新希望服务
NEWHOPE service

新希望服務控股有限公司
NEW HOPE SERVICE HOLDINGS LIMITED
(Incorporated in the Cayman Islands with limited liability)

Stock Code: 3658

2025
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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ABOUT THIS REPORT

This Environmental, Social and Governance Report (the "**Report**") aims to present the principles and sustainable development philosophy upheld by New Hope Service Holdings Limited and its subsidiaries ("**New Hope Service**", the "**Company**", the "**Group**", or "**we**") in fulfilling our corporate social responsibility. The Report illustrates the Group's strategic commitments, practical actions, and performance outcomes in the areas of Environment, Social and Governance ("**ESG**"). Through this disclosure, we proactively respond to the concerns and expectations of our stakeholders regarding the Group's sustainable development performance and information transparency, thereby strengthening their understanding of and trust in the Group.

Basis of Preparation

This Report is prepared in accordance with Appendix C2 — Environmental, Social and Governance Reporting Code (the "**Code**") of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the "**HKEX**"). Following the reporting principles of Materiality, Quantitative, Balance, and Consistency, all data and case studies are sourced from the Group's internal statistical reports and relevant documentation. The content fully complies with the disclosure requirements of the Code and adheres to the "comply or explain" provisions. The Group solemnly declares that this Report contains no false statements or misleading representations, and we assume full responsibility for the authenticity, accuracy, and completeness of the information presented herein.

Materiality	The Group's current ESG material topics are identified through a materiality assessment. The results, approved and confirmed by the Board of Directors, serve as the foundation of this Report and are addressed through corresponding disclosures.
Quantitative	The Report specifies the statistical standards, methodologies, assumptions, calculation tools, and sources of emission factors applied in quantitative disclosures to ensure transparency and traceability. This enables stakeholders to fully understand the quantitative process and basis of the Group's ESG performance.
Balance	This Report adheres to the principles of objectivity and fairness, presenting the Group's actual performance during the reporting period without bias or omission, avoiding any statements that may affect stakeholders' judgment or decision-making.
Consistency	The statistical methods used for disclosed data follow the same standards as in previous years to ensure comparability. Should there be any changes in methodology, relevant explanations will be provided within the Report for stakeholder reference.

Reporting Period and Scope

The reporting period covers 1 January 2025 to 31 December 2025 (the "**Year**" or the "**Reporting Period**"). Unless otherwise stated, the scope of this Report is consistent with that of the Group's Annual Report for the Year. Environmental key performance indicators cover the Group's headquarters and eight major operating regions: High-end Service Region, Rongcheng Region, Jincheng Region, Southeast Region, South China Region, Yunnan-Guizhou Region, East China Region, and Central-North Region. Density indicators under environmental topics are calculated based on personnel size and total managed area within these regions. The Group will continue expanding the coverage and depth of disclosure in future reporting cycles.

Report Language

The Group has made the electronic version of this report publicly available on the Group's official website and the website of the Stock Exchange of Hong Kong for public inspection. All stakeholders are welcome to visit the "Financial and ESG Reports" section under the "Investor Relations" column on the Group's official website (https://www.newhopeservice.com.cn), or access the HKEXnews website (https://www.hkexnews.hk/) to view or download this report online. This Report is prepared in both Chinese and English. In the event of any discrepancy between the Chinese and English versions, the Chinese version shall prevail.

Contact Us

The Group attaches great importance to feedback from stakeholders and the public, which serves as an important reference for our sustainable development efforts. We sincerely welcome comments or suggestions from all stakeholders and the general public regarding this Report. Please contact us through:

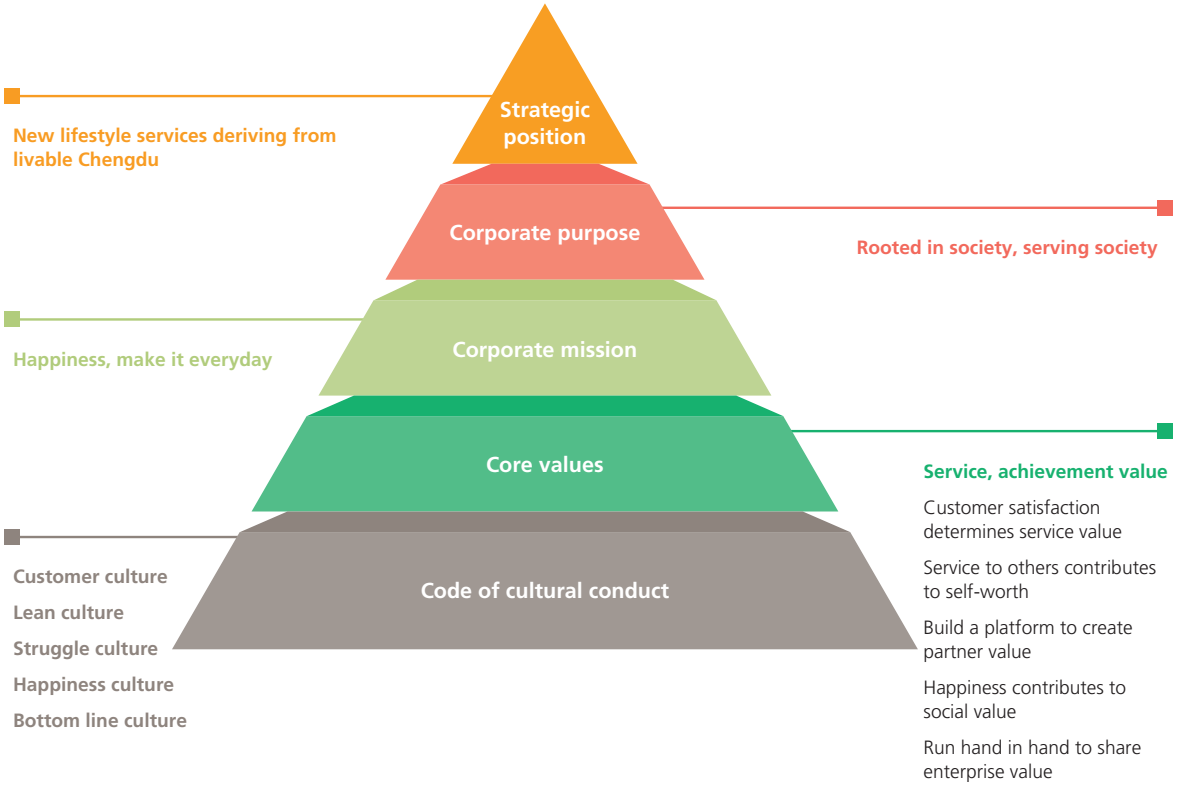
Address: 21F, Building 2, Zhongding International, No. 366 Jinshi Road, Jinjiang District, Chengdu, Sichuan Province, PRC
Email: IR_NHS@newhope.cn

