor and forced labor. The Group will verify the identity information of its employees when they join the Group to avoid the employment of child labour. The Group employs employees in accordance with the law and does not have any cases of forced labour. If suspicious situations are identified, the Group will promptly stop improper employment and labour practices, take corrective measures, provide employees with labour protection and labour conditions as required by law, compensate employees for losses caused in accordance with the law and take punitive measures against those responsible. In 2025, there were no incidents of employment of child labour or forced labour of the Group.

PROTECTING EMPLOYEE RIGHTS AND INTERESTS

The Group strictly complies with laws and regulations, including the *Labor Law of the People's Republic of China* and the *Labor Contract Law of the People's Republic of China*. It has developed key documents: the *Management Rules of Sunac Service Group for Labor Contract*, the *Recruitment Management Regulations of Sunac Service Group*, and the *Management Regulations of Sunac Service Group for Employee Onboarding*. These documents standardize the Group's contract management work and operational processes, clarify the rights and obligations of both parties under the labor contract. The Group strictly implements labor contract signing work, with clear agreements on employees' working hours, employee vacations, job responsibilities, salary and benefits, and labor conditions. This protects the basic legitimate rights and interests of both workers and the Group, and fosters harmonious and stable labor relationships. The Group adheres to the principle of equal employment and prohibits discrimination based on gender, age, region and other factors. For employees during the probationary period, the Group has developed the *Management Measures of Sunac Service Group for Employee Probation and Confirmation to Permanent Position*, which optimizes the assessment and confirmation process for employees during the probation period. It provides a fast-track for early confirmation to permanent position for outstanding talents, promotes employee growth and progress, facilitates quick integration into the Group's corporate culture and adaptation to job requirements, and establishes long-term, stable labor relationships. For newly hired employees, the Group designates a Sunshine Partner to provide one-on-one coaching and communication, helping new employees quickly familiarize themselves with and integrate into the team.

The Group complies with the Law on the *Protection of Women's Rights and Interests* and conscientiously implements the *Notice of the Ministry of Human Resources and Social Security on Further Standardizing Recruitment to Promote Women Employment* issued by the Ministry of Human Resources and Social Security and the Special Provisions on the *Labor Protection of Female Employees* issued by the State Council. Provisions regarding maternity leave, breast-feeding leave and other leaves for female employees are implemented strictly and the Group ensures that female employees have equal remuneration and benefits and promotion opportunities according to law.

The Group has also formulated the *Management Measures of Sunac Service Group for Employee Resignation*, which standardizes corresponding operational procedures for different reasons and types of employee resignation. It protects the legitimate interests of both employees and the Company during the termination process.

EMPLOYEE PROMOTION

The Group continues to pay attention to staff appraisal and incentives as well as training and promotion by conducting annual and process performance appraisals, special awards and punishments, etc. The Group conducts annual performance appraisals on staff using methods such as 360 performance appraisal to provide promotion and development opportunities for staff with outstanding overall performance. At the same time, the Group actively taps into the internal talents of the Company and gives priority to internal staff for more promotion opportunities.



DIVERSIFIED DEVELOPMENT

The Group actively builds a diversified talent pool to achieve balance in different genders, age groups, geography, and different professional experiences, and to create a diverse, and inclusive anti-discrimination work environment.

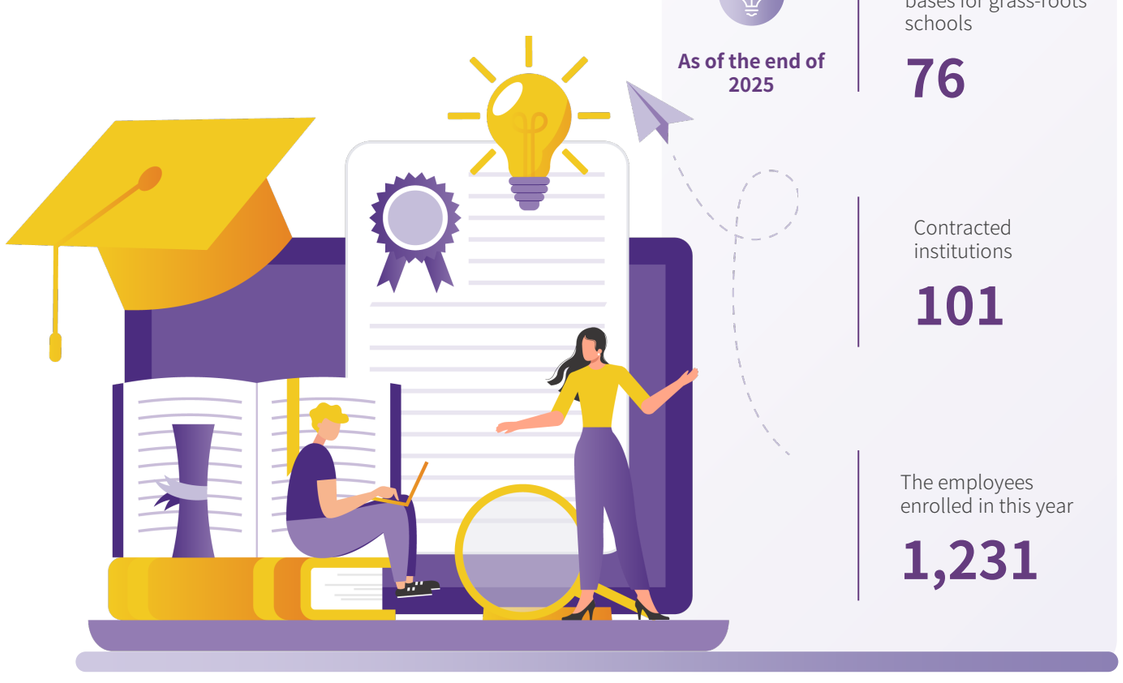
As of the end of 2025

female employees accounted for approximately

40%

SCHOOL-ENTERPRISE COOPERATION

Grassroots school-enterprise cooperation is an important tool to improve the talent structure of front-line teams. The Group has established a long-term and stable supply of high-quality grass-roots staff through cooperation with universities and colleges across the country, and on the other hand, the Group has also established a nationwide grass-roots staff training base with the help of school training resources to gradually achieve full coverage of grass-roots training and full staff certification to enhance the quality of grass-roots staff.



As of the end of 2025

The Group has established practical bases for grass-roots schools

76

Contracted institutions

101

The employees enrolled in this year

1,231

REMUNERATION AND BENEFITS

REMUNERATION AND BENEFITS OF EMPLOYEES

The Group has developed remuneration policy in accordance with factors including industry-wide and local market salary standards, operational efficiency, employee performance, and inflation rates. To attract, retain, and motivate talent, the Group has implemented a comprehensive remuneration plan that includes base salary, discretionary bonuses, and share incentive programs.

The Group has formulated the Rules Governing the *Remuneration of Sunac Services Group* and the *Rules Governing the Benefits of Sunac Services Group to regulate the management of the Group's remuneration* and benefits and provide a fair and reasonable remuneration and benefits system for its employees. The Group conducts regular evaluations of the remuneration of its employees and provides them with remuneration levels that are competitive in the industry.

The Group provides a wide range of employee benefits to its employees, including housing subsidies, transportation subsidies, meal subsidies, festive gifts and free medical examinations for employees. Every year, we invite professional staff to explain the medical examination reports to remind our employees to be aware of their health conditions; and in line with its management status, the Group has supplemented the "Employee Employer's Liability Insurance" in addition to full social security coverage.

SHARE INCENTIVE PROGRAM

The Group offers employees the opportunity to acquire shares in the Company to foster a community of shared interests, enhance their enthusiasm for work, and promote mutual development between employees and the Company. In accordance with the share incentive program adopted by Sunac Private Trust Co., Ltd. in June 2021, the Group grants its own shares to eligible employees and establishes annual performance evaluations and other indicators as criteria for share attribution. If an employee does not meet these criteria, the corresponding shares will be reclaimed.

As of the end of 2025, a total of 59,931,000 shares have been granted to selected eligible individuals under the share award scheme, including 15,537,000 shares allocated to the directors of our Company.

As of the end of 2025

Shares granted to selected eligible persons under the share award scheme

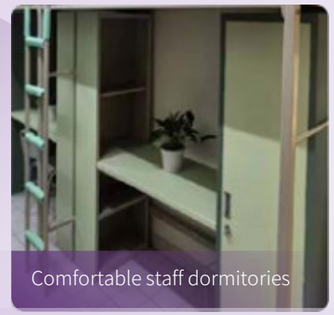
59,931,000 shares

STAFF CARE AND STAFF ACTIVITIES

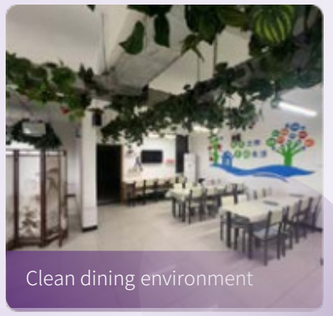
The Group focuses on building a comfortable, safe, and healthy working environment for employees. Spacious and well-lit offices not only enhance work efficiency but also foster communication and collaboration among employees. By offering employee dormitories, the Group not only attracts more talented individuals but also strengthens their sense of belonging and loyalty. Furthermore, providing various nutritious meals contributes to employees' happiness and overall satisfaction.



Bright and spacious working environment



Comfortable staff dormitories



Clean dining environment

To enrich employees' lives and support their physical and mental well-being, the Group offers a variety of activities, including interest clubs, holiday events, and team-building initiatives. These activities not only improve team cooperation and cohesion but also enhance employees' teamwork spirit, communication skills, and collaborative abilities. In 2025, the Group organised over 20,000 employee activities.











