ROISERV 荣万家

Roiserv Lifestyle Services Co., Ltd.

榮萬家生活服務股份有限公司

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

Stock Code: 2146

2025

Environmental, Social and Governance Report



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MESSAGE FROM THE COMPANY

As seasons change, a new chapter unfolds. It is a great pleasure to share with you our new progress and thoughts on our sustainability development through the 2025 Environmental, Social and Governance Report of Roiserv Lifestyle Services Co., Ltd. ("Roiserv").

The year 2025 marked the conclusion of the "14th Five-Year Plan" and represented a pivotal year for Roiserv to deepen its service offerings, reinforce its governance foundation, and stride towards high-quality development. Over the past year, we have steadfastly upheld our mission of "the builder of ideal human settlements, the connector of space and behavior, the innovator of property service industry" and adhered to our corporate values of "sincerity, warmth, and vision", making steady progress amidst a complex and changing external environment. Working quietly in ordinary roles, we are dedicated to safeguarding countless families with professionalism and warmth.

During the past year, we have continuously improved our service quality by optimizing the community service experience through standardization, specialization and intelligent development. After continuous iterative updates, our community O2O service App "Rice Commune" now covers core scenarios including online repair requests, smart access control, fee payment and neighborhood interaction, significantly enhancing service response efficiency and property owners' convenience for use. In addition, we launched the "Seek Best Home", an asset management platform for property owners, to integrate resources for property rental and sales, home decoration and renovation, and home furnishings renewal, thereby extending the value chain of our property services and helping property owners preserve and increase the value of their assets. In 2025, the customer complaint rate was further reduced to 0.40%, with a timely handling rate of 99% and a complaint resolution rate of 98%.

For the past year, we actively fulfilled our social responsibilities and continued to refine our charity brand "Yidong Wanjia" (益動萬家). We conducted over two thousand community events throughout the year, including the "Yoho Family Festival" (喲吼家庭節), "Citizen Service Month" (便民服務月) and "Solar-terms Subject Activities" (四季節氣), covering a wide range of areas such as senior care, environmental advocacy and parent-child interaction, thereby promoting construction, governance and sharing of communities with everyone involved. We believe that the value of property services extends beyond spatial management to the creation of a warm and inclusive living community. Concurrently, we effectively safeguarded employees' rights and interests by fully implementing basic systems such as occupational health and safety protection, and established a multi-tiered training system covering new hires, frontline staff, and middle and senior management, providing our employees with a broad platform for growth. In supply chain management, we refined our system to manage supplier access and dynamic assessment, building a clean and green supply chain, and promoting the extension of responsibilities upstream and downstream.

During the year, we have strengthened our compliance and governance capabilities. Our ESG working group continued to improve ESG practices through coordinating cross-department cooperation to identify material ESG issues, promoting daily work and information disclosure. The board of directors of the Company (the "Board") consistently monitored ESG-related developments, fulfilling its oversight responsibilities through special reports and board meetings, and integrated key ESG risks into the Company's overall risk management framework. We adhered to compliance requirements, continuously advanced the development of an integrity culture, widely conducted awareness education on compliance, and maintained a "zero-tolerance" stance towards corruption. We strictly implemented the requirements under the regulations relating data security and data protection, with no significant data leakage throughout the year. We also maintained a high level of prudence in areas such as anti-money laundering, intellectual property protection, and marketing compliance. In 2025, the Company was not aware of any litigation or regulatory penalties related to corruption, bribery, or money laundering, reflecting the continued improvement in governance transparency and compliance levels.

During the year, we steadily advanced green operations and actively responded to the national "dual carbon" goals, integrating energy conservation and emission reduction into our daily management. By implementing measures such as energy-saving retrofitting of public area lighting, promoting the use of unconventional water resources, and implementing detailed waste sorting management, we effectively reduced resource consumption and environmental impact. In 2025, the Company's total energy consumption decreased by 8.54% year-on-year, with energy consumption intensity down by 15.89% year-on-year. Total GHG emissions decreased by 8.22% year-on-year, with GHG emissions intensity down by 15.44% year-on-year. Additionally, we are in the process of establishing a mechanism to identify and address climate risk, laying foundation for enhancing business resilience in the future.

The year 2026 marks the beginning of the "15th Five-Year Plan", also a critical juncture for Roiserv to embrace a new stage of development. We will continue to pursue our corporate vision of "becoming a creator of ideal human settlements", focusing on our principal business with improved capabilities of offering service, organizing activities and delivering sustainable development. We are deeply aware that true high-quality development is reflected not only in scale and efficiency of business operation, but also in respect for people, responsibility towards the environment, and giving back to society.

Although the road ahead is long, perseverance will lead to success. With an unwavering commitment to our founding principles, Roiserv will remain true to our original aspirations, warming countless homes with sincere service, safeguarding our green home with practical actions, and strengthening our development foundation with compliant operations. We will forge ahead steadfastly on the path of sustainable development, contributing our strength to create a better life.

ABOUT THIS REPORT

Introduction

This Report is the sixth ESG report issued by Roiserv Lifestyle Services Co., Ltd., highlighting the progress and breakthroughs in ESG management and practices of the Company and its subsidiaries ("Roiserv", the "Company", "we" or "us") in 2025. The Report should be read in conjunction with the Corporate Governance Report section of the Company's 2025 Annual Report to gain a more comprehensive understanding of the Company's ESG performance.

Reporting Scope

The reporting period of the Report started from 1 January 2025 and ended on 31 December 2025, with certain contents extending beyond this period. Unless otherwise stated, the reporting scope of this Report is consistent with that of the 2025 Annual Report.

Basis of Preparation

The Report was prepared in accordance with the Environmental, Social and Governance Reporting Code (the "ESG Reporting Code") as set out in the Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Stock Exchange"). The Company has disclosed key performance indicators ("KPIs") based on the nature of its business.

Reporting Principles

Disclosure in this Report follows the four principles of "Materiality, Quantitative, Balance and Consistency" as outlined in the ESG Reporting Code.

Materiality: We engage in ongoing communication with our stakeholders and identify, prioritize and respond to material issues based on the nature of our business and operations.

Quantitative: We disclose relevant environmental and social performance indicators in quantitative terms. The standards, methodologies, assumptions and calculation methods for these indicators are explained in the corresponding sections to help stakeholders understand our ESG quantitative performance.

Balance: We fully discuss the issues disclosed in the Report, adopting a truthful and objective stance to provide comprehensive disclosure on sustainability issues that have a significant impact on our business development, avoiding omissions or inappropriate influence on stakeholders' decision-making or judgment.

Consistency: Our disclosure scope and methodologies remain largely consistent with previous years. Any changes are explained accordingly for stakeholders' reference.

Sources of Information and Confirmation

The information disclosed in the Report was obtained from Roiserv's official documents, statistics or public information, and has been verified by internal supervisory mechanism and review procedures. The Board has responsibility for the adequacy and appropriateness of the content of the Report and ensures that it is free from false records, misleading statements or material omissions. The Report has been reviewed and approved by the Board on 29 April 2026.

Publication

The Report was prepared in both traditional Chinese and English and published electronically. The Report is available for inspection on the website of the Hong Kong Stock Exchange at www.hkexnews.hk or the official website of the Company at www.roiserv.com. In the event of any inconsistency between the Chinese and English versions of the Report, the Chinese version shall prevail.

ABOUT ROISERV

Company Profile and Mission & Value

Roiserv Lifestyle Services Co., Ltd., established in November 2000, is a member of the China Property Management Institute. Its shares were listed on the Stock Exchange on 15 January 2021 with stock code of HK02146.

Guided by its mission of "the builder of ideal human settlements, the connector of space and behavior, the innovator of property service industry", Roiserv is committed to providing a full range of services throughout the customer lifecycle. Upholding its corporate values of "sincerity, warmth, and vision", the Company delivers high-level and warm services. It leverages technologies to empower intelligent management across various business formats. As a large comprehensive business engaged in providing professional property service, the Company strives to provide exceptional services to its customers, create high-value returns for its shareholders, and offer a broad development platform for its talents.



Business Model and Service Network

Rooted in the Bohai Economic Rim, Roiserv has established a nationwide strategic network by building a strategic framework of "two horizontal networks, two vertical networks and three city clusters (兩橫兩縱三集群)."

"Two horizontal networks" – regions along the Yangtze River and the Longhai Railway;

"Two vertical networks" – regions along the Beijing-Shanghai Railway and the Beijing-Guangzhou Railway;

"Three city clusters" – city clusters located in the Bohai Economic Rim, the Yangtze River Delta region and the Pearl River Delta region.

Roiserv continues to consolidate its traditional strengths in the Bohai Economic Rim, while focusing on the development of the city clusters located in the Yangtze River Delta Urban region, the Pearl River Delta region and the Western region, successfully creating three core engines for its future growth.

The Company provides diversified service under four business lines, namely community services, commercial services, urban services and peripheral services. The Company has a diversified portfolio of properties under management comprising community and non-community properties. Among these, the non-community properties under management include commercial properties, such as shopping malls, office buildings and serviced apartments, industrial parks, schools and hospitals; urban services, including municipal sanitation, garbage collection and disposal, water treatment, cultural and sports venues and public transportation.

As of 31 December 2025, we had a total of 490 property management projects under management with an aggregate GFA under management of 96.999 million sq.m., covering 67 cities across 19 provinces, municipalities and autonomous regions in China. As of the same date, we were contracted to manage 524 property management projects with an aggregate contracted GFA of 105.455 million sq.m., covering 68 cities across 19 provinces, municipalities and autonomous regions in China.

Business Risks

As a company primarily engaged in property management services in mainland China, our business development is closely tied to the macroeconomic development and the trends of real estate industry in the region. As a result, the Company continues to face potential impacts from external uncertainties such as cyclical macroeconomic adjustments, changes in real estate market regulation policies, and structural shifts in market demand.

To effectively manage these risks, the Company adopts a prudent strategy. Internally, it establishes and continuously improves its internal control and risk management systems. Externally, it closely monitors changes in the external environment and strengthens its core competitiveness by continuously optimizing service models and expanding diversified value-added services, enabling us to better address risks and seize opportunities. In 2025, the Company maintained stable operations in general and did not experience any risk events that had a material adverse impact on its business operations or financial condition.

Major Honors and Awards

Roiserv has always been committed to the service goal of "making every property owner satisfied" and takes enhancing the quality of life and living standards of property owners as our mission. Through proactive efforts and continuous pursuit of excellence, we have earned high praise and recognition from competent authorities and the industry over the years. In 2025, the Company was further awarded multiple accolades, solidifying its market position and demonstrating its brand strength and industry influence.

Major Honors and Awards Received by Roiserv in 2025

Award name	Awarding body
2025 China Best Employer of Property Management Sector	CRIC Property Management, China Property Management Research Institution
2025 Leading Property Management Companies of China in Satisfaction	CRIC Property Management, China Property Management Research Institution
2025 China Top 30 Property Service Brand Company in North China	CRIC Property Management, China Property Management Research Institution
2025 China Top 10 Excellent Property Management Company by ESG Development	Beijing China Index Academy
13th of 2025 Top 100 Property Management Companies in China	CPM Think Tank
2025 Top 100 Brand Influential Property Management Companies in China	CPM Think Tank
17th of 2025 Top 20 Listed Companies of China Property Management Service	CPM Think Tank
2025 Top 20 Companies in Residential Property Service in China	CPM Think Tank
2025 Leading Property Management Companies of China in Quality Service	CPM Think Tank
2025 Leading Property Management Companies of China in Satisfaction	CPM Think Tank
2025 Top 30 Property Management Companies in North China	CPM Think Tank
2025 Model Projects of Property Management Service in China – Huangshan Jinpen Bay	CPM Think Tank
2025 Model Projects of Property Management Service in China – Nanjing Wenmo Huayuan	CPM Think Tank
2025 Leading Property Management Companies of China for Residential Properties	CPM Think Tank
2025 Model Projects of Property Management Service in China – Hebei Langfang Siji Huayu	CPM Think Tank
2025 Model Projects of Property Management Service in China – Jiangsu Nanjing Xianglin Shuizhu	CPM Think Tank

Award name	Awarding body
2025 Model Projects of Property Management Service in China – Hebei Cangzhou Jinxiu Xuefu	CPM Think Tank
2025 Top 10 Residential Property Brand among Property Management Companies in Key Cities – Shenyang	CPM Think Tank
2025 Top 10 Residential Property Brand among Property Management Companies in Key Cities – Shijiazhuang	CPM Think Tank
2025 Top 10 Residential Property Brand among Property Management Companies in Key Cities – Jinan	CPM Think Tank
2025 Top 50 Property Management Companies in North China	CPM Think Tank
2025 Top 10 Residential Property Management Companies in North China	CPM Think Tank
2025 Top 20 Property Management Companies in Hebei Province	CPM Think Tank
2025 Top 50 Property Management Companies in Northeast China	CPM Think Tank
2025 Leading Property Management Companies of Northeast China in Satisfaction	CPM Think Tank
2025 Top 20 Property Management Companies in Liaoning Province	CPM Think Tank
2025 Model Projects of Property Management Service in North China – Shijiazhuang Rongjingyuan	CPM Think Tank
2025 Model Projects of Property Management Service in North China – Langfang Siji Huayu	CPM Think Tank

SUSTAINABLE DEVELOPMENT GOVERNANCE

Board's Statement

The Company and the Board continue to focus and supervise the Company's management practices in the ESG fields in compliance with the relevant requirements of the Corporate Governance Code and the ESG Reporting Code of The Stock Exchange of Hong Kong Limited, promoting the integration of ESG concepts with daily operations.

As the core corporate governance function, the Board assumes the responsibility of supervising material ESG matters. During the reporting period, the Company's ESG working group continuously advanced ESG-related work, including information disclosure, issue identification, risk assessment, and cross-departmental collaboration, and reported progress to the Board on a regular basis.

The Board values the concerns of stakeholders and focuses on the impact of key ESG issues such as climate change, customer service, employee health and safety, information security, community engagement, and integrity and compliance on the Company's operations. The Company has incorporated major ESG risks into its overall risk management framework, with relevant functional departments responsible for identification, assessment and address thereof.

During the preparation of this ESG Report, the Board reviewed the reporting scope, materiality analysis and disclosure content to ensure compliance with the reporting principles of "materiality, quantitative, balance and consistency" and to reflect its actual management measures and performance in 2025. The Board will continue to strengthen its focus and guidance on ESG work, support the management in improving ESG working mechanisms, enhance transparency and execution, and promote a steady, sustainable and high-quality development.

ESG Governance Structure

Roiserv regards ESG concepts as an internal driving force for high-quality corporate development. Building upon the strategic guidance of the Board, the Company has further refined its ESG governance mechanism, promoting a systematic shift in ESG management from fragmented responses to structured governance.