ABOUT NEW HOPE SERVICE

Rooted in the vibrant city of Chengdu, New Hope Service has grown from its origins in the daily life and culture of the community. The Group has deeply cultivated China's metropolitan clusters and major city agglomerations, with business presence now extended across high-tier and new first-tier cities including Chengdu, Kunming, Suzhou, Wenzhou, Nanning, and others. Guided by the core philosophy of "preserving and enhancing asset value" and "creating relax, better living", the Group provides comprehensive livelihood service solutions to a diverse range of property types, including mid to high-end residential communities, office buildings, medical institutions, commercial and office complexes, government facilities, and financial institutions. To date, the Group has served over 350,000 household customers, more than 42,000 corporate clients, and over one million people per day.

As a leading comprehensive property management enterprise in Western China, New Hope Service has continuously strengthened its business capabilities and service reputation. The Group ranks 15th among the "Top 100 Property Management Companies in China", is listed among the Top 10 Listed Private Property Enterprises in China, and was named Chengdu's No.1 Service Excellence Enterprise. It has also been recognized for eight consecutive years as a "Model Enterprise for Customer Satisfaction in China's Property Sector." Upholding the corporate culture of "Good Service, Visible Quality", the Group remains committed to customer-centricity, extending the boundaries of "property +" by continuously enhancing service quality through refined management and standardized operations. Through digital innovations such as "AI-enabled Services + Robotics Applications", the Group further improves operational efficiency and service experience. Leveraging strong industry influence and differentiated competitive advantages, its high-end service division was selected as "A Benchmark Enterprise for Specialized Property Services in China".

Looking ahead, the Group will continue to pursue high-quality development with ambitious goals — adhering to a high-quality development strategy, further optimizing its market presence, upgrading existing service projects, and strengthening professional training and talent development. These efforts aim to reinforce the talent foundation supporting the Group's sustainable growth. With collective dedication from all employees, New Hope Service remains committed to consistently elevating service quality and customer satisfaction, creating long-term value for both shareholders and clients, and becoming a trusted operator of livelihood services.



ANNUAL KEY RESULTS

Economic Performance

- Operating revenue: RMB **1,540.46** million
- Gross profit margin: **29.7%**
- Net profit margin attributable to parent company shareholders: **14.0%**
- Annual dividend payout ratio: **70%**
- Number of properties under management: **258**
- Gross floor area under management: **38.5** million square meters
- Number of contracted projects: **273**
- Total contracted gross floor area: **42.0** million square meters
- Business covered: **30** cities
- Residential property served over **350,000** owners; Corporate served over **42,000** Clients

Social Performance

- Total employees at end of reporting period: **3,737**
- Percentage of female employees: **48.65%**
- Qualified suppliers signed: **1,364**
- Sunshine Cooperation Agreement signing rate: **100%**
- Work-related employee Fatalities: **0**
- Annual community donations: RMB **71,195**, HKD **2,000,000**
- Employee volunteer service participations: **405**
- Employee community volunteer: **872.5** hours

Environmental Performance

- Total greenhouse gas emissions: **237,036.37** tonnes of CO_2e
- Water consumption: **1,397.03** thousand cubic meters
- Total energy consumption: **56,822.89** MWh
- Total packaging material consumption: **0.90** tonnes

Governance Performance

- Shareholders' meetings held: **13**
- Earnings announcements held: **2**
- Investor communication events: **60+**
- Shareholder/investor visits: **10+**
- Percentage of female directors on the board: **44.4%**
- Percentage of independent directors on the board: **33.3%**
- AI inspection projects launched: **12**
- Monthly quality work orders auto-generated: around **6,000**
- Customer service satisfaction score: **93** points
- Closure rate after intelligent post-operation review: **100%**

SOUND GOVERNANCE, SUSTAINABLE SUCCESS

Sustainable Development Strategy

As a "livelihood service operator," New Hope Service is consistently committed to advancing its sustainable development management system from being "effective" to achieving "efficiency", deeply integrating ESG principles into daily operations and the decision-making closed loop. By strengthening its cultural foundation internally and expanding its collaborative ecosystem externally, the Company continues to solidify its development resilience, injecting enduring momentum into its steady progress and long-term prosperity.

Sustainability Performance

During the Reporting Period, the Group achieved remarkable results in the field of sustainable development, receiving widespread recognition and high praise from various sectors of society, and was honored with multiple awards and accolades from authoritative organizations:



Most Valuable Real Estate and Property Company



TOP 15 in Comprehensive Strength among China's Property Enterprises in 2025



2025 Leading Enterprise in Social Responsibility Contribution among China's Property Enterprises



2025 Leading Enterprise in ESG Sustainable Development among China's Property Enterprises

The awards and honors newly received by the Group or related to the Group in 2025 are listed as follows:

