GOME RETAIL HOLDINGS LIMITED
國美零售控股有限公司*

(Incorporated in Bermuda with limited liability)

(Stock Code : 493)

2025

Environmental, Social and Governance Report



* For identification purpose only

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GOME RETAIL HOLDINGS LIMITED

2025 Environmental, Social and Governance Report

MESSAGE FROM THE SENIOR MANAGEMENT

As GOME fully advanced debt resolution and transformation, and its operations bottomed out and recovered in 2025, we recognised more profoundly than ever that a company's long-term value stems not only from improved financial performance, but also from harmonious coexistence with the environment, society and governance (ESG). This report aims to review how GOME deeply embedded the concept of sustainable development into its three core strategies – "debt resolution, asset-light transformation, and new business cultivation" – over the past year, upholding responsibility amidst adversity and charting the future through change.

Reinforcing the Foundation of Sustainable Development through Strategic Restructuring

In 2025, the challenges we faced were multi-dimensional and complex. Under the pressure of the macro environment and industry cycles, the Company resolutely implemented strategic adjustments, which inherently represent a positive response to core ESG issues.

- Responsible Transformation and Risk Resolution: We candidly acknowledge that properly addressing historical legacy issues is the primary manifestation of a company's responsibility to society, employees and creditors. During the year, through debt restructuring arrangements with major creditors, including convertible bond repayments and debt-for-equity swaps, we not only optimised our capital structure and avoided wider social risks that could have arisen from debt disputes. This in itself is the most direct fulfilment of social responsibility.

- Resource Efficiency and Inclusive Growth under the Asset-light Model: The franchise model we vigorously advanced under "asset-light, operation-focused" is essentially an exploration of intensive resource utilisation and value sharing. By empowering franchisees with our brand and supply chain, we enabled franchisees and quasi-franchisees across the country to restart or expand their businesses at lower cost and higher efficiency. This not only rapidly restored our market service network in key regions such as Shenyang, Harbin, Beijing and Shanghai, but also created local employment and business opportunities. Moreover, compared with asset-heavy expansion, this model inherently reduces energy and resource consumption in store construction and operation.

- Innovation Exploration and Service Extension: In exploring new businesses such as instant retail and AI applications, we have always placed compliance, consumer welfare and social benefits at the forefront. Whether it is the planned "instant warehouses" that empower convenient community living, or the research into using AI technology to enhance shopping experience and operational efficiency, we are committed to making retail services smarter, lower-carbon, and more aligned with people's expectations for a better life through innovation.



Integrating ESG Concepts into Daily Operations and Management

In concrete practice, we have refined ESG concepts into every aspect of our operations:

Environment (E): We actively respond to the national "dual-carbon" strategy, leveraging a combination of offline display and online sales to continuously promote green and energy-efficient home appliances and guide low-carbon consumption. In our own operations, we continue to optimise logistics and warehouse management, actively exploring energy-saving and emission-reduction measures.

Social (S): Employees are our most valuable asset. During the reporting period, through the "dual leadership mentor" system, a multi-dimensional training system, and leadership development programmes, we helped employees grow together with the Company, striving to maintain team stability and enhance capabilities even in difficult times. We are committed to restoring and building win-win relationships with partners including suppliers, franchisees and creditors, and place consumer protection and data security at the core of our customer service.

Governance (G): Sound governance is the cornerstone of sustainable development. The Company's Board maintains diversity and independence to ensure prudent and balanced decision-making. We continuously improve our corporate governance system and compliance risk control mechanisms to ensure stable operations within the framework of law and ethics. The orderly progress of our current debt resolution is a key battle in strengthening our risk control and enhancing governance effectiveness.

Looking Ahead: Building a Sustainable and Better Business Future Together

Looking forward, we understand that true recovery and growth must be sustainable. In 2026, the first year of the 15th Five-Year Plan, sustainable development will become even more deeply embedded in the economic and social landscape. GOME commits to:

We will continue to embed ESG deeply into the Company's strategy and operational core, making sustainability an inherent part of our asset-light transformation and new business exploration. We will manage our operational environmental impact more systematically and explore greener ways of operation. We will continue to invest in our employees and partners to build a more resilient and inclusive business ecosystem. We will continuously strengthen and enhance our corporate governance, facing all stakeholders with transparency and responsibility.

For 38 years, GOME's mission to serve Chinese families has remained unchanged. Today, this mission is endowed with a new meaning – not only to create a better life through commercial power, but also to join hands with all partners in a responsible manner to shape a sustainable future that is environmentally friendly, socially inclusive and well-governed.

We thank all our stakeholders for your supervision, support and companionship along the way.

ABOUT THIS REPORT

This 2025 Environmental, Social and Governance ("ESG") Report is issued by GOME Retail Holdings Limited (the "Company") together with its subsidiaries (the "Group" or "GOME"). It adheres to the principles of materiality, quantitativeness, balance and consistency, and discloses the ideology, major progress, achievements and future plans of the Group in terms of environmental, social and governance performance, with a period from 1 January 2025 to 31 December 2025. If there is any inconsistency, it will be explained in the specific content.

The Company has been releasing the ESG Report every year since 2016.

- **Reporting Principles**

  This report is prepared in accordance with the Appendix C2 *Environmental, Social and Governance Reporting Guide* (ESG Guide) in the Rules Governing the Listing of Securities on the Hong Kong Stock Exchange. It also takes reference to the Global Reporting Initiative (GRI) Standards, the UN Global Compact, and ISO 26000: Guidance on Social Responsibility.

- **Reporting Scope and Boundaries**

  Unless otherwise specified, the policies, statements, and materials in this report cover the whole business scope of the Group, which is the same as that of the annual report issued by the Company.

  Unless otherwise specified, RMB is the currency unit used in this report.

- **Definition of Terms**

  Unless otherwise specified, the terms used in this report have the same meanings as those defined in the Company's 2025 Annual Report.

- **Data Source and Reliability Statement**

  All data used in the report comes from the Company. The board of directors of the Company (the "Board") is responsible for the truthfulness, accuracy, and completeness of this report.

- **Confirmation and Approval**

  This report has been approved by the Board for release.

- **Access and Response to This Report**

  You can access the electronic version of this report through the following website:
  https://www.gome.com.hk

01

ESG GOVERNANCE AND PARTICIPATION OF THE BOARD



ESG GOVERNANCE AND PARTICIPATION OF THE BOARD

PARTICIPATION OF THE BOARD IN ESG

ESG work is a strategic routine of the Group. The Group has established a sustainable development organisational system across all levels vertically and covering all functional departments horizontally.

The Board, as the highest responsible and decision-making body for the Group's ESG affairs, bears the ultimate responsibility for overseeing ESG work and is fully accountable for the Group's ESG strategy and related reporting. The Board delegates the day-to-day sustainability and climate governance functions to the ESG Committee, which further delegates specific implementation work to a working group in relation to ESG (the "**ESG Working Group**"). Through this delegated governance structure, the Board regularly reviews ESG work and climate-related risks and opportunities, strengthening effective supervision over the Group's key ESG matters, environmental targets, progress review, and overall governance framework. The organisational system comprises three major levels:

- **ESG Committee:** composed of senior management members of the Group. The core task of the ESG Committee is to establish the long-term strategic direction of the Group in ESG development, review ESG targets, monitor the operation of the overall governance framework, and ensure that relevant decisions are aligned with the Company's overall operational strategy.

The ESG Committee holds at least one regular meeting per year to evaluate and make recommendations on the Group's ESG work, including major project progress, annual budgets, annual work plans, climate governance strategies and related work, as well as important issues faced by the enterprise, to assess the impact of ESG risks and opportunities on the Group's operations.

The ESG Committee is also responsible for reviewing and supervising the management targets, control procedures, and information disclosure matters related to climate-related risks and opportunities, ensuring that relevant work complies with legal and regulatory requirements and is consistent with the Group's overall vision and mission in sustainable development and climate governance.

To support effective supervision, members of the ESG Committee possess professional knowledge in sustainable development, climate governance, risk management, finance, and regulatory compliance, and regularly receive sustainability-related training to enhance their understanding and capabilities regarding climate risks, opportunities, and emerging regulatory dynamics, so that ESG governance can be implemented from the top down throughout the Group. In case of major emergencies, the ESG Committee will organise extraordinary meetings for decision-making.

- **ESG Working Group:** led by the Board Office of the Group, with participation of management personnel from all functional departments, bearing the main responsibility for translating strategies into practical actions.

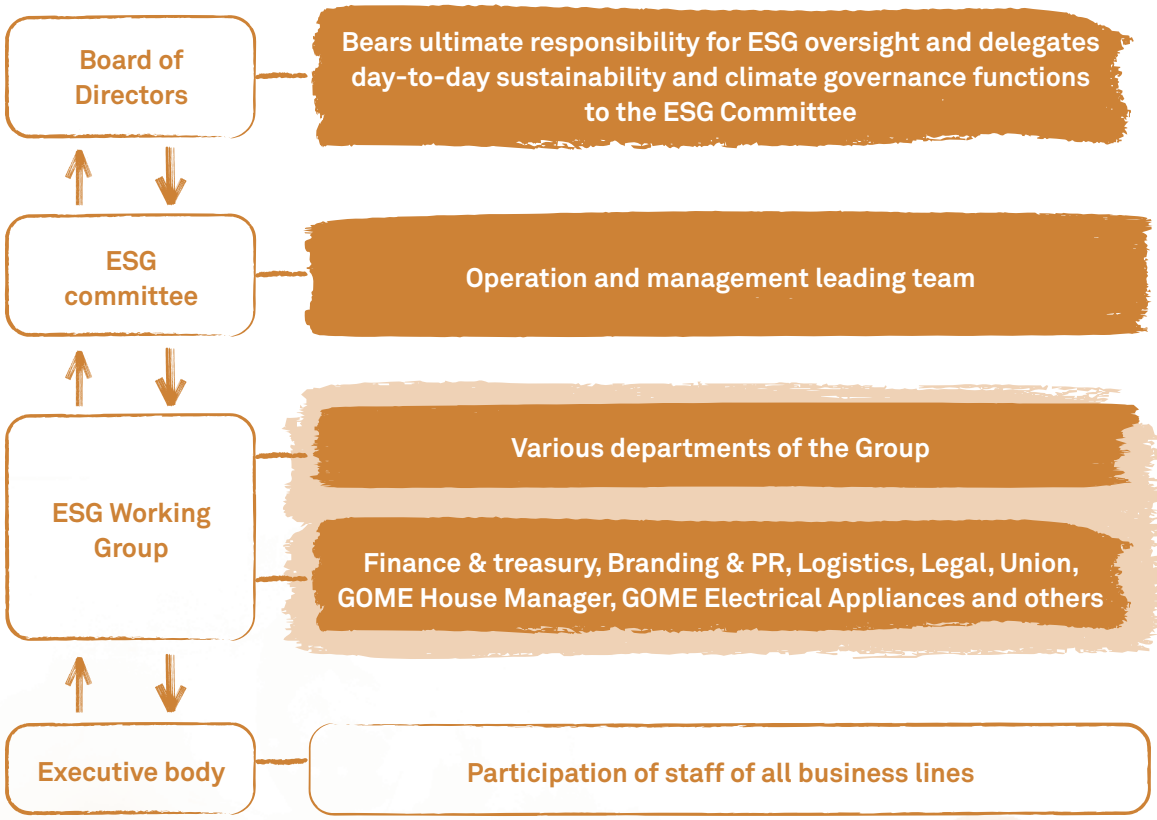
ESG GOVERNANCE AND PARTICIPATION OF THE BOARD

The ESG Working Group is cross-departmental, including department heads, and conducts internal discussions and project design on customer review, compliance, environmental protection, health and safety, supplier management, climate governance and other related work, forming a truly horizontally collaborative operating framework that enables ESG issues to be implemented at the departmental level.