The Board: As the highest decision-making body for ESG governance, the Board holds ultimate responsibility for ESG-related matters. The Board is responsible for determining the ESG strategic direction, overseeing the identification, assessment and response mechanisms for significant ESG risks, regularly receiving special reports from the management on ESG progress, and tracking the achievement of ESG targets.

Management level: This level is coordinated by the secretary to the Board. To enhance department collaboration and implementation, the Company has established an ESG working group which is led by the Branding Department supported by key business lines and core functions, including the Board Office, Branding Department, Human Resources and Administration Department and Quality Operations Center. As a standing executive body for our ESG efforts, the ESG working group is primarily responsible for:

- Developing the annual ESG work plan and implementation plan
- Organizing the identification and assessment of material ESG issues
- Promoting the breakdown and implementation of ESG goals across specific business lines
- Compiling and publishing the annual ESG report
- Tracking domestic and international ESG related regulatory trends and best practices to continuously optimize its own management system

Execution level: Our branches and project offices across regions shall integrate ESG requirements into daily operations including customer service, facility maintenance, employee management, and supplier collaboration, following the unified directives of the ESG working group, to ensure that ESG measures are able to be implemented, traced and assessed.

By establishing a three-tier ESG governance structure comprising the Board, management level and execution level, Roiserv has achieved effective ESG governance supported by top-level design to grassroots implementation, providing a solid organizational foundation for the robust advancement of its sustainable development strategy.

Stakeholder Communication

A Company's sustainable development relies on close collaboration, mutual trust and shared success with its stakeholders. Through diverse and regular communication mechanisms, we proactively listen to, identify, and actively respond to the core concerns of all parties, translating stakeholders' expectations into practicable ESG management actions.

Key stakeholders	Material ESG issues of concern	Communication methods and channels
Government and regulators	Business compliance and standardization Anti-corruption and anti-money laundering Community engagement	Policy consultation Work reporting Information disclosure Regulatory meetings Routine inspections
Shareholders and investors	Greenhouse gas emissions Product and service quality Stable value creation	General meetings of shareholders Information disclosure Investor hotline and email Official website Daily reception
Customers/property owners	Customer/property owner health and safety Product and service quality Information security and privacy protection	Service hotline Satisfaction surveys Community events
Employees (grassroots and middle-level employees)	Interests protection and benefits package Development and training Occupational health and safety	Employee representative conference Labor unions Letters and visits Direct communication
Employees (senior management)	Employee recruitment and employment Information security and privacy protection Customer/property owner health and safety	Interviews Questionnaires Direct communication

Key stakeholders	Material ESG issues of concern	Communication methods and channels
Suppliers/partners	Responsible marketing Supply chain management Intellectual property protection	Open tendering procedures Contract negotiation Daily business communication
Media and NGOs	Information transparency and disclosure Interests protection and benefits package Occupational health and safety	Social media Official website Press conferences Exchange events
Industry associations	Customer/property owners health and safety Information security and privacy protection Supply chain management	Industry meetings Information disclosure Social media
Community	Community engagement Public welfare	Community co-development activities Social media

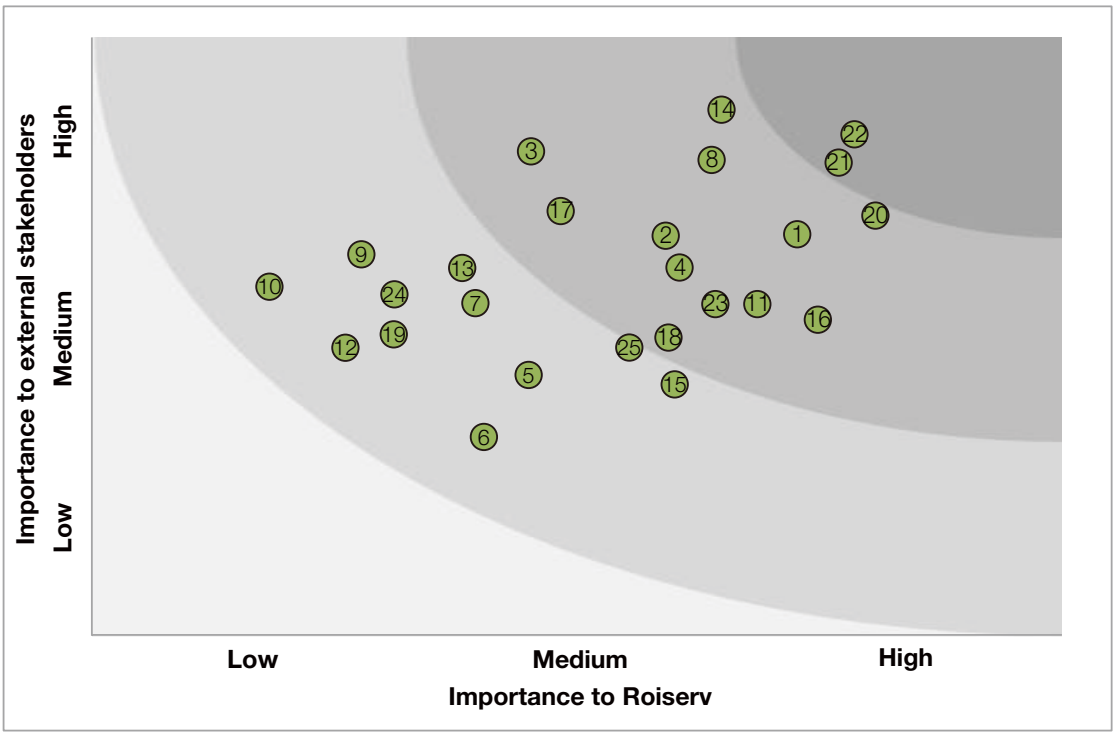
Identification and Analysis of Material ESG Issues

To ensure scientific and standardized implementation of ESG efforts, the Company conducted a new round of ESG materiality assessment in 2025.

Initial screening: Based on the national "dual carbon" goals, development trends in the property management sector, the latest disclosure requirements of the Stock Exchange and benchmarking against industry peers, and taking into account the Company's own business layout and operational characteristics, we initially identified a list of 25 issues covering the three scopes of environment, society and governance.

Stakeholder survey: Based on the issue pool formed from the initial screening, we developed a materiality survey questionnaire and invited internal and external stakeholders to assess the importance of different issues from their own perspectives. A total of 476 valid questionnaires were collected, representing diverse internal and external stakeholders, including our senior management, department heads of our headquarters, heads of branches, middle management, grassroots employees, community and subdistrict officials, customers/property owners, suppliers, partners and media. The survey sample is broadly representative and genuinely reflects the expectations of stakeholders.

Materiality analysis: Based on the questionnaire results, we conducted statistical analysis of the issue scores and formed a materiality matrix along two dimensions: "Importance to Roiserv" and "Importance to external stakeholders". The final issue distribution matrix was determined following review by internal management and external experts.



1. Business compliance and standardization	2. Anti-corruption and anti-money laundering	3. Intellectual property protection	4. Information security and privacy protection	5. ESG regulation
6. Risk identification	7. Communication with parties involved in ESG issues	8. Environment compliance	9. Pollutants emissions	10. Wastewater and noise management
11. Emission targets	12. Resource saving and utilization	13. Environment protection and natural resources	14. Climate change risks and opportunities	15. Employee recruitment and employment
16. Occupational health and safety	17. Employee development and training	18. Employee interests protection and benefits package	19. Responsible marketing	20. Customer relationship management
21. Customer/ property owner health and safety	22. Product and service quality	23. Supply chain management	24. Public welfare	25. Community engagement

SINCERE SERVICE WARMING THOUSANDS OF FAMILIES – 2025 ESG HIGHLIGHTS

Special Feature: Enjoy Excellent Service

The foundation of property management services lies in consistent daily dedication, while the intrinsic value is reflected in keenly capturing and actively responding to the actual needs of property owners. In 2025, while diligently fulfilling its basic services, Roiserv implemented a series of practical initiatives centered on enhancing the living experience, supporting convenient living, extending service value and fostering community atmosphere. These initiatives, closely aligning with property owners' daily lives, addressed their practical concerns, enabling us to be recognized for our good service.

Enhancing Living Experience

The Company turned its attention to underground spaces, which had long been overlooked, and fully implemented the "Bright, Clean, Safe" campaign for parking garages. "Bright" refers to optimizing the lighting system to eliminate visual blind spots, "Clean" involves systematically inspecting and cleaning garage roadways and connecting passages, and "Safe" focuses on improving safety features such as traffic signs and markings. This initiative has greatly improved the garage environment, enhancing property owners' comfort and sense of security.

Notably, in 2025, service details performed by the security staff at one of our projects in Cangzhou, Hebei Province, such as "creative door opening", "bending down to wipe cars" and "assisting with vehicles on ramps", were captured in videos that went viral online, garnering significant praise. In fact, these moments serve as a genuine reflection of the daily service provided by Roiserv's frontline employees and a practical demonstration of Roiserv's service philosophy.



Supporting Convenient Living

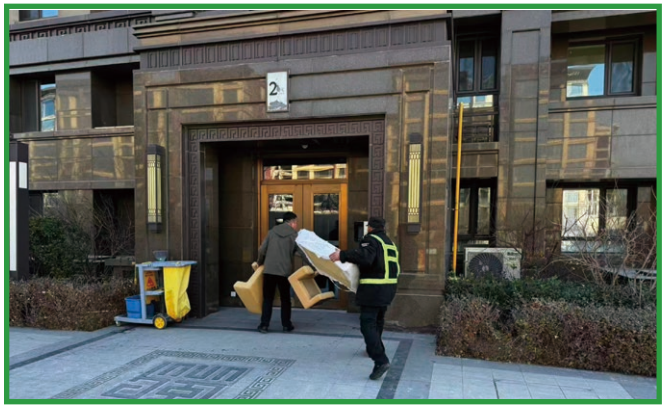
Property management service providers play an important role in grassroots social governance. Roiserv made a proactive response to the national call to help build an "Urban 15-Minute Convenient Living Circle". By integrating high-quality livelihood resources such as bottled water delivery, fresh food delivery and household services, the Company provides property owners with more convenient and cost-effective living solutions.

Since 2025, Roiserv's "Neighborhood Convenience" stores have focused on high-frequency, essential products for community families, strengthening the supply chain for livelihood products, and continuously optimizing product structure and service experience. Through direct sourcing from origins and digital supply chain management, the Company enables community property owners to enjoy convenient services characterized by "high quality, fair prices and fast delivery". In April 2025, Roiserv launched a "Water Delivered to Home" convenience service. As of 31 December 2025, the service had completed over 30,000 orders, serving 20,000 households, truly delivering on the promise of "smart living with instant delivery ".

In addition, our projects nationwide continued to offer a variety of daily convenience services, such as free knife sharpening, small appliance repairs, and free health clinics, bringing practical assistance directly to property owners' doorsteps. After the onset of winter, the Company organized a month-long "Warm Winter Action" focusing on property owners' needs through ongoing home visits, providing warm supplies and sincere greetings to special property owners.



Free health clinic



Assistance with carrying items

Extending Service Value



To address new challenges in the existing market, improve property owners' quality of life, help property owners preserve and enhance the value of their properties, and even breathe new life into old homes, Roiserv integrated the original sales and leasing teams with home furnishing service teams to launch the nationwide platform "Seek Best Home" to assist property owners to revitalize their property assets.

The platform "Seek Best Home" focuses on the actual needs of property owners regarding property use and asset management, aiming to support the value preservation of residential assets and improvement of living quality, thereby becoming a trusted steward of their residential assets. On the one hand, as a platform, it provides intermediary services to property owners and external customers regarding purchase and sale and rental of existing properties, helping to revitalize housing assets. On the other hand, it focuses on improvement of living quality by offering property upgrade services including further renovation, partial renovations, interior decorating and smart upgrade, enhancing living comfort.

Fostering Community Atmosphere

In 2025, the Company organized a series of themed cultural activities to celebrate important days and occasions. For example, during Children's Day on 1 June, activities such as parent-child crafts and fun games were held to create joyful memories for children. On the Double Ninth Festival, we organized activities to honor and care for the elderly, promoting a culture of respect for the elderly; on National Day, we celebrated the joy of both family and nation through community decorations, beautification efforts, and neighborhood gatherings. Additionally, on major holidays such as the Party Founding Day and the Army Founding Day, we organized themed community-building activities to infuse our property management services with warmth and humanity, fostering a harmonious and caring community atmosphere.



Caring visits on the Double Ninth Festival



Themed activities celebrating the Party Founding Day

Special Feature: Co-building a Better Community

The creation of an excellent community relies not only on high-quality basic services but also on fostering a harmonious, vibrant, and co-managed community ecosystem. In 2025, Roiserv proactively integrated itself into the grassroots governance network through a systematic series of branded activities, public welfare projects, and community participation mechanisms. It transformed service scenarios into platforms that promote neighborly harmony, stimulate community vitality, and enhance residents' sense of well-being, leveraging the strengths of a property services company to support grassroots governance.

"YoHo Family Festival" (呦吼家庭節) Drives Community Integration

Since its inception in 2019, the "YoHo Family Festival"(呦吼家庭節) has become a key vehicle for Roiserv to foster community integration. The seventh "YoHo Family Festival"(呦吼家庭節) in 2025 was guided by the principles of full participation, diverse customization, and meticulous planning, with the aim of establishing it as an annual highlight that strengthens community identity and promotes neighborhood interaction.

In promoting "full participation", Roiserv established 34 main venues and 125 branch venues nationwide through careful planning, covering all managed communities. A total of 363 activities were organized, with coverage increasing by 21.4% and 42% year-on-year, and participation exceeding 50,000 person-times. For projects not yet ready to independently host activities, efforts were made to guide property owners to participate in events at nearby venues, maximizing overall engagement.

To address the needs of property owners across different age groups and lifestyles, Roiserv adopted a "diverse customization" strategy. It conducted in-depth analyses of different owner demographics to tailor activity plans. For the elderly, wellness and recreational activities were organized; for families with children, fun sports events were held; and for young owners, trendy interactive sessions were set up. This effectively increased owner participation willingness and satisfaction while also promoting inter-generational integration and communication within the community.

The "YoHo Family Festival"(呦吼家庭節) not only enriched the cultural and recreational lives of property owners but also transformed neighborly relations into community camaraderie. This effectively reduced community communication costs and cultivated a friendly, mutually supportive atmosphere conducive to grassroots governance.



Opening ceremony



Mid-Autumn Festival Gala

"Property service is not just about management, but an extension of the warmth of home. Thank you for all your dedication, making life even better!"

– Property Owner Feedback

"My child had a wonderful time participating! The joy lies in the experience itself. We hope to see more events like this!"