Winning Area	Name of Award	Award Unit
National Honors	2025 Top 100 China Property Service Enterprises	China Index Academy
	2025 Sichuan Red Property Service Excellence Brand	China Index Academy
	Most Valuable Real Estate and Property Company	Zhitong Finance
	2025 Top 100 China Property Service Capability Enterprises	CRIC Property Management & China Real Estate and Property Research Institute
	2025 China Property Service Satisfaction Leading Enterprise	CRIC Property Management & China Real Estate and Property Research Institute
	2025 Leading Enterprise in ESG Sustainable Development among China's Property Enterprises	CRIC Property Management & China Real Estate and Property Research Institute
	2025 Leading Enterprise in Smart Community Services among China's Property Enterprises	CRIC Property Management & China Real Estate and Property Research Institute
	2025 Leading Enterprise in Social Responsibility Contribution among China's Property Enterprises	CRIC Property Management & China Real Estate and Property Research Institute
	2025 TOP 15 in Comprehensive Strength among China's Property Enterprises	EH Consulting & EH Property Research
	2025 TOP 20 Good Employers in China's Property Industry	EH Consulting & EH Property Research
	2025 Best Food and Beverage Water Supply Channel Partner	China Gift Association Federation
Sichuan	Sichuan Property Service Brand Projects — Tazishan Yihao, Jinguange, New Hope Tower	Sichuan Real Estate Association
	2025 Outstanding Social Contribution Building — Western Wisdom Valley	Wuhou District People's Government, Chengdu
	Specialized Featured Building — New Hope Tower	Chengdu Commercial Building Rating Committee
	Chengdu Building Economy Industry Civilized Demonstration Unit — New Hope International	Chengdu Building Economy Promotion Association
Chongqing	Annual Excellent Property Project — Chongqing Jingyue Yunshan	Chongqing Banan District Housing and Urban-Rural Development Commission
Yunnan	Property Management Study and Inspection Base — Guanlan Hui, Xiwang Hui, Guolin Lakefront	Kunming Property Management Industry Association
	Third Prize in Firefighting Skills Competition	Xishan District Jinbi Subdistrict General Trade Union

Winning Area	Name of Award	Award Unit
Zhejiang	Wenzhou Quiet Community — Tianlu	Wenzhou Ecological Environment Bureau
	Ningbo Garden-Style Residential Area	Ningbo Landscaping Center
	Third Place in Lucheng District Property Industry Firefighting Skills Competition	Lucheng District Property Management Association
	Best Volunteer Service Co-construction Unit	Songtai Subdistrict, Lingou Community
Guangxi	2025 Nanning Property Industry Customer Service Skills Competition Excellence Award	Nanning Federation of Trade Unions, Nanning Property Management Industry Association

Board Statement

The Group adheres to its responsibilities as a corporate citizen, upholds the principles of sustainable development, and fully recognizes the importance of ESG in enhancing the Group's value and operational performance. As a comprehensive property management service provider, the Group's daily operations do not constitute a significant environmental burden. To fulfill its sustainable development commitments, the Group has established a clearly defined ESG governance structure. The Board of Directors, as the highest decision-making body, bears overall responsibility for ESG strategy formulation and supervision, overseeing the Group's sustainable development efforts through periodic reviews of ESG policies, strategies, and risk management mechanisms. The ESG Working Group, established with the Board's approval, is responsible for the implementation and process supervision of various ESG initiatives, continuously enhancing governance effectiveness. This Working Group maintains regular communication with internal and external stakeholders, providing a scientific basis for the Group's ESG strategy formulation through the identification and assessment of material issues.

During the Year, the Group conducted a systematic review and effectiveness evaluation of the environment-related directional goals set in the previous year. Moving forward, we will continue to track the implementation of various ESG indicators, dynamically optimize management strategies and advancement pathways based on operational realities, and continuously improve the monitoring effectiveness and refinement accuracy of our sustainable development efforts.

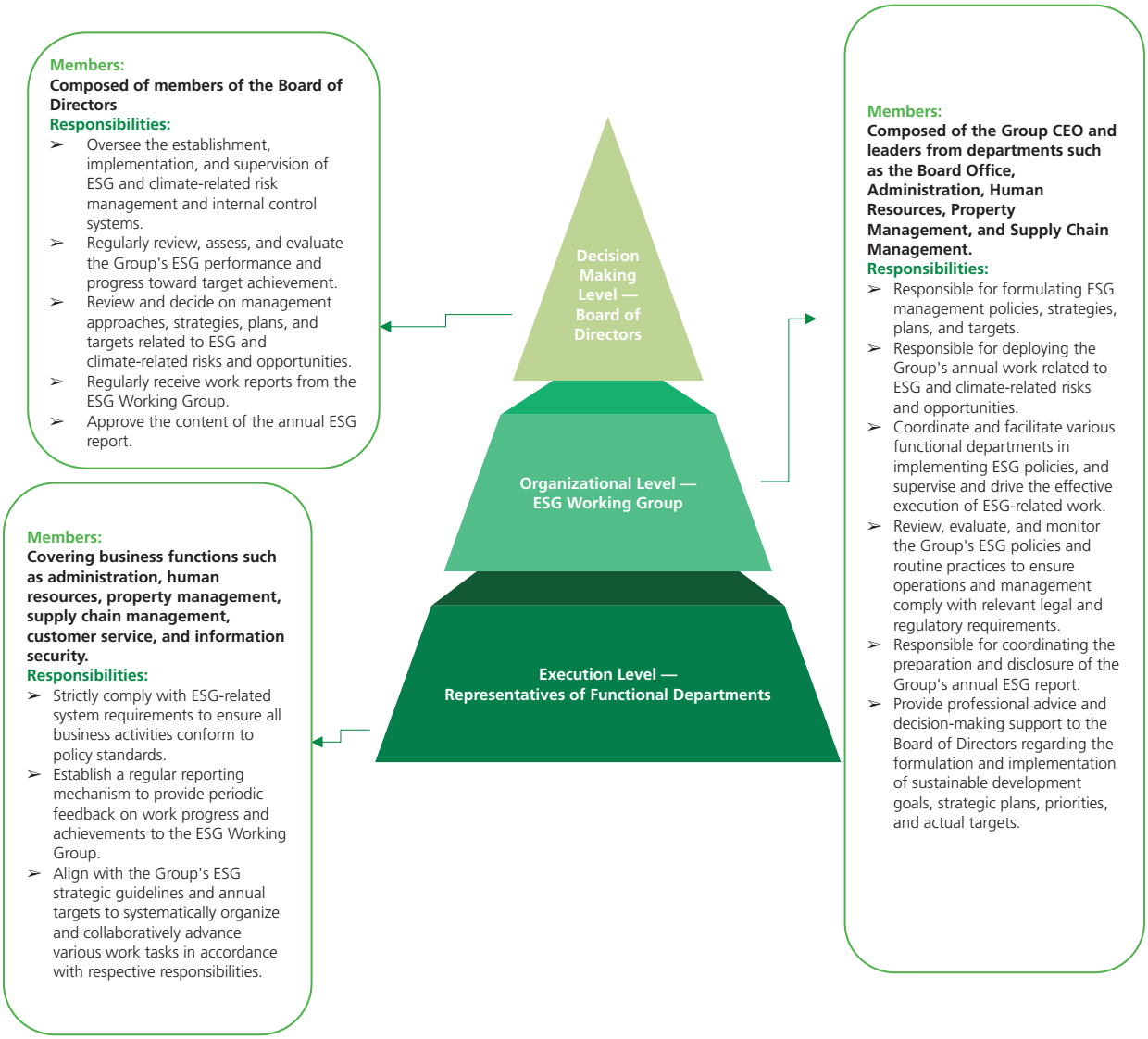
This Report comprehensively reviews and objectively presents the Group's practical achievements and phased progress in the ESG field during the Year. The content of this report is true, accurate, and complete, with no false representations, misleading statements, or material omissions. This Report was reviewed and approved at the Board of Directors meeting on April 29, 2026. All members of the Board of Directors assume full responsibility for the authenticity, accuracy, and completeness of the content of this report.