The ESG Working Group regularly reports on the progress of ESG work and climate-related risks and opportunities to enhance employees' awareness and capabilities regarding ESG-related risks. Members of the ESG Working Group also communicate regularly and report directly to the ESG Committee, ensuring that the execution progress of ESG matters remains highly consistent with the strategic direction.

- **Daily Execution Bodies:** composed of various business units and frontline teams of the Group, with employees from each business module jointly participating in the daily promotion and coordination of ESG work at GOME.

Organisational structure of sustainable development of the Group

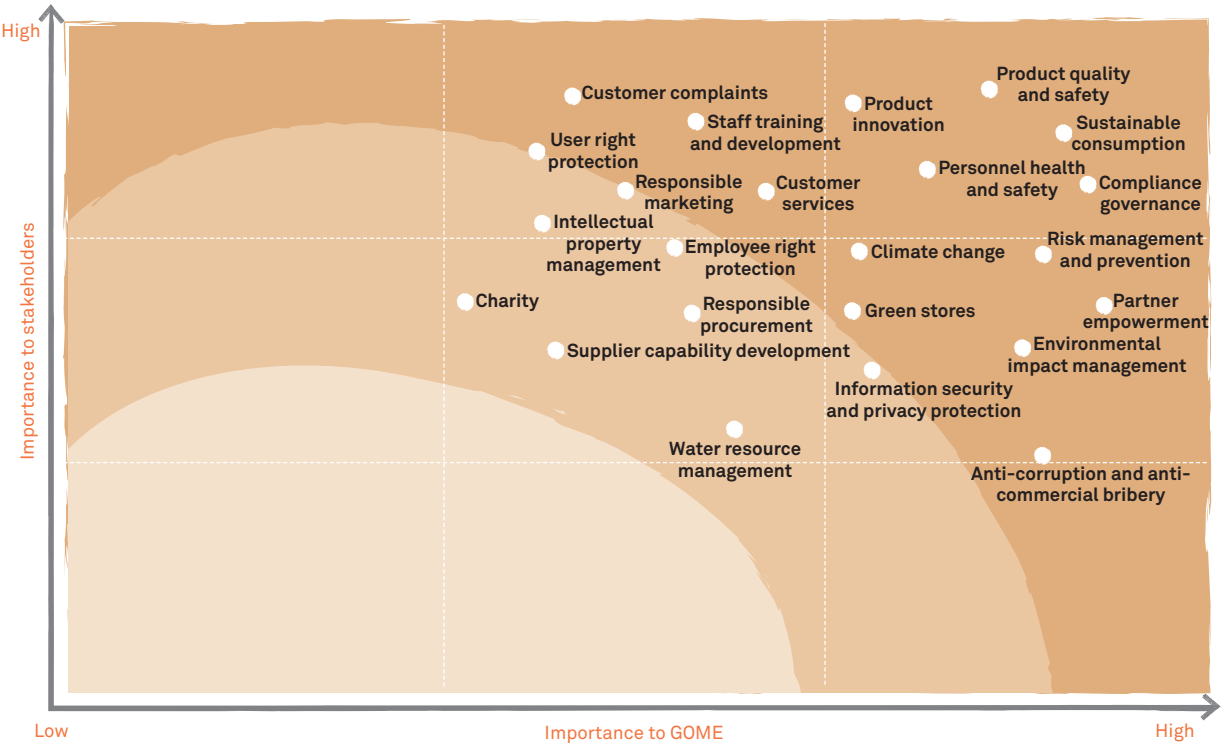


ESG GOVERNANCE AND PARTICIPATION OF THE BOARD

MATERIALITY ANALYSIS

In 2025, GOME continued to comprehensively analyse the concerns of external stakeholders through regular communication, industry associations, customer interaction, investor conferences and others. In addition, according to its strategies, the Group clarified the concerns of internal stakeholders through internal trainings and meetings. Based on the results of internal and external analysis, the following key issues of the year were identified for targeted management and performance improvement.

Materiality Matrix of GOME



Issues in this region are relatively less important to GOME and its stakeholders.

Issues in this region are relatively moderately important to GOME and its stakeholders.

Issues in this region are relatively highly important to GOME and its stakeholders.

ESG GOVERNANCE AND PARTICIPATION OF THE BOARD

STAKEHOLDER COMMUNICATION

GOME attaches great attention to opinions and suggestions of all stakeholders during the course of daily operation. All functional departments and business segments have also developed and solidified effective communication and participation methods in their daily works.

Stakeholders	Representatives	Concerns	Communication and participation methods
Shareholders and investors	• Investors	• Business operation and fundamentals of the Group; • Long-term development plans and financial performance; • Corporate governance and risk controls; • Investor communication and interaction	• Regular information disclosure; • General meetings; • Investor roadshows and conferences; • Hotline and email
Regulatory authorities	• Governments and competent authorities at all levels; • Hong Kong Stock Exchange; • China Securities Regulatory Commission	• Operational compliance; • Protection of rights and interests of customers, employees and other stakeholders; • Driving economic growth	• Participation in relevant meetings; • Communication with industry associations and other organisations
Customers	• Consumers	• Product quality and pricing policy; • Information security and privacy protection; • Quality of customer services; • Protection of rights and interests of customers; • Stable operation of products	• Pre-sale communication; • Customer service hotline; • Website of the Group; • Customer service center

ESG GOVERNANCE AND PARTICIPATION OF THE BOARD

Stakeholders	Representatives	Concerns	Communication and participation methods
Employees	• Full-time employees; • Part-time employees	• Extensive skill training; • Open and transparent career path; • Employee activities; • Workplace health and safety	• Online communication platforms; • Employee representative meetings
Partners	• Suppliers; • Franchisees; • Communities	• Open and transparent selection procedures; • Stable financials and payment policies; • Strategic partnerships; • Fair, just, open and transparent procurement environment	• Partner meetings
Communities	• Surrounding villages and towns; • Surrounding urban communities	• Community ecology and humanity; • Sharing of corporate development merits	• Rural industry revitalisation projects; • Community integration activities

02

PERSISTING IN ORDERLY DEVELOPMENT AND ENSURING OPERATING COMPLIANCE

GOME has always been unequivocal, steadfast and consistent in advancing integrity building and anti-corruption efforts. Upholding the principle of "effective prevention and resolute punishment," the Group continuously strengthens compliance through measures such as implementing regulatory systems, conducting compliance training and enhancing risk prevention.

OUR ACHIEVEMENTS

- Resolve rate of reported cases in 2025: 85.71%
- Organised 1 session of directors, supervisors and senior management training on integrity

SUPPORTING THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



PERSISTING IN ORDERLY DEVELOPMENT AND ENSURING OPERATING COMPLIANCE

COMPLIANCE AND RISK MANAGEMENT

In 2025, the Group maintained overall control on anti-corruption, anti-commercial bribery, internal controls and whistle-blowing through the Surveillance Center (responsible for the administration of the Headquarters Supervision Office and the Regional Supervision Office) and the Supervision and Management Department.

Surveillance Center

Located in the headquarters, the Surveillance Center is responsible for each business sector, business entity and branch of the Group: 1) conducting pre-audit, audit and post-audit supervision of various economic matters, and investigating and recovering any dereliction of duties and losses incurred; disclosing, rectifying and following up any system loopholes and system deficiencies of the Company; 2) handling, investigating and supervising violations of regulations, laws and disciplinary behaviours involving economic matters for employees at all levels. In addition, it is also responsible for liaising and cooperating with national public security, procuratorate, legal and supervision agencies, as well as national network security departments and professional associations to carry out relevant supervision and security management works.

Supervision and Management Department

Located in the headquarters, the Supervision and Management Department is responsible for the comprehensive management of the Surveillance Center, as well as the formulation of the internal anti-corruption system of the Surveillance Center, investigation of violations of regulations, disciplinary behaviours and information management.

INTERNAL AUDIT AND CONTROL AND RISK MANAGEMENT

Established in 2003, GOME's surveillance system, which is led by the Board, is aimed to safeguard the interests of the Company and take full responsibilities of supervision including integrity construction, anti-fraud, improvement on internal controls, sales and cost cycle monitoring and anti-corruption. In 2025, the Group continued to focus on improving risk weaknesses and systematically improved risk management capabilities by focusing on four aspects: system risk control, system regulation, contract management and asset security.

In terms of improving system risk control: For some regional branches, sample machines were sold but the stores had no payment collection code, so the payment could not be temporarily entered into the system and transferred to sales. After the audit identified this system loophole, recommendations for system risk control and improvement were proposed. Additional system risk control measures have been implemented to control losses to the Company caused by non-compliant operations.

In terms of system regulation: For business entities, there were issues such as backdated marketing contracts, and marketing expenses involving on-site materials without acceptance documents, failing to strictly comply with regulatory standards, posing certain management risks. After the audit identified these issues, the management took them seriously and actively implemented corrective measures, communication, and awareness campaigns to mitigate the adverse impact on the Company.

PERSISTING IN ORDERLY DEVELOPMENT AND ENSURING OPERATING COMPLIANCE

In terms of contract management: For business entities, after signing outsourcing cooperation contracts, the overall follow-up effect was poor and contract terms were not implemented properly, posing certain risks. After the audit identified these issues, the industrial companies strengthened contract execution inspections to ensure strict compliance with contract terms, and pursued accountability and compensation for losses incurred by the Company.

In terms of asset security: For regional branches, there were substantial inventory shortages of goods in stock, and goods were privately moved and disposed of in violation of regulations, posing significant risks. After the audit personnel identified these issues, management and rectification recommendations were proposed. The Group's management took these issues seriously, strengthened asset security management to ensure the safety, completeness, and accuracy of assets, and pursued criminal accountability and compensation for losses incurred by the Company.

ANTI-CORRUPTION AND COMMERCIAL BRIBERY

GOME has actively responded to national policies and updated its contract templates and operating procedures in a timely manner according to new regulations and regulatory requirements. The legal departments of each business line provide opinions on legal matters and handling measures in respect of any changes of policies, revise existing rules or systems, and provide corresponding trainings to business departments. In addition, at the end of each year, the contract templates are uniformly reviewed and revised based on the actual situation in the past year.

The Company reviews and revises the red line management regulations of employees every six months, and organise trainings on the "Red Line Management Approach of GOME Retail Holdings（《國美零售控股紅線管理規定》)" and "Penalty Measures of GOME Retail Holdings（《國美零售控股處罰條例》)" for the employees of the Surveillance Center. GOME has formulated strict requirements against any bribery, fraud, extortion, money laundering and other behaviors which are not in compliance with business ethics, and has actively improved employees' awareness of legal compliance and business ethics. Furthermore, the Group organises trainings on integrity for its directors, supervisors and senior management members through meetings. The Group organised 2 sessions of training during the year, which played an important role in providing warning and education and developing a culture of integrity.

By joining the Anti-Fraud Alliance of China and the Trust and Integrity Enterprise Alliance, GOME is able to prevent and address frauds and corruptions and create an honest corporate and social environment together with its partners.