– Property Owner Feedback

"Linlin" (臨鄰) Brand Initiative Co-builds a Sustainable Community

Relying on the "Linlin" (臨鄰) branded activities, Roiserv integrates topics such as environmental protection, health, and public fitness into the daily life of the community. It makes continuous efforts to promote community fairness and inclusivity, collaborating with property owners to co-build a sustainable community.

"Linlin Green Action" (臨鄰綠動): This focuses on green living. It carries out activities like "Plogging for a Pleasant Home" (撿約徒步・暢意家園), where property owner families are organized to clean up waste in the community and participate in environmental science education. Through educational and entertaining activities like waste sorting games and environmental graffiti, environmental awareness is translated into tangible actions by the owners. This fosters a sense of primary responsibility for environmental protection among community residents and promotes the adoption of a green lifestyle.





"Linlin Joyful Movement" (臨鄰悦動): This advocates for a healthy lifestyle. It promotes family collaboration and community health vitality through activities such as parent-child charity runs and fun sports meets.





"Linlin Nursing" (臨鄰悦護): Proactively responding to the aging trend, since 2024, Roiserv has established in-home care stations, an Elderly College, and advanced the construction of wellness centers, providing tiered care services from active seniors to those with diminished capacity.

"Summer Fun Night Market" (當夏・趣夜市) Activates Neighborhood Economy

In the summer of 2025, Roiserv launched the "Summer Fun Night Market" (當夏・趣夜市) activity. By connecting resources from various parties and integrating retail, entertainment, convenient services, and wellness experiences, it provided community residents with convenient access to care, companionship, and cultural activities right in their neighborhoods.

The activity covered over 100 residential communities nationwide, hosting a total of 137 night market events with participation exceeding 100,000 person-times. By integrating resources both within and outside the communities, the activity effectively activated the "neighborhood economy," enhancing community commercial vitality and living convenience. The events featured services such as open-air movie screenings, parent-child interactions, convenient haircuts, and appliance repairs, and also incorporated the "Linlin Nursing" (臨鄰悦護) team to provide physiotherapy and massage services, meeting the diverse needs of community residents. This initiative served as a valuable model for exploring the "market + service" business model and participating in the co-creation of a harmonious and prosperous community ecosystem.



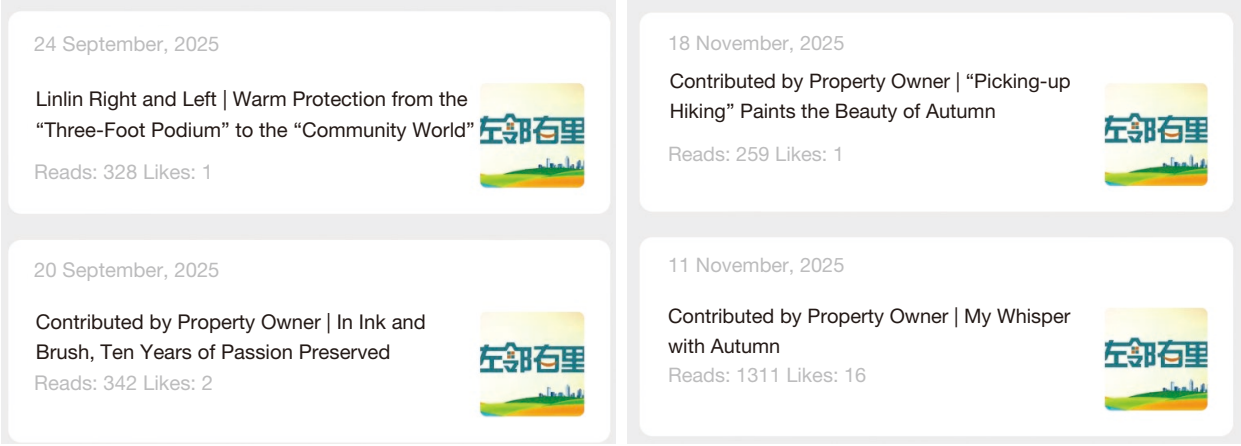


Exploring Owner Co-construction Incentive Mechanisms

To stimulate property owners' enthusiasm for participating in community governance, Roiserv continuously explores and refines owner co-construction incentive mechanisms. Through innovative activity design, diverse incentive methods, and long-term feedback systems, it aims to build a new pattern of co-governance and shared community management.

In 2025, Roiserv innovatively launched the "Spring Revitalization" (春季煥顏) special campaign. Through measures such as enhancing the service image of all staff and revitalizing community spaces, it achieved a comprehensive improvement in project environmental quality. During this process, the Company specifically introduced the "Renew Our Home, Co-build a Better Community" (煥新家園，共筑美好) owner interaction activity, encouraging owners to deeply integrate into the entire community renewal process. The activity solicited creative ideas from all owners, with selected outstanding proposals being implemented by the property management team. To strengthen the incentive effect, the activity established three categories of honors: collective awards (for entire building owners), team awards (for project teams), and individual awards (for individual owners), each with corresponding rewards. Furthermore, the Company created an "Owner Co-construction File" to incorporate frequently suggested ideas into the next quarter's renovation plans. A quarterly work report is also published to showcase owner suggestions and implementation outcomes.

Regarding the establishment of a normalized co-construction mechanism, Roiserv is committed to building diversified platforms for owner participation in community affairs. By initiating collection activities for community stories, life sharing, and suggestions, it encourages owners to share their thoughts and recommendations on community development. For adopted submissions, the Company provides "Rice Commune" point rewards and basic at-home cleaning service experience incentives, thereby motivating more owners to transition from observers to co-builders. This mechanism not only gathers valuable public opinion for community governance but also enhances owners' sense of community belonging and participation, injecting sustainable internal momentum into the long-term governance of the community.



ENVIRONMENT (E) – LEADING LOW-CARBON DEVELOPMENT WITH GREEN INITIATIVES

Against the global backdrop of addressing climate change and promoting sustainable development, Roiserv deeply recognizes that environmental management is the cornerstone for achieving high-quality corporate growth. We deeply integrate environmental protection into all aspects of corporate strategic decision-making and daily operations. We are committed to building a resource-efficient and environmentally friendly operational model through systematic management and all-staff participation in environmental actions.

Guided by the "Dual Carbon" goals, the Company strictly implements national green development concepts and complies with laws and regulations such as the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes, the Measures for Environmental Administrative Penalties, and the Implementation Plan for the Municipal Solid Waste Classification System. Since obtaining the ISO 14001:2015 Environmental Management System certification in 2018, the Company has continuously refined its standardized environmental management system, establishing and improving various systems including the Company Environmental Protection Management System. It actively identifies and responds to climate-related risks and opportunities, making solid progress in areas such as greenhouse gas emissions, energy conservation, and emission reduction. Through various means like green office initiatives, environmental awareness campaigns, and community co-building, the Company collaborates with employees, customers, suppliers, and the public to practice a green lifestyle, striving to reduce the environmental impact of its operations and empower the green, low-carbon transformation of its service spaces.

Climate Change Management and Response

In the context of increasingly severe global climate challenges, Roiserv fully recognizes that identifying and responding to climate-related risks is a key prerequisite for ensuring business resilience and achieving sustainable development. The Company is progressively establishing a cognitive framework for the impacts of climate change, promoting the integration of related issues into the Company's risk management scope. It is exploring forward-looking assessments and preparatory responses at the operational level to provide systematic support for sustainable development.

Governance System

A sound governance structure is the foundation for effectively addressing climate change. To this end, drawing on industry-leading practices, the Company is establishing a climate change governance framework overseen at the Board level and implemented by management, clarifying the responsibilities and divisions of labor for climate risk management at each level. Currently, the Company's ESG work group has incorporated climate-related issues into the scope of routine management, regularly assessing the potential impact of climate risks on the Company's business and reporting the progress of related management work to the Board. Subsequently, we will continue to improve this governance system to provide assurance for the systematic identification, assessment, and response to climate risks.

Response Strategy

To systematically address the opportunities and challenges posed by climate change, Roiserv has reviewed and examined its business operations, establishing a systematic climate risk management process. It identifies and assesses climate-related physical risks and transition risks, determining key focus areas. The assessment scope includes property services, legal compliance, health and safety, among others. Targeted response measures are formulated, such as energy conservation and emission reduction, energy management, and extreme weather response, to enhance business resilience and mitigate the potential impact of climate risks on operations.

Climate Risks		Potential Impacts	Response Measures
Physical Risks	Extreme Heat	• Increased energy consumption for cooling equipment (e.g., air conditioners) • May affect comfort of property owners/customers • Accelerates aging of building materials, increasing maintenance needs • Affects use of outdoor facilities	• Formulate and issue relevant systems and procedures such as the Typhoon and Flood Prevention Emergency Plan and the Emergency Handling System for Severe Weather. • Conduct severe weather response training for employees; develop contingency plans for power supply incidents, water supply interruptions, and water contamination. • Equip emergency devices and supplies, and prepare for emergencies. • Implement emergency warnings, issuing early warnings to employees and property owners in advance.
	Extreme Cold	• Pipeline freezing • Heating system malfunctions • Affects use of outdoor facilities	
	Extreme Snowfall	• Damage to building roof structures • Blockage of roads and entrances/exits	
	Flooding	• Submersion of underground facilities, parking lots, and ground-floor buildings, potentially damaging structures • Water and power outages	
	Tropical Cyclones (Strong Winds, Heavy Rain)	• Structural damage to buildings • Water and power outages	

Climate Risks		Potential Impacts	Response Measures
Transition Risks	Policy & Regulation	• Stricter disclosure requirements increase data monitoring and compliance costs • Potential liability if continuously evolving standards cannot be met	• Regularly follow legal and regulatory developments • Implement energy-saving renovations to improve energy use efficiency
	Corporate Reputation	• Inadequate response to climate-related issues may harm the Company's reputation	• Ensure information disclosure is truthful, timely, and effective • Strengthen internal and external communication and promotion to enhance brand image • Formulate the Emergency Handling Plan for Media Response and Public Opinion Guidance in Emergencies to standardize emergency responses
	Market	• As environmental awareness grows, non-green property services may lack market competitiveness • Management and services for green properties may increase R&D and operational costs	• Provide green, low-carbon property services to respond to market demand • Conduct green, low-carbon activities to co-build low-carbon communities with property owners
	Technology & Supply Chain	• Green technologies and equipment may increase procurement and operation & maintenance costs	• Implement energy-saving renovations and intelligent operations to save water and electricity • For common equipment involved in energy-saving renovations, reduce costs through strategic centralized procurement, leveraging volume for better pricing

Climate Opportunities	Potential Opportunities	Response Plan
Corporate Reputation	• Practicing ESG and strengthening climate management helps foster a responsible corporate image, enhance public trust, and increase owner loyalty	• Strengthen ESG information disclosure, comprehensively and truthfully showcasing the company's efforts and achievements in addressing climate change • Conduct green and low-carbon activities such as the "Linlin Green Action" to engage stakeholders in joint climate action
Market	• Growing market focus on environmental protection, energy efficiency, and green products/services aids in exploring emerging business areas	• Create green communities to enhance market competitiveness • Develop new retail businesses, promote green consumption, and increase business revenue
Technology & Supply Chain	• Technologies like the Internet of Things (IoT) and Artificial Intelligence (AI) can improve energy efficiency, reduce operational costs, and enhance owner experience	• Continuously improve the "Rice Commune" service platform and expand external collaborations to provide better services for owners
Resource Efficiency	• Initiatives like energy-saving retrofits can reduce energy consumption, offering long-term value	• Implement green operations and green office practices to improve the efficiency of resource and energy use, achieve energy conservation and emission reduction, and lower operational costs

Risk Management

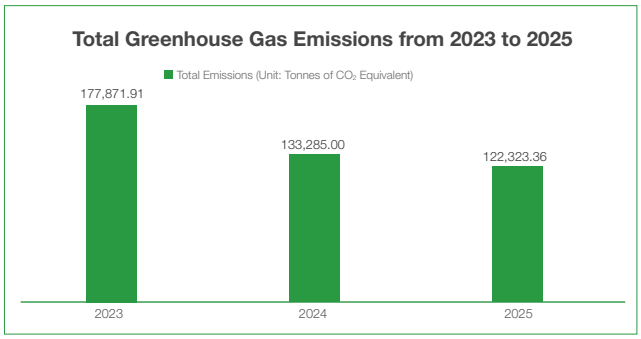
The Company places high importance on the potential impact of climate change on its operations and is gradually establishing a systematic climate risk management mechanism. It is exploring the comprehensive integration of climate-related risks into all aspects of business operations, attempting to build a closed-loop management system encompassing risk identification, professional assessment, scientific response, and effectiveness tracking. Through regular reviews and dynamic monitoring, the Company continuously optimizes response strategies for both physical and transition risks to ensure sufficient resilience in facing climate challenges. Additionally, to enhance Company-wide risk awareness and response capabilities, the Company has issued a low-carbon office initiative, continuously strengthening employees' understanding and attention to climate risks.

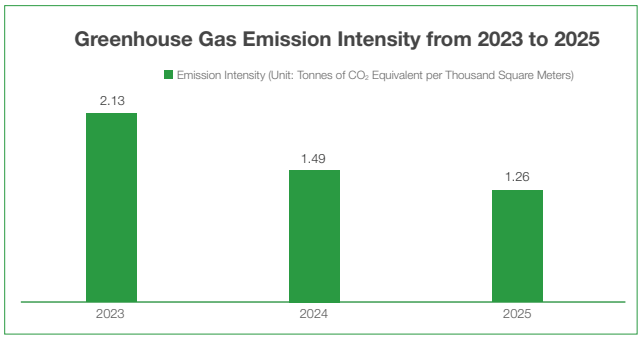
Simultaneously, we are acutely aware that there are still certain shortcomings in areas such as the refinement of the climate governance framework, the deeper application of climate scenario analysis tools, and the scientific setting of long-term emission reduction targets. The Company's related disclosures and practices regarding climate change are still in the preliminary stages. In the future, we will further integrate climate-related factors, combining industry characteristics and resource conditions, to strengthen internal capacity building, improve the data collection system, and gradually enhance climate management and practice capabilities, thereby increasing the depth and breadth of information disclosure.

Metrics and Targets

Roiserv continuously monitors and discloses greenhouse gas emission metrics. In the 2024 Environmental, Social, and Governance Report, the Company made its first attempt to account for and disclose Scope 3 emission data. At this stage, due to practical constraints such as an internal data collection system still requiring optimization, a relatively weak foundation for supply chain carbon footprint accounting, and incomplete monitoring methods for certain emission sources, the current statistical scope for the Company's Scope 3 emissions is temporarily focused on employee business travel. Building on this foundation, we will continuously improve the granularity of data collection, aiming to achieve more comprehensive and transparent carbon emission information disclosure.