Sustainability Structure

The Group deeply integrates the concept of sustainable development into its entire business process, earnestly fulfills its corporate social responsibilities, and lays a solid foundation for long-term stable development and value enhancement. To systematically advance the effective implementation of the Group's ESG efforts, we have established a sustainable development governance structure with clear responsibilities and distinct hierarchies. Comprising the Board of Directors, the ESG Working Group, various functional departments, and subsidiaries, this structure forms a governance system with interconnected decision-making, execution, and implementation layers under a closed-loop management framework, providing robust support for the implementation of our sustainable development strategy.

The Board of Directors is the highest decision-making body of the Group. Under the authorization of the Board, the ESG Working Group is responsible for reviewing, assessing, and deliberating on all ESG matters within its scope of authority, including the identification and assessment of climate-related risks, the establishment and enhancement of management systems, and the formulation and progress monitoring of climate-related targets. The ESG Working Group regularly conducts thematic studies and risk assessments, engaging in in-depth discussions on strategic topics, policy trends, and industry best practices. By adopting quantitative analysis, scenario simulations, and other methodologies, the ESG Working Group systematically identifies and evaluates climate-related risks and opportunities and submits its research outcomes to the Board. The ESG Working Group convenes at least two formal meetings each year, and through the annual reporting mechanism, provides the Board with no fewer than one systematic briefing per year on the progress of climate-related initiatives, professional recommendations, and decision-support information. In addition, the ESG Working Group organizes at least one climate-related training session or briefing annually to continuously enhance the Board's professional competence in ESG and climate-related strategic decision-making. Leaders of functional departments and subsidiaries report to the ESG Working Group on key issues, progress updates, and performance related to ESG and climate-related risks and opportunities on a regular basis, based on actual operational developments. This forms an integrated, closed-loop governance mechanism with coordinated interaction between top-down directives and bottom-up implementation.

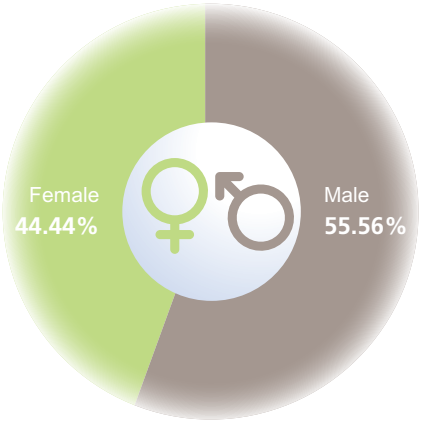
The Group's ESG governance structure and the core functions of each tier are as follows:

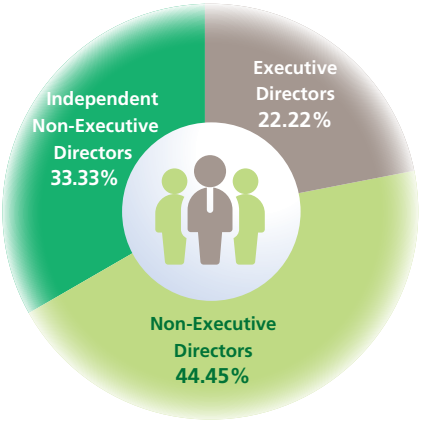


Board Diversity

To steadily enhance gender diversity, empower corporate governance through diverse perspectives, and inject richer innovation vitality and an inclusive spirit into the Group's long-term development, the Group regards board diversity as an important engine for improving the quality of board decision-making and driving sustainable development. The Group is committed to building a governance structure that encompasses both breadth and depth, continuously optimizing the diversified composition of the Board of Directors by comprehensively considering multiple dimensions such as professional qualifications, industry experience, gender structure, age distribution, cultural background, educational history, and length of service. The Board members possess diverse cross-industry backgrounds including strategic consulting, real estate, property management, finance, accounting, and legal compliance. Leveraging their extensive expertise and deep industry experience, all members of the Board empower corporate governance with diverse perspectives, providing strong talent support and governance assurance for the Group's sustainable development.

As of December 31, 2025, the Group's Board of Directors has a total of 9 members. Among them, there are 3 independent directors and 4 female directors. The specific composition of the Board of Directors for the year is as follows:





Stakeholder Engagement

The Group firmly believes that the voices of stakeholders are a vital driver of the Group's continuous progress and a core element in improving operational management and optimizing sustainable development strategies. The Group is committed to working hand in hand with all stakeholders, consistently regarding listening to stakeholder voices and responding to their concerns as an important pathway to continuously enhance ESG performance. To comprehensively identify, respond to, and follow up on the core concerns of different stakeholders, we actively establish two-way communication mechanisms, maintain regular interaction with key stakeholders, and extensively collect opinions and suggestions from all parties through both formal and informal channels. We value the diverse perspectives offered by stakeholders and use them as important inputs for continuous improvement, striving to achieve coordinated development with stakeholders in the process of creating long-term value for the broader community.