PERSISTING IN ORDERLY DEVELOPMENT AND ENSURING OPERATING COMPLIANCE

Compliance Indicators

Number of corruption-related legal cases brought against the issuer or its employees during the reporting period

0 case
(2024: 0 case)

Number of training session on anti-corruption and business bribery for ordinary employees

1 session
(2024: 4 sessions)

Number of person receiving training on anti-corruption and business bribery

563
person-times
(2024: 279 person-times)

Number of training session on anti-corruption and business bribery for senior management

1 session
(2024: 1 session)

WHISTLE-BLOWER PROTECTION

GOME has established the same whistle-blowing channels to handle both reports on matters and reports on persons and effective protection measures have been in place to protect whistleblowers. In respect of the management of whistleblowing process, the management office of the Surveillance Center receives and registers complaints for preliminary screening. The preprocessed complaints will be then classified based on regions and the positions of complainees within 7 working days in the principle of "investigation on all complaints and report on all investigations" and handed over to the investigation department. For serious or urgent complaints, the management office of the Surveillance Center will make suggestions and report to the Surveillance Center in a timely manner. The investigation department will issue verification reports, make suggestions based on the Company's regulations, pass to the management for approval, and revert the final results to the whistle-blower.

In 2025, a total of 21 valid complaints were received, and 18 were investigated and resolved, with a resolve rate of 85.71%.

The Group has established various whistle-blowing channels, including email, telephone hotline, social media and mailbox, to ensure the whistle-blowing channels are effective. In addition, the homepage of our online office platform also has an anticorruption reporting portal, "Window of Integrity". When any employee finds that someone violates the regulations of the Group, he/she can report to the Surveillance Center through the "Window of Integrity" at any time.

Telephone hotline:	010-59287172
Email:	gomejb@163.com
Social media account:	GOME Surveillance Center
Text message:	18910160790
Mailbox:	36/F, Block B, Pengrun Building, No. 26 Xiaoyun Road, Chaoyang District, Beijing (Postal Code: 100016)

03

PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES

GOME adheres to the employee management philosophy of "integrity prevailing over competence" and "talent localisation" to develop its talent management mechanism which covers talent recruitment, talent training and employees' health and safety. With continuous optimisation and improvement, this mechanism will offer better career paths and attractive welfare to the employees.

OUR ACHIEVEMENTS

- In 2025, GOME Love Mutual Fund provided a subsidy of RMB15,000 to 1 person

SUPPORTING THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES

TALENT RECRUITMENT AND TRAINING

GOME strictly abides by the "Labour Law of the People's Republic of China (《中華人民共和國勞動法》)", the "Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》)" and other relevant laws and regulations, and is committed to creating an open, fair and just recruitment environment. In order to meet the rapid development needs of the Group, we comprehensively upgraded the recruitment system in 2025. The "Nepotism Avoidance Principles (《親屬迴避原則》)", "Background Investigation Management Regulations (《背景調查管理規範》)", and "Headhunting Channel Management Regulations (《獵頭渠道管理規範》)" were integrated into the newly revised "Recruitment Management System (《招聘管理制度》)", and the "Interviewer Management Regulations (《面試官管理規範》)" was also updated. In addition, we added the "HRBP Operation Manual" to standardise processes and ensure efficient implementation of the recruitment system.

In terms of talent selection, the Group attaches great importance to and practices the concept of employee diversity. We are committed to providing equal employment opportunities, eliminating any discrimination in the recruitment process based on race, gender, origin, age, religious belief or physical disability, and striving to create an inclusive workplace culture. The Group has a "zero tolerance" policy towards child labour and forced labour. We strictly implement the "Prohibition of Child Labour (《禁止使用童工規定》)" (Order No. 364 of the State Council), strictly verify identity during recruitment, and prohibit the employment of minors under the age of 16. At the same time, the Group regularly provides labour law and regulation training to the human resources management team to strengthen compliance review awareness and fundamentally prevent labour-related legal risks.

With a sound recruitment system, the Group continues to attract top talent in the market. In 2025, focusing on core business breakthroughs, we successfully recruited 53 senior managers and core talents in key areas such as supply chain management and technology research and development, providing a solid talent reserve for the Group's business innovation and sustainable development.

In the context of the digital age, the industry's demand for talent is increasing. GOME is committed to cultivating a future-oriented management talent development model. The Group's training system is based on corporate strategy, deeply integrating job systems, qualifications, learning paths and competency assessments. The training content comprehensively covers professional talent echelon construction, key position capability and performance empowerment, and successor leadership development, helping the enterprise's talent development to achieve standardisation, systematisation, digitalisation and transparency.

To meet the career development needs of employees at different levels, the Group has established a matrix of regular and targeted training projects, mainly including: training plans for new employees, three-month intensive training programmes for new executives, leadership training for employees in their positions (echelon training projects) and professional skills training.

The Group has always attached great importance to the precipitation, reuse and sharing of internal knowledge. We transform high-quality courses, classic business cases, learning materials and practical experiences into online resources, relying on the digital learning platform "Mei E Xue", leveraging its matrix functions such as course library, case library, online learning classes and interactive community (e.g., BBC circle). This not only effectively precipitates key knowledge at critical stages of the organisation's development, but also rapidly penetrates corporate guidance and empowerment content nationwide, continuously creating a positive, learning-driven organisational culture atmosphere, helping employees and the Group achieve common development.

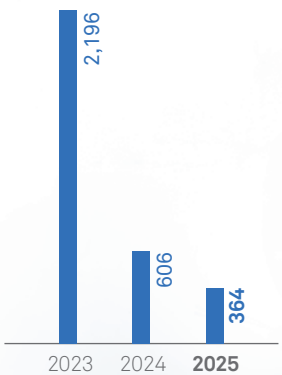
PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES

Special Empowerment Project for New Core Managers on Task Closed-Loop Management Capability

In the process of improving the hierarchical and classified talent training system, the Group always designs training content based on actual business operation needs, deeply binding management mechanism upgrades with core talent capability empowerment. In 2025, the Group launched a special training project that fully integrated the newly implemented "Task Execution Management Regulations (《任務執行管理規範》)" into the training curriculum for senior management and core management echelon training, achieving two-way promotion of system upgrade and talent growth.

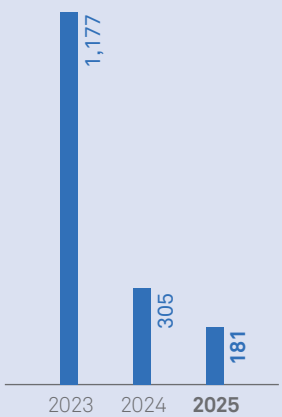
The special training took "learning regulations, practising operations, improving capabilities" as its core objectives, transforming management requirements into implementable training content. The training relied on the Group's digital office system to build a full-process simulation scenario. Participating managers experienced the complete closed loop from task creation and assignment, dynamic adjustment of task decomposition, to self-evaluation after task completion, result review, and issue appeal. Through immersive practice, they deepened their understanding of the rules, ensuring that learning could be applied immediately upon completion.

Total number of employees (person(s))

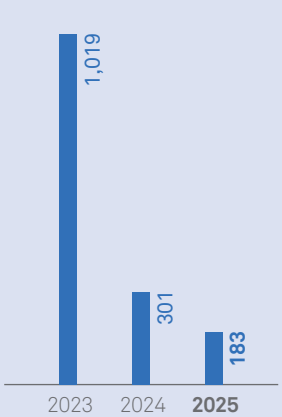


By gender (person(s))

Male

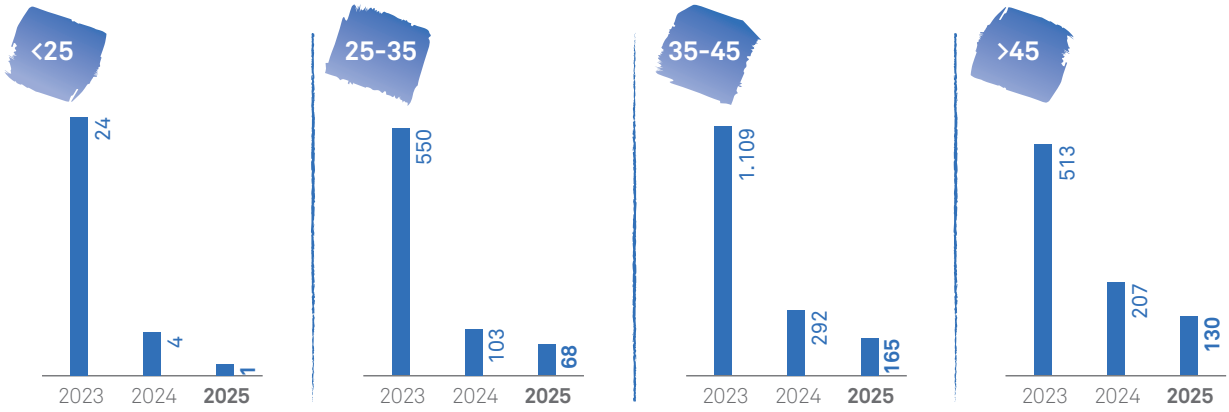


Female

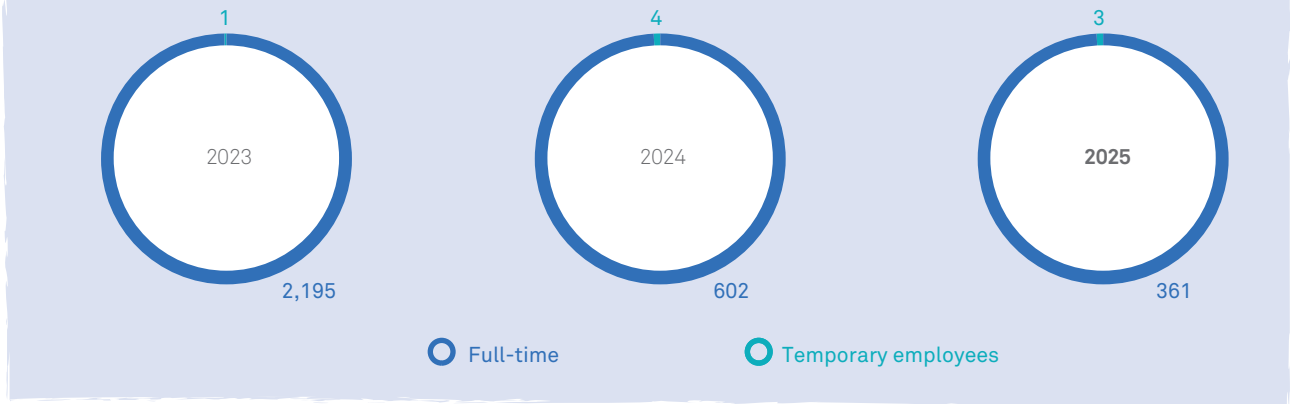


PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES

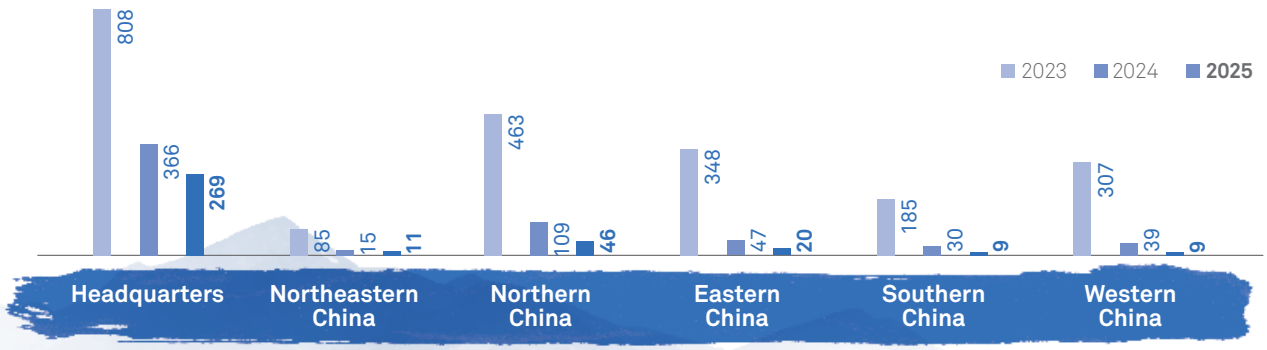
By age (person(s))



By employment type (person(s))



By region (person(s))



PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES



Total number of employees trained

2025: 1,049 times

2024: 1,737 times

Percentage of employees trained

2025: 87.10%

2024: 88.00%



Male employees trained

2025: 153 persons

Percentage 84.50%

2024: 269 persons

Percentage 88.00%

Average number of training hours of male employees

2025: 8.4 hours/person

2024: 8.4 hours/person



Female employees trained

2025: 158 persons

Percentage 86.10%

2024: 261 persons

Percentage 87.00%

Average number of training hours of female employees

2025: 8.5 hours/person

2024: 8 hours/person



Total number of training hours of all employees

2025: 2,623 hours

2024: 4,343 hours



Number of the management trained

2025: 98 persons

Percentage 100%

2024: 142 persons

Percentage 100%

General employees trained

2025: 219 persons

Percentage 82.45%

2024: 389 persons

Percentage 84.00%

Average number of training hours of management

2025: 10 hours/person

2024: 10 hours/person

Average number of training hours of general employees

2025: 7.5 hours/person

2024: 7.5 hours/person

PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES

PROTECTION OF EMPLOYEES' RIGHTS

Listening to Employee Voices and Diverse Communication Mechanisms

GOME is committed to building an open and transparent corporate communication culture and attaches great importance to employee needs. To meet the needs of different levels and positions, we have built a differentiated and regular two-way communication matrix. For ordinary employees, GOME communicates with employees at key moments in their career cycle, with daily communication frequency averaging once per month. For incumbent senior management, GOME conducts regular senior management interviews on the one hand, and special interviews based on project work on the other hand. The interview results are summarised, reviewed, and improvements are promoted.