EMPLOYEES HEALTH AND SAFETY

The Group places high emphasis on the health and safety of both employees and on-site suppliers. In 2025, the Group continued the annual tracking audit of the occupational health and safety management system certification (ISO 45001:2018), encompassing the operational scope of property management services. This process involved identifying and evaluating the occupational health and safety risks associated with the Group's activities. The Group has established the *Risk Event Notification and Disposal Management Rules of Sunac Service Group* , which delineates the risks, and their classifications, and ratings for each professional line, as well as the reporting and emergency response mechanisms, management standards, and procedures for risk event processing. Additionally, the Group regularly conducts hazard investigations and analyses, assessing various business formats and operational sites to identify and manage potential risks. The Group has integrated the collection, identification, reporting, evaluation, disposal, and review of risk hazards and events into an online management system for risk control while monitoring the progress and verifying the effectiveness of responses.

Regarding on-site operation safety management, the Group considers safe operation to be the foremost criterion. The Group continually improves the *Management Specification on the Safe Operation of Engineering Maintenance* and ensures compliance with workplace safety requirements and the effective implementation of on-site safety protocols. Engineering operators are required to hold relevant certifications and follow safety operation standards while working. The Group provides regular training for specialised operators and ensures adequate protection measures for employees, particularly during extreme weather conditions. Additionally, the Group actively organises occupational safety education, including training on the use of personal protective equipment. The project's lead professional is responsible for supervising training sessions and maintaining training records. The Group collaborates with various regional projects to inspect the implementation of management standards across projects and to evaluate occupational safety and health conditions. The Group mandates the comprehensive coverage of employer liability insurance and annual health check-ups for employees to safeguard their well-being.

The Group also emphasises the occupational health and safety of third-party outsourcing personnel. Contractual agreements with third-party labor service companies require them to procure personal insurance and third-party liability insurance for their employees, as well as conduct specialised physical examinations and competency assessments for over-aged employees. The Group also provides labor protection equipment for outsourced personnel and regularly evaluates their service quality and compliance with health and safety requirements.



COMMUNICATION AND EXCHANGE

The Group is committed to protecting the legitimate rights of its employees and their freedom of expression, providing them with smooth communication channels. We strictly implement the *Diversity and Inclusion Policy of Sunac* and respect their rights, including the freedom to associate, participate in trade unions and attend staff meetings, in accordance with the law. The Group opens up various communication channels for its employees, listens to employees in a variety of ways and creates a simple, direct and transparent communication atmosphere, and protect employees' right to communicate with the management regarding the working environment, operational or management issues, suggestions and opinions, etc. in the exercise of their legitimate rights.

In order to motivate employees to take the initiative to communicate, dig deeper into their suggestions and aspirations and solve their problems in a timely manner, the Group aims to "listen to the voices of the grassroots, stay close to the front-line and care for the employees". We have created create a smooth communication channel between employees, the Company and management. The Group continues to maintain close communication with employees at all levels through daily activities such as organizing management's visits to the front line and face-to-face interviews.

In 2025, the Group organised a series of multi-dimensional employee satisfaction surveys on frontline projects to understand employees' perceived satisfaction in terms of accommodation, food, activities and welfare, and to solve problems based on the survey results, in order to enhance the employees' working experience.

For the management trainees of Sunac, the Group matches each fresh graduate with three mentors to support their growth in terms of corporate culture, basic business and growth planning. Regular communication and exchange activities, such as discussion meetings and quarterly training sessions, are held to help the fresh graduates understand the corporate culture and clear up any confusion in their career development. Through the survey, we understand the real demands of the Group and use 1 to 1 communication and job rotation to allocate resources to solve fresh graduates' problems. At the same time, the Group regularly conducts quarterly surveys on the satisfaction level of fresh graduate on a quarterly.

The Group follows the requirements of the International Labour Organization's core conventions on labour rights protection and has established trade unions to better protect the legitimate rights and interests of employees. We seek to establish a harmonious and stable employment relationship and promote the common development of employees and the Group.



This year

Employee satisfaction survey coverage rate

100%

TRAINING AND DEVELOPMENT

The Group attaches great importance to the growth and development of employees and has established a diversified talent training system. Based on the needs of our employees at different levels and in different positions, we prepare training courses in a targeted manner and carry out training in various forms such as online learning platforms, offline training courses, training camps and skill competitions, aiming to guide our employees to excite their potential through training, improve their working skills and comprehensive capability, and promote their personal career development. In 2025, the Group conducted more than 1,780 employee training sessions and all the employees of the Group have received proper training, details of which are set out in "Appendix: Key Performance Indicators" in this report.

SUNAC ACADEMY

The Group established the "Sunac Academy" in 2018 with the aim of empowering talent, promoting culture and guiding innovation, and a view to establishing a mechanism for supplying and nurturing talents, promoting organizational reforms, establishing industry standards and building partnerships, thus achieving a win-win situation and mutual growth for both the Company and our employees. Sunac Academy has several branches underneath to meet the needs for the development of our employees at different levels and stages and to achieve the goal of nurturing talents in a comprehensive and multi-dimensional manner.

Among those branches, the Leadership Branch focuses on leadership empowerment of management and core succession echelons, and incorporates project manager training into the full cycle of training to enhance the multi-dimensional management capabilities of junior management staff; the Professional Power Branch focus on comprehensively enhancing the professional skills of staff and the work skills of junior staff, and developing the Group's professional talents in the areas of residential, non- residential, investment expansion, life services and grassroots security, customer services and environmental engineering; the Sunac Management Trainee Branch focuses on the cultivation of comprehensive abilities of fresh graduates and the preparation of future management talents for the Group; the Digital Teaching Branch focuses on the establishment of OMO-style teaching model and coordinating the construction and operation of the Group's online learning platform; the Culture Branch focuses on helping new employees blend into and the promotion of our corporate culture; and the Operation Center focuses on vocational skills certification and grass-roots staff training and the construction and development of internal trainer team.

This year

Employee training

1,780+ sessions

Employee training coverage

100%

OCCUPATIONAL SKILL SCERTIFICATION

In order to improve the quality of our services, enhance the comprehensive service ability of front-line guest personnel, meet the increasing service needs of owners, thoroughly implement the spirit of the *14th Five-Year Plan for Vocational Skills Training* and improve the enter-prise vocational skills training system, the Group carried out vocational skill level identification work throughout the Group in 2025.

This year

Online training programs	Number of participants in online training	Obtained relevant vocational skill level certificates
418 session	**44,774 persons**	**3,489 persons**

In 2025, some of the Group's key training projects

01 | Training for Non-Residential Project Managers

In April 2025, the Group organized the "2025 Non-Residential Project Manager Training Camp", with 41 non-residential project leaders and reserve talents participating. The training covered business development strategy, operation management, professional skills, customer relationship management and team management, aiming to enhance the comprehensive capabilities of non-residential project managers and lay a solid foundation for the orderly execution of work in 2025.



02 | Marketing Empowerment Training for Lifestyle Services Business Group

In August 2025, the Group launched the "2025 Marketing Empowerment Training for Lifestyle Services Business Group", with 80 business backbones participating. The training focused on in-depth learning to enhance marketing capabilities, covering precise customer demand insight, efficient product promotion, and attractive marketing activity planning. It supports the team in achieving professional advancement and value breakthroughs in practical work.



03 | Training Camp for Reserve Second-Level Key Positions

From September to October 2025, the Group launched the "2025 Training Camp for Reserve Second-Level Key Positions". The training was divided into two sessions, each focusing on one core theme: "Role Cognition and Inter-Departmental Communication Capability" and "Systematic Thinking and Situational Leadership" respectively. A total of 6 senior instructors were invited to share theories and practical experience. This injects new momentum into the professional growth and management advancement of reserve cadres, and consolidates the talent echelon construction.



04 | Training for High-End Residential Project Management

In December 2025, the Group launched the "2025 Training for High-End Residential Project Management". A total of 63 participants attended, including regional operation heads, project managers and project butler heads. The training focused on scenario-based etiquette and peak experience design for high-end properties, business management requirements, and best practice sharing. It aims to unify management standards, refine service details, and ensure the effective implementation of service standards for high-end projects.



Training Camp for the 10th Cohort of Rongyusheng

In July 2025, the Group launched the "2025 Rongyu Glory Training Camp", with 87 Rongyusheng participants. The training included sessions such as lectures by senior executives, practical tasks, mentorship talks, team-building activities, and enterprise visits. For lecture sessions, heads of various business units were invited to give talks on business cognition and self-management, helping the participants make a smooth transition into the workplace. Practical tasks were carried out in the form of debates, focusing on hot topics in the property management industry. This aimed to sharpen Rongyusheng's structured expression, logical thinking and team collaboration abilities, as well as deepen their understanding of role responsibilities. In mentorship talks, management held face-to-face communications with Rongyusheng, answering their questions, sharing growth experiences and enhancing their cultural integration. Team-building activities were designed to fully inspire the spirit of efficient collaboration, shared responsibility and win-win results.

The development of Rongyusheng is an important guarantee for the Group to build an endogenous organization. The training camp plays a crucial role in systematically cultivating and reserving future management talents for the Group, promoting cultural inheritance and innovation, and enhancing organizational vitality and competitiveness.





05

ENVIRONMENTAL PROTECTION AND GREEN OPERATION

- ENVIRONMENTAL GOALS AND ENVIRONMENTAL PERFORMANCE IN 2025
- ADDRESSING CLIMATE CHANGE
- RESOURCES MANAGEMENT
- EMISSIONS MANAGEMENT
- BIODIVERSITY PROTECTION

ENVIRONMENTAL GOALS AND ENVIRONMENTAL PERFORMANCE IN 2025

The Group attaches great importance to environmental protection, strictly abides by laws and regulations such as the *Environmental Protection Law of the People's Republic of China*, actively responds to the opportunities and challenges of climate change, and focuses on achieving green environmental protection in operations and service provision, practicing the concept of sustainable development with practical actions. The Group has obtained ISO 14001:2015 environmental management system certification.

ENVIRONMENTAL GOALS

Based on past environmental performance and our own operational characteristics, the Group has set environmental goals for 2021. The environmental goals of our group include:

Emission reduction goals	Actively respond to the national goals of carbon peaking and carbon neutrality, strictly implement green operations and keep greenhouse gas emission intensity a decreasing trend.	**Waste reduction goals**	Minimize waste discharge and have 100% of hazardous waste treated harmlessly by qualified suppliers and actively promote waste sorting and management in accordance with policy requirements.
Energy conservation goals	Continuously establish an energy management system, promote energy saving equipment and enhance the efficiency in the use of energy.	**Water conservation goals**	Continuously establish a water resource management system, promote water saving equipment and enhance the efficiency in the use of water resources.