Based on systematic stakeholder identification and analysis, the Group categorizes stakeholders into 11 internal and external groups, and establishes differentiated communication channels and engagement mechanisms according to each category. Details are as follows:

Key Stakeholder	Communication Method
Shareholders and Investors	• Annual general meetings and other shareholders meetings • Interim and annual reports • Results announcement • Investor's meetings • Corporate communications such as letters/circulars to shareholders and notices of meetings • Shareholder/investor visits/reverse roadshow
Client	• Customer satisfaction survey and feedback form • Customer service center • Customer meeting • Customer relationship manager visit • Online service platform • Customer service hotline • WeChat official account • "The Terminal of Property Owner Life" • "Hope Cloud Community" communication channels • Daily operation, communication, and telephone, and email box
Staff	• Employee survey • Performance assessment • Special advisory committee/panel • Seminar/workshop/talk • Employee communication meetings • Executive dialogue meeting • Business briefings
Peers	• Strategic cooperation projects • Field visits • Communication meetings
Suppliers	• Supplier management procedures, meetings • Supplier/contractor evaluation system and site visits • Contract negotiation • Daily business communication
Business Partners	• Strategic cooperation projects • Exchanges activities • Meetings and visits • Talk
Government/Industry Associations	• Organize industry events, seminars and inspections • Dialogue with local government • Regular information delivery • Examination and inspection
Regulatory authorities	• Meetings • Response to the public consultation • Compliance reports • Examination and inspection

Key Stakeholder	Communication Method
 Community/NGO	• Meetings • Participate in volunteer activities • Community involvement • Company website/announcement/social media platform • Community programs and seminars/workshop/talk
 Media	• News release • Media interview • Results announcement
 Public	• Information for the media • Group website • Responding to public consultation

Materiality Assessment

The Group, with reference to the Code and the Sustainability Accounting Standards Board (SASB) Materiality Map, actively establishes a systematic materiality assessment mechanism and regularly conducts materiality identification exercises. By comprehensively considering and analyzing the expectations and opinions of internal and external stakeholders, the Group systematically evaluates the relative importance of various ESG issues and their actual and potential impacts on the economy, environment, and society. This enables the Group to understand stakeholders' key concerns and value expectations regarding the Group's ESG performance and to accurately respond to their expectations.

Given that there have been no significant changes in the Group's stakeholder structure, business presence, or operating environment during the Reporting Period compared with the previous year, the issue list and materiality ranking have remained relatively stable. As carefully confirmed by the Board of Directors, the ESG Working Group, and management, the materiality matrix established in the previous year continues to effectively address stakeholder expectations and is applicable to the current year's disclosure. Therefore, this report continues to adopt the materiality assessment results from the prior year.



Highly Materiality Issues

1. Customer satisfaction
2. Operational legal compliance
3. Preventing from corruption and violation risk
4. Compliance with business ethics standards
5. Supply chain management
6. Labor relations and employee communication
7. Response to policies and participate in industry exchanges
8. Customer privacy protection
9. Occupational health and safety protection
10. Compliance employment and protection of employee rights
11. Health and safety of products and services
12. Quality of product and service

General Materiality Issues

13. Participation in charities
14. Prohibition of child labor and forced labor
15. Comprehensive training and development system
16. Exhaust and greenhouse gas emissions managements
17. Environmental and risk managements for suppliers
18. Energy and water management
19. The provision of competitive employee remuneration and welfare

Less Materiality Issues

20. Other resource management (including paper usage)
21. Building green communities
22. Participation in volunteer activities
23. Dealing with climate change

OPTIMIZE GOVERNANCE, SUSTAINABILITY PROGRESS

The Group has always regarded integrity-based operation as the cornerstone of corporate development, embedding it throughout daily operations and supply chain management. We are committed to building long-term cooperative relationships with all stakeholders based on mutual trust and benefit, using a solid foundation of trust to ensure the efficient operation and sustained, stable development of the Group's business.