Focus on Physical and Mental Health and Safety

While focusing on business development, the Group has always placed great importance on the physical and mental health of employees. Through the Group's official social media accounts and internal OA system, we continuously publish positive psychological guidance educational information and mental health knowledge. In addition, the Group has specially set up an employee mediation room, where party committee and trade union staff work together to receive employees, encouraging employees in need to voluntarily come for consultation. Professional psychological counsellors are invited to give lectures and provide counselling.

The Group also attaches great importance to fire safety in the office. Every quarter, we work with the property engineering department and the security department to inspect the fire prevention equipment and facilities in the office building, so as to identify problems and rectify them promptly to ensure the fire safety of the office building. During the fire safety month in 2025, the Group carried out lectures on fire prevention and organised fire drills and other activities for employees, while strengthening daily safety education and publicity.

Health and Safety Indicators

	2023	2024	2025
Number of work-related fatalities (persons)	0	0	**0**
Work-related fatality rate (%)	0	0	**0**
Total lost days due to work injury (days)	667	537	**0**

PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES

CAREER DEVELOPMENT AND PROMOTION

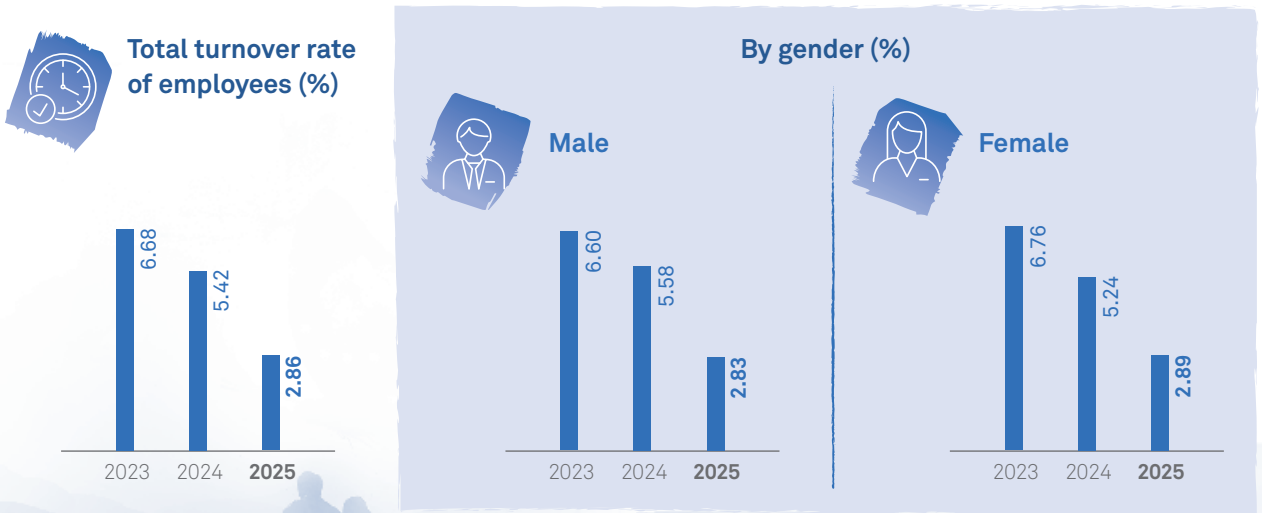
The Group believes that talent is the core driving force for sustainable development. We adhere to the philosophy of "employee development equals Group development", committed to providing employees with a market-competitive compensation system and a clear career development blueprint, to achieve mutual growth of personal value and corporate benefits.

In 2025, the Group continued to conduct comprehensive market salary surveys, scientifically updating the internal "salary broadband" and "city salary difference coefficient" in response to market trends, ensuring internal equity and external competitiveness of the compensation and benefits system.

To stimulate organisational vitality, GOME has established a short-term and long-term linked incentive mechanism. Employees' personal income is deeply tied to the Company's overall performance. In terms of short-term incentive system, the Group uses annual income as short-term incentive traction. In performance appraisal, it implements organisational performance and individual performance systems, further refining assessment standards; implements the "Points Application Management Regulations (《積分應用管理規定》)", fully mobilising employees' subjective initiative through comprehensive positive recognition and differentiated assessment mechanisms. In the year-end evaluation, the Group introduced a comprehensive incentive model covering "sales revenue commission, net profit distribution, and special rewards and penalties", ensuring that performance contributions are highly aligned with compensation. In 2025, the Group actively promoted long-term incentive policies, relying on professional talents to guide the formulation of enterprise-specific long-term incentive plans and supporting management measures based on the actual situation of each company, achieving long-term mutual benefits for core talents and the enterprise.

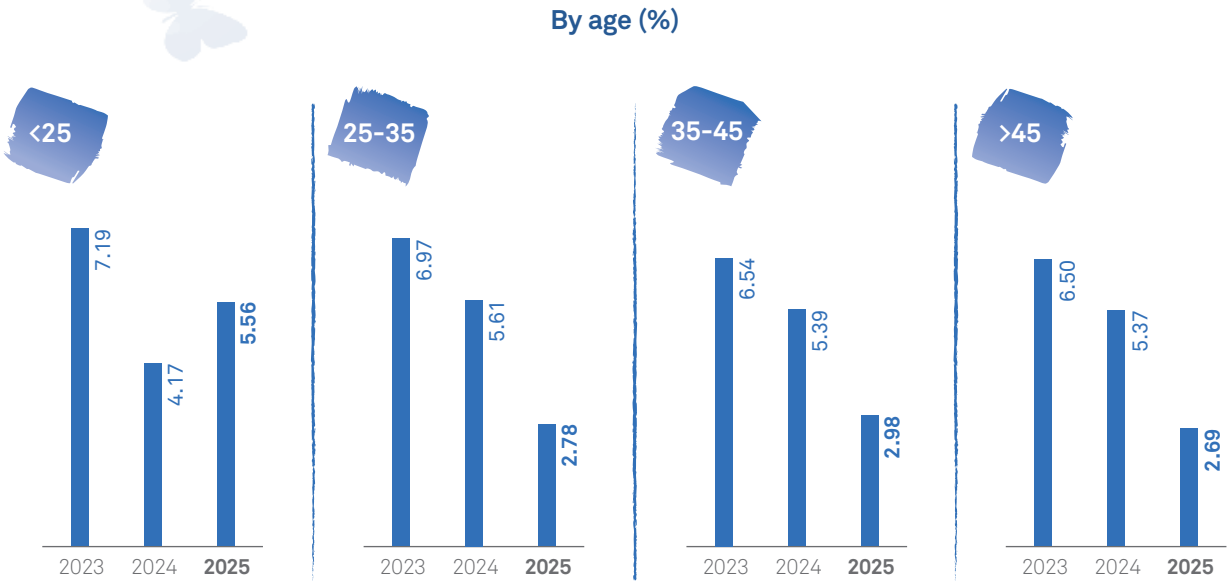
In terms of talent training, based on the current situation of the Company's operation and management, the Group identified and cultivated potential, high-quality backbone talents. In 2025, the Company conducted a core backbone talent inventory, carrying out key training and retention incentives for core backbones, and hierarchical training and cultivation for key positions and high-potential personnel.

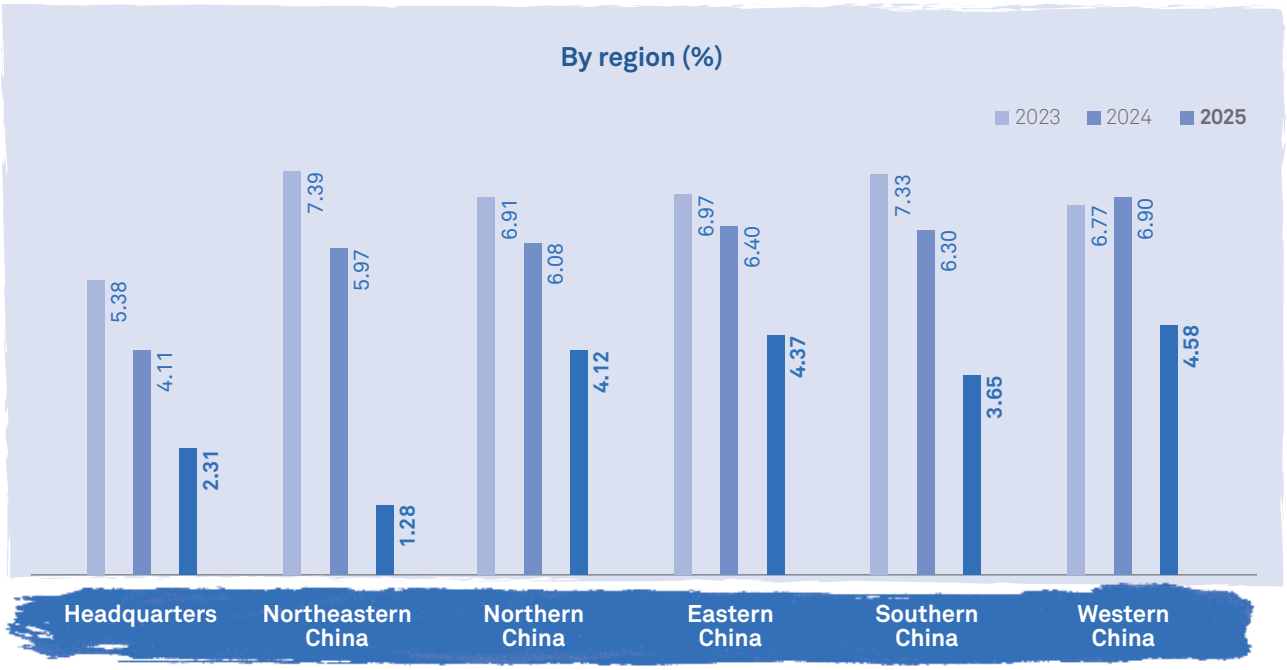
Employee Monthly Turnover Rate Indicator[1]



[1] Turnover rate = number of resigned employees/(resigned employees + total number of employees)

PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES



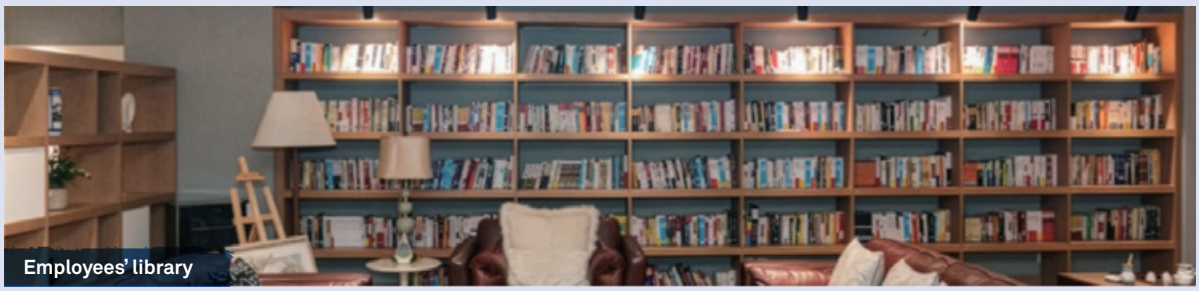


PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES

STAFF WELFARE AND CARE

The Group's Welfare System

GOME has been committed to consolidating the welfare of its employees. In terms of leave, the Group provides employees with public holidays, marriage leave, maternity leave, parental leave and other statutory leaves according to the law. In addition, it strictly implements the "Regulations on Paid Annual Leave for Employees (《職工帶薪年休假條例》)", which promotes efficient work, encourages employees to complete tasks within working hours, and does not advocate working overtime. If overtime work is required, the overtime approval process shall be strictly implemented. In terms of working environment, in 2025, the labour union of the Group regularly maintained and further improved the environment of the employee centre, providing employees with facilities and benefits including library, nursery room, restaurant, and activity rooms. For subsidies, employees are entitled to transportation subsidies and personal development subsidies; employees working in different locations are entitled to home-visiting subsidies; employees working overtime are entitled to meal and transportation subsidies.



Employees' library

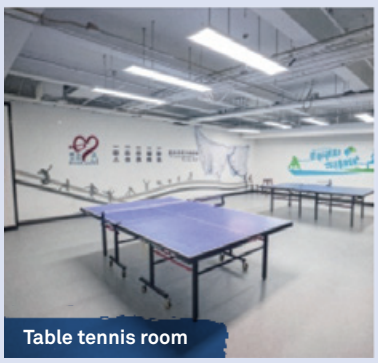
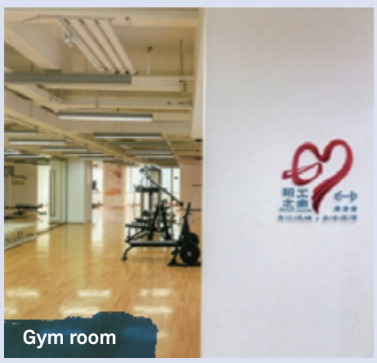


Table tennis room



Gym room



Nursery room

PROMOTING TALENT TRAINING AND FACILITATING THE DEVELOPMENT OF EMPLOYEES

Employee Mutual Aid – GOME Love Mutual Fund

GOME Love Mutual Fund, short for Employee Love Mutual Aid Fund of GOME Retail Holdings Limited, was initiated and established by the Company. It is an internal mutual aid fund for employees who voluntarily participate, and it is an important platform for implementing GOME's core value of "dedication and gratitude". Employees can choose whether to join voluntarily. If an employee or their relatives encounter an accident, such as illness, financial difficulties, or a traffic accident, they can receive a certain proportion of the donated funds from GOME Love Mutual Fund to alleviate economic pressure or supplement education assistance for underage children. The GOME Love Mutual Fund gathers the strength of the GOME family, reflecting the love and responsibility of GOME employees to help others, help themselves, care for colleagues, and show compassion to fellow citizens. It is also an important and beneficial supplement to GOME's corporate welfare. In 2025, the expenditures of GOME Love Mutual Fund amounted to RMB15,000, benefiting 1 person.

GOME Love Mutual Fund provided a one-time grant of RMB15,000 to an employee with serious illness

In September 2025, Mr. Li, an employee from the business system applied for the Love Mutual Fund to alleviate the financial strain caused by his serious illness. In July 2025, Mr. Li was diagnosed with pulmonary valve insufficiency and underwent surgical treatment. The treatment was expensive, and he still needed to undergo six months of anticoagulant medication, three follow-up examinations within six months, and annual follow-up examinations thereafter, with a long continuous treatment period. GOME activated the Love Mutual Fund and provided a one-time cash grant of RMB15,000 to Mr. Li to overcome difficulties.

04

PROTECTING CUSTOMERS' RIGHTS TO CREATE BETTER LIFESTYLE

Focusing on the retail and home services industries, GOME implemented strategic focus and business transformation and upgrading in response to the external market downturn and internal debt crisis in 2025.

OUR ACHIEVEMENTS

- 3 self-constructed logistics bases

SUPPORTING THE SUSTAINABLE DEVELOPMENT GOALS OF THE UNITED NATIONS



PROTECTING CUSTOMERS' RIGHTS TO CREATE BETTER LIFESTYLE

RESPONSIBLE SUPPLY CHAIN

Enhancing the Logistic System

Logistics bases are important infrastructure for warehousing and distribution. As of December 2025, GOME had 3 self-constructed logistics bases (located in Shenyang, Tianjin and Shanghai, respectively) with a total warehouse area of approximately 238,000 sq.m., office supporting facilities area of approximately 20,300 sq.m., and dormitory area of 7,200 sq.m.

For logistics service strategy, GOME focuses on small and medium parcel network, large item network, and cold chain network to carry out integration of warehousing, delivery, and large item installation. Through enhancing our own operating capability, we will become a more socialised, standardised and professional logistics platform and big data/cloud warehousing platform. This will also improve our turnover efficiency and intelligence level, achieving intelligent logistics that provides in-depth services and experience for our end customers.

GOME sets speedy delivery, full coverage, and delivery-with-installation as its service standards, promptly responding to users by monitoring logistics delivery timeliness. At the same time, GOME uses live voice and video interactive shopping guides to answer customers' questions about products, services and after-sales issues, truly satisfying the full-process service experience of its users.

All Round Management of Suppliers

To ensure suppliers recognise our development targets, strategies and implementation paths, the Group requires suppliers to sign integrity cooperation agreements. GOME also attaches great importance to build supplier communication channels and their effectiveness, and has developed a supplier management system. In addition, the Group has strengthened training and communication with suppliers, such as arranging product training for suppliers on new product launches and key promoted products. In addition to contract negotiation, the Group also communicates with manufacturers on daily promotions, product stocking, resource allocation, and clearance of slow-moving/defective/outstanding items.



Number of suppliers (supplier(s))

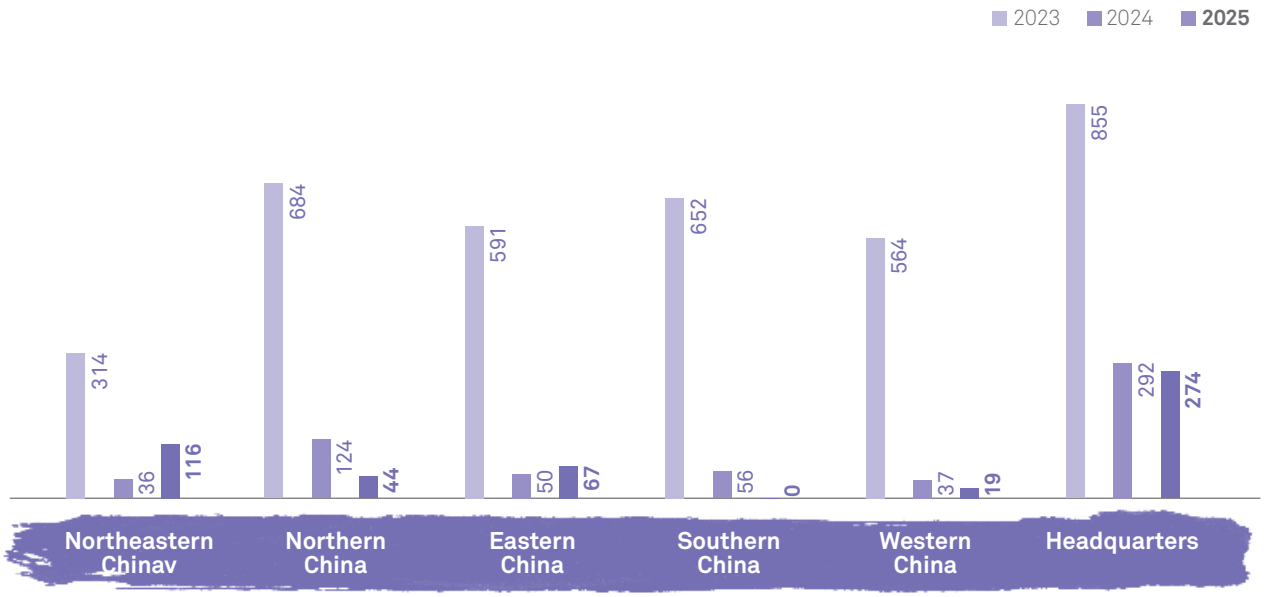
2023	3,660
2024	595
2025	**520**



Number of suppliers implementing supplier practices (supplier(s))

2023	3,660
2024	595
2025	**520**

Relevant indicators of suppliers (supplier(s))



Enabling Franchisers with Diversity

In 2025, the Group continued to optimise store network by providing franchisers resources support including showcases, salespersons and materials through trainings, furnishings of stores and promotional events.

In addition, GOME formulated a training system, providing weekly trainings on supplier policies and product knowledge and monthly trainings on the Group system via online and offline channels. These trainings cover products, case studies and marketing techniques. Regional subsidiaries may arrange trainings by themselves, such as monthly visits by senior management, one-on-one business mentorship, monthly inspection on franchisers and on-site tutorials by top salesperson.

Strictly Control the Quality of Supply

GOME has consistently adhered to the core principle of integrity in business operations since incorporation, upholding the commitment to genuine products and maintaining high standards and strict requirements for product quality control. GOME is dedicated to build a cost-effective product system, raising supplier entry standards, and ensuring product quality from the source of procurement to meet consumer demands, thereby creating a trustworthy consumer platform. Simultaneously, GOME has standardised key processes such as platform qualification criteria, product sampling, counterfeit accountability, and violation management, strictly controlling merchant qualifications and product quality.

PROTECTING CUSTOMERS' RIGHTS TO CREATE BETTER LIFESTYLE

In 2025, GOME strictly complied with laws and regulations such as the "Product quality law of the People's Republic of China (《中華人民共和國產品品質法》)" and formulated internal policies including the "GOME Product Quality Control Standards (《國美商品品質管制規範》)" "GOME Food Safety Management Standards (《國美食品安全管理規範》)" "GOME Cosmetics Safety Management Standards (《國美化妝品安全管理規範》)" "GOME Platform Merchant Product Sampling Management Standards (《國美平台商家商品抽檢管理規範》)" and "GOME Supervision Mechanism and Handling Measures for Counterfeit and Substandard Products (《國美三無假冒偽劣產品監管機制和處理辦法》)" These measures continuously advance quality control efforts to ensure the safety of products.

In terms of consumer rights protection, GOME introduced a "Compensation First" policy. Upon receiving consumer complaints about counterfeit goods, parallel imports, imitation products, second-hand goods, refurbished goods, repaired goods, imported products without customs declaration, falsely labelled materials, or substandard products, GOME compensates consumers first, effectively protecting their rights and interests.