In 2025, Roiserv's total greenhouse gas emissions were 122,323.36 tonnes of CO_2 equivalent, a year-on-year decrease of 8.22%. Greenhouse gas emission intensity (based on area) was 1.26 tonnes of CO_2 equivalent per thousand square meters, a year-on-year decrease of 15.44%.





Energy Management and Energy Conservation & Emission Reduction

Efficient and intensive use of energy and water resources, along with standardized management of chemicals and disposal of waste, are fundamental requirements for a Company to fulfill its environmental responsibilities. Roiserv prioritizes improving resource efficiency as a core task for green and low-carbon development. It coordinates and advances systematic control over key areas such as energy, water resources, chemicals, and waste, focusing on building a comprehensive management system that covers use, monitoring, optimization, and recycling. Proactively advance energy-saving technological renovations, optimize the energy consumption structure, increase the coverage rate of intelligent control platforms, and achieve refined management of key energy-consuming areas.

Energy and Resource Management

Building on the successful acquisition of ISO 50001 Energy Management System certification, the Company continuously establishes systematic management systems and improvement mechanisms. In 2025, the Company further deepened its energy and resource management efforts, setting management targets and implementation roadmaps. It carried out regular work in areas such as energy conservation and emission reduction, resource recycling, and environmental friendliness, committed to building a resource-efficient and environmentally friendly modern property services enterprise.

Target Category	2025 Target Description	2025 Implementation Progress
Energy Use	Proactively advance energy-saving technological renovations, optimize the energy consumption structure, increase the coverage rate of intelligent control platforms, and achieve refined management of key energy-consuming areas.	Continuously promoted the application of high-efficiency, energy-saving equipment, carried out operational optimization of key energy-consuming equipment such as lighting systems, effectively reducing energy consumption intensity.
Water Resource Use	Further improve the water metering system, strengthen monitoring of water usage processes, implement water-saving technological renovations, and enhance water resource utilization efficiency.	Focused on the application of water recycling technologies, promoting the use of reclaimed water in areas such as landscape irrigation and decorative water replenishment, reducing the consumption of fresh water resources. Conducted water conservation publicity activities to continuously raise awareness among employees, property owners, etc.
Waste Management	Continuously improve the waste classification and collection system, strengthen whole-process control, and actively promote resource utilization partnerships with professional institutions.	Carried out environmental protection education and awareness activities to improve the environmental consciousness of employees and property owners, promoting waste reduction at source and resource recycling.

Energy and Resource Conservation

To achieve rational and economical use of energy, enhance energy utilization efficiency, and deliver the greatest service effect with minimal energy consumption, Roiserv formulated and issued the Energy Saving and Consumption Reduction Management Work Procedure. By establishing a clear management structure and a continuous improvement mechanism, the Company comprehensively improves energy utilization efficiency and resource recycling levels while ensuring service quality.

Regarding electricity management, the Company continues to advance energy-saving technological renovations across its projects. For instance, the Shijiazhuang Branch implemented lighting energy-saving renovations in the underground garages of project communities, consolidating the original double rows of lights into a single row. This effectively reduces electricity consumption while maintaining the required lighting standards.



Before Renovation



After Renovation

In terms of water resource management, the Company has formulated and implemented water conservation regulations covering multiple dimensions such as the utilization of unconventional water sources, control of facilities and equipment, management of landscaping irrigation, and regulation of personnel behavior. Through a comprehensive management system and action guidelines, optimal utilization of water resources is achieved.

Case: Roiserv Sichuan-Chongqing Branch's Multi-pronged Approach to Reduce Water Consumption

Roiserv Sichuan-Chongqing Branch has carried out effective and exploratory practices in water-saving management. Regarding the utilization of unconventional water sources, it clearly stipulates that overflow water and routine replacement water from community landscape ponds and lakes must be prioritized for recycling in landscaping irrigation, and a pond water level early-warning mechanism has been established. In facility and equipment control, it ensures that all water fixtures in public areas are water-saving products and conducts monthly inspections of the water supply network. Landscaping irrigation strictly adheres to requirements such as prioritizing the use of recycled water and controlling irrigation periods and duration. Concurrently, employee behavior management is strengthened by incorporating water conservation metrics into staff performance evaluations. In 2025, the Sichuan-Chongqing Branch achieved a 52% utilization rate of non-municipal water for landscaping irrigation; the water supply network leakage rate was 4.8%, meeting the control target of below 5%; and the annual volume of water recycled from landscape ponds reached 8,500 tons.

Sichuan-Chongqing Branch's 2025 Hardware Renovation and Operation Optimization Measures



Water-saving Appliance Replacement

Replaced 90 sets of non-water-saving faucets and flushing devices in public areas, reducing the average daily water consumption per point by about 15%.

Pipe Network Leakage Control

Through intelligent water meter monitoring and manual inspection, 18 pipe network leakage points were investigated and repaired throughout the year, reducing ineffective water loss by about 2,000 tons.

Refined Green Irrigation

Adjusted irrigation frequency according to plant types and soil moisture, introduced an intelligent irrigation control system to achieve precise watering by zone, and reduced green irrigation water consumption by 22% year-on-year.

Water-saving in Cleaning Operations

Equipped cleaning teams with high-pressure water-saving guns and buckets, promoted the "sweep first, then flush" cleaning process, and reduced public area cleaning water consumption by 18% year-on-year

Benefiting from the continuous promotion of energy-saving measures, Roiserv's total energy consumption in 2025 decreased by 8.54% year-on-year, and its energy consumption intensity (based on area) decreased by 15.89% year-on-year, indicating a further improvement in energy efficiency.

Chemical Management

Roiserv places high importance on environmental and occupational health and safety in the workplace, implementing whole-life-cycle control over hazardous chemicals that are flammable, explosive, toxic, etc. The Company has established ledgers such as the Special Items Receipt and Return Registration Form and the Chemical Reagents Receipt and Return Registration Form to ensure the full traceability of hazardous chemicals from receipt and use to return. Concurrently, the Company compiles and maintains a Chemical MSDS Data Sheet file, which details the composition, properties, protective measures, and emergency handling procedures for each chemical. It has also formulated a corresponding List of Dangerous Goods and implements a monthly inventory check and bi-weekly inspection mechanism, strictly supervised and executed by the environmental responsible person of each project. This effectively prevents safety and environmental risks during chemical usage.

Waste Management

The Company adheres to the principles of "reduction, recycling, and harmless treatment" to comprehensively advance the standardized management of waste. For domestic waste, it has established the Standard Operating Procedure for Domestic Waste Removal and the Guidelines for Waste Removal Operations, covering the entire operational chain from waste packaging and transportation to equipment cleaning. This effectively achieves the daily clearance of domestic waste and environmental maintenance. For the small amount of hazardous waste that may be generated during operations, the Company strictly carries out classified collection and temporary storage management, and entrusts qualified third-party entities for compliant disposal, ensuring adherence to relevant national regulations.



All 38 projects managed by the Shijiazhuang Company have completed waste classification upgrades.

To thoroughly implement the Jinan Municipal Domestic Waste Reduction and Classification Management Regulations, the Jinan Branch, building upon its previous work as a model community for domestic waste classification, further optimized efforts in three aspects: classification facility configuration, daily maintenance and management, and classification effectiveness. The managed Jinxiulanwan Community was recognized as a Jinan City Domestic Waste Classification Demonstration Community in the first half of 2025.

Case: Roiserv Sichuan-Chongqing Branch Achieves Tangible Results in Waste Reduction

In 2025, Roiserv Sichuan-Chongqing Branch achieved significant results in waste classification through three core initiatives: equipment upgrades, supervision and publicity, and closed-loop collection and transportation.



- Facility Upgrades: Completed standardized renovations of 28 four-category waste disposal points in managed residential communities, equipped with intelligent sorting equipment to enable real-time monitoring of disposal data.
- Supervision and Publicity: Deployed 10 dedicated supervisors to be on duty during peak hours (7-9 AM and 6-8 PM daily). Organized 12 promotional activities throughout the year, reaching 5,000 property owners.
- Closed-Loop Collection and Transportation: Signed agreements with 2 qualified waste collection and transportation companies to implement classified collection schedules: once a week for recyclables, once a day for food waste (community-level removal), and once a quarter for hazardous waste.

Through the above measures, property owners' waste sorting accuracy rate increased from 45% to 88%. The monthly average recovery volume of recyclables rose from 120 kg to 450 kg, and the food waste diversion rate reached 39%. The volume of domestic waste removed decreased by 17% year-on-year, achieving an annual carbon reduction of approximately 12 tonnes.

Green Operations and Cultivating Environmental Awareness

Promoting green and low-carbon development relies not only on upgrading hardware facilities but also on fostering a culture of full participation. Roiserv integrates green principles into office operations, community services, and employee conduct guidelines. Through institutional development, scenario creation, and diversified awareness activities, it collaborates with employees, property owners, and community partners to collectively practice a green lifestyle.

Green Office

The Company combines institutional standards with daily management to consistently implement energy-saving and emission-reduction measures for lighting, air conditioning, water usage, paper, and office waste in the workplace, strengthening the cultivation of employees' environmental awareness.

- **Saving Office Electricity:** Office areas primarily use natural daylight. Lights are promptly turned off during non-use periods, and lighting systems have independent controls for on-demand use. The air conditioning system is set to a minimum temperature of 25.5° C, with regular cleaning of filters and fan coil units. Doors and windows are fitted with seals to reduce cool air leakage. Office equipment is powered off during non-working hours. The use of high-efficiency products, such as split-type air conditioners with Grade 1 Energy Label, is encouraged.

- **Conserving Office Water:** The office promotes the practice of "turning off water immediately after use, and when leaving." Dripping faucets are repaired promptly, and water meter readings and hidden leaks are checked regularly to eliminate waste and leakage.

- **Saving Office Paper:** The Company promotes double-sided printing and copying, setting computers and printers to ink-saving mode by default. Electronic communication is prioritized for information transfer to reduce paper document circulation. All waste paper is disposed of in recycling bins for collection by professional agencies. Additionally, the application of electronic signature systems is promoted to reduce the use of paper contracts and approval documents.

- **Reducing Office Waste:** Waste classification is implemented in offices. Used toner and ink cartridges are collected for unified professional disposal by suppliers during replacement. Used batteries are collected centrally through exchange programs and disposed of via professional channels. Furthermore, pens with replaceable refills are used to avoid discarding entire pens, and rechargeable batteries are promoted as alternatives to disposable ones.

- **Employee Awareness Cultivation:** The Company encourages employees to use public transportation for commuting, promoting green travel. Knowledge on energy conservation and emission reduction is disseminated to employees via internal emails, posters, etc., to enhance environmental responsibility. Employees are also organized to participate in environmental group activities.

Green Community

Roiserv prioritizes the maintenance of the ecological environment in managed property areas. Through standardized operations, seasonal special campaigns, and employee capacity building, it systematically advances green environment improvements and fosters a green atmosphere.

The Company has formulated the Standard Operating Procedure for Routine Greening Maintenance and the Guidelines for Pest and Disease Control, clarifying technical requirements for greening upkeep. For pest and disease control, biological pesticides are prioritized. The use of highly toxic and highly hazardous pesticides is prohibited, and the use of moderately and low-toxicity chemical agents is reduced to minimize potential impacts on soil and water bodies.

During the spring of 2025, the Company launched the "Renew Our Home, Co-build a Better Community" (煥新家園，共築美好) spring revitalization campaign across national projects, with environmental quality improvement as a key focus. The greening teams utilized the spring maintenance window to conduct comprehensive inspections, pruning, shaping, and replanting of missing plants in community greenery, enhancing the overall landscape and green coverage. Simultaneously, suggestions for pruning plants along main roads and creative ideas for brightening community entrances were solicited from owners. Some feasible proposals were organized and implemented by the property management, encouraging owners' participation in environmental co-construction.

Regarding infrastructure maintenance, engineering teams conducted full-coverage inspections of main community roads, repairing damaged sections. The "Bright, Clean, and Safe" (亮潔安) renovation of underground garages continued, involving the replacement of energy-efficient lighting fixtures, repair of water leakage points, and optimization of signage systems to improve brightness and safety. Public areas such as unit lobbies and the Good Life Service Centers also underwent environmental improvement, with unified bulletin board setups and standardized storage of cleaning tools to ensure clean and orderly public spaces.

To strengthen frontline operational capabilities, regional companies organized skills competitions for the environmental management line. Assessment segments included cleaning operations, greening pruning, and theoretical knowledge. These competitions served as training opportunities, elevating employees' professional standards and solidifying the operational foundation for green communities.





Environmental Awareness Promotion

The Company, targeting employees, property owners, and relevant community stakeholders, collaborates with multiple forces to conduct environmental-themed publicity and practical activities, promoting the implementation of green and low-carbon concepts within communities. On 13 January, 2026, Roiserv's Nanya Lidu Good Life Service Center co-organized the "Green Rhyme for Environment, Sorting for a New Chapter" (綠韻環保 • 分繪新卷) – Waste Classification Volunteer Service activity, hosted by the Communist Youth League Zhanjiang Municipal Committee. The activity, aimed at residents of the Nanya Lidu community, featured interactive segments such as signing a waste classification commitment wall, quick Q&A, and family-scenario waste sorting challenge games. On-site, a "veteran guiding newcomer" partner model was used to guide residents in self-classification. Volunteers and resident representatives were also organized to jointly clean up waste in public areas and perform on-site sorted disposal. The activity concluded with a collective reading of the "Community Waste Classification Initiative," reinforcing residents' sense of participation, as well as their awareness and practical skills in waste classification.



SOCIETY (S) – BUILDING A BETTER LIFE THROUGH MUTUAL BENEFIT

Roiserv has always integrated the well-being of customers, employees, partners and communities into its sustainable development strategy. Focusing on customer needs, the Company continuously optimizes its service system and improves service quality through standardized, digital and humanized initiatives, striving to realize the beautiful vision of "Live a good life with Roiserv". In supply chain management, it strengthens full-cycle compliance and integrity control, practices the concept of green procurement, and promotes upstream and downstream partners to build a responsible and sustainable value chain. It earnestly fulfills employee responsibilities, safeguards legal rights and interests, improves career development channels, and creates a safe, healthy and dignified working environment. Meanwhile, it actively participates in community public welfare, builds the public welfare brand "Yidong Wanjia", and links owners, employees and social forces to convey warmth in areas such as assisting the disabled and disadvantaged, environmental protection, and emergency disaster relief, co-creating a beautiful community ecosystem of shared governance and mutual benefit.

Customer Service and Quality Assurance

Roiserv Lifestyle Services has always adhered to the service tenet of "Thinking what owners think, and addressing what owners urgently need". Based on professional teams and standardized systems, it comprehensively meets the diversified needs of owners from daily services to high-end customized solutions. Through warm and thoughtful services, it creates a comfortable living space, continuously improves community quality and owner satisfaction. In 2025, 5 of Roiserv's projects won benchmark honors in national industry selections, 2 projects won provincial-level excellent awards, 5 projects won municipal-level excellent honors, and 3 projects won industry-specific excellent honors.