ENVIRONMENTAL PERFORMANCE IN 2025

The scope of environmental performance data in this report covers the headquarters of the Group, regional and urban platform companies, as well as the property management projects and commercial operation management projects* under their management*.

The resources used by the Group's operations mainly include gasoline, diesel, liquefied petroleum gas, natural gas, purchased electricity and water.

The main emissions generated by the operation of the Group are greenhouse gases and waste generated from energy use. The Group then classifies and collects the non-hazardous waste in accordance with the available supporting facilities and transfers the non-hazardous waste generated by operations to the municipal department or qualified transportation providers for disposal. The small amount of hazardous waste generated by the operation of the Group is handed over to qualified professional companies for recycling or harmless treatment, without causing significant environmental impact. The packaging materials generated in the operation of The Group are extremely rare, therefore the key performance indicator A2.5- the total amount of packaging materials used in finished products has not been disclosed.

In 2025, the Group's intensity of water consumption have decreased within acceptable limits compared to previous years, while the Intensity of comprehensive energy consumption and intensity of GHG emissions (Scope 1 and Scope 2) increased. Moving forward, we pay continuous attention to our environmental targets by conducting regular reviews and audits, and enhancing the management of environmental data related to greenhouse gas emissions, energy consumption, and water consumption intensity, with a view to promoting the achievement of the targets in the following year. For detailed data on the environmental key performance indicators of the Group, please refer to Appendix: Key Performance Indicators.

* Excluding property management projects that adopt a commission system and commercial operation management projects that adopt an entrusted management model.

ADDRESSING CLIMATE CHANGE

GOVERNANCE

The Group has integrated climate-related matters into its core corporate governance framework and established a climate change governance structure comprising the Board of Directors, ESG Committee, ESG Working Group and relevant departments. The Board of Directors assumes ultimate oversight responsibility for climate-related matters: it reviews and approves the overall climate change strategy and major issues, oversees and evaluates the effectiveness of management measures, receives at least one annual report on climate change risk and opportunity assessments, response strategies, and target progress, and puts forward improvement recommendations. The ESG Committee formulates climate-related management objectives, strategies, policies and implementation pathways, assesses and organizes analyses of climate-related impacts, risks and opportunities, reviews climate-related internal control systems, reviews and oversees the objectives and implementation status of climate-related work, and provides recommendations to the Board of Directors on the aforementioned matters. The ESG Working Group and relevant departments are responsible for the specific implementation of climate-change-related work in daily management.

The Group attaches great importance to climate governance capacity building, and focuses on enhancing the awareness of the Board of Directors and management personnel at all levels regarding climate-related risks and opportunities. By organizing training sessions to share cutting-edge concepts, policy requirements and practical experiences, we equip relevant personnel with the knowledge and skills required to oversee and manage the Group's climate response strategies, thereby driving continuous improvement of the Group's climate governance standards.

STRATEGY

The group continuously tracks the potential impact of climate change on business development. Based on the characteristics of our business and actual operating experience, we regularly identify and analyze climate risks and opportunities, and update them in a timely manner. For the major climate risks and opportunities that have been identified, the group has formulated targeted response strategies to avoid the occurrence of risks or mitigate their adverse effects as much as possible, continuously strengthening operational resilience and enhancing climate risk management capabilities.

This year, combining external trend developments and internal business plans, the Group further analyzed the impacts of key climate risks and opportunities on its business model and value chain across different impact cycles. The Group will continue to enhance its adaptability and resilience to climate change by dynamically adjusting its climate change management strategies and response measures.



CLIMATE-RELATED RISKS

Types of Physical Risks	Potential impact	Impact Cycle[1]	Countermeasures
Acute Risk — Extreme Precipitation	• This may lead to waterlogging in low-lying public areas during operation and maintenance, causing damage to facilities or property, triggering safety accidents, and increasing the cost of emergency repairs, manpower and reconstruction.	Short term Medium term Long term	• Corresponding emergency response plans have been formulated, preliminary analysis of the impact of such extreme weather on business operations and employees has been conducted, and support mechanisms and emergency plans have been clarified. • Conduct regular inspections of drainage systems and stock up on flood prevention supplies. • Establish emergency rescue teams and conduct special flood prevention drills.
Acute Risk — Typhoon	• This may damage the structure of buildings and infrastructure, causing power and water outages, property losses or casualties, and increasing the cost of emergency repairs, manpower and reconstruction.	Short term Medium term Long term	• Corresponding emergency response plans have been formulated, preliminary analysis of the impact of such extreme weather on business operations and employees has been conducted, and support mechanisms and emergency plans have been clarified. • A special pre-typhoon season inspection mechanism has been established, emergency support supplies have been stockpiled, and the emergency supply of key public facilities has been ensured.
Acute Risk — Extreme Heat	• This may cause the refrigeration equipment in public areas to operate beyond capacity, resulting in a sharp increase in power consumption and a rise in operating costs. • This may lead to an increased risk of heatstroke among employees working outdoors.	Short term Medium term	• Corresponding emergency response plans have been formulated, preliminary analysis of the impact of such extreme weather on business operations and employees has been conducted, and support mechanisms and emergency plans have been clarified. • Optimize the operation strategy of refrigeration equipment in public areas, conduct regular maintenance, clean heat dissipation systems, and improve operation efficiency. • Implement protective measures for high-temperature work, such as adjusting work hours and providing heatstroke prevention and cooling measures.
Acute Risk — Extreme Cold	• This may cause water pipes, fire-fighting pipes, valves and other facilities in outdoor areas and non-heated zones to freeze and crack, resulting in water supply disruptions and property losses.. • This may cause the roads to freeze, leading to safety incidents such as pedestrians slipping and vehicles skidding. • This may lead to a sharp increase in heating demand, resulting in a surge in gas or electricity consumption and a rise in operating costs.	Short term Medium term	• Corresponding emergency response plans have been formulated, preliminary analysis of the impact of such extreme weather on business operations and employees has been conducted, and support mechanisms and emergency plans have been clarified. • Conduct antifreeze protection and regular inspections of key facilities before the onset of winter. • Stock up on sufficient snow-melting agents and anti-slip mats, and promptly clear snow and ice from main access routes. • Optimize the operation plan of heating systems to reduce energy consumption while ensuring heating quality.
Chronic Risk — Sea Level Rise	• Rising sea levels may threaten in-service property assets in coastal areas, increase the risk of flooding and lead to asset depreciation.	Medium term Long term	• Identify and mark high-risk projects located in coastal low-lying areas, reclamation zones and other vulnerable regions. Develop long-term adaptation roadmaps for these high-risk projects, including measures such as gradually strengthening waterproofing for underground spaces and adopting corrosion-resistant materials, while taking into account the long-term impacts of future sea level changes.

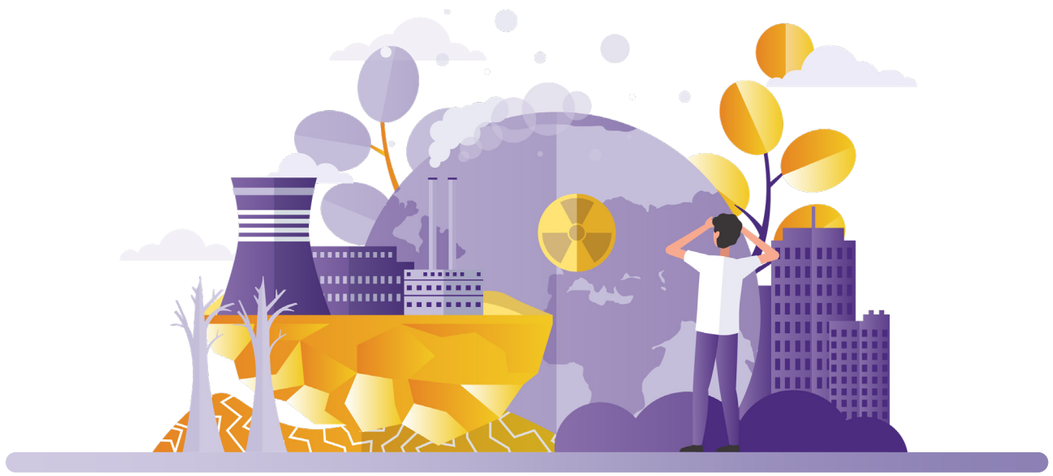
Types of Transition Risks	Potential impact	Impact Cycle	Countermeasures
Policies and Regulations	• Policies and regulations are becoming increasingly stringent. Higher requirements for building standards and energy efficiency may lead to an increase in existing construction and operating costs. • To meet the increasingly refined regulatory requirements for climate information disclosure, the Group faces higher compliance risks, and may also need to invest capital and human resources in carbon-related management and maintenance, which may increase the Group's operating costs.	Short term Medium term Long term	• The Group complies with and responds to relevant national requirements on energy conservation and emission reduction, lays out plans for energy transition, and increases investment in energy conservation and emission reduction. • The ESG Working Group and relevant departments continuously monitor relevant policies, laws and regulations, assess policy trends and initiate preparatory work in advance. They also enhance disclosure transparency, release ESG reports on a regular basis, and publicly disclose the company's climate risk management and green low-carbon practices.
Technology	• Low-carbon technologies/equipment are rapidly evolving. Failure to adopt new technologies/equipment in a timely manner may result in operational efficiency falling behind the industry's leading standards, leading to an increase in long-term operating costs. • Poor integration of new and old technologies/equipment may disrupt service continuity and increase operating costs.	Short term Medium term	• Conduct regular research on cutting-edge low-carbon and energy-efficient technologies/equipment in the industry and establish a technology reserve repository. • Conduct thorough market research and technical evaluation, and carry out rigorous testing and verification of new technologies/equipment.
Market	• Customers and consumers are growing more environmentally conscious. For instance, the low-carbon and eco-friendly attributes of residential estates may become a more important basis for consumption decisions; commercial property tenants prefer spaces with complete energy-saving, eco-friendly and green certifications. Failure to upgrade service offerings in tandem may lead to reduced competitiveness and decreased revenue.	Medium term Long term	• Adopt more environment-friendly, low-carbon and green management strategies, upgrade low-carbon management of estates, strengthen communication with consumers and promote the low-carbon and environment-friendly attributes of estates. • With reference to the Ministry of Commerce's *Green Shopping Mall* (SB/T 11135–2015), the National Development and Reform Commission's Notice on Issuing the *Overall Plan for Green Lifestyle Creation Actions* and the current management status, promote the construction of green shopping malls.
Reputation	• Investors are paying increasing attention to enterprises' ESG performance and climate risk management capabilities. Poor performance in these areas may directly affect the company's market valuation and financing capacity.	Short term Medium term Long term	• Strengthen climate risk management, proactively address climate change and ensure sustainable development. Maintain transparent communication with investors, regularly share updates on ESG performance and climate strategy progress to enhance trust. • Build a green brand image and enhance market reputation by participating in community environmental protection projects and social responsibility activities.