For products with severe defects, GOME traces the source and circulation of such products, ensures proper returns, exchanges or recalls of sold products, and implements effective corrective and preventive measures to prevent similar incidents from recurring, fully protecting consumer rights and safety. In 2025, GOME had no product recalls due to health or safety issues.

Upgrading Marketing Experience

GOME has always been guided by national policies and industry standards, consistently placing "consumer-centric" principles at the core of its marketing activities. In marketing, advertising, and sales practices, GOME adheres to laws, regulations, social norms, and ethical standards, ensuring the authenticity and accuracy of information.

In 2025, GOME strengthened the management of advertising content by formulating internal regulations such as the "GOME Platform Product Page Information Management Standards (《國美平台商品頁面信息管理規範》)" and "GOME Platform Product Advertising Language Standards (《國美平台商品廣告語規範》)" These regulations clarify advertising guidelines for key categories such as health foods, medical devices and beauty and personal care products, standardise intellectual property information management and employ measures such as pre-screening sensitive words to block illegal advertisement in advance, proactive content audits and regular compliance training to ensure that advertising content is truthful, accurate and compliant, eliminating false advertising.

Expanding Markets

In 2025, the Group focused on expanding markets. GOME adopted strategies such as franchising, quasi-franchising, and offering high-quality products at reduced prices to better serve consumers and meet their diverse needs for personalised, practical and cost-effective products. Leveraging its offline platform advantages, GOME upgraded stores with new business models, categories and scenarios based on city, commercial district attributes, target demographics and sales scale. This transformation shifted the focus to solution-based and experiential display models, creating new aircraft carrier-type flagship stores.

In addition, the Group accelerated the establishment and development of communities and promoted "One Store One Webpage" gradually completing the digitalisation and online transformation of stores, achieving full O2O scenario coverage online and offline. Furthermore, GOME continued to promote trade-in activities, door-to-door cleaning and other activities to expand the local daily life service market. As of the end of 2025, the Group had 3 city display stores and 1 flagship store.

Opening Up Communication Channels

On the basis of the original service system, GOME fully upgraded the "Smart Service Ecosystem", using big data and AI technology to leap from "passive resolution" to "proactive care", providing consumers with a warmer and more forward-looking ultimate service experience.

GOME continuously optimises the layout of communication channels, breaking down channel barriers and building a "online + offline, human + intelligent" full-touchpoint service network. GOME introduced a new generation of generative AI customer service assistant, achieving manual on-duty during all working hours and intelligent response as a backup during non-working hours, responding to user inquiries within seconds. At the same time, GOME optimised the online customer service interactive experience, launching "text + voice + video" multimodal communication methods. Users can more intuitively feedback problems (such as product damage, installation anomalies, etc.) by sending pictures, voice messages, or short videos, and customer service can quickly and accurately locate issues, improving communication efficiency.

In 2025, GOME comprehensively upgraded its "Five Hearts" service commitment: "Quality Assurance Mind" introduced blockchain traceability technology, with key product categories achieving "one item, one code" full traceability; "Price Guarantee" optimised the price comparison mechanism, with price difference compensation credited instantly; "Package Purchase" expanded free door-to-door design services to whole-house smart scenarios, providing one-stop worry-free delivery of "design + delivery + installation + commissioning"; "Worry-free Delivery" launched "on-time delivery, second-compensation for delay" service; "After-sales Assurance" launched "doorstep pickup, express refund" service.

Service quality control was further upgraded. On the basis of the original PDCA closed loop, GOME introduced big data analysis technology to conduct real-time monitoring and precise analysis of user consultation and complaint data, anticipate service risks in advance, and build an intelligent closed loop of "prevention-response-analysis-optimisation". At the same time, GOME further improved cross-departmental collaboration mechanisms, holding weekly service quality analysis meetings to focus on resolving core issues such as logistics fulfilment, after-sales timeliness, and user ratings, continuously promoting service process optimisation.

In 2025, GOME's overall complaint rate was 0.032% (a decrease of 0.007 percentage points year-on-year), and customer satisfaction reached 98.6% (an increase of 0.5 percentage points year-on-year).

PROTECTING CUSTOMERS' RIGHTS TO CREATE BETTER LIFESTYLE

Indicators of product responsibilities	Unit	2023	2024	2025
Percentage of total products sold or shipped subject to recalls for safety and health reasons	%	0	0	0
Number of product and service related complaints received	cases	7,168	3,897	2,136

USER PRIVACY SECURITY

In the digital era, consumer privacy protection and data security have become increasingly critical foundations for trustworthy consumption. Faced with the challenges and risks brought by digital transformation, GOME is continuously improving its corporate governance mechanisms while establishing clear data security principles and building robust organisational safeguards to protect user privacy and data security.

In accordance with nationally enacted laws such as the "Personal Information Protection Law (《個人資訊保護法》", "Data Security Law (《資料安全法》)", and "Cyber Security Law (《網路安全法》)", GOME has developed a privacy protection checklist and governance framework tailored to its online business operations. In 2025, GOME integrated privacy protection and data security into its comprehensive risk management system. The Company established a data security management team and a data security execution team, formulating the "User Information Security Management Regulations (《使用者資訊安全管理規定》)" to standardise the processes of user information collection and usage. This ensures the prevention of illegal collection and abuse of personal information, safeguarding against leaks, loss or damage of user data, and guaranteeing the security of user personal information.

Regarding potential risks arising from new technological developments, GOME adheres to the principles of informed consent, minimal necessity, and comprehensive security capabilities when collecting personal privacy data through its APP. Secondly, the Company has implemented strict permission approvals for accessing and querying personal privacy data on its big data platform, limiting the use of big data profiling to prevent data abuse. In 2025, GOME had no major data breaches.

For entertainment-related projects, GOME ensures that the services provided are positive, healthy, and socially beneficial by refining user agreements, optimising application interfaces and business processing logic, and implementing audio, video and text monitoring. For the small amount of non-compliant data submitted by users during service interactions, GOME employs AI image recognition, text recognition and voice recognition technologies to promptly detect and block such content.

05



RESPONDING TO CLIMATE CHANGE AND PERSISTING ON GREEN DEVELOPMENT

Amid the global active response to climate change and the acceleration of "carbon peaking and carbon neutrality" in China, GOME always adheres to the concept of sustainable development. It has taken practical actions in key areas such as green operation, green packaging, green logistics and green supply, continuously promoting the reduction of carbon emissions. GOME always sticks to the value of sustainable consumption, complies with national laws and regulations, and promotes the realisation of China's carbon neutrality goal.

As climate change risks become increasingly prominent globally and China continues to advance its "carbon peaking and carbon neutrality" strategy, climate-related issues are gradually becoming important factors affecting long-term business operations, risk management and value creation. As an enterprise focused on retail and home life services, GOME not only pays attention to resource usage and emission management in its own operations, but also continuously examines the potential impact of climate change on the Group's business model, supply chain stability and market demand.*

OUR ACHIEVEMENTS

- In 2025, the Company's total greenhouse gas emissions will be 123,565 tons of carbon dioxide
- In terms of energy use, total power consumption in 2025 was approximately 2,948,000 kWh, a year-on-year saving of over 50%
- In terms of water use and conservation, total water consumption in 2025 was approximately 16,000 cubic metres, a year-on-year saving of over 50%

SUPPORTING THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



RESPONDING TO CLIMATE CHANGE AND PERSISTING ON GREEN DEVELOPMENT

CLIMATE-RELATED RISKS AND OPPORTUNITIES

Strategy Overview

The Group has identified and assessed the principal climate related risks and opportunities that climate change may pose to its business operations, strategic planning and value chain. In conducting the assessment, the Group made reference to internationally recognised climate science and transition frameworks, including the Sixth Assessment Report (AR6) of the Intergovernmental Panel on Climate Change (IPCC) on global warming pathways, as well as the scenario classifications for climate transition set out by the Network for Greening the Financial System (NGFS). Such assessment was conducted on a qualitative basis, taking into account the Group's business nature, operating regions, and supply chain characteristics.

The Group regards climate-related issues as an important consideration in long-term strategic planning, and completed the baseline identification and preliminary assessment of climate-related risks and opportunities during 2025, supporting the Board and ESG Committee in overseeing and deciding on related matters at the strategic level.

Identification Method for Climate-related Risks and Opportunities

The Group classifies climate-related risks into physical risks and transition risks, while also identifying potential climate-related opportunities. Physical risks include extreme weather events and long-term climate trends caused by climate change; transition risks include policy and regulatory changes, market preference shifts, technological developments and reputational factors; climate-related opportunities include energy-efficient and low-carbon products, operational efficiency improvements, and supply chain collaboration.

Time Horizon Analysis

- **Short term (0-3 years):** Focus on extreme weather events, short-term policy or regulatory changes, and their immediate impact on daily operations and logistics arrangements.
- **Medium term (3-10 years):** Focus on stricter energy efficiency and environmental regulations, changes in supply chain and logistics models, and the evolution of market demand structure.
- **Long term (over 10 years):** Focus on long-term climate change trends, transition pathway uncertainty, and potential impacts on the Group's business model and value chain.

Scenario Analysis

The Group made reference to the different global warming pathways outlined by the IPCC AR6, as well as the climate scenarios developed by NGFS such as orderly transition, disorderly transition and hothouse world, to conduct a qualitative analysis of climate-related risks and opportunities. The relevant scenario analysis helps the Group understand the trends of risks and opportunities under different climate pathways.

I. Physical Risks

Type	Time Horizon	Potential Impact (Risk description and impact pathway)	Principle Response Direction
Extreme rainfall, flooding	Short term	Increased frequency and intensity of extreme rainfall events may increase the risk of water damage, facility damage and operational disruption at stores, warehouses and logistics nodes, affecting cargo turnover efficiency and operational stability.	Continuously review flood prevention and drainage arrangements at operating locations, and strengthen operational backup measures where feasible.
Heatwaves and increased hot days	Short to medium term	Rising temperatures may increase energy demand at stores and warehouses, increase equipment load, and pose challenges to employee and logistics operational efficiency.	Continuously promote energy management and equipment efficiency improvement, and enhance operational stability under high-temperature conditions.
Long-term climate change trends	Long term	Long-term climate change may indirectly affect supply chain stability and logistics arrangements, increasing operational uncertainty.	Continuously assess supply chain resilience and strengthen communication and collaboration with business partners.

II. Transition Risks

Type	Time Horizon	Potential Impact (Risk description and impact pathway)	Principle Response Direction
Market and consumer preference shifts	Short to medium term	Increased customer focus on energy-efficient and sustainable products may affect product demand structure, creating uncertainty for future revenue and market share.	Gradually optimise product portfolio and related information disclosure.
Reputation and stakeholder expectations	Medium term	Increased stakeholder expectations for climate management and disclosure levels may affect corporate reputation.	Continuously strengthen governance and disclosure transparency.
Policies and regulatory changes	Medium term	Stricter climate- and environmental protection-related regulations may require the Group to adjust its operational processes and product mix.	Continuously monitor policy developments, with timely reviews of internal policies and operational arrangements.

III. Climate-related Opportunities

Type	Time Horizon	Potential Impact (Opportunity description and value creation pathway)	Action Direction
Increased demand for energy-efficient and low-carbon products	Short to medium term	Increased market demand for energy-efficient and low-carbon products helps enhance market competitiveness, creating uncertainty for future revenue and market share.	Optimise product portfolio and strengthen cooperation with suppliers.
Sustainable brand image	Long term	Proactively addressing climate risks helps enhance corporate image and stakeholder trust.	Continuously strengthen ESG governance and climate-related disclosure.

Subsequent Arrangements

The Group has established a baseline assessment of climate-related risks and opportunities, and will gradually enhance the depth and scope of analysis in future years based on regulatory developments, data availability and business needs, to support long-term strategic planning.