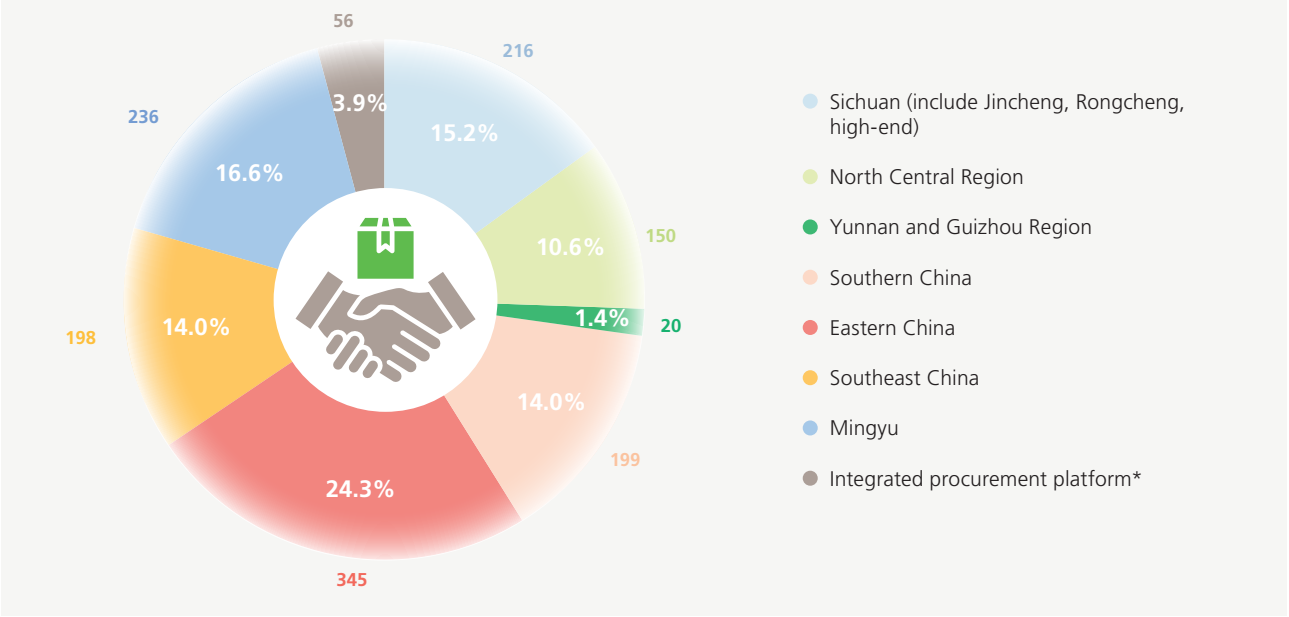
Responsible Sourcing

Compliance Procurement

Supply chain management is a critical link for the Group to enhance product and service quality and fulfill its sustainable development commitments. A robust supply chain management system provides important assurance for the Group's quality improvement. The Group strictly complies with relevant laws and regulations, including the "Bidding and Tendering Law of the People's Republic of China", the "Government Procurement Law of the People's Republic of China", and "the Anti-Unfair Competition Law of the People's Republic of China". Through the formulation of internal policies such as the "Supplier Management System", the "Procurement Management System", and the "Supplier Management Compliance Verification Mechanism", the Group systematically regulates the entire supplier lifecycle — from solicitation, registration, evaluation, shortlisting, to final selection. This approach optimizes supplier resource integration, reasonably controls procurement costs, and enhances procurement operational efficiency. The Group is committed to working with its supplier partners to build a green, high-quality, and sustainable supply chain system, achieving efficient utilization of procurement resources and value co-creation.

The Group's existing suppliers primarily provide services such as cleaning services, order maintenance services, landscaping and greening maintenance, and fire protection system maintenance. During the Year, the Group worked with a total of 1,420 cooperative suppliers, including 228 newly added suppliers. The regional distribution of the Group's existing suppliers is shown below:

The Number and Proportion of Suppliers by Regional Distribution



* The suppliers on the integrated procurement platform are shared by the entire New Hope Service and are unified under the management of the headquarters.

Screening Process

The Group places a high priority on ensuring product and service quality and has actively established a management system covering the entire lifecycle of suppliers. By clearly defining the quality, price, standards, and specifications for procurement items, the Group systematically regulates key processes such as supplier sourcing, prequalification, on-site inspections, qualification reviews, performance evaluations, and exit/penalty mechanisms. This ensures that procurement management is carried out in an orderly manner, providing solid assurance for on-site service quality.

In the new supplier admission process, the Group has established standardized procedures including supplier sourcing (including referral channels), prequalification, on-site or online inspections, warehousing operations, and document archiving. Procurement personnel strictly organize and conduct inspections in accordance with the "Procurement Management System" and category-specific supplier inspection standards. During the Year, the Group's supplier inspection and shortlisting processes focused on assessments across three key dimensions: quality systems, environmental systems, and safety systems, with supplier integrity as a prerequisite for cooperation. Regarding environmental systems, we placed special emphasis on evaluating the environmentally friendly products and services provided by suppliers across their business operations, ensuring compliance with the Group's green procurement standards and sustainable development requirements. Suppliers that passed the inspection were included in the Approved Supplier Directory with their listing valid for two years, while those that failed were placed in the Eliminated Supplier Directory. During the validity period, if the Group establishes a cooperative relationship with an approved supplier, it will conduct regular or ad hoc evaluations of their performance; only suppliers with satisfactory evaluations may continue the partnership.

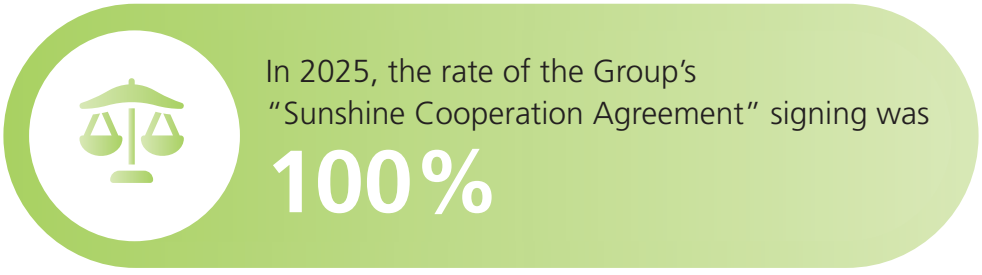
For suppliers with which the Group has established cooperative relationships, the Group continuously monitors their service quality and performance through daily business oversight and quarterly on-site inspections, promptly following up on any identified issues to ensure corrective actions. In the annual supplier performance evaluation, the Group implements corresponding reward and penalty mechanisms based on evaluation results. Excellent suppliers receive increased resources and cooperation opportunities, while underperforming suppliers are gradually phased out, continuously optimizing the overall supplier structure.

Guided by sustainable development, the Group will comprehensively strengthen responsible supply chain management. On the basis of ensuring supplier compliance, the Group will continue to promote environmental and social value enhancement, working with partners to build a stable, green, and mutually beneficial supply chain ecosystem.

Transparent Procurement

As a responsible enterprise, the Group strictly follows the Fair Competition Review Regulation and consistently adheres to the principles of fairness, justice, and openness in its business collaborations. In supply chain management, the Group signs the "Sunshine Cooperation Agreement" with suppliers to clearly define the performance standards for both parties, laying a solid foundation for integrity-based cooperation. Additionally, the Group conducts random anti-corruption interviews with suppliers and continuously promotes the Group's anti-corruption requirements through various channels such as telephone communication, thematic interviews, and supplier conferences, strengthening suppliers' compliance awareness and professional ethics. During the supplier inspection and evaluation process, relevant personnel must strictly adhere to the principles of openness, fairness, and transparency, assessing supplier conduct objectively and impartially. If there is any suspicion of undue benefit transfers or other violations by a supplier, the matter must be immediately reported to the relevant department for investigation and verification. Suppliers found to have committed violations will be placed on the unqualified supplier list and their cooperation will be terminated immediately.