1. Based on extensive reference to external information and in combination with the company's business operations, we have defined the time horizons for the impacts of climate risks and opportunities as follows: within 1 year (inclusive) after the end of the reporting period (short-term); from 1 to 5 years (inclusive) after the end of the reporting period (medium-term); and more than 5 years after the end of the reporting period (long-term).

CLIMATE-RELATED OPPORTUNITIES

Types of Opportunities	Potential impact	Impact Cycle	Climate-related Opportunities
Resource Efficiency	• By enhancing resource and energy efficiency, and efficiently utilizing utility resources (including water and energy), new development opportunities can be unlocked.	Short term Medium term Long term	• Actively implement various green operation measures, establish and utilize a digital energy consumption monitoring and management platform, gradually integrate new technologies/equipment into existing projects, and reduce long-term costs.
Products and Services	• The government continues to promote the concept of green consumption. Rising demand from customers and consumers for green low-carbon buildings, low-carbon management and energy-saving services is driving growth in related business segments.	Short term Medium term Long term	• Continue to promote low-carbon operation models, conduct evaluations, factor environmental attributes into the Group's service and product strategies, and plan to launch products and services with environmental attributes.

During the Reporting Period, the Group conducted a comprehensive review of the potential financial impacts brought by major climate-related physical risks, transition risks and opportunities. In terms of physical risks, extreme weather events may cause damage to facilities, equipment and public areas of operating projects, leading to impairment losses on fixed assets and increases in maintenance and operating costs. In terms of transition risks, the advancement of low-carbon policies, the iteration of green technologies/equipment, and the growing environmental awareness of consumers may lead to increased investment in equipment upgrades and energy-saving retrofits, which in turn result in phased increases in operating costs. In terms of climate-related opportunities, implementing green operations and adopting energy-saving technologies and equipment help reduce energy and resource consumption, thereby cutting long-term operating costs and improving operational efficiency. Overall, the above impacts did not have a significant adverse effect on the Group's overall profitability and financial stability during the year, and the Company's overall financial performance in the current period was not materially affected. Based on the existing assessment, it is expected that in the next reporting period, these factors will not pose a significant risk of material adjustments to the carrying values of assets and liabilities. Meanwhile, considering the stability of the Company's business operation model, the formulation of emergency plans and management measures for various risks, and the continuous dynamic monitoring of the evolution of climate risks and opportunities, no significant financial impact is expected.



RISK MANAGEMENT

The Group has integrated climate change risk management into its overall risk management system. Based on close communication with business departments and value chain partners, it continuously establishes and improves relevant risk management processes to enable the Group to more comprehensively identify and address climate risks.

Climate Risk Identification

Referring to the analysis framework of the TCFD (Task Force on Climate-Related Financial Disclosures) and industry practices, and combining industry trend research, the Group has compiled a climate risk inventory. Based on its core business model, through cross-departmental discussions and consultations with external experts, the Group has accurately identified key climate risks and opportunities.

Climate Risk Assessment

Carry out risk analysis and evaluation of initial information and the climate risk inventory, organize thematic workshops to gather input from key functional departments and business management, and conduct a systematic assessment of the potential impacts of climate factors on business models, value chains, and financial performance.

Climate Risk Response

Based on the assessment results, the Group reviews the adequacy of resource allocation, the effectiveness of response measures and the rationality of transformation plans, integrates climate risks into the company's overall risk ranking and management system, and achieves closed-loop management.

Oversight and Improvement of Climate Risk Management

Management regularly assesses and reviews implemented response measures, identifies and addresses potential issues in these measures, and makes necessary adjustments and improvements to ensure the effective mitigation of potential risks. The Board of Directors, ESG Committee, ESG Working Group and relevant departments regularly review the effectiveness of climate risk response measures.



INDICATORS AND GOALS

CLIMATE-RELATED INDICATORS

Sunac Services continues to advance the development of its greenhouse gas emission data management system and regularly conducts greenhouse gas accounting covering its own operations and value chain. During the current year, our Group has collected and quantified greenhouse gas emission data for Scope 1, Scope 2, as well as Category 6 (Business Travel) and Category 7 (Employee Commuting) under Scope 3. It also plans to continue expanding Scope 3 accounting to other key categories to fully identify the current status of value chain emissions.

Indicator[1]	Unit	Data
Total Greenhouse Gas (GHG) emissions (Scope 1 and Scope 2)	Tonnes	429,640.99
Intensity of GHG emissions (Scope 1 and Scope 2)	Tonnes/ sq.m	0.0016
GHG emissions (Scope 1)	Tonnes	1,183.13
GHG emissions (Scope 2)	Tonnes	428,457.86
GHG emissions (Scope 3)	Tonnes	/
Employee Commuting	Tonnes	3,398.58
Business Travel	Tonnes	706.63

CLIMATE-RELATED GOALS

The Group actively responds to the country's dual-carbon goals. Based on its actual operational status, it continues to deepen green operation practices, formulate and implement carbon reduction measures, and is committed to reducing greenhouse gas emission intensity. The Group has incorporated climate target planning into the construction of its long-term climate governance system. It will gradually conduct systematic research in combination with national policy directions, industry development trends and its own business operations. In the future, when its data foundation and management capabilities are fully established, the Group will formulate scientific, feasible and phased carbon reduction targets in a timely manner, continue to improve its climate change management system, and steadily advance its low-carbon transition.

1. Greenhouse gas emission accounting is presented in CO_2 equivalent, calculated in accordance with the *2023 Electricity CO_2 Emission Factors* issued by the Ministry of Ecology and Environment of the People's Republic of China. We adopt the operational control approach to define the accounting boundary for greenhouse gas emissions. With Sunac Services Holdings Limited as the subject, the accounting covers key operating locations including XXX and other regions, sorted by emission volume.

RESOURCES MANAGEMENT

The Group attaches great importance to resource conservation and efficient utilization, effectively reducing waste and pollution, lowering operating costs, and promoting sustainable economic and environmental development. Based on the operation model, the Group has established the environmental management system and obtained the certification of ISO 14001: 2015 Environmental Management System. The Group established the energy management system in line with the use of resources in the course of business operation and obtained the certification of ISO 50001: 2018 Energy Management System, covering the management of energy procurement, receipt/storage, transmission and distribution to use that are related to public facilities employed in the office work of the Group's headquarters and in the course of provision of property services, and the application of energy conservation technologies.

The Group guides and standardises the environmental protection management under the closed-loop management model covering planning, implementation, examination and handling, sets out detailed management systems and measures for reducing energy consumption and emissions and promotes and implements such systems and measures within the Group.

WORKPLACE ENERGY CONSERVATION AND CONSUMPTION REDUCTION MANAGEMENT

The management measures implemented to reduce energy consumption in the Group's workplace are as follows:

Energy saving management of office equipment and facilities

- Air conditioner: Strictly control the indoor air conditioning temperature and prohibit opening windows during air conditioning operation.
- Lighting facilities: Precisely control lighting on and off according to the corresponding times for morning cleaning, lunch break and evening closing of the work area; After the conference room is vacated, the lights should be turned off when individuals exit.
- Office computer: Set to sleep mode when temporarily suspended, and promptly cut off power when unused devices are used up.
- Heating and cooling equipment: Ensure that power is cut off when people leave; Turn off and cut off the power supply of office equipment after work to reduce standby energy consumption and ensure electrical safety.
- Refrigerator: Set the temperature appropriately and regularly clean the stored items.

GREEN OFFICE

- Facilitate the construction of online information systems: Build the "Sunac Smart" quality inspection system, enabling the use of cameras to monitor key areas and routes in the community, achieving online inspections and reducing the number of trips/car trips.
- Office supplies management and control: Control the procurement of office supplies and efficiently manage supplies in the warehouse; encourage the prioritization of refills over brand new pens to reduce the consumption of office pens.
- Promote the paperless office: Continuously promote the use of electronic signatures in contracts to reduce paper-based contracts.
- Advocate online meetings: Advocate online meetings to reduce carbon emissions generated by business trips.
- Encourage paper recycling: Encourage two-sided, multi-page and black-and-white printing and reuse of paper.

ENERGY CONSERVATION MANAGEMENT OF PROJECTS

Through management systems such as the *Measures for Management of Energy Consumption of Sunac Services Group*, our Group establishes a four-level energy consumption management system, comprising the Group, regions, cities and projects, and integrates energy consumption management into the entire project cycle, including the planning and design stage, the construction undertaking and inspection stage and the service operation stage. On the premise of ensuring service quality, the management and control of energy use is well implemented to improve energy efficiency and reduce energy consumption. Meanwhile, the Group regularly collects and reviews the energy consumption data of all projects, assesses the effectiveness of energy management, grants rewards and imposes punishments based on the assessment.

In 2025, the Group established an energy expert team to advance the iteration of its energy management system. The team conducted specialized diagnostics on high-energy-consumption projects, formulated and implemented energy-saving measures, and actively promoted the research, development, and application of new energy-saving technologies such as smart lighting and multi-connected unit group control. The annual energy savings achieved corresponded to a reduction in energy costs of nearly RMB 1 million.