RESPONDING TO CLIMATE CHANGE AND PERSISTING ON GREEN DEVELOPMENT

CLIMATE-RELATED RISK MANAGEMENT

Overview of Climate-related Risk Management

On the basis of the existing enterprise risk management framework, the Group has gradually incorporated climate-related risks and opportunities into the scope of risk identification and assessment, and conducts relevant discussions at the strategic planning and operational levels.

During 2025, the Group completed the baseline identification and preliminary assessment of climate-related risks and opportunities, and accordingly clarified the focus areas for risk management, laying the foundation for gradually strengthening relevant analysis and management work in future years.

Identification and Assessment Methods for Climate-related Risks

In the risk identification and assessment process, the Group combines internal business knowledge and operational experience to identify the main risk categories that may affect the business due to climate change. Relevant considerations include:

- The nature of climate-related risks (including physical risks and transition risks);
- The potential impact of risks on the Group's store operations, warehouse facilities, logistics arrangements, supply chain and product portfolio;
- The time horizon over which risks may materialise (short, medium and long term);
- The potential degree of impact of risks on operational stability and business continuity.

In the assessment process, the Group references internationally recognised climate-related frameworks and qualitatively analyses the trends of risks and opportunities under different climate scenarios.

Risk Response and Management Directions

For the main identified climate-related risks, the Group adopts a progressive and principled management approach, with key directions including:

- Continuously monitor external developments related to climate change (such as policies, regulations and market trends) and assess their potential impact on the business;
- Review the climate resilience of store, warehouse and logistics arrangements at the operational level, and strengthen relevant management measures where feasible;
- Maintain communication with supply chain partners to gradually enhance the overall capacity of the supply chain to respond to climate-related risks;
- Incorporate climate-related considerations into business planning and management discussions at the strategic level to support the Group's long-term development.

The above management directions aim to enhance the Group's awareness and response capability to climate-related risks, rather than immediately introducing quantitative analysis or financial impact assessments.

Specific practical examples of risk management include:

- To respond to future policy requirements on carbon emissions, the Group plans to require logistics providers to use new energy vehicles instead of traditional fuel vehicles wherever possible in the logistics process, and will include logistics providers' carbon emissions in outsourcing tender criteria when outsourcing logistics;
- For franchisees, the Group has planned to gradually promote franchisees to increase the proportion of solar power used in their store electricity consumption;

- The Group has required its franchisees to strengthen waterproof and flood prevention management of their warehouses during the rainy season, regularly check waterproof conditions, and purchase and stockpile flood prevention tools such as sandbags.

Continuous Improvement and Future Development
The Group will gradually improve the identification and management of climate-related risks in future years according to business needs and actual circumstances, to support strategic planning and long-term sustainable development.

The principal activities of GOME are the operation and management of retail stores and online sales network for electrical appliances, consumer electronic products, liquor products and general merchandise, as well as the provision of franchise and management services and commission-based services to franchised stores in the People's Republic of China (the "PRC"). Therefore, GOME does not generate emissions or pollutants directly from production during its operation. The emissions generated indirectly during its operations due to the use of resources (such as electricity and gasoline) are detailed in the following sections.

GREEN OFFICE

GOME has set a long-term green operation development plan and a green office management plan. Through paperless office and online meetings to reduce travel, the Group implements green operations to achieve low-carbon emission reduction and green development. In daily work, the Group continues to implement the nationwide "e-signature" project. Various labour contracts and employment agreements are changed to electronic versions instead of paper printing, promoting the progress of paperless office. Office paper must be used on both sides before being discarded (except in special circumstances), and dedicated staff is responsible for the distribution and use of paper and office supplies to reduce waste. In addition, we actively promote efficient management of cloud resources and cost reduction and efficiency improvement to further achieve the goal of carbon neutrality.

LOW-CARBON (WATER AND ENERGY SAVING)

The Group advocates energy saving and water saving among its employees. Energy saving reminders are posted next to light switches. Regulated water and power consumption in all branches is clarified and supervised through policy publicising, notices, trainings, and regular and irregular inspections. Rooftop daylighting bands are used in all self-built and leased warehouses. During the daytime, the use of lighting is reduced. In addition, all lighting in warehouses are replaced with safe and environmentally friendly energy-saving lights. In 2025, the total water and power consumption of GOME decreased by over 70% as compared with the corresponding period last year.

In line with the green environmental protection concept of recyclable, reusable, and reducing one-off consumption of packaging materials, GOME clearly prohibits excessive packaging in the course of business. Packaging materials are recycled to improve the level of recycling. For waste materials, packaging and consumables that cannot be reused, they are processed centrally to reduce pollution.

For small commodities, GOME stipulates the standards for express packaging, uses more environmentally friendly bags and reduces the use of cartons, and prohibits excessive packaging. At the same time, it specifies standards for packaging consumables and procures packaging boxes and consumables that comply with national environmental protection certification requirements.

For medium and small commodities, GOME centrally purchases reusable environmentally friendly plastic turnover boxes for shipment to stores and delivery.

RESPONDING TO CLIMATE CHANGE AND PERSISTING ON GREEN DEVELOPMENT

For large commodities, GOME issues internal notices stipulating the standards for the transfer and stacking of turnover commodities to minimise damage to packaging and increase the possibility of recycling. Inventory is stacked in warehouses according to the five-distance requirements to avoid high stacking and damage to packaging. It is required to use the original factory packaging for delivery. After delivery to the customer's home, the packaging is recycled for secondary use.

GREEN SERVICES

Environmental protection and energy conservation are key to achieving carbon peaking and carbon neutrality. In response to the national green and low-carbon development requirements and to fully utilise the platform's role, GOME carries out online and offline multi-channel promotion and promotes the construction of green stores. At the same time, GOME uses live voice and video interactive shopping guides to serve consumers, through intensive means, overall reducing the use of resources such as water and electricity, also reducing environmental pollution such as exhaust gas and noise caused by personnel travel, leaving more space to provide customers with a better shopping experience.

GOME has long expanded its used product collection business under "GOME House Manager". For several consecutive years, GOME House Manager has promoted the concept of "exchange old for new" for green appliances in conjunction with electrical appliance promotions. Through activities such as "anniversary", "shopping festival" and "trade-in day", it promotes the exchange of old home appliances for new ones. At the same time, using promotions such as "RMB100 off for every RMB1,000 spent", it continuously stimulates consumer demand for green appliances, effectively promoting energy conservation and emission reduction.

FACILITATING GREEN DEVELOPMENT

Climate change is a huge global challenge. As an important part of economic development, retail e-commerce enterprises should continuously explore low-carbon sustainable business models in response to China's climate goals of "carbon peaking and carbon neutrality". GOME continues to promote "energy conservation and emission reduction" and "green consumption" actions together with brand manufacturers, increasing the sales of Grade 1 and Grade 2 energy efficiency products. GOME stores also continue to launch "green appliance" experience activities. Through in-store hands-on experience and trial use, consumer demand for green appliances is stimulated, fully creating a "green store" consumption scenario.

GOME popularises the concepts of green consumption and green low-carbon travel through various forms such as energy-saving technology product display and promotion, energy-saving knowledge lectures, and store special events, mobilising consumers to participate widely. The concept of green consumption is spread through the GOME APP and live broadcasts.

RESPONDING TO CLIMATE CHANGE AND PERSISTING ON GREEN DEVELOPMENT

Emission Indicator	Unit	2023	2024	2025
Total greenhouse gas emissions[1]	tCO_2e	30,400	2,500	**123,565**
Scope 1: Direct greenhouse gas emissions[2]	tCO_2e	400	200	**200**
Scope 2: Indirect greenhouse gas emissions[2]	tCO_2e	30,000	2,300	**1,800**
Scope 3: Other indirect greenhouse gas[3]	tCO_2e	N/A	N/A	**121,565**
Scope 1 emission intensity	tCO_2e/million of turnover	0.62	0.42	**0.37**
Scope 2 emission intensity	tCO_2e/million of turnover	46.38	4.85	**3.35**
Scope 3 emission intensity	tCO_2e/million of turnover	N/A	N/A	**225.93**
Total hazardous waste	kilogram	0.4	0.4	**0.4**
Total non-hazardous waste	ton	7.1	6.5	**5.92**
Hazardous waste intensity	gram/million of turnover	0.62	0.84	**0.74**
Non-hazardous waste intensity	gram/million of turnover	10,975.42	13,718.87	**10,994.42**
Hazardous waste target[4]	kilogram	0.4	0.4	**0.4**
Non-hazardous waste target[5]	ton	6.5	5.9	**5.6**
Nitrogen oxides (NOx)	kilogram	4.36	5.3	**6.0**
Sulfur oxides (SOx)	kilogram	0.002	0.001	**0.001**
Particulate matter (PM)	kilogram	0.41	0.46	**0.53**

RESPONDING TO CLIMATE CHANGE AND PERSISTING ON GREEN DEVELOPMENT

Use of resources indicator[6]	Unit	2023	2024	2025
Total power consumption	kWh	95,841,000	6,330,000	**2,948,000**
Power consumption intensity	kWh/million of turnover	148,154.27	13,360.07	**5,479.55**
Gasoline consumption	litres	170,000	78,000	**83,000**
Gasoline consumption intensity	litre/million of turnover	262.79	164.63	**154.28**
Total water consumption	cubic metre	541,000	35,000	**16,000**
Water consumption intensity	cubic metre/million of turnover	834.75	73.87	**29.74**

1. In 2025, the total greenhouse gas emissions represent the sum of Scope 1, Scope 2 and Scope 3 emissions. In 2023 and 2024, Scope 3 emissions were not disclosed, and accordingly the total greenhouse gas emissions represent the sum of Scope 1 and Scope 2 emissions.
2. The calculation of Scope 1 and Scope 2 greenhouse gas emissions was prepared with reference to the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard. Scope 1 emissions were derived from fuel consumption in the Group's operations, and Scope 2 emissions were derived from purchased electricity. The calculations were prepared using relevant emission factors for reporting purposes.
3. During this reporting period, based on the nature of the Group's business, scale of emissions, and data availability, the Group prioritised disclosure of two categories of Scope 3 that are of high importance, namely Category 1 and Category 11. Category 1 emission was measured using the spend-based method; Category 11 emission was estimated based on the use of sold products, with reference to the GHG Protocol Scope 3 Standard, using an estimation approach for disclosure purposes.
4. GOME targets to reduce the hazardous waste of its headquarter to 0.4 kg by 2026.
5. GOME targets to reduce the non-hazardous waste of its headquarter to 5.6 tons by 2026.
6. The principal business of the Group is retailing, not manufacturing of products. Therefore, the Group is not involved in the use of packaging materials of related finished goods.

STATEMENT OF THE BOARD

GOME attaches great importance to the value of the Board's participation and leadership in ESG governance. Currently, we have set up an ESG Committee under the Board. The committee members are senior management personnel of the Group and hold regular annual meetings to review and decide on ESG strategic matters. At the same time, the committee is responsible for the Company's overall ESG strategy formulation, identification and assessment of risks, review of management policies, plans and targets, review of performance appraisals, and finally coordinates policy implementation and execution through the ESG Working Group.

In the view of overall social and economic environment and based on the development strategies of the Company, GOME's ESG management team evaluates the importance of ESG issues and discusses and determines the risks and opportunities of the Company arising in the environment, social and corporate governance. The management of, and enhancement on, key issues will be regarded as the strategies of sustainable development in the year.

GOME pays close attention to the following issues:

- **Compliance operation:** The Group has continuously enhanced its governance and risk management and control to build a company of integrity. The Group has also integrated ESG into its strategic management and business process to ensure the sustainable growth of its business.