Standardization Construction Lays a Solid Foundation for Services

Roiserv has always been oriented by owners' needs, continuously optimizing service processes and improving internal operational efficiency. It is committed to providing owners with high-quality, personalized and warm community living services, creating a living experience of "convenience, reassurance, warmth, tenderness, care and protection".

As an important support for service quality management, Roiserv has successively obtained six major management system certifications, including ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Management System, ISO/IEC 27001 Information Security Management System, ISO 50001 Energy Management System, and GB/T 37228 Emergency Plan Management Capability Certification. Combined with these management system certifications, Roiserv continuously optimizes project quality from five management dimensions: customer service, engineering service, order service, environmental management and pre-delivery on-site service. It regulates service details with strict standards through 36 procedure documents, 83 standard operating procedures and 232 record forms.



Intelligent Transformation Empowers Quality Improvement

Roiserv deeply integrates technological innovation into the construction of the service value chain, actively explores technological intelligence, and uses internet, big data, cloud computing and other technologies to create a "safe, convenient, comfortable and intelligent" living environment for owners. On the customer service side, it independently developed the community O2O service "Rice Commune" App, providing owners with exclusive one-click service requests, maintenance reports and at-home service reservations. In terms of equipment supervision and management, it established the FM & EBA equipment supervision system to efficiently and accurately implement equipment inspection, grasp real-time dynamic data of equipment, and ensure the safe operation of equipment. In terms of smart community construction, it built a smart community centered on intelligent pedestrian access, intelligent vehicle access, vehicle illegal parking management and AI hazard identification, improving owners' living experience. In 2025, Roiserv specially invested funds in the construction of smart community management and data middle platform, focusing on core property service scenarios such as energy consumption management and security response, further moving towards low-carbon and intelligent management.

Rice Commune

The "Rice Commune" platform integrates core functions such as online property fee payment, online service requests and maintenance reports, community intelligent access control, property notifications and announcements, housing/visitor management, Rice Premium Mall, community group purchases, and community activity registration, providing owners with a full-scenario and one-stop intelligent community living experience.

Integrated deeply with big data analysis capabilities, "Rice Commune" has become an important tool for customer response and service improvement. The application can dynamically monitor internal data including the operation status of various facilities and equipment, employee service evaluations, and project operational efficiency, laying a data foundation for the Company to continuously enhance service quality and efficiency. In addition, it can analyze owners' living habits and consumption preferences through system data, and accurately deliver personalized services and community content to owners, realizing the upgrade from "standardized services" to "tailored" intelligent services, and continuously empowering the development of beautiful communities.



Functions of Rice Commune



Rice Commune Property Service Mini Program

Diversified Value-Added Services Expand Service Boundaries

Roiserv always takes customer experience as the core, continuously insights into the ever-changing living needs of owners, explores the integrated innovation of "property + lifestyle services", and promotes the in-depth transformation of the service model from "management of things" to "care for people".

Good Life Service Center Service

Starting with the establishment of Roiserv's Good Life Service Center, Roiserv has fully shifted property service content to full-life-cycle living scenario services for owners. Through the flexible service mechanism of "required + optional items", the Good Life Service Center is committed to helping owners solve worries one-stop "at their doorstep", truly achieving warm services, rapid response and precise content, and continuously improving the convenience, happiness and sense of belonging of community life.



Roiserv has established a new community ecosystem featuring "Space Operation + Lifestyle Operation"

Featured Service Items of Good Life Service Center	
"4+N" one-stop convenient services	All Roiserv service projects offer four basic convenient services – convenient station, parcel delivery service, convenient printing and copying, and key escrow; "N" refers to flexible optional services provided by each project based on its actual conditions.
"Your Home" services	Each project tailors its "Your Home" service menu based on staffing and resources, covering services such as housekeeping, in-home repairs, drain unblocking, unlocking, and errands. By building a comprehensive community service team and community self-operated warehouses, it provides high-quality door-to-door services to form differentiated customization.
"Senior & junior friendly" services	Build activity rooms for property owners. Combined with its own elderly care brand "Bai Ling Yue", Roiserv provides home visits, health check-ups, and in-home housekeeping services. In collaboration with the travel brand, Family Trip Season, it organizes family trips, study tours, and senior group tours.

New Retail Services

Roiserv has built a trinity S2B2C new retail model of "chain convenience stores + self-operated warehouses + community group purchases", allowing owners to achieve an efficient shopping experience of "easy order with convenience", and continuously improving the community lifestyle service ecosystem. As of the end of December 2025, Roiserv has deployed 67 "Convenience Store" physical stores in managed communities, with more than 4,000 active sales SKUs.

In terms of products, more than 20 cooperative merchants were introduced throughout the year, with over 1,500 new single products added to further enrich the product line structure. A total of 692 offline exhibition activities were held during the year, strengthening the online-offline interaction effect and improving conversion efficiency. In the construction of Convenience Premium and own brands, core flagship products such as customized eggs, special paper towels and high-quality rice were developed; in cooperation with well-known drinking water enterprises, the "water delivery to home" convenient service was launched, focusing on high-frequency repurchase and rigid demand categories in the community.



Roiserv has signed strategic cooperation agreements with express delivery companies



Offline "Convenience Store" warehouse stores of Roiserv

Resident Safety Protection in the Community

Roiserv has always regarded community safety as the cornerstone of property management services. The Company strictly complies with the Production Safety Law of the People's Republic of China and other relevant national and local laws and regulations, fully implements the primary responsibility for enterprise work safety, and is committed to achieving zero property liability accidents, protecting the safety of community residents, and creating a safe, orderly and trustworthy living environment for owners.

The Company has established a full-scenario safety management system and operating procedures covering daily operations and emergency response, including the Standard Operating Procedures for Fire Safety Management, the Standard Operating Procedures for Order Maintenance and Patrol Management, the Standard Operating Procedures for Equipment Management, the Standard Operating Procedures for Domestic Waste Removal and Transportation, etc. It regulates safety practices from the dimensions of human prevention, physical prevention and technical prevention to ensure that all operations are conducted in accordance with rules and responsibilities are assigned to specific individuals.

Regularization of Safety Awareness

In daily services, Roiserv implements standardized operating procedures and forms a normalized hidden danger inspection mechanism. The Company promotes “people-vehicle separation” to reduce traffic safety risks in service areas; it conducts visitor identity verification and registration management at main entrances and exits to strengthen closed safety management and control of the community.

To fully protect the personal and property safety of owners and employees and ensure the stable operation of property services, Roiserv and its regional companies organize no fewer than 2 comprehensive fire drills each year and at least 1 anti-theft and anti-riot drill each quarter to improve the coordinated response capabilities of frontline employees and owners.

Every year, Roiserv launches special rectification initiatives such as “Zero Hidden Danger Actions”, “Safety Season” and “Pre-holiday Risk Inspection”. All branches and projects conduct systematic inspections of service parks, carrying out safety checks on key areas including fire control, public security and equipment operation to eliminate potential safety hazards in communities, while enhancing the risk identification and disposal capabilities of order maintenance personnel, so as to safeguard the lives and property of owners and residents. In 2025, Roiserv launched the “Zero Hidden Danger Actions” safety special rectification initiatives, organizing all projects to carry out safety hazard investigations and emergency drills on fire prevention, theft prevention and disaster prevention; conducted special inspections on fire-fighting equipment and passages to ensure complete facilities and unobstructed passages, with problems rectified immediately; carried out safety training on fire and electricity use for employees and owners to popularize safety knowledge, and create a community co-governance atmosphere of “everyone understands safety and everyone ensures safety”.



Sichuan-Chongqing Branch Flood Control Emergency Drill



Cangzhou Branch Fire Emergency Drill

Sound Emergency Response Mechanism

The Company has formulated the Standard Operating Procedures for Emergency Handling, supported by 20 special emergency response plans, covering high-frequency and high-risk scenarios in property management services, including: traffic accidents in parking lots, persons trapped in elevators, vehicle theft and illegal parking, sudden water and power outages, water pipe bursts, flammable gas leaks, public security incidents (such as drunken disturbances, fights and affrays), criminal cases, typhoons and rainstorms, fires, mass incidents, food poisoning, infectious diseases and epidemics, earthquakes, explosions and suspicious items, sudden flooding and indoor flooding, etc. The procedures define standardized actions for the entire process, aiming to effectively prevent risks, control the situation in a timely manner, minimize hazards, earnestly safeguard the lives and property of residents, and build an efficient, scientific and operable community emergency response system.

Elevator Maintenance and Upgrade

In 2025, in response to the aging problem of elevators in old communities, Roiserv strictly followed the provisions on the administration of special maintenance funds for residential buildings, and duly utilized public maintenance funds totaling RMB5,012,800 to accurately implement major and minor maintenance works for 90 elevators, efficiently resolving urgent issues such as elevator operation failures. Meanwhile, the Company actively responded to the national policy on the renovation of old urban communities, successfully applying for government subsidies of RMB42,339,700, and completed professional maintenance, upgrading and renovation of 505 elevators. These efforts improved the service experience for residents in old communities and comprehensively enhanced the safety performance and operational stability of elevators.







Flood Season Safety Protection

Flood season safety constitutes a critical line of defense for property management services, bearing direct relevance to the life and property safety of owners and the normal operation of the community. Roiserv attaches high importance to risk prevention and control during the flood season, adheres to the principle of "prevention first, integration of prevention and rescue", and systematically deploys hidden danger inspections, material reserves, emergency drills and on-duty arrangements to comprehensively enhance flood control and disaster resistance capabilities. In 2025, during the landfall of super typhoons "Ragasa" and "Matmo", Roiserv Zhanjiang Branch conducted advance deployment, carried out all-night rescue operations amid storms and realized efficient post-disaster recovery. When extreme heavy rainfall hit many parts of North China and unprecedented mountain floods occurred in Qingsongling Town, Chengde City, Hebei Province, the project team of Langfang Branch organized evacuation overnight, drained accumulated water, delivered water to households and performed round-the-clock emergency repairs, restoring water supply, power supply and elevator services within 72 hours and completing comprehensive disinfection. Through rapid response, professional disposal and humanistic care, all regional branches effectively built a solid safety barrier during the flood season and safeguarded community safety.



Zhanjiang Branch responded to super typhoon and safeguarded the life and property safety of owners



Langfang Branch activated the emergency plan for the Chengde · Qingsongling Project to safeguard the safety of owners

Customer Communication and Complaints

Roiserv always upholds the philosophy of "customer first, proactive service" and regards customer communication and complaints as important opportunities to improve services and enhance experience. In accordance with the Standard Operating Procedures for Handling Customer Complaints, the Management Regulations for Daily Inspection of Customer Service Lines and other policy documents, the Company has established a standardized, hierarchical and digitalized full-cycle complaint management system to ensure that all owners' demands are properly addressed and responded to. In 2025, based on the back-end data of "Rice Commune", the Company received a total of 2,408 complaints throughout the year, with a complaint handling timeliness rate of 99%, a customer complaint closure rate of 98%, a customer complaint rate of 0.40%, and an overall satisfaction rate of 80% with complaint handling.

Diversified Channels and Timely Response

In terms of channels: In addition to face-to-face complaints, the Company has established a multi-channel complaint mechanism including housekeeper WeChat accounts, the "Rice Commune" App, and service hotlines 400-640-8888 and 400-100-8987. Supervision telephone numbers are posted at the front desk of service centers, lobbies, elevator cars and other areas to ensure "zero barriers" for homeowners' feedback. For commercial and community business services, dedicated personnel are assigned to handle complaints from relevant homeowners.

Response Efficiency:

Face-to-face complaints	Handled by dedicated personnel, recorded in the App backend to form work orders, with solutions provided within 24 hours; major emergencies reported within 30 minutes.
Customer complaints through housekeeper WeChat accounts	Recorded in the App backend to form work orders within 10 minutes, with first response within 30 minutes during working hours.
All in-App work orders	Responded to within 1 hour, followed up or confirmed completed within 24 hours.

Closed-Loop Management with Clear Accountability

Each complaint is followed up throughout the process by a dedicated customer steward, who provides progress feedback to homeowners every 72 hours. A three-level timeout early warning mechanism is established: cases pending for more than 7 days are escalated to project managers; those pending for more than 15 days are escalated to regional general managers; and those pending for more than 30 days are reported directly to the Headquarters Quality Operation Center. Work orders are closed only based on homeowner satisfaction as the sole criterion. If homeowners are not satisfied, improvements will continue until satisfaction is achieved. For major complaints, the General Manager of the property service company will lead special meetings to ensure prompt and proper handling.

Full-Process Digital Support

All complaints are recorded in the backend of the "Rice Commune" App to form work orders. Relying on the backend system, the Company achieves full-process management of complaint work orders including online entry, automatic order dispatch, progress tracking, recording retention, follow-up verification and electronic filing, with a retention period of no less than 3 years.

Analysis, Improvement and Prevention

Each service center exports complaint data on a monthly basis to prepare a Monthly Complaint Analysis Report. The Quality Operation Center of each branch compiles a Quarterly Complaint Analysis Report every quarter, summarizes typical cases, and organizes special exchange meetings. For high-frequency or systematic issues, the Company promotes process optimization and service upgrading, so as to achieve the goal of "resolve one case, improve one category, and prevent a wide range of problems".



Project sites hold Project Manager Reception Days, where the property management team conducts in-depth exchanges with homeowner representatives

Innovative Project Expansion

Roiserv proactively responds to industry challenges, continuously expands its service scope and business growth drivers, and promotes business innovation. The Company has launched the elderly care brand "Linlin Nursing", and rolled out the "Property + Elderly Care" model to deliver all-age care for homeowners throughout their life cycle. It has stepped up efforts to expand non-residential property management projects and urban service projects, gradually advancing its strategic transformation from a residential service provider to a comprehensive urban operation service provider. In 2025, the Company's non-residential property management area reached 12.277 million square meters, up 41.62% year on year.

Business & Enterprise Services: while deeply cultivating residential services, Roiserv continues to make efforts in the non-residential service sector, continuously increasing its market share. The Company has established professional service standards and management systems for various types of non-residential properties, creating high-quality business and enterprise services. In 2025, Roiserv signed 135 business and enterprise service projects, covering diverse scenarios including government buildings, industrial parks, public construction projects, highway service areas, commercial complexes, residential properties, landscaping, schools, urban sanitation, industrial facilities, scenic spots and more.