Management

- Institutional construction: The *Measures for Energy Consumption Management of Sunac Service Group;*
- Management measures: From the date of project delivery, implement energy-saving and consumption reduction management, such as adjusting the on/off time of lighting and air conditioning in a timely manner according to changes in lighting and temperature;
- Monitoring and supervision: Establish an energy consumption management ledger, accurately record individual energy consumption, and conduct monthly analysis and review.

Promotion and education

- Set up energy-saving reminders;
- Carry out green environmental protection activities.



Technical energy conservation

- Equipment iteration: Eliminate outdated high energy consuming electrical equipment and introduce high-efficiency energy-saving equipment, such as high- efficiency lighting fixtures, elevator energy feeding devices, solar photovoltaic equipment, etc;
- Equipment optimization: Based on the actual operation of the project, timely load optimization, line optimization, and operation time optimization of energy consuming equipment are carried out.

Case | Sunac Commercial: Harnessing Technology for Energy Efficiency to Drive Green Operations

Sunac Commercial integrates the concept of green and sustainable development into every stage of its commercial operations, focusing on key areas of energy consumption. By leveraging technology to promote energy conservation and emissions reduction, the company is building a green, low-carbon commercial operations system to help achieve the “dual carbon” goals. Addressing the challenge of high energy consumption in commercial project chiller rooms, Sunac Commercial has actively implemented the AI Chiller Station Intelligent Control System. The system was first deployed in three major projects—Guangzhou Mao, Banna Mao, and Hefei Mao—enabling intelligent and precise management of energy consumption. After installing the system, the chiller room at Guangzhou Mao saved 290,000 kWh of electricity annually, achieving an energy savings rate of 8%; at Banna Mao and Hefei Mao, despite having been in use for only one month, the average energy savings rate in the chiller rooms has already reached 9.48%. The implementation of the AI Chiller Room Intelligent Control System has not only effectively reduced energy consumption and carbon emissions in project operations but has also established a green and energy-efficient operational model for commercial projects, providing replicable and scalable experience for future energy optimization and upgrades across the country.

WATER RESOURCE MANAGEMENT

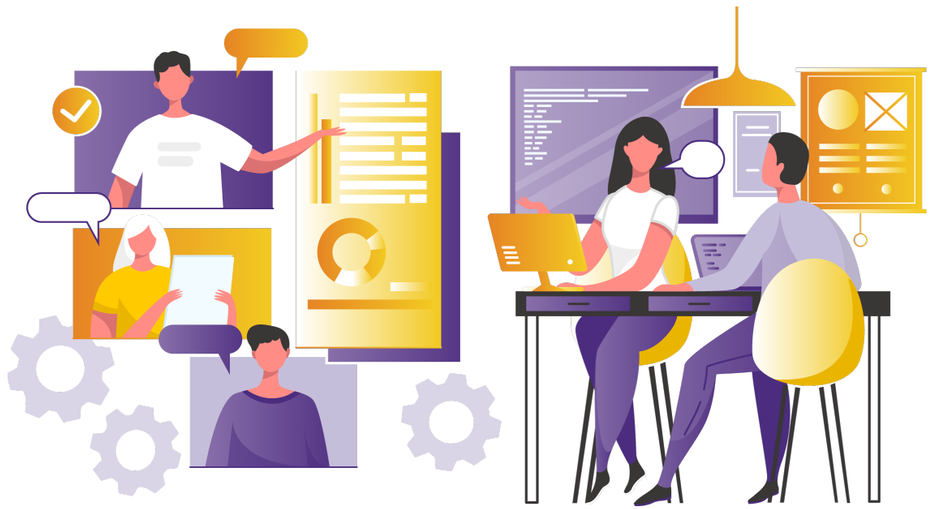
In terms of project operations, the Group applied the energy management system to monitor water consumption data, formulated the water resource management strategy of the Group, and reduced the overall water consumption of projects while using water resources in a scientific and reasonable manner. In respect of office premises, the Group actively promoted water conservation by posting water saving notices in the public water service areas of office areas and property management parks and improved the water saving awareness of employees and property owners, to avoid "water running, flowing, dripping and leakage" and other circumstances of wasting water resources.

Water saving technologies

The Group employed the reclaimed water system to source natural water resources for irrigating plants and cleaning, and adopted the EBA remote automatic control system to control the water level and replenishment of fire-fighting water and water landscape, thereby preventing human-caused waste.

Water saving management

The Group has established water conservation management organizations at all levels, equipped with dedicated management personnel, and established the water conservation management network of units. Through mapping the water consumption network, improving water meter measurement, the Group develops a diagram of the water supply network and a diagram of the metering network and establishes a metering database. Additionally, the Group compares the first- and second-level measuring instruments, calculates the discrepancies between the second-level measuring instruments (or completes the water balance test), identifies any issues, and implements corrections as needed. Through the development of management systems for water use, water conservation, measurement, inspection, reporting and repair, the Group implemented effective management and improved relevant records.



EMISSIONS MANAGEMENT

The Group has formulated *the Control Procedures on Environment, Occupational Health and Safety Operation* and other policies, to regulate the management of emissions from office areas and property management parks and provide detailed requirements on the treatment of possible dust, sewage and wastes.

DUSTAND WASTE GAS CONTROL

The Group has promoted the use of enclosed three-in-one sweepers and enclosed three-in-one floor scrubbers for sweeping and dust removal in the property management parks, and has basically implemented mechanized operations during the renovation period and the disposal of dust from excavation, thus reducing the occurrence of dust pollution and maintaining the overall coverage of the cleaning equipment at over 166%, with the machinery have an operating rate of 99.87%. We achieved 99% online operation monitoring rate of cleaning machines through online management, which greatly improved management efficiency and reduced emission pollution. The Group requires that staff canteens and merchants engaged in catering in parks install purification equipment for exhaust emission and their cooking stoves should adopt clean fuels to prevent polluting surrounding areas.

This year

Overall coverage of the cleaning equipment is	Online operation monitoring rate of cleaning machines is	The operating rate of cleaning machinery is
166%	**99%**	**99.87%**

SEWAGE MANAGEMENT

The Group strictly implements the Tier III Standard provided in the *Integrated Wastewater Discharge Standard*. Sewage from cleaning in the property management parks shall be discharged into the municipal sewage pipeline network after sedimentation. Staff canteens shall have oil separation pools, and sewage is discharged into the sewage pipeline network after sedimentation in oil separation pools. Designated personnel are arranged to clean the oil separation pools and septic tanks on a regular basis. To ensure that the discharge of wastewater meets the standards, the Group sets rigorous work procedures and standards to strengthen the treatment and monitoring of production and domestic sewage, thus reducing the impact on the environment. At the same time, the Group has also commissioned a professional third party with national certification to provide assistance.

WASTE MANAGEMENT

For non-hazardous wastes, the Group requires sorting and recycling office wastes, household wastes, kitchen wastes and construction wastes and delivering them to municipal departments or qualified suppliers of cleaning services for centralised disposal based on relevant regulations of local governments. For a few hazardous wastes generated, such as waste ink cartridges, carbon powder, toner cartridges, fluorescent tubes and batteries generated by the Group in office areas and parks, the Group collects and stores them separately and delivers them to qualified professional companies for handling.

Case | Life in the Park: Systematized Garbage Management Made Easy

In the Fengdan No. 1 Community in Beijing, the Group develops a comprehensive waste sorting management system for daily waste management in the park. This system not only outlines detailed regulations for the steps involved in waste sorting but also designates responsible personnel and establishes stringent standards for each stage of the process. Furthermore, regular supervision and inspection ensure strict compliance with these regulations. This action facilitates the smooth implementation of waste sorting within the park and alleviates the challenges associated with community waste management. To accommodate the living conditions in the park, the Group sets up classified waste collection stations that provide readily accessible containers for four waste categories: kitchen waste, recyclable waste, hazardous waste, and other waste. Additionally, the household waste sorting bulletin boards are meticulously designed to include comprehensive guidelines for waste sorting, ownership of management responsibilities, and information on urban management oversight, ensuring that homeowners can easily grasp the necessary information at a glance. In 2025, RMB 3.31 million in government policy subsidies was obtained for waste sorting initiatives.



BIODIVERSITY PROTECTION

In 2025, the Group continued to actively practice the green concept

Replanted green plants more than	Modified the soil by more than	Cutting ground of more than	Replanted the lawn more than
600,000 plants	**160,000 square meters**	**1,590,000 plants**	**195,000 square meters**

The Group focuses on environmental protection and the use and promotion of environmentally friendly products, striving to maintain and enhance the level of biodiversity in the region. Specific measures include:

01 Differentiated Maintenance and Ecological Environment Enhancement

Zoned & Seasonal Maintenance Plan

- Developed and implemented differentiated plant maintenance plans based on different location conditions and seasonal changes in the park.
- Improved the microclimate and ecological environment of the park through scientific and professional maintenance management, increased air oxygen content, enhanced plant survival rate, and minimized damage to natural vegetation.

Vegetative Propagation & Low-Cost Greening

- Adopted vegetative propagation techniques such as cutting and division to achieve rapid ground cover and landscape. Continuously improved the integrity, continuity, and species richness of vegetation in the park.

02 Water-Saving Irrigation and Water Resource Protection

Irrigation System Upgrade

- Promoted the transformation and application of "ground mobile micro-sprinklers, micro-sprinkler belts, and underground automatic irrigation systems" for flat lawn areas. Reduced surface runoff caused by traditional flood irrigation and direct pipe flushing, lowering the risk of surface water pollution and water waste.

03 Standardized Pesticide Use and Safety Management

Pesticide Usage Standards

- Strictly complied with national relevant regulations and standards for pesticide use, prioritizing low-toxicity, residue-free bio-extracted environmentally friendly pesticides.
- Prohibited the use of highly toxic, high-residue organophosphorus pesticides and other non-compliant chemical pesticides.