- **Sustainable Consumption:** Sustainable consumption is the core of GOME's sustainable development, which involves the impact management on our operation and management and communication and education on the consumption habits of consumers. GOME has been putting great efforts in promoting sustainable consumption.

- **High-quality life:** Creating a high-quality life for the public is always an objective of the Group. To achieve the objective of "Better Lifestyle", we have refined our strategies to cover more consumption scenarios, attached great importance to the protection of users right and interests and have established a comprehensive customer service system to effectively respond to customers' needs.

- **Employee development:** Regarding its employees as the most important assets for its development, the Company protects the rights and interests of its employees and provides them with abundant growth opportunities, so as to achieve sustainable development of both of the Company and its employees.

- **Clear Water and Green Mountains:** The Company believes that clean water and green mountains are invaluable assets and puts great efforts in minimising the impact of its operations on the environment and creating green outlets to make contribution to environmental protection.

This report, which discloses all the detailed management approaches and practice of GOME of the above issues and other ESG issues, has been reviewed and approved by the Board.

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	Description	Where to Find
Aspect A1: Emissions		
General Disclosures	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Section 5
KPI A1.1	The type of emissions and respective emissions data.	Section 5
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Section 5
KPI A1.3	Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Section 5
KPI A1.4	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Section 5
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Section 5
KPI 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.	Section 5
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Section 5
KPI 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).	Section 5
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Section 5
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Section 5
KPI 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.	Section 5
KPI A2.5	Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	Section 5
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Section 5
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Section 5
Aspect A4: Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Section 5
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Section 5

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	Description	Where to Find
Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Section 3
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Section 3
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Section 3
Aspect 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.	Section 3
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Section 3
KPI B2.2	Lost days due to work injury.	Section 3
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Section 3
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Section 3
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Section 3
KPI B3.2	The average training hours completed per employee by gender and employee category.	Section 3
Aspect B4: Labor 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 labor.	Section 3
KPI B4.1	Description of measures to review employment practices to avoid child and forced labor.	Section 3
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Section 3

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	Description	Where to Find
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Section 4
KPI B5.1	Number of suppliers by geographical region	Section 4
KPI 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.	Section 4
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Section 4
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Section 4
Aspect 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.	Section 4
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Section 4
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Section 4
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Section 4
KPI B6.4	Description of quality assurance process and recall procedures.	Section 4
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Section 4
Aspect 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.	Section 2
KPI 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.	Section 2
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Section 2
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Section 2
Aspect 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.	Section 5
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Section 5
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Section 5

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CLIMATE-RELATED DISCLOSURES (HKEX – NEW CLIMATE REQUIREMENTS)

Disclosure Requirement	Description	Disclosure Location
(I) Governance para. 19 **An issuer shall disclose information about:**		
(a)	the governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climaterelated risks and opportunities. Specifically, the issuer shall identify that body(s) or individual(s) and disclose information about:	
(i)	How the body determines appropriate skills and competencies;	Section 1
(ii)	How and how often the body is informed of climate-related risks and opportunities;	Section 1
(iii)	How the body considers climate-related risks and opportunities in strategy, major transactions, risk management; and	Section 1
(iv)	How the body oversees target setting and progress monitoring, including performance metrics in remuneration policy; and	The Group is actively evaluating the integration of remuneration policy with climate strategy.
(b)	management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities, including information about:	
(i)	Whether responsibilities are delegated to specific management positions or committees, and how they are supervised; and	Section 1
(ii)	Whether management uses controls and procedures to support supervision.	Section 1
(II) Strategy para. 20 **Climate-related risks and opportunities** **An issuer shall disclose information to enable an understanding of climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term. Specifically, the issuer shall:**		
(a)	Describe climate-related risks and opportunities that may affect cash flow, financing access, or cost of capital;	Section 5
(b)	Explain whether each risk is physical or transition risk;	Section 5
(c)	Specify time horizon (short, medium, long term) for each risk and opportunity; and	Section 5
(d)	Explain how the issuer defines short, medium, long term.	Section 5

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Disclosure Requirement	Description	Disclosure Location
para. 21 **Business model and value chain** **An issuer shall disclose information that enables an understanding of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain. Specifically, the issuer shall disclose:**		
(a)	describe current and expected impacts on business model and value chain; and	Section 5
(b)	describe where climate-related risks and opportunities are concentrated.	Section 5
para. 22-23 **Strategy and decision-making** **An issuer shall disclose information that enables an understanding of the effects of climate-related risks and opportunities on its strategy and decision-making. Specifically, the issuer shall disclose:**		
(a)	information about how the issuer has responded to, and plans to respond to, climate-related risks and opportunities in its strategy and decision-making, including how the issuer plans to achieve any climate-related targets it has set and any targets it is required to meet by law or regulation. Specifically, the issuer shall disclose information about: • current and anticipated changes to the issuer's business model, including its resource allocation, to address climate-related risks and opportunities; • current and anticipated adaptation and mitigation efforts (whether direct or indirect); • any climate-related transition plan the issuer has (including information about key assumptions used in developing its transition plan, and dependencies on which the issuer's transition plan relies), or an appropriate negative statement where the issuer does not have a climate-related transition plan; and • how the issuer plans to achieve any climate-related targets (including any greenhouse gas emissions targets (if any)); and	Section 5
(b)	information about how the issuer is resourcing, and plans to resource, the activities disclosed above; and	The Group is integrating internal resources to develop a transition plan.
(c)	information about the progress of plans disclosed in previous reporting periods.	

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Disclosure Requirement	Description	Disclosure Location
para. 24 **Current financial impacts** **The issuer shall provide disclosures about:**		
(a)	how climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period; and	Qualitative disclosure only. The Group plans to assess quantitative evaluation in future reports.
(b)	the climate-related risks and opportunities identified above for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements.	
para. 25 **Expected financial impacts** **The issuer shall provide disclosures about:**		
(a)	how the issuer expects its financial position to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities, taking into consideration: (i) its investment and disposal plans; and (ii) its planned sources of funding to implement its strategy; and	Qualitative disclosure only. The Group plans to assess quantitative evaluation in future reports.
(b)	how the issuer expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities.	
para. 26 **Climate resilience** **The issuer shall provide disclosures about:**		
(a)	the issuer's assessment of its climate resilience as at the reporting date, which shall enable an understanding of: • the implications, if any, of the issuer's assessment for its strategy and business model, including how the issuer would need to respond to the effects identified in the climate-related scenario analysis; • the significant areas of uncertainty considered in the issuer's assessment of its climate resilience; and • the issuer's capacity to adjust, or adapt its strategy and business model to climate change over the short, medium or long term;	Section 5
(b)	how and when the climate-related scenario analysis was carried out, including: • information about the inputs used; • the key assumptions the issuer made in the analysis; and • the reporting period in which the climate-related scenario analysis was carried out.	Section 5

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Disclosure Requirement	Description	Disclosure Location
(III) Risk Management **para. 27** **The issuer shall provide disclosures about:**		
(a)	the processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks;	Section 5
(b)	the processes the issuer uses to identify, assess, prioritise and monitor climaterelated opportunities (including information about whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related opportunities); and	Section 5
(c)	the extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.	Section 5
(IV) Metrics and Targets **para. 28-29** **Greenhouse gas emissions** **The issuer shall provide disclosures about:**		
(a)	An issuer shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tons of CO2 equivalent, classified as: • Scope 1 greenhouse gas emissions; • Scope 2 greenhouse gas emissions; and • Scope 3 greenhouse gas emissions;	Section 5
(b)	An issuer shall measure its greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) unless required by a jurisdictional authority or another exchange on which the issuer is listed to use a different method for measuring greenhouse gas emissions;	Section 5
(c)	disclose the approach it uses to measure its greenhouse gas emissions including;	Section 5
(d)	for Scope 2 greenhouse gas emissions disclosed in accordance with paragraph 28(b), disclose its location-based Scope 2 greenhouse gas emissions, and provide information about any contractual instruments that is necessary to enable an understanding of the issuer's Scope 2 greenhouse gas emissions; and	Section 5
(e)	for Scope 3 greenhouse gas emissions disclosed in accordance with paragraph 28(c), disclose the categories included within the issuer's measure of Scope 3 greenhouse gas emissions, in accordance with the Scope 3 categories described in the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011).	Section 5

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Disclosure Requirement	Description	Disclosure Location
para. 30-32 **Climate-related risks and opportunities** **The issuer shall provide disclosures about:**		
(a)	Amount and percentage of assets or business activities vulnerable to (i) transition risks and (ii) physical risks	The Group is gradually establishing a robust methodology.
(b)	Amount and percentage of assets or business activities aligned with climate-related opportunities	
para. 33-36 **Capital deployment, internal carbon pricing, remuneration, industry metrics** **The issuer shall provide disclosures about:**		
(a)	Amount of capital expenditure, financing, or investment for climate-related risks and opportunities	The Group is gradually establishing a robust methodology.
(b)	(i) an explanation of whether and how the issuer is applying a carbon price in decisionmaking (for example, investment decisions, transfer pricing, and scenario analysis); and (ii) the price of each metric tonne of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions; or an appropriate negative statement that the issuer does not apply a carbon price in decision-making;	Currently, the Group does not apply carbon pricing in decision-making.
(c)	whether and how climate-related considerations are factored into remuneration policy, or an appropriate negative statement;	The Group is evaluating remuneration policy.
(d)	In determining the industry-based metrics that the issuer discloses, an issuer is encouraged to refer to and consider the applicability of the industrybased metrics associated with disclosure topics described in the IFRS S2 Industrybased Guidance on implementing Climate-related Disclosures and other industry-based disclosure requirements prescribed under other international ESG reporting frameworks.	The Group will assess feasibility of cross-industry metrics.

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Disclosure Requirement	Description	Disclosure Location
para. 37-40 **Climate-related targets**		
(a)	An issuer shall disclose (i) the qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals; and (ii) any targets the issuer is required to meet by law or regulation, including any greenhouse gas emissions targets.	The Group is assessing target-setting methodologies.
(b)	An issuer shall disclose information about its approach to setting and reviewing each target, and how it monitors progress against each target.	
(c)	An issuer shall disclose information about its performance against each climate-related target and an analysis of trends or changes in the issuer's performance.	
(d)	For each greenhouse gas emissions target, an issuer shall disclose: • which greenhouse gases are covered by the target; • whether Scope 1, Scope 2 or Scope 3 greenhouse gas emissions are covered by the target; • whether the target is a gross greenhouse gas emissions target or a net greenhouse gas emissions target. If the issuer discloses a net greenhouse gas emissions target, the issuer is also required to separately disclose its associated gross greenhouse gas emissions target; • whether the target was derived using a sectoral decarbonisation approach; and • the issuer's planned use of carbon credits to offset greenhouse gas emissions to achieve any net greenhouse gas emissions target.	

FEEDBACK FROM READERS

Dear Readers,

Thank you for reading this report. In order to provide you and other stakeholders with professional and valuable information regarding sustainable development of the Company, we are looking forward to your valuable comments to help us make continuous improvements to this report.

Your comments: (Please tick the appropriate columns)

Comment	Agree	Strongly agree	Average	Disagree	Strongly disagree
Do you think whether this report has fully disclosed all information you wish to know?					
Do you think whether the contents and descriptions of this report are clear?					
Do you think whether the performance of our social responsibilities has been fully disclosed?					
Which part of the report are you most interested in? (Please specify)					
What information you wish to know but does not reflected in this report? (Please specify)					
What advice do you have for the sustainable development report to be issued in future? (Please specify)					

Contact Details (Optional. Your personal information will be kept confidential)

Name: Telephone No.:

Email:

You can contract us through the following means:

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Thank you for your concern.