The Group has zero tolerance for any form of corruption or other improper conduct. Employees are strictly prohibited from accepting bribes, harming the Company's interests, using the Company's name or position for personal gain, or engaging in misconduct such as dereliction of duty or bribery. Any verified violation will result in serious disciplinary action against the employee in accordance with internal regulations, and those involved in serious cases will be pursued for legal liability in accordance with the law.



Case:

"United in Service, Creating Value Together" — Sichuan Regional Supplier Conference

To deepen regional supply chain collaboration and strengthen partnerships, the Group successfully held the "United in Service, Creating Value Together" Sichuan Regional Supplier Conference in December 2025. The conference brought together key regional partners with the core objectives of enhancing mutual trust and deepening cooperation. Focused on service quality standards, green supply chain development, and integrity and compliance requirements, the event facilitated in-depth discussions on topics such as service quality improvement, supply chain optimization, and sustainable development.

The event helped foster closer strategic consensus between the Group and its suppliers on value creation, and injecting fresh momentum into the Group's high-quality business development in Sichuan.



"United in Service, Creating Value Together" — Live at the Sichuan Regional Supplier Conference

Business Ethics

Our Group strictly complies with the "Company Law of the People's Republic of China", the "Anti-Money Laundering Law of the People's Republic of China", the "Anti-Money Laundering Provisions for Financial Institutions", the "Administrative Measures for Large-value Transactions and Suspicious Transactions Reported by Financial Institutions", the "Interim Provisions on Prohibiting Commercial Bribery", and other relevant laws and regulations. We have established an internal compliance system centered around the "Anti-Fraud Management System", the "Internal Anti-Money Laundering Control Management System", and the "Management Measures for Accountability of Violations". Through institutionalized and systematic control measures, the Group is dedicated to fostering a business environment of fair competition, integrity, and honesty, effectively identifying and preventing money laundering and terrorist financing activities, and refraining from any direct or indirect involvement in any form of corruption.

The Group actively cultivates a corporate ecosystem of integrity in practice, deeply embracing the core values of "transparency, positivity, discipline, and innovation". We consistently adhere to a cooperation philosophy based on openness, mutual benefit, co-creation, and sharing, upholding the fundamental principles of transparency, positivity, and openness. The Group maintains a "zero-tolerance" stance toward all corrupt practices, including bribery, extortion, fraud, embezzlement, and money laundering, firmly safeguarding the corporate integrity bottom line and business ethics.

During the Reporting Period, the Group received no concluded corruption-related lawsuits involving the Group or its employees.

Integrity Culture Development and Training System

The Group places great emphasis on fostering a culture of integrity and compliance. We reinforce professional standards from the very beginning of employee onboarding by incorporating integrity requirements into the induction training program. The training covers key areas such as anti-corruption and anti-fraud, protection of commercial information, declaration of conflicts of interest, and fair competition, helping employees clearly understand integrity standards and accountability mechanisms, thereby establishing a strong foundation of integrity and compliance from the start of their careers.

The Group adopts a combination of online and offline methods to continuously promote anti-fraud policies and related preventive measures. Systematic anti-corruption training is provided annually to Board members and all employees, covering topics such as legal and regulatory interpretation and integrity and ethics education. Through various formats including seminars, online courses, informational materials, and awareness campaigns, we continuously strengthen the integrity awareness and compliance behavior of all employees, building a corporate culture and internal control system rooted in honesty and transparency.



Online article promotion via the official WeChat public account

Self-Disclosure Mechanism and Disciplinary Measures

To further strengthen the foundation of integrity and compliance and continuously enhance internal compliance controls, the Group issued the "Notice on Self-Disclosure of Violations and Disciplinary Matters" and the "Notice on Implementing the 2025 Declaration of Related Interests for New Hope Service" during the year. These initiatives organized all headquarters employees to engage in the self-disclosure of violations and related interests. The disclosure process adheres to the principles of "proactive reporting and truthful declaration," emphasizing that self-disclosure is a critical measure for fulfilling integrity responsibilities and mitigating compliance risks. Employees are explicitly required to report relevant matters truthfully and proactively. Failure to report as required, if later discovered by the Company, will result in strict action in accordance with relevant regulations, with no tolerance for such omissions.

The Group places great importance on the authenticity and completeness of the information disclosed. All disclosure materials are collected, archived, and verified by designated personnel in relevant departments, establishing a comprehensive information control mechanism throughout the process to ensure confidentiality and compliance during information handling. Going forward, the Group will continue to refine the self-disclosure mechanism, facilitate channels for employees to express compliance-related concerns, and promote the deep integration of a culture of integrity and compliance awareness into daily operations. Through the dual drivers of institutional improvement and cultural leadership, the Group will continuously consolidate the foundation of integrity in practice, building a robust compliance framework to support high-quality corporate development.

Reporting Mechanisms and Protection of Rights and Interests

To enhance oversight channels, the Group continuously improves its diversified reporting mechanisms by establishing the "Sunshine Corporate Complaints and Reporting Channels". Employees are encouraged to report issues anonymously or by name through various means including reporting hotlines, email addresses, and physical suggestion boxes. During the Year, the Group added a dedicated "Integrity Reporting" section under the "Company Profile" column on its official website, publicly disclosing the scope of accepted reports, reporting channels, and detailed procedures, further enhancing the transparency and accessibility of the reporting mechanism and providing a solid safeguard for integrity and compliance management.

The Group places great emphasis on the confidentiality of reported information and the compliance of its handling. We are committed to strictly protecting the confidentiality of all reports and conducting verifications and resolutions in accordance with applicable laws and regulations, ensuring that the investigation process is independent and fair, and that the outcomes are traceable and verifiable. The Group has established a regular feedback mechanism to promptly inform whistleblowers of the investigation progress and final results. To effectively protect the legitimate rights and interests of whistleblowers and related individuals, the Group maintains a "zero-tolerance" policy toward any form of retaliation, strictly prohibiting any unit or individual from threatening, marginalizing, or harming whistleblowers or those cooperating with investigations. Should any retaliatory conduct be confirmed, the Group will impose severe penalties on those responsible. Through this strict and unyielding stance, we uphold our solemn commitment to safeguarding fairness and justice, ensuring that integrity and righteousness remain the defining characteristics of the company's development.