Pesticide Management System

- Strictly implemented the company's independent lock-up management system for pesticides, which requires "special person, special lock, special management". This ensures the entire process of pesticide storage, collection, and use is traceable and controllable.

04 Environmentally Friendly Winter Snow Removal Operations

Snow Removal Operation Standards

- Winter snow removal and sweeping operations are strictly carried out in accordance with the *Snow Removal Operation Regulations.*

05 Owner Participation and Environmental Protection Promotion

Park Activity Organization

- Regularly organized park activities with owner participation, including waste sorting knowledge lectures and competitions, Tree Planting Day activities, plant adoption, civilized dog-raising promotion, and charitable clothing donation.
- Through positive guidance and promotion, collaborated with sub-districts and owners to enhance environmental protection knowledge and awareness among all participants.

Green renewal projects were implemented through grass seed overseeding. This lawn reseeding approach effectively enhanced the green landscape quality of aging residential communities, achieving low-cost input and high-impact output, and completely transforming the green appearance of these communities.





Idle areas were utilized to establish nurseries for project-based supplementary planting.





Case | "Zero-Waste Garden" Project



Sunac City Phase I in Hefei, which has been built for a long time, has many "lost spaces" to be developed. The community has a large population of elderly residents and families with second children, who have an urgent demand for leisure and entertainment spaces. After discussions with Sunshine Managers, homeowners and other stakeholders, and on-site surveys, the Group selected an open space. Through space redesign and utilization of idle items, a zero-waste community garden that is environmentally friendly and sustainable was co-built to enrich the cultural life of the elderly and children. The "Zero-Waste Garden" initiative has been held for two sessions, each with different activity themes and actions, including composting challenges, plant printing, garden co-construction, and "Good Fortune with Vegetables" activities. Young homeowners learned planting and composting knowledge, adopted exclusive plants, and sowed the seeds of hope in 2024. In the second session, Wang Yu, Sunshine Manager of Sunac City in Hefei, actively planned and participated as the organizer, leading young homeowners to learn plant printing and practice a sustainable lifestyle. Notably, young homeowners also took the initiative to DIY graffiti on on-site escalators, stairs, flower boxes, stones and other facilities, making the entire garden colorful and vibrant.

APPENDIX

KEY PERFORMANCE INDICATORS

KEY PERFORMANCE INDICATORS ON EMPLOYMENT

Indicator		Unit	Data
Total workforce		**Persons**	**24,042**
Workforce by employment type	Employee under labour contract	Persons	23,864
	Employee not under labour contract	Persons	178
Workforce by gender[1]	Male	Persons	14,312
	Female	Persons	9,730
Workforce by age group[1]	30 and below	Persons	7,415
	31 to 50	Persons	14,294
	50 and above	Persons	2,333
Workforce by geographical region[1]	Mainland China	Persons	24,042
	Hong Kong, Macau and Taiwan	Persons	0
	Other countries and regions	Persons	0
Employee turnover rate[1]		**%**	**24.47**
Employee turnover rate by gender	Male	%	24.84
	Female	%	23.91
Employee turnover rate by age group	30 and below	%	35.25
	31 to 50	%	19.85
	50 and above	%	8.29
Employee turnover rate by geographical region	Mainland China	%	24.47
	Hong Kong, Macau and Taiwan	%	0
	Other countries and regions	%	0

KEY PERFORMANCE INDICATORS ON HEALTH AND SAFETY

Indicator	Unit	Data (2025)	Data (2024)	Data (2023)
Number of work - related fatalities[2]	%	1	2	0
Rate of work - related fatalities (%)	%	0.004	0.007	0

Lost workdays due to work - related injuries in 2025 were 12 days.

1. Categorised on the basis of total number of employees

2. In 2025, 1 employee fatality occurred due to a traffic accident

KEY PERFORMANCE INDICATORS ON EMPLOYEE TRAINING

Indicator		Unit	Data
Percentage of employees trained by gender	Male	%	100
	Female	%	100
Percentage of employees trained by management level	Senior management	%	100
	Middle management	%	100
	General staff	%	100
Average training hours completed per employee by gender	Male	Hours	73.50
	Female	Hours	60.00
Average training hours completed per employee by management level	Senior management	Hours	45.38
	Middle management	Hours	83.98
	General staff	Hours	56.79

KEY PERFORMANCE INDICATORS ON EMISSIONS[3]

Indicator	Unit	Data
Total Greenhouse Gas (GHG) emissions (Scope 1 and Scope 2)[4,5]	Tonnes	429,640.99
Intensity of GHG emissions (Scope 1 and Scope 2)	Tonnes/sq.m.[6]	0.0016
GHG emissions (Scope 1)	Tonnes	1,183.13
GHG emissions (Scope 2)	Tonnes	428,457.86
GHG emissions (Scope 3)	Tonnes	/
Employee Commuting	Tonnes	3,398.58
Business Travel	Tonnes	706.63
Hazardous waste[7]	Tonnes	2.13
Intensity of hazardous wastes	Kg/sq.m.[6]	0.0000082
Non - hazardous waste[8]	Tonnes	876.61
Intensity of non - hazardous wastes	Kg/sq.m.[6]	0.003

3. Based on the nature of the Group's business, gas emissions are mainly GHG emissions generated from the use of fossil fuel-converted electricity and fuels and employee commuting and business travel activities

4. The Group's GHG inventory mainly includes carbon dioxide, methane and nitrous oxide. GHG emissions data is presented in carbon dioxide equivalent and is calculated in accordance with the *2006 IPCC Guidelines for National Greenhouse Gas Inventories (Revised in 2019)* , the *Announcement on the Release of 2023 Power Sector Carbon Dioxide Emission Factors* and the *Accounting Methods and Reporting Guidelines for the GHG Emissions of Other Industrial Enterprises*

5. GHG Scope 1: covering the GHG emissions directly generated from the Group's operation; GHG Scope 2: GHG emissions (indirect energy) from the Group's consumption of electricity

6. Areas under management of the Group as of 31 December 2025

7. Hazardous wastes mainly include waste ink cartridges, carbon powder, toner cartridges, electronic waste and waste batteries produced in office activities and project operation and maintenance

8. Non-hazardous wastes mainly include office wastes, household wastes, kitchen wastes and construction wastes produced in office activities and project operation and maintenance

KEY PERFORMANCE INDICATORS ON USE OF RESOURCES

Indicator	Unit	Data
Total comprehensive energy consumption[1]	Tonnes	812,345.41
Intensity of comprehensive energy consumption	MWh/sq.m.[2]	0.0031
Direct energy consumption[1]	MWh	4,848.51
Gasoline	MWh	1,607.17
Diesel	MWh	490.74
LPG	MWh	122.07
Natural gas	MWh	2,628.52
Indirect energy consumption[1]	MWh	807,496.91
Purchased electricity	MWh	807,496.91
Water consumption	Tonnes	17,959,042.37
Intensity of water consumption	Tonnes/sq.m.[2]	0.069

NUMBER OF SUPPLIERS BYGEOGRAPHICAL REGION[3]

Geographical Region	Unit	Data
Mainland China	No.	7,419
Hong Kong, Macau and Taiwan	No.	7
Other countries and regions	No.	0

1. Total comprehensive energy consumption is derived from direct and indirect energy consumption based on the conversion factors as set out in the General Rules for Calculation of the *Comprehensive Energy Consumption* (GB/T2589 - 2020)
2. The Group's Gross Floor Area Under Management as of 31 December 2025
3. The number of suppliers represents the number of suppliers that have signed cooperation contracts with the Group in the past two year

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PART B: MANDATORY DISCLOSURE REQUIREMENTS

Aspects	Disclosure Requirements	Chapter
Governance Structure	A statement from the board containing the following elements: (i) a disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	Board's Statement
Reporting Principles	A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report: Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement. Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed. Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	About this Report
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About this Report

PART C: "COMPLY OR EXPLAIN" PROVISIONS

Subject Areas	Aspect	Disclosure Requirements	Chapter
Environmental	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.	EMISSIONS MANAGEMENT
		A1.1 The types of emissions and respective emissions data.	APPENDIX: KEY PERFORMANCE INDICATORS
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	APPENDIX: KEY PERFORMANCE INDICATORS
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	APPENDIX: KEY PERFORMANCE INDICATORS
		A1.5 Description of emission target(s) set and steps taken to achieve them.	ENVIRONMENTAL GOALS AND ENVIRONMENTAL PERFORMANCE IN 2025 EMISSIONS MANAGEMENT
		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.	ENVIRONMENTAL GOALS AND ENVIRONMENTAL PERFORMANCE IN 2025 EMISSIONS MANAGEMENT
	A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	RESOURCES MANAGEMENT
		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).	APPENDIX: KEY PERFORMANCE INDICATORS
		A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	APPENDIX: KEY PERFORMANCE INDICATORS
		A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	RESOURCES MANAGEMENT
		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.	RESOURCES MANAGEMENT
		A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Our Group provides customer services instead of manufacturing physical products, so there is no concept of packaging materials.
	A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	RESOURCES MANAGEMENT BIODIVERSITY PROTECTION
		A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	RESOURCES MANAGEMENT BIODIVERSITY PROTECTION

Subject Areas	Aspect	Disclosure Requirements	Chapter
Social	B1: Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	EMPLOYMENT AND PROMOTION
		B1.1 Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.	APPENDIX: KEY PERFORMANCE INDICATORS
		B1.2 Employee turnover rate by gender, age group and geographical region.	APPENDIX: KEY PERFORMANCE INDICATORS
	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.	EMPLOYEES HEALTH AND SAFETY
		B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	APPENDIX: KEY PERFORMANCE INDICATORS
		B2.2 Lost days due to work injury.	APPENDIX: KEY PERFORMANCE INDICATORS
		B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	EMPLOYEES HEALTH AND SAFETY
	B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	TRAINING AND DEVELOPMENT
		B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	APPENDIX: KEY PERFORMANCE INDICATORS
		B3.2 The average training hours completed per employee by gender and employee category.	APPENDIX: KEY PERFORMANCE INDICATORS
	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.	EMPLOYMENT AND PROMOTION
		B4.1 Description of measures to review employment practices to avoid child and forced labour.	EMPLOYMENT AND PROMOTION
		B4.2 Description of steps taken to eliminate such practices when discovered.	EMPLOYMENT AND PROMOTION
	B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	SUPPLIER MANAGEMENT
		B5.1 Number of suppliers by geographical region.	APPENDIX: KEY PERFORMANCE INDICATORS
		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.	SUPPLIER MANAGEMENT