Zhanjiang Branch commenced service for the Hainan International College, Communication University of China project

In May 2025, Roiserv successfully won the bid for the Guizhou Expressway Northern Region Comprehensive Service Project. The management scope covers five major expressway sections: Chongqing – Bijie, Bijie – Zunyi, Bijie – Guiyang, Guiyang – Zunyi, and Zunyi – Chongqing, involving 29 service areas and 1 toll station. The coverage accounts for more than one-quarter of the total area of expressway service areas in Guizhou Province, making it Roiserv's largest non-residential project in terms of single management scale. This project also marks Roiserv's expansion from traditional service area operations into the large-scale transportation sector, covering subdivisions including service areas, parking areas, road surface cleaning, and commercial space management. The cooperation has significantly broadened Roiserv's business boundaries and helped the Company accumulate experience in the operation and maintenance of large-scale infrastructure.

Urban Services: leveraging its business strengths, Roiserv continuously incubates new business segments. In public governance sectors such as municipal sanitation, waste treatment, landscaping and water management, the Company provides refined services for urban governance focused on actual market demand. As of the end of 2025, Roiserv signed a total of 9 urban operation service projects in 6 cities across Hebei and Heilongjiang provinces.

Supply Chain Management and Green Procurement

Roiserv always upholds the principle of "customer-centricity and quality-orientation", and regards supply chain management as a critical link to ensure service quality and fulfill corporate social responsibility. The Company has established a full-cycle supplier management system covering access, performance, evaluation and withdrawal, fully implements green procurement practices, and embeds integrity and compliance mechanisms to build a healthy supply chain ecosystem. In 2025, Roiserv had a total of 531 suppliers nationwide.

Full-Cycle Supplier Management

Strict Access Mechanism

In accordance with the Supplier Management System, the procurement and bidding department of Roiserv carries out supplier reserve work in advance based on the Company's business development plans and existing supplier resources, and completes supplier expansion two months before the entry of new projects. This ensures the effective implementation of procurement demands and prevents the lowering of supplier compliance access thresholds due to time constraints. For all newly developed suppliers, the procurement and bidding department must verify their channel sources, and conduct comprehensive evaluations from multiple dimensions including corporate qualification, business scale, historical performance, undertaking capacity, operation model and fund guarantee. Qualified candidates meeting the Company's standards will be shortlisted for inspection. The procurement and bidding department, together with the demand or professional departments (with at least two staff members), conducts on-site inspections of suppliers' office spaces, warehouses, factories or service/construction project sites to fully verify their actual operation and service capabilities.

Dynamic Database Management and Exit Mechanism

All qualified suppliers must be fully entered into the Roiserv Supplier Information Database and filed with the procurement and bidding department to achieve unified and transparent management. Meanwhile, the Company has established a strict dynamic exit mechanism: suppliers with a performance score lower than 70 will be suspended from cooperation; suppliers that repeatedly fail to participate in quotations or have no substantial cooperation for three years will be removed; and suppliers that engage in bid rigging or collusion, have major labor disputes, or refuse to rectify serious potential safety hazards, as well as their affiliated parties and actual controllers, will be blacklisted and permanently prohibited from participating in any procurement of the Company.

Practicing Green Procurement

Roiserv actively promotes the concept of green procurement and integrates environmental friendliness into the whole process of supply chain management. In supplier access and performance evaluation, the Company gives priority to partners that can provide clean, low-carbon and environmentally friendly products and services, with a particular focus on procuring products with energy efficiency labels, high recycling value or minimized environmental impact. To meet business needs, project companies give preference to local or nearby suppliers to reduce carbon emissions from transportation and improve response efficiency. Meanwhile, according to specific procurement categories, the Company requires suppliers to provide qualified product inspection reports, environmental management system certifications and other compliance documents to ensure that the purchased supplies and chemicals comply with national environmental protection regulations and the Company's sustainable development requirements.

Supply Chain Integrity Management

Roiserv firmly eliminates corrupt practices in the supply chain and is committed to building a fair, transparent and honest cooperation ecosystem. The Company has formulated and implemented policies including the Management Measures for Bidding and Procurement and the Integrity and Honesty Commitment. It explicitly requires all suppliers to sign integrity commitments and embeds anti-commercial bribery and anti-unfair competition provisions into contract terms. Meanwhile, the Company has established an integrity reporting channel to encourage employees and suppliers to supervise and report violations, forming an internal and external integrity defense line to prevent integrity risks at the source.

The entire procurement process strictly implements the bidding and procurement system. From supplier introduction, qualification review and on-site inspection to bid evaluation and final selection, all procedures adopt a dual-person participation model, cross-departmental collaboration and full traceability to eliminate any behind-the-scenes operations. The Company adopts a "zero-tolerance" policy toward bid rigging and collusion; once verified, the blacklist mechanism will be activated immediately, creating a strong deterrent effect.

Under equal conditions, the Company gives priority to enterprises with high brand awareness, large market share and standardized governance. Such suppliers usually possess mature compliance systems and sound commercial reputations, which help reduce integrity and performance risks.

Employee Safety and Talent Development

Roiserv has always strictly complied with relevant national laws and regulations, including the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Law on Protection of Disabled Persons of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Implementation Measures on Paid Annual Leave for Employees of Enterprises, the Law on the Protection of Women's Rights and Interests of the People's Republic of China, the Special Rules on the Labor Protection of Female Employees, and the Measures for the Administration of Occupational Health Surveillance. The Company fully fulfills its responsibilities as an employer and effectively safeguards the legitimate rights and interests of its employees. In 2025, the Company was awarded "2025 Best Employer in China's Property Service Industry" by CRIC Property Management and China Property Management Research Institution.



Workplace Health and Safety

Roiserv has always placed employees' occupational health and safety at the core of its management. The Company clearly defines the primary responsibility of the management for providing a safe working environment, safe operating systems, compliant equipment and facilities, as well as necessary training, guidance and supervision. It has also formulated a health and safety policy covering all employees to ensure that office and operating sites fully comply with, or even exceed, the requirements of national laws and regulations.

The Company has established a safety objective system with full participation and an efficient hidden danger reporting mechanism. Daily safety inspections are integrated into job responsibilities, and safety data and improvement measures are regularly communicated to employees. All new employees receive general safety training upon onboarding, and targeted protection training is provided for high-risk positions, covering hazard identification, emergency response and the use of personal protective equipment. Smoking regulations are strictly enforced in the workplace; spilled liquids and debris are promptly removed to prevent slips and falls; and necessary labor protection articles are provided free of charge.

In terms of health protection, the Company collects and manages the health status and physical examination information of employees in all positions, and customizes medical examination packages according to employees' age groups and genders. Meanwhile, the Company promotes dialogue between employees and management through internal communication platforms, and organizes activities such as "Team Building Day", "Health Lectures" and "Festival Galas" through staff clubs and trade unions, fostering a respectful, caring and motivating working atmosphere to effectively safeguard employees' physical and mental health and professional dignity.

Rights Protection and Welfare

Remuneration Protection

Roiserv attaches great importance to employees' remuneration incentives and welfare protection, and is committed to building a comprehensive, transparent, fair and market-competitive remuneration and welfare system. The Company has formulated and implemented the Compensation Management System, the Attendance and Vacation Management System and other systems. It scientifically sets differentiated and personalized remuneration standards based on the nature of positions, job responsibilities and business characteristics, so as to ensure that remuneration distribution is compliant, reasonable, fair and transparent, and competitive in the industry. Since 2022, Roiserv has established special honors such as "Salute to Frontline Staff" and "Power of Models" to recognize the outstanding contributions of frontline employees, actively fostered a favorable corporate atmosphere of respecting and caring for frontline staff, and implemented supporting policies and measures to tilt remuneration incentives and welfare protection towards frontline employees.

In addition to basic remuneration, Roiserv provides employees with comprehensive and diversified welfare protection covering various dimensions including living support and health care. Such basic benefits include subsidies for marriage, bereavement and childbirth, communication allowances, high-temperature allowances, canteen subsidies, accommodation subsidies, annual free health check-ups and paid annual leave. Meanwhile, in light of employees' performance, the Company also offers incentive benefits such as preferential housing purchase and property fee reimbursement, effectively enhancing employees' sense of gain and sense of belonging.

Roiserv also attaches importance to humanistic care during festivals and important occasions: it distributes holiday consolation goods to all employees before the Spring Festival every year and holds collective birthday parties for employees celebrating birthdays in the current month to convey the warmth of the organization.

Employee Care

To create a warm and dynamic corporate culture atmosphere, the Company organizes a variety of cultural, sports and team-building activities, such as team building, company basketball games, group movie screenings and other events, which effectively enrich employees' spare-time cultural life. These activities not only help relieve work pressure and relax the body and mind, but also greatly enhance employees' sense of belonging and happiness, strengthen team cohesion and trade union vitality, and motivate the work enthusiasm and initiative of all employees.

Case: Embrace Grace, Shine with Beauty – Roiserv Honors the Power of Women

Roiserv values the daily experience of female homeowners and the working sentiment of female employees. On the occasion of the International Women's Day 2025, the Company launched a series of activities in all communities and branches across the country, sending warm care to female homeowners and staff, making every woman feel respected and loved. Each branch prepared a variety of events, such as classic round fan making, flower arrangement workshops, stylish nail services, and free medical check-ups. These activities allowed female employees and homeowners to enjoy care and comfort during the festival, as the Company strives to build an equal, harmonious and beautiful community atmosphere and working environment.



Staff Fun Sports Day



Staff Tea Party



Staff Lounge Area, Nanjing Branch



Sichuan-Chongqing Branch Launches the "Coolness in Summer" Campaign

Talent Recruitment and Development

Fair Employment

Roiserv adheres to the people-oriented philosophy and fosters an inclusive and open working environment. The Company strictly complies with national labor laws and regulations, and firmly prohibits any form of employment discrimination, including discrimination on the grounds of gender, disability, age, race, nationality, family status or any other legally protected factors, so as to ensure fairness, impartiality and transparency in all processes such as recruitment, remuneration and promotion. The Company signs labor contracts with employees in accordance with the law to effectively safeguard their legitimate rights and interests; meanwhile, it respects and protects employees' personal privacy, and is committed to building a standardized, fair and harmonious labor relationship. There were no incidents of violations of labor laws and regulations involving Roiserv during the Reporting Period.

The Company strictly prohibits the employment of child labor and forced labor, and implements dual verification of employees' identity information through the human resource system and online onboarding platform – including authenticity verification of identity documents and age identification, effectively preventing the risk of child labor employment at the source. In the event of any suspected child labor or forced labor, the Company will immediately initiate an investigation procedure and take stringent corrective measures based on the investigation findings. In addition, Roiserv actively fulfills its corporate social responsibility, attaches importance to the employment placement and career development of veterans, gives priority to eligible veterans during the recruitment process, and reasonably matches positions based on their comprehensive capabilities.

Broadening Development Space

Roiserv regards employees as the most valuable assets of the Company, continuously optimizes the talent development system, unblocks dual promotion channels for management and professional tracks, standardizes the selection mechanism, and strengthens the construction of talent echelons. Through systematic skills training and career development planning, the Company effectively supports employees in capability improvement and career growth, creating a clear, fair and sustainable development space for employees. In 2025, Roiserv launched a comprehensive reform of the maintenance service system, placing "employee capability building" at the core. Through institutional design and mechanism innovation, the Company has built a clear, fair and sustainable career development path, effectively integrating the growth of frontline technical talents into the high-quality development process of the enterprise.

The Company has reformed and established a four-level skill certification system "Basic Worker, One-Star to Three-Star Technician", which defines the corresponding remuneration standards, competency requirements and development channels for each level. It implements the mechanism of "grading via assessment and determining salary based on grade", breaking egalitarianism and motivating employees to take the initiative to learn and refine their skills. This measure has not only improved the professional level of the maintenance team, but also enabled dedicated and skilled employees to gain rewards matching their value, fostering a positive atmosphere of "striving to learn, catch up and excel through diligent work".

Under the overall arrangement of the headquarters, the reform has simultaneously advanced the development of three major supporting systems:

- **Professional division of labor:** specialized teams have been established for disciplines such as water and electricity, HVAC, and intelligent systems to ensure that "professional work is handled by professional personnel".
- **Digital empowerment:** relying on the "Rice Commune" smart platform, a full online closed-loop process has been implemented for maintenance requests, work order dispatch, progress tracking, and owner evaluation, improving service efficiency and transparency.
- **Growth closed-loop mechanism:** the human resource system has established an integrated development path of "training – assessment – promotion", providing maintenance staff with continuous learning and career advancement opportunities.

Multi-Dimensional Training System

Roiserv adheres to the people-oriented principle and attaches importance to the construction of talent echelons. Focusing on the "Three Competencies (Leadership, Cultural Competence, Professional Competence)", it provides targeted empowerment for talents at different levels. The Company gradually builds an echelon talent development and empowerment system through the Navigator Program, Spark Program and internal training by business lines, and offers corresponding support for the development needs of "New Rising Force", the Company's unique management trainee program, at different stages and nodes to accelerate the growth of trainees, continuously supplying high-quality internal talents for all levels of the Company. In 2025, the training participation rate of Roiserv employees reached 100%, with an average training duration of 17.45 hours.

"New Rising Force" Management Trainee Program

The "New Rising Force" is a management trainee development program launched by Roiserv in 2019, tailored for high-potential outstanding fresh graduates. "New" represents the emerging force in the new industry, "Rising" stands for vigorous vitality, and "Force" refers to the core backbone of the Company. The name "New Rising Force" embodies the Company's expectations for campus recruits. Development objectives: to become managers in two years, directors in four years, and general managers in six years. The program aims to rapidly cultivate a core cadre team that "understands strategy, masters systems, and delivers results", so as to achieve the ultimate target that one-third of the management team comes from the 'New Rising Force' program.





In September, the 8-day "New Rising Force" training camp of Roiserv came to a successful conclusion

Case: Enhancing Skills Through Competition and Improving Services with Ingenuity

Starting from June 2025, multiple branches of Roiserv carried out extensive post skills competitions across four major business lines: customer service, engineering, security and environmental services. Through the dual-track assessment of "theoretical examination plus practical operation", the Company comprehensively evaluated and improved the professional capabilities of frontline employees. The engineering line focused on practical projects such as household electrical box assembly and self-locking circuit wiring, with strict scoring from the dimensions of operation specifications, technical quality, time efficiency and material loss. The customer service, security and environmental services lines strengthened service details and emergency response capabilities through scenario simulation and standardized process drills.

The competitions not only provided honorary incentives, but also emphasized experience sharing. Participants voluntarily formed mutual-assistance groups, and the Quality Operation Center simultaneously launched "Craftsmanship Demonstration Sessions" to transform excellent cases into training materials. Branches including the Nanjing Branch continued to promote on-the-job training, advocate the "spirit of craftsmanship", and strengthen the talent echelon, effectively translating employee growth into high-quality service delivery.