Subject Areas	Aspect	Disclosure Requirements	Chapter
Social	B5 Supply Chain Management	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	SUPPLIER MANAGEMENT
		B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	SUPPLIER MANAGEMENT
	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.	PRODUCT QUALITY CUSTOMER COMMUNICATION SAFETY MANAGEMENT CUSTOMER PRIVACY PROTECTION
		B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Our Group provides customer services instead of manufacturing physical products, so there is no concept of product recall.
		B6.2 Number of products and service related complaints received and how they are dealt with.	CUSTOMER PRIVACY PROTECTION
		B6.3 Description of practices relating to observing and protecting intellectual property rights.	NTELLECTUAL PROPERTY PROTECTION
		B6.4 Description of quality assurance process and recall procedures.	Our Group provides customer services instead of manufacturing physical products, so there is no concept of product recall.
		B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	CUSTOMER PRIVACY PROTECTION
	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.	BUSINESS ETHICS AND ANTI-CORRUPTION, ANTI-BRIBERY
		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.	BUSINESS ETHICS AND ANTI-CORRUPTION, ANTI-BRIBERY
		B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	BUSINESS ETHICS AND ANTI-CORRUPTION, ANTI-BRIBERY
		B7.3 Description of anti-corruption training provided to directors and staff.	BUSINESS ETHICS AND ANTI-CORRUPTION, ANTI-BRIBERY
	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.	HARMONIOUS COMMUNITY AND WARM SOCIETY
		B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	HARMONIOUS COMMUNITY AND WARM SOCIETY
		B8.2 Resources contributed (e.g. money or time) to the focus area.	HARMONIOUS COMMUNITY AND WARM SOCIETY

PART D: CLIMATE-RELATED DISCLOSURE

Disclosure Requirements			Chapter
Governance	Governance	19. An issuer shall disclose information about: (a) the governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate-related risks and opportunities. (b) An issuer shall disclose information about management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities	Addressing Climate Change - Governance
Strategy	Climate-related risks and opportunities	20. An issuer shall disclose information to enable an understanding of climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term. Specifically, the issuer shall: (a) describe climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term; (b) explain, for each climate-related risk the issuer has identified, whether the issuer considers the risk to be a climate-related physical risk or climate-related transition risk; (c) specify, for each climate-related risk and opportunity the issuer has identified, over which time horizons – short, medium or long term – the effects of each climate related risk and opportunity could reasonably be expected to occur; and (d) explain how the issuer defines 'short term', 'medium term' and 'long term' and how these definitions are linked to the planning horizons used by the issuer for strategic decision-making.	Addressing Climate Change - Strategy
	Business Model and Value Chain	21. An issuer shall disclose information that enables an understanding of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain. Specifically, the issuer shall disclose: (a) a description of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain; and (b) a description of where in the issuer's business model and value chain climate-related risks and opportunities are concentrated (for example, geographical areas, facilities and types of assets).	Addressing Climate Change - Strategy
	Strategy and Decision-Making	22. An issuer shall disclose information that enables an understanding of the effects of climate-related risks and opportunities on its strategy and decision-making. Specifically, the issuer shall disclose: (a) information about how the issuer has responded to, and plans to respond to, climate-related risks and opportunities in its strategy and decision-making, including how the issuer plans to achieve any climate-related targets it has set and any targets it is required to meet by law or regulation; and (b) information about how the issuer is resourcing, and plans to resource, the activities disclosed in accordance with paragraph 22(a).	Addressing Climate Change - Governance
		23. An issuer shall disclose information about the progress of plans disclosed in previous reporting periods in accordance with paragraph 22(a).	Addressing Climate Change - Strategy

Disclosure Requirements			Chapter
Risk Management	Financial position, financial performance and cash flows	24. Current financial effect An issuer shall disclose qualitative and quantitative information about: (a) how climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period; and (b) the climate-related risks and opportunities identified in paragraph 24(a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements.	Addressing Climate Change - Strategy The measurement methods used to assess the current financial impacts of climate related risks or opportunities are subject to uncertainty, rendering any estimated quantitative information non-referential, and the comprehensive financial quantitative data is also not meaningful for reference purposes.
		Anticipated financial effect 25. The issuer shall provide qualitative and quantitative disclosures about: (a) how the issuer expects its financial position to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities, taking into consideration: (i) its investment and disposal plans; and (ii) its planned sources of funding to implement its strategy; and (b) how the issuer expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities.	Addressing Climate Change - Strategy As the existing skills, capabilities and resources are not yet mature, the anticipated financial impacts have not been quantified at this stage.
	Climate resilience	26. An issuer shall disclose information that enables an understanding of the resilience of the issuer's strategy and business model to climate-related changes, developments and uncertainties, taking into consideration the issuer's identified climate-related risks and opportunities. An issuer shall use climate-related scenario analysis to assess its climate resilience using an approach that is commensurate with an issuer's circumstances. In providing quantitative information, the issuer may disclose a single amount or a range. Specifically, the issuer shall disclose: (a) the issuer's assessment of its climate resilience as at the reporting date; and (b) how and when the climate-related scenario analysis was carried out.	Given the immaturity of existing skills, capabilities and resources, comprehensive climate scenario analysis has not been conducted at this stage.
	Risk Management	27. An issuer shall disclose information about: (a) the processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks. (b) the processes the issuer uses to identify, assess, prioritise and monitor climate related opportunities (including information about whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related opportunities); and (c) the extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.	Addressing Climate Change - Risk Management

Disclosure Requirements			Chapter
Metrics and Targets	Greenhouse gas emissions	28. An issuer shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tons of CO2 equivalent, classified as: (a) Scope 1 greenhouse gas emissions; (b) Scope 2 greenhouse gas emissions; and (c) Scope 3 greenhouse gas emissions.	Addressing Climate Change - Metrics and Targets
		29. An issuer shall: (a) measure its greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) unless required by a jurisdictional authority or another exchange on which the issuer is listed to use a different method for measuring greenhouse gas emissions; (b) disclose the approach it uses to measure its greenhouse gas emissions; (c) for Scope 2 greenhouse gas emissions disclosed in accordance with paragraph 28(b), disclose its location-based Scope 2 greenhouse gas emissions, and provide information about any contractual instruments that is necessary to enable an understanding of the issuer's Scope 2 greenhouse gas emissions; and (d) for Scope 3 greenhouse gas emissions disclosed in accordance with paragraph 28(c), disclose the categories included within the issuer's measure of Scope 3 greenhouse gas emissions, in accordance with the Scope 3 categories described in the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011).	Addressing Climate Change - Metrics and Targets
	Climate-related transition risks	30. An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related transition risks.	Due to the lack of reasonable and evidence-based data, the amount and percentage of this indicator have not been defined for the time being.
	Climate-related physical risks	31. An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related physical risks.	
	Climate-related opportunities	32. An issuer shall disclose the amount and percentage of assets or business activities aligned with climate-related opportunities.	
	Capital deployment	33. An issuer shall disclose the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.	
	Internal carbon prices	34. An issuer shall disclose: (a) an explanation of whether and how the issuer is applying a carbon price in decision-making (for example, investment decisions, transfer pricing, and scenario analysis);and (b) the price of each metric tonne of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions; or an appropriate negative statement that the issuer does not apply a carbon price in decision-making.	The Group has not yet integrated carbon pricing into its internal decision-making framework.
	Remuneration	35. An issuer shall disclose whether and how climate-related considerations are factored into remuneration policy, or an appropriate negative statement.	Climate-related considerations are not yet incorporated into the remuneration policy.
	Industry - based metrics	36. An issuer is encouraged to disclose industry-based metrics that are associated with one or more particular business models, activities or other common features that characterize participation in an industry.	No industry-specific indicators are applicable to the Group.

Disclosure Requirements			Chapter
Metrics and Targets	Climate-Related Targets	37. An issuer shall disclose (a) the qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals; and (b) any targets the issuer is required to meet by law or regulation, including any greenhouse gas emissions targets. For each target, the issuer shall disclose: (a) the metric used to set the target; (b) the objective of the target (for example, mitigation, adaptation or conformance with science-based initiatives); (c) the part of the issuer to which the target applies (for example, whether the target applies to the issuer in its entirety or only a part of the issuer, such as a specific business unit or geographic region); (d) the period over which the target applies; (e) the base period from which progress is measured; (f) milestones or interim targets (if any); (g) if the target is quantitative, whether the target is an absolute target or an intensity target; and (h) how the latest international agreement on climate change, including jurisdictional commitments that arise from that agreement, has informed the target.	Addressing Climate Change - Metrics and Targets
		38. An issuer shall disclose information about its approach to setting and reviewing each target, and how it monitors progress against each target, including: (a) whether the target and the methodology for setting the target has been validated by a third party; (b) the issuer's processes for reviewing the target; (c) the metrics used to monitor progress towards reaching the target; and (d) any revisions to the target and an explanation for those revisions.	Addressing Climate Change - Metrics and Targets
		39. An issuer shall disclose information about its performance against each climate-related target and an analysis of trends or changes in the issuer's performance.	Addressing Climate Change - Metrics and Targets
		40. For each greenhouse gas emissions target disclosed in accordance with paragraphs 37 to 39, an issuer shall disclose: (a) which greenhouse gases are covered by the target; (b) whether Scope 1, Scope 2 or Scope 3 greenhouse gas emissions are covered by the target; (c) whether the target is a gross greenhouse gas emissions target or a net greenhouse gas emissions target. If the issuer discloses a net greenhouse gas emissions target, the issuer is also required to separately disclose its associated gross greenhouse gas emissions target; (d) whether the target was derived using a sectoral decarbonisation approach; and (e) the issuer's planned use of carbon credits to offset greenhouse gas emissions to achieve any net greenhouse gas emissions target.	Addressing Climate Change - Metrics and Targets The Group has not adopted a sectoral decarbonization approach to set greenhouse gas emission targets and has no current plans to use carbon credits to offset emissions for achieving any net greenhouse gas emission targets.