Community Support and Public Welfare Contributions

Roiserv provides high-quality property services to homeowners, and joins hands with communities and residents to build, govern and share a beautiful community together. On this basis, Roiserv continues to deepen community public welfare practices, and systematically organizes diverse and rich public welfare activities and themed publicity, covering environmental protection advocacy, elderly care and support for the vulnerable, children's care, integration of special groups and other fields. The Company empowers community governance by promoting community public welfare, builds a distinctive public welfare brand, and helps build a beautiful community of shared future with the participation, responsibility and benefits of everyone.

Yidong Wanjia

In 2024, Roiserv launched a brand-new public welfare brand "Yidong Wanjia", with the slogan "17 for Charity" to call on homeowners, employees and the general public to jointly participate in public welfare activities. Meanwhile, the Company designated May 17 and September 17 of each year as the "Charity Days of Roiserv" to advocate public welfare engagement. By integrating upstream and downstream resources, Roiserv has built a distinctive public welfare matrix, and gradually advanced the organized, sustainable and large-scale development of community public welfare culture.



Logo Interpretation of Yidong Wanjia Public Welfare Brand



"Yidong Wanjia" Public Welfare Matrix

Linlin Green Action

As a component of Roiserv's public welfare brand, "Linlin Green Action" aims to promote community environmental protection, energy conservation and emission reduction through a series of environmental protection activities. In 2025, communities under Roiserv launched a variety of activities including waste sorting knowledge promotion, hiking and litter picking campaigns, eco-bag DIY, green markets and flea markets, to stimulate neighborhood interaction and foster the development of low-carbon and eco-friendly communities.





Linlin Joyful Movement

"Linlin Joyful Movement" aims to build dynamic communities and promote physical fitness for all through a series of fitness activities. In 2025, communities under Roiserv organized various fun sports events such as parent-child sports meetings, igniting residents' enthusiasm for fitness, invigorating community vitality, and guiding residents to adopt a healthy lifestyle.





Yoho Family Festival

“Yoho Family Festival” is a themed community activity program of Roiserv and an exclusive annual festival for residents. The program promotes harmonious communities and joint neighborhood development by organizing a variety of community parent-child activities in collaboration with communities, sub-districts and owners’ committees. The program has been successfully held for seven sessions and has become a “hallmark” of Roiserv’s community activities.





Neighbors

“Neighbors” is a foundational program of Roiserv to promote “Party Building Leadership, Grassroots Governance”. By promoting the establishment of Party organizations at the headquarters and all branches, strengthening Party building, and calling on Party members and cadres to participate extensively, the program gives full play to the role of Party building leadership in quality services and supports community governance.





Case: Party Building Leadership for Practical Services, Zero-Distance Convenient Services

In the second quarter of 2025, multiple projects of Roiserv Sichuan-Chongqing Branch jointly launched convenient services themed "Party Building Leadership for Practical Services, Zero-Distance Convenient Services". The activities covered diversified services including knife sharpening, public welfare haircuts, electric vehicle cleaning and floor mat cleaning, effectively enhancing residents' daily convenience. Featured sessions such as health consultation and women's beauty services were also provided on site, attracting nearly one thousand residents. The convenient services aim to deepen the red service philosophy of "Party Building Leadership, Community Governance" and build warm community living scenarios by integrating public welfare and practicality.



Vehicle Cleaning



Floor Mat Cleaning

Public Welfare Activity for People with Autism

At the end of March 2025, "Yidong Wanjia" joined hands with One Foundation for the second time to launch the themed publicity week for "World Autism Awareness Day (April 2)". This public welfare activity extensively mobilized 13 branches of Roiserv across the country, covering 16 provinces and 64 cities. Through diverse channels such as electronic screens, publicity boards and elevator bulletin boards in service communities and office areas, more than 10,000 themed publicity posters were placed in 323 specific projects, creating a comprehensive atmosphere of care. The funds raised through this public welfare activity are mainly used to support the One Foundation Marine Heaven Project, which includes behavioral training for children with intellectual disabilities and empowerment for family parenting, support for community-based independent living for adolescents and adults with intellectual disabilities, support for community family support centers, implementation of public advocacy activities for the Blue Action, and capacity building for rehabilitation service institutions and parent organizations.

Roiserv, together with residents and employees, has taken concrete actions to support care for people with autism, promoted social awareness and acceptance, reduced prejudice and barriers, and called on all sectors of society to jointly create an inclusive and friendly community environment for the autism community, and support their equal participation and independent living.





Convenience Services

Roiserv adheres to a resident-oriented approach. Branches and projects of the Company have carried out various forms of convenience service activities to enhance residents' sense of happiness and fulfillment. For example, the Good Life Service Centers of projects under the Zhanjiang Branch provided a series of convenient services including free haircuts, free knife sharpening, free medical consultations and carpet cleaning. The Jinxiu Guandi Phase II project under the Shenyang Branch launched a property convenience service day, where a professional cleaning team was arranged to provide residents with screen window removal, cleaning and installation services, and door-to-door services were offered to elderly residents with limited mobility, fostering a harmonious and happy community atmosphere.









Warm Support for Examinations

In 2025, Roiserv cares for students and launched the “Warm Support for Examinations Campaign” in projects across many regions nationwide. It issued the community “Silence Campaign” initiative, strengthened the management of decoration and noise, and created a quiet and comfortable environment for students to review and rest. It also set up “College Entrance Examination Refueling Stations” equipped with free mineral water, emergency stationery, heatstroke prevention medicines and caring emergency vehicles, to provide timely emergency support for candidates and their parents.



Langfang Branch



Jinan Branch

Emergency Rescue



Adhering to the philosophy of responsibility first, compassion alongside, all branches of Roiserv take the initiative to support emergency rescue efforts in light of the local climate and disaster characteristics. The Company responds swiftly to natural disasters and other public emergencies, extends a helping hand to affected areas, and fulfills its corporate social responsibility.

At the end of July 2025, Qingsongling Town and other areas in Xinglong County, Chengde City, Hebei Province were hit by sustained heavy rainfall, triggering severe mountain floods and debris flows. All staff of the Chengde · Qingsongling Project under Langfang Branch promptly plunged into flood fighting and rescue work as well as the subsequent post-disaster recovery efforts, safeguarding the safety of homeowners and ensuring normal living order. In addition to the projects under its charge, as several towns and townships suffered severe disasters, Xinglong Project Branch for Wanjia Smart Environment responded to the needs of the disaster-stricken areas, urgently prepared 1,000 cases of mineral water and 300 boxes of instant noodles, and delivered urgently needed living supplies to the people in the disaster-hit regions.

GOVERNANCE (G) – SAFEGUARDING STEADY OPERATIONS WITH COMPLIANCE

Roiserv strictly complies with the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, the Listing Rules of The Stock Exchange of Hong Kong Limited, and other laws, regulations and regulatory requirements. Based on its actual development, the Company continuously optimizes its governance structure and steadily enhances governance standards. Roiserv has established a Board, an Audit Committee, a Remuneration Committee and a Nomination Committee, forming a clearly defined governance structure with well-defined rights and responsibilities to ensure compliant, steady and high-quality development of the Company. Further detailed information on governance is set out in the Company's 2025 Annual Report, to which reference is kindly made.

Integrity and Anti-Corruption

Roiserv always upholds the value of "integrity and trustworthiness" and strictly complies with the Anti-Money Laundering Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, the Interim Regulations on Prohibition of Commercial Bribery and other laws and regulations, adopting a "zero-tolerance" attitude toward corruption. On this basis, the Company has formulated and implemented internal integrity management systems, defined the bottom line of integrity, clarified prohibited acts, and integrated integrity requirements into business processes and job responsibilities. The Company's Integrity and Self-discipline Code has become an important part of labor contracts and is signed by all employees upon onboarding. Throughout 2025, the Company did not have any litigation cases involving corruption, bribery, extortion, fraud or money laundering.

Strengthening Supervision and Management

The Board of the Company fully oversees corporate business ethics and anti-corruption matters. The Audit and Supervision Department takes overall charge of anti-corruption development and consistently upholds the principle that "all cases must be investigated and all violations must be held accountable", resolutely cracking down on all types of disciplinary and illegal acts. On the basis of strict protection of whistleblowers, the Company investigates reported clues to ensure that every matter is reviewed and every case is responded to, and imposes serious sanctions in accordance with laws and regulations. It continues to deepen the development of a culture of integrity and promotes the normalization, standardization and precision of supervision, discipline enforcement and accountability. The Company regularly conducts integrity training, warning education and system promotion to enhance the compliance awareness of all employees and build a solid integrity line for the high-quality development of the enterprise.

Roiserv has issued a series of institutional documents including the Disciplinary Rules, the Implementation Rules for Integrity Risk Advance Reporting, the Implementation Rules for Supervision Information Publicity, and Standard Operating Procedures for Internal Auditing, systematically establishing a comprehensive integrity and compliance management system. These policies contain codes of conduct addressing conflicts of interest, information confidentiality, bribery, anti-corruption and equal opportunity, and clearly stipulate the anti-corruption policy. The coordinated operation of various systems provides a solid guarantee for building an open, transparent and integrity-based business ecosystem. In addition, the Company explicitly prohibits employees from collecting fees through non-enterprise channels such as personal WeChat Pay or Alipay. All customer service stewards are equipped with enterprise WeChat accounts to provide services under an unified identity, thus eliminating unauthorized private collection.

Enhancing Internal Audit

In 2025, the Company conducted special audits to identify management loopholes, improve business management and strengthen internal control. Over the year, the Company promoted business departments to revise and improve systems including the Project Warehouse Management Measures and the Maintenance and Replanting Quality Management Measures. It further clarified the claims and liabilities between the Company and the development companies, and strengthened requirements for relevant business transactions. It also standardized the management authority of the fee collection system and invoice system. Through internal audits in 2025, the Company identified 112 project management issues, of which more than 90% have been rectified.

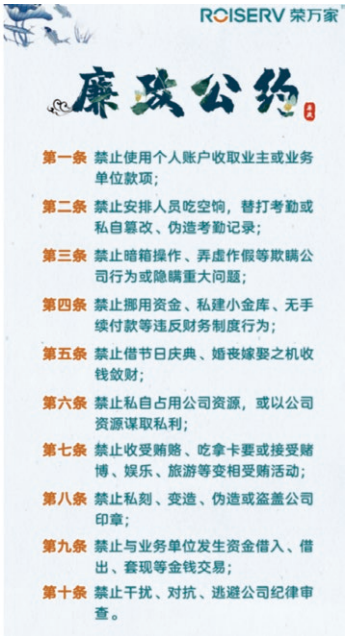
Ensuring Accessible Reporting Channels

The Company has established a corruption reporting system and opened up diversified reporting channels, proactively disclosing reporting methods including telephone, email, WeChat, QQ, letter and in-person visits to ensure clear reporting channels and timely response. The Audit and Supervision Department shall complete a preliminary investigation and provide a project approval opinion within 20 days from the date of receiving the clue. In 2025, the Company received 18 reporting matters, among which 11 met the approval requirements after preliminary investigation and have been fully investigated and resolved.

Meanwhile, Roiserv firmly believes that integrity supervision requires the participation of all employees. To this end, the Company has established the Implementation Rules for Reporting, Confidentiality, Protection & Reward. The Company strictly implements the whistleblower protection mechanism, with the "Three All Protections (all-process, all-level, and all-node supervision)" as the core, building a solid safety barrier for every whistleblower who dares to uphold justice, and preventing any form of information disclosure and retaliation. In addition, the Company explicitly requires employees to promptly notify their relevant supervisors if they receive bribes, or become aware of incidents of bribery, corruption, or any other violations of the code of conduct that have occurred or may occur.

Roiserv publicizes supervision information through various channels

- Publicize supervision information on the Company's office platform, system homepage and official website
- Display the Code of Integrity sign in public areas such as functional office areas, project office areas and leasing & sales centers of all branches, covering disciplinary requirements and supervision information
- During the bidding and procurement process, the Company's supervision information is clearly stated in documents and materials such as the Tender Announcement, Tender Documents and Inquiry Notice
- Attach the Integrity and Honesty Commitment to all procurement contracts signed by the Company, clearly indicating the Company's supervision information





Conducting Integrity Education

The Company attaches great importance to integrity education, with a particular focus on key links and key positions where corruption is prone to occur. It emphasizes equal emphasis on supervision and education, and actively guides enterprise management personnel and relevant stakeholders to act in accordance with laws and regulations, abide by the principle of honesty and trustworthiness, and consciously resist corrupt practices, so as to promote integrity awareness to cover all employees from points to areas. In addition, integrity promotion activities are extensively carried out during holidays such as Qingming Festival and Dragon Boat Festival to continuously strengthen discipline awareness and bottom-line thinking. Throughout 2025, a total of 20 integrity training sessions were held, with 1,507 participants, and the total training duration reached 1,591 hours.

Employees of the Company at or above the project manager level (including management)	The headquarters conducts integrity and anti-fraud education through online and offline methods, including self-study, tests, policy training, case warnings, knowledge competitions and other forms, covering all employees of the Company at or above the project manager level.
Key frontline employees of the Company	Integrity and anti-fraud topics and case warning presentations are added to activities organized by business departments, such as Steward Workshop, At-Home Service Training Camp, Order Supervisor Training Camp and Environmental Line Training Camp, covering key frontline employees of the Company.
New recruits and "New Rising Force" employees	All new recruits of the Company are required to complete the study and test of integrity policies on the learning platform. The Company incorporates integrity-themed training into the "New Rising Force" Training Camp and the "New Rising Force" supervisor and manager competitive recruitment processes, covering all "New Rising Force" employees.
All employees of the audited entity	Integrity-themed promotion activities are carried out.



Roiserv 2025 At-Home Service Training Camp: Lecture on Disciplinary Action Rules



Bengbu Branch Holds Themed Symposium to Integrate and Promote Integrity Culture and Professional Ethics

Information Security and Privacy Protection

Information Security System Development

Roiserv's property service business directly or indirectly involves the personal information and daily transaction data of tenants, consumers and homeowners. Strengthening information protection and data security is the Company's fundamental responsibility and obligatory duty. The Company strictly abides by the Cybersecurity Law of the People's Republic of China, the Data Security Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China and other relevant laws, regulations and privacy policies, earnestly fulfilling the enterprise's data compliance responsibilities. By establishing and improving privacy management policies such as the Customer Information Management Regulations, the Company regulates work including information access authority and emergency protection against data breaches, strengthens the full life-cycle security management of data, and comprehensively safeguards the personal information security of homeowners and customers.

Technology Application and Emergency Management

At the data collection stage, the Company adheres to the "minimum necessary" requirement and "informed consent" rule for personal information collection, and strictly refrains from storing non-business customer information. Customer information is collected and used in a lawful manner, and its usage is limited to the purposes specified in the contract. In terms of access authority, the Company implements a stringent access control mechanism, informs employees of matters related to customer information processing, and adopts a self-developed authority control system to provide dual protection and encryption for the security of customer privacy information.