• GRI

Instructions: Sunac Services Holdings Limited prepared its reports with reference to GRI standards for the period from 1 January 2025 to 31 December 2025

GRI Standards	Disclosure Issues		Chapter
GRI 1: Foundation			
GRI 2: General Disclosures			
1. The Organisation and its Reporting Practices	2-1	Entities details	ABOUT THE COMPANY
	2-2	Criteria included in the organisation's sustainability reporting	ABOUT THE REPORT
	2-3	Reporting Period, frequency and contact Point	ABOUT THE REPORT
2. Activities and Workers	2-6	Activities, value chain and other business relationships	ABOUT THE COMPANY
	2-7	Employees	PUTTING PEOPLE FIRST, CO - COMMITMENT AND CO - ACHIEVEMENT
3. Governance	2-9	Governance structure and composition	CORPORATE GOVERNANCE
	2-10	Nomination and selection of the highest governance body	CORPORATE GOVERNANCE
	2-11	Chair of the highest governance body	CORPORATE GOVERNANCE
	2-12	Role of the highest governance body in overseeing management of impacts	CORPORATE GOVERNANCE, RISK MANAGEMENT
	2-13	Delegation of responsibility for managing impacts	THE BOARD'S STATEMENT, CORPORATE GOVERNANCE
	2-14	Role of the highest governance body in sustainability reporting	THE BOARD'S STATEMENT
	2-16	Communication of critical concerns	TAKEHOLDER COMMUNICATION, MATERIALITY ISSUE ASSESSMENT
	2-17	Communication of critical concerns	THE BOARD'S STATEMENT, CORPORATE GOVERNANCE
4. Strategy, Policies and Practices	2-22	Statement on sustainable development strategy	ABOUT THE REPORT, THE BOARD'S STATEMENT
	2-23	Policy commitments	COMMUNICATION AND EXCHANGE
	2-25	Processes to remediate negative impacts	EMPLOYMENT AND PROMOTION
	2-27	Compliance with laws and regulations	STANDARD GOVERNANCE AND COMPLIANT OPERATIONS
5. Stakeholder Engagement	2-29	Approach to stakeholder engagement	STAKEHOLDER COMMUNICATION
	2-30	Collective bargaining agreements	COMMUNICATION AND EXCHANGE

GRI Standards	Disclosure Issues		Chapter
GRI 3: Material Topics			
Topic-specific disclosure	3-1	Process to determine material topics	STAKEHOLDER COMMUNICATION
	3-2	List of material topics	MATERIALITY ISSUE ASSESSMENT
	3-3	Management of material topics	MATERIALITY ISSUE ASSESSMENT
GRI 201: Economic Performance			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Economic performance management methods		ABOUT THE COMPANY
Topic - specific disclosure	201-1	Direct economic value generated and distributed	ABOUT THE COMPANY
	201-2	Financial impacts and other risks and opportunities of climate change	ADDRESSING CLIMATE CHANGE
GRI 203: Indirect Economic Impact			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for indirect economic impact		HARMONIOUS COMMUNITY AND WARM SOCIETY
Topic - specific disclosure	203–1	Infrastructure investment and supporting services	HARMONIOUS COMMUNITY AND WARM SOCIETY
GRI 204: Procurement Practices			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for procurement practices		SUPPLIER MANAGEMENT
GRI 205: Anti - corruption			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for anti - corruption		BUSINESS ETHICS AND ANTI - CORRUPTION, ANTI - BRIBERY
Topic - specific disclosure	205–2	Communication and training on anti - corruption policies and procedures	BUSINESS ETHICS AND ANTI - CORRUPTION, ANTI - BRIBERY
	205–3	Confirmed incidents of corruption and actions taken	BUSINESS ETHICS AND ANTI - CORRUPTION, ANTI - BRIBERY
GRI 302: Energy			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for energy		RESOURCES MANAGEMENT
Topic - specific disclosure	302-1	Energy consumption within the organization	APPENDIX: KEY PERFORMANCE INDICATORS
	302-3	Energy intensity	APPENDIX: KEY PERFORMANCE INDICATORS
	302-4	Reduce energy consumption	RESOURCES MANAGEMENT
GRI 303: Water and Effluents			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	303-1	Interactions with water as a shared resource	RESOURCES MANAGEMENT
	303-2	Management of water - discharge - related impacts	RESOURCES MANAGEMENT
Topic - specific disclosure	303-5	Water consumption	APPENDIX: KEY PERFORMANCE INDICATORS
GRI304: Biodiversity			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for biodiversity		BIODIVERSITY PROTECTION
Topic - specific disclosure	304-2	Significant impacts of activities, products and services on biodiversity	BIODIVERSITY PROTECTION
GRI 305: Emissions			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for emissions		EMISSIONS MANAGEMENT
Topic – specific disclosure	305-1	Direct (Scope 1) GHG emissions	APPENDIX: KEY PERFORMANCE INDICATORS
Topic - specific disclosure	305-2	Energy indirect (Scope 2) GHG emissions	APPENDIX: KEY PERFORMANCE INDICATORS
	305-4	GHG emissions intensity	APPENDIX: KEY PERFORMANCE INDICATORS
GRI 306: Waste			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	306-1	Waste generation and significant waste - related impacts	EMISSIONS MANAGEMENT
	306-2	Management of significant waste - related impacts	EMISSIONS MANAGEMENT
Topic - specific disclosure	306-3	Waste generated	APPENDIX: KEY PERFORMANCE INDICATORS
GRI 307: Environmental Compliance			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for environmental compliance		ENVIRONMENTAL PROTECTION AND GREEN OPERATION
GRI 308: Supplier Environmental Assessment			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for supplier environmental assessment		SUPPLIER MANAGEMENT
Topic - specific disclosure	308-1	New suppliers that were screened using environmental criteria	SUPPLIER MANAGEMENT
	308-2	Negative impacts of the supply chain on the environment and actions taken	SUPPLIER MANAGEMENT
GRI 401: Employment			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for employment		PUTTING PEOPLE FIRST, CO - COMMITMENT AND CO - ACHIEVEMENT
Topic - specific disclosure	401-1	New employee hires and employment turnover	APPENDIX: KEY PERFORMANCE INDICATORS
	401-2	Benefits provided to full - time employees (excluding health and temporary or part - time employees)	REMNERATION AND BENEFITS
GRI 403: Occupational Health and Safety			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	403-1	Occupational health and safety management system	EMPLOYEES HEALTH AND SAFETY
	403-2	Hazard identification, risk assessment and incident investigation	EMPLOYEES HEALTH AND SAFETY
	403-5	Worker training on occupational health and safety	EMPLOYEES HEALTH AND SAFETY
	403-6	Promotion of worker health	EMPLOYEES HEALTH AND SAFETY
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	EMPLOYEES HEALTH AND SAFETY
Topic-specific disclosure	403-8	Workers covered by an occupational health and safety management system	EMPLOYEES HEALTH AND SAFETY
	403-9	Work - related injuries	APPENDIX: KEY PERFORMANCE INDICATORS
GRI 404: Training and Education			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for training and education		TRAINING AND DEVELOPMENT
Topic - specific disclosure	404-1	Average hours of training per year per employee	APPENDIX: KEY PERFORMANCE INDICATORS
	404-2	Employee upskilling programs and overskilling programs	TRAINING AND DEVELOPMENT
GRI 405: Diversity and Equal Opportunities			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for Diversity and Equal Opportunities		EMPLOYMENT AND PROMOTION
Topic - specific disclosure	405-1	Diversity of governance bodies and employees	EMPLOYMENT AND PROMOTION

GRI Standards	Disclosure Issues		Chapter
GRI 406: Non - discrimination			
GRI 3: MATERIAL TOPIC	Management methods for non - discrimination		EMPLOYMENT AND PROMOTION
Topic - specific disclosure	406-1	Incidents of discrimination and corrective actions taken	EMPLOYMENT AND PROMOTION
GRI 407: Freedom of Association and Collective Bargaining			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for freedom of association and collective bargaining		COMMUNICATION AND EXCHANGE
GRI 408: Child Labor			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for child labor		EMPLOYMENT AND PROMOTION
GRI 409: Forced or Compulsory Labour			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for forced or compulsory labour		EMPLOYMENT AND PROMOTION
GRI 412: Human Rights Assessment			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for human rights assessment		COMMUNICATION AND EXCHANGE
Topic - specific disclosure	412-2	Employee training on human rights policies or procedures	COMMUNICATION AND EXCHANGE
	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	EMPLOYMENT AND PROMOTION, COMMUNICATION AND EXCHANGE
GRI 413: Local Communities			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for local communities		HARMONIOUS COMMUNITY AND WARM SOCIETY
Topic - specific disclosure	413-1	Operations with local community engagement, impact assessment and development plans	HARMONIOUS COMMUNITY AND WARM SOCIETY
GRI 414: Supplier Social Assessment			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for supplier social assessment		SUPPLIER MANAGEMENT
Topic - specific disclosure	414-1	New suppliers that were screened using social criteria	SUPPLIER MANAGEMENT
GRI 416: Customer Health and Safety			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for customer health and safety		SAFETY MANAGEMENT
Topic - specific disclosure	416-1	Assessment of health and safety impacts on product and service categories	SAFETY MANAGEMENT
GRI 417: Marketing and Identity			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for marketing and identity		PUBLICITY AND ADVERTISING MANAGEMENT
Topic - specific disclosure	417-1	Requirements for product and service information and labelling	PUBLICITY AND ADVERTISING MANAGEMENT
GRI 418: Customer Privacy			
GRI 3: DISCLOSURE OF MANAGEMENT METHODS	Management methods for customer privacy		CUSTOMER PRIVACY PROTECTION