In addition, the Company continuously upgrades its internal firewall technology in a timely manner from a global perspective, enhancing the detection, identification, understanding and analysis of information security threats, and comprehensively improving emergency response capabilities. It attaches importance to internal review, regularly conducts process inspections and reviews to strictly prevent data management loopholes, and continuously monitors and tests privacy risks. The Company also keeps track of the development trends of security technologies, and constantly upgrades its technologies and management measures to ensure privacy security.

In the event of a data breach emergency, upon receiving and identifying abnormal alerts of customer data access, the Company will impose temporary restrictions and downgrades on relevant services and control information access. If signs of a data breach are detected, the Company will collect and preserve evidence on-site, and promptly report to the public security and judicial authorities to minimize the impact of the incident in the shortest possible time.

In 2025, the Company further strengthened controls over the SMS notification and historical payment record inquiry functions to prevent the disclosure of homeowners' and quasi-homeowners' information, and maximized the protection of privacy security on the homeowners' side. In addition, during the upgrade and revision of the "Rice Commune" App, the security and privacy protection of homeowners' information were also enhanced, further improving the safety, compliance and customer trustworthiness of property services.

Intellectual Property Rights Protection and Compliance Promotion

The Company strictly complies with the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China and other relevant laws and regulations. It actively protects its own intellectual property rights and legally applies for registration and protection of the trademarks used. Meanwhile, the Company fully respects the legitimate intellectual property rights of third parties, systematically conducts intellectual property identification and risk screening, and effectively prevents infringement risks. The Company continuously improves intellectual property protection through regular monitoring, compliance review of content and processes, and explicit ownership declaration.

Regular Infringement Monitoring: The Company regularly checks for infringements such as unauthorized use of the Company's name and trademarks in the market. Once discovered, it immediately communicates with the relevant parties and requires them to rectify or cease such use within a specified time limit.

Content Compliance Review: The legal and brand departments conduct pre-review of intellectual property rights for official website promotional content, WeChat Official Account articles, marketing materials and other content to ensure the legitimate source of images, fonts, copy and other materials, and prevent unauthorized use of third-party works.

Clear Ownership Stipulation in User Agreements: The user agreement of the "Rice Commune" App clearly stipulates the ownership of intellectual property rights for platform content and user-generated content, and sets out clear provisions on intellectual property protection to strengthen user compliance awareness.

APPENDIX

ESG REPORTING CODE KPIs

Name of Indicators	Unit	2023	2024	2025
A. Environment A1: Emissions A1.1 The types of emissions and respective emissions data				
NO_x	kg	128.14	171.46	**241.60**
SO_x	kg	1.21	1.62	**1.98**
Particulate matter	kg	12.09	16.18	**22.90**
A1.3 Total hazardous waste produced and intensity				
Total hazardous waste produced	tonnes	–	5.39	**2.88**
Intensity of hazardous waste produced	tonnes/'000 sq.m.	–	0.00006	**0.00003**
A1.4 Total non-hazardous waste produced and intensity				
Total non-hazardous waste produced	tonnes	2,021.28	857.44	**934.59**
Intensity of non-hazardous waste produced	tonnes/'000 sq.m.	0.02	0.009	**0.0096**
A2: Use of Resources A2.1 Energy consumption and intensity				
Total energy consumption	MWh	243,636.85	230,136.42	**210,490.85**
Energy consumption intensity	MWh/'000 sq.m.	2.91	2.58	**2.17**
Direct energy consumption	MWh	892.26	979.62	**1,307.73**
Gasoline	MWh	835.67	917.49	**1,157.97**
Diesel	MWh	56.59	62.13	**149.76**
Indirect energy consumption	MWh	242,744.59	229,156.80	**209,183.12**
Purchased electricity	MWh	242,744.59	229,156.80	**209,183.12**
A2.2 Water consumption in total and intensity				
Water consumption in total	tonnes	3,521,476.00	3,205,825.40	**4,923,852.02**
Water consumption intensity	tonnes/'000 sq.m.	42.11	35.90	**50.76**

Name of Indicators	Unit	2023	2024	2025
B. Social				
B1: Employment				
B1.1 Total workforce by gender, employment type, age group and geographical region				
Total number of employees	person	7,743	9,289	**7,002**
Number of male employees	person	4,166	5,796	**3,704**
Number of female employees	person	3,577	3,493	**3,298**
Number of full-time employees	person	7,743	9,289	**7,002**
Number of part-time employees	person	0	0	**0**
Number of employees aged 30 and under	person	1,329	1,413	**1,079**
Number of employees aged 31–50	person	4,894	6,030	**4,340**
Number of employees aged 51 and over	person	1,520	1,846	**1,583**
Number of employees in East China	person	1,909	2,125	**2,050**
Number of employees in Central China	person	305	324	**219**
Number of employees in North China	person	3,399	5,036	**3,590**
Number of employees in South China	person	269	298	**256**
Number of employees in Northeast China	person	55	55	**521**
Number of employees in Southwest China	person	525	1,056	**311**
Number of employees in Northwest China	person	373	395	**55**
Number of employees in Hong Kong, Macau and Taiwan	person	0	0	**0**
B1.2 Employee turnover rate by gender, age group and geographical region				
Employee turnover rate	%	53.74	28.61	**29.10**
Male employee turnover rate	%	46.88	27.34	**28.23**
Female employee turnover rate	%	61.36	30.01	**29.44**
Full-time employee turnover rate	%	53.74	28.61	**29.10**
Part-time employee turnover rate	%	0	0	**0**
Employee turnover rate for those aged 30 and under	%	78.96	39.91	**40.33**
Employee turnover rate for those aged 31–50	%	49.65	26.58	**25.57**
Employee turnover rate for those aged 51 and over	%	41.79	22.05	**28**
Employee turnover rate in East China	%	–	36.78	**34.49**
Employee turnover rate in Central China	%	–	40.54	**35.33**
Employee turnover rate in North China	%	–	25.78	**25.64**
Employee turnover rate in South China	%	–	48.94	**39.86**
Employee turnover rate in Northeast China	%	–	8.33	**10.38**
Employee turnover rate in Southwest China	%	–	28.61	**21.99**
Employee turnover rate in Northwest China	%	–	33.27	**18.18**
Employee turnover rate in Hong Kong, Macau and Taiwan	%	–	0	**0**

Name of Indicators	Unit	2023	2024	2025
B2: Health and Safety B2.1 Number and rate of work-related fatalities occurred in each of the past three years				
Number of work-related fatalities in each year	person	1	1	**1**
Rate of work-related fatalities in each year	%	0.01	0.01	**0.01**
B2.2 Lost days due to work injury				
Lost days due to work injury	days	4,227	2,688	**3,410**
B3: Development and Training B3.1 The percentage of employees trained by gender and employee category				
Percentage of management trained	%	95.52	100	**100**
Percentage of general staff trained	%	50.90	100	**100**
Percentage of male employees trained	%	41.84	100	**100**
Percentage of female employees trained	%	68.86	100	**100**
B3.2 The average training hours completed per employee by gender and employee category				
Average training hours for management trained	hours/person	115.14	130.26	**25.33**
Average training hours for general staff trained	hours/person	43.99	110.31	**9.56**
Average training hours for employees trained	hours/person	49.94	123.01	**17.45**
Average training hours for male employees trained	hours/person	38.33	108.17	**17.45**
Average training hours for female employees trained	hours/person	63.46	132.40	**17.45**
B5: Supply Chain Management B5.1 Number of suppliers by geographical region				
Number of suppliers	entity	–	646	**531**
Number in East China	entity	–	276	**212**
Number in Central China	entity	–	74	**48**
Number in North China	entity	–	177	**179**
Number in South China	entity	–	32	**22**
Number in Northeast China	entity	–	38	**23**
Number in Southwest China	entity	–	45	**42**
Number in Northwest China	entity	–	4	**5**
B5.2 Number of suppliers reviewed				
Number of suppliers reviewed during the reporting period	entity	–	646	**531**
Number of suppliers whose cooperation was terminated due to non-compliance	entity	–	0	**0**

Name of Indicators	Unit	2023	2024	2025
B6: Product Responsibility B6.2 Number of products and service related complaints received				
Number of complaints received	case	–	2,588	**2,408**
Complaint rate	%	–	0.44	**0.40**
Timely handling rate of complaints	%	–	99	**99**
Complaint closure rate	%	–	98	**98**
Complaint handling satisfaction rate	%	–	85	**80**
B7: Anti-corruption B7.1 Number of filed and concluded legal cases regarding corrupt practices				
Number of filed and concluded legal cases regarding corrupt practices	case	–	1	**0**
B7.3 Anti-corruption training provided to directors and employees				
Number of training sessions	session	–	5	**20**
Number of training attendances	person-time	–	12,780	**1,507**
Total training hours	hour	–	12,780	**1,591**
B8: Community Investment B8.2 Resources utilized in focus areas				
Public welfare donations	RMB	20,500	10,500	**468,244**
Part D: Climate-related Disclosures GHG emissions				
Total GHG emissions	tCO_2e	177,871.91	133,285.00	**122,323.36**
GHG emissions intensity	tCO_2e/'000 sq.m.	2.13	1.49	**1.26**
Scope 1 emissions	tCO_2e	194.60	260.39	**299.82**
Gasoline	tCO_2e	182.47	244.16	**261.60**
Diesel	tCO_2e	12.13	16.23	**38.22**
Scope 2 emissions	tCO_2e	176,178.31	133,023.13	**122,022.10**
Total purchased electricity	tCO_2e	176,178.31	133,023.13	**122,022.10**
Scope 3 emissions	tCO_2e	–	1.48	**1.44**
Business travel of employees	tCO_2e	–	1.48	**1.44**

Notes:

1. The scope of disclosure of KPI data related to environment for 2025 covers the office areas of the Company's various business segments, as well as the public areas of property projects under management (excluding projects that charge property management fees on a commission basis).

2. Due to the nature of operations, NO_x, SO_x, and particulate matter emissions mainly come from gasoline and diesel consumed by company cars. Emissions were calculated in accordance with How to Prepare an ESG Report, Appendix 2: Reporting Guidance on Environmental KPIs of the Hong Kong Stock Exchange.

3. Due to the nature of operations, the Company's GHG emissions are primarily generated from purchased electricity and fuel for landscaping machinery and vehicles, including carbon dioxide, methane, and nitrous oxide. GHG emissions are converted into CO_2 equivalents and accounted for in accordance with the Carbon Dioxide Emission Factors of Electricity in 2023 issued by the Ministry of Ecology and Environment of the People's Republic of China and the 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories.

4. Other indirect GHG emissions mainly come from business travel of employees. The quantification process and emission factors refer to ICAO Carbon Emissions Calculator Methodology (2024). The statistical scope of this indicator for the current year differs from that of previous reports, rendering the historical data not comparable.

5. Energy consumption data is calculated based on the consumption of purchased electricity and vehicle fuel, and the relevant conversion factors provided in How to Prepare an ESG Report, Appendix 2: Reporting Guidance on Environmental KPIs.

6. The Company's water is sourced from municipal water supply, and there is no issue in accessing suitable water sources.

7. In accordance with the National Catalogue of Hazardous Wastes, a small amount of waste fluorescent lamps and waste batteries generated from services provided for daily living falls under the exemption scope and is disposed of as general household waste. Therefore, the statistical scope of waste data has been adjusted. Currently, hazardous waste statistics only include waste toner cartridges and waste ink cartridges, which are not comparable with past data.

8. The non-hazardous waste generated from the Company's operations mainly includes office building general waste, waste office paper, waste fluorescent lamps, and waste batteries. Among these, general waste is estimated based on the number of personnel and the coefficient of average daily general waste generation per capita.

9. Environmental data is reported by frontline staff of various projects, covering a large number of projects across a wide geographical area. There is still room for improvement in the granularity and standardization of data management. We will continue to optimize the data reporting process, enhance data validation and review mechanisms, and further improve the completeness, accuracy, and comparability of environmental data.

ESG REPORTING CODE CONTENT INDEX

Issue	Disclosure	Corresponding section
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.	Environment – Energy Management and Energy Conservation & Emission Reduction
	A1.1 The types of emissions and respective emissions data.	KPIs
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	KPIs
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	KPIs
	A1.5 Description of emission target(s) set and steps taken to achieve them.	Environment – Energy Management and Energy Conservation & Emission Reduction
	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.	Environment – Energy Management and Energy Conservation & Emission Reduction
A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Environment – Energy Management and Energy Conservation & Emission Reduction
	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).	KPIs
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	KPIs
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Environment – Energy Management and Energy Conservation & Emission Reduction
	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.	Environment – Energy Management and Energy Conservation & Emission Reduction
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable

Issue	Disclosure	Corresponding section
A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	Environment – Leading Low-Carbon Development with Green Initiatives
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environment – Green Operations and Cultivating Environmental Awareness
B1: Employment Disclosure	General 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.	Society – Employee Safety and Talent Development
	B1.1 Total workforce by gender, employment type (for example, full – or part-time), age group and geographical region.	KPIs
	B1.2 Employee turnover rate by gender, age group and geographical region.	KPIs
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.	Society – Employee Safety and Talent Development
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	KPIs
	B2.2 Lost days due to work injury.	KPIs
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Society – Employee Safety and Talent Development

Issue	Disclosure	Corresponding section
B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Society – Employee Safety and Talent Development
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	KPIs
	B3.2 The average training hours completed per employee by gender and employee category.	KPIs
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.	Society – Employee Safety and Talent Development
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	Society – Employee Safety and Talent Development
	B4.2 Description of steps taken to eliminate such practices when discovered.	Society – Employee Safety and Talent Development
B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Society – Supply Chain Management and Green Procurement
	B5.1 Number of suppliers by geographical region.	KPIs
	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.	Society – Supply Chain Management and Green Procurement
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Society – Supply Chain Management and Green Procurement
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Society – Supply Chain Management and Green Procurement

Issue	Disclosure	Corresponding section
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.	Special Feature: Enjoy Excellent Service Society – Customer Service and Quality Assurance
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable
	B6.2 Number of products and service related complaints received and how they are dealt with.	KPIs
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Governance – Intellectual Property Rights Protection and Compliance Promotion
	B6.4 Description of quality assurance process and recall procedures.	Society – Customer Service and Quality Assurance
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Governance – Information Security and 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.	Governance – Integrity and Anti-Corruption
	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.	KPIs
	B7.2 Description of preventive measures and whistleblowing procedures, and how they are implemented and monitored.	Governance – Integrity and Anti-Corruption
	B7.3 Description of anti-corruption training provided to directors and staff.	Governance – Integrity and Anti-Corruption
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.	Special Feature: Co-building a Better Community Society – Community Support and Public Welfare Contributions
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Society – Community Support and Public Welfare Contributions
	B8.2 Resources contributed (e.g. money or time) to the focus area.	KPIs