"Integrity Reporting" Section on the Group's Official Website

Embedding the Integrity Governance System at the Frontline

Actively fulfilling its corporate responsibility as a livelihood service provider to "Happiness, make it everyday and make life better", the Group is committed to creating a clean, fair, warm, and harmonious living environment for homeowners through integrity at the community level and high-quality services. The Group continues to drive the embedding of its integrity governance system from headquarters down to frontline service projects, establishing a compliance management framework that is "connected from top to bottom and coordinated internally and externally". Projects actively engage with local communities to proactively identify frontline integrity risks, disseminate policies, and report information, forming a three-tier linkage mechanism of "headquarters coordination, regional collaboration, and project implementation". This ensures that integrity governance requirements are cascaded down to the very end of service delivery. Concurrently, projects comprehensively promote information disclosure and transparency through platforms such as the "Property Community Issue Quick Response Code", the "Corporate Sunshine Reporting Channel",and the "Basic Information Inquiry Desk". Through these transparent and accessible means, homeowner oversight channels are streamlined, making integrity-driven services visible, tangible, and assessable.

In city regions such as Chengdu and Suzhou, New Hope Service strictly adheres to local government requirements by fully implementing the "dual disclosure" mechanism for property services. On one hand, we proactively disclose service standards, systematically specifying details such as property service items, specific content, service methods, execution frequency, and complaint channels. On the other hand, we transparently disclose fee structures, providing detailed breakdowns of property management fees, parking fees, and other paid service items. This approach uses transparency to promote standardization and strengthens oversight, effectively safeguarding homeowners' rights to information and supervision. By layering accountability and reinforcing frontline execution, the Group effectively integrates integrity requirements throughout all operational and management processes and into the daily operations of each business unit, achieving a deep integration of integrity governance and business development. Looking ahead, New Hope Service will continue to promote the deep and comprehensive coverage of its integrity governance system, using this all-encompassing governance framework to protect the corporate integrity foundation and build a solid compliance base for high-quality development.

Case:

One of Chengdu's First Batch of Integrity Model Projects in the Property Sector — Chengdu Jinguan Yinyue

In 2025, the Group's Jinguan Yinyue project in Xinjin District, Chengdu, was successfully awarded the title of "One of Chengdu's First Batch of Integrity Model Projects in the Property Sector" for its innovative practice of deeply integrating integrity-focused property development with corporate spirit. The project adopted the cultural slogan "Cultivating Integrity with Dedication, Spreading Uprightness through Yinyue" and conveyed its corporate spirit and core integrity-focused property concepts through themed activities. By integrating integrity culture building with service practices through transparent disclosures and regular communication, the project continuously fosters a team environment that "values integrity and upholds a clean, upright ethos". This approach internalizes the concept of honest operations into self-driven action and embeds it into daily service delivery, creating a grassroots integrity governance model with demonstrative significance. It provides replicable and scalable practical experience for developing integrity model projects in Chengdu's property sector.

The following are highlights of the integrity-focused initiatives at the Chengdu Jinguan Yinyue project:

- The Engineering Department launched a "Home Inspection Month", providing over 100 free inspection and repair services to homeowners.
- The property management team implemented a "Transparent Service Checklist" to eliminate improper conduct such as demanding kickbacks or seeking personal gain.
- Integrity education coverage for new project employees reached 100%, strengthening compliance awareness from the start of employment.
- In response to the latest guidance documents from the Chengdu Municipal Bureau of Housing and Urban-Rural Development, the project became the first to fully implement the "disclosure of services and income/expenditure" requirements, serving as a model for the "dual disclosure" initiative in Xinjin District and hosting industry peers for learning exchanges.
- Through oversight channels such as the "Property Community Issue Quick Response Code", the "Corporate Sunshine Reporting Channel", and the "Basic Information Inquiry Desk", a total of two homeowner suggestions were received. Both were addressed promptly, achieving 100% homeowner satisfaction, demonstrating the effectiveness of the oversight mechanisms and the timeliness of service responses.
- During holidays such as the Mid-Autumn Festival and National Day, community-oriented themed activities like "Painting Integrity with Children" and "Integrity Garden Party" were organized. Fostering a culture of integrity at the community level.



On-site Observation Meeting for the "Disclosure of Services and Disclosure of Income/Expenditure" Demonstration Site

Information Security Protection

The Group upholds customer privacy and information security as the highest principles of corporate governance. We strictly comply with the "Cybersecurity Law of the People's Republic of China", the "Protection Law of Personal Information of the People's Republic of China", the "Provisions on the Protection of Personal Information of Telecom and Internet Users", the "Regulations on the Protection of Computer Software", the "Measures for the Registration of Computer Software Copyright", the "Mobile Internet Personal Privacy Policy", and other relevant laws and regulations, fulfilling the responsibilities and obligations mandated by law. Concurrently, the Group has proactively established internal policies, including the "Personal Privacy Management System", the "System User Management System", the "Information System Security Management System", the "Backup and Recovery Management System", the "Administrative Guidelines for Employee Office Network Management", the "Confidentiality Management System", and the "Archive Management System", etc. These policies systematically define detailed procedures for system permission management, issue handling and emergency response, network security protection, server and storage facility management, and data backup and recovery, continuously advancing the development and improvement of our information security management system.

To properly handle all data provided by customers, employees, and business partners, and to effectively ensure data privacy and security, the Group has implemented the following key control measures:

- Infrastructure Maintenance: Regularly inspect and maintain hardware and software equipment, communication facilities, and information systems to ensure a stable and reliable operating environment.

- Endpoint Security Management: System administrators conduct monthly spot checks on employee computers for updates to operating systems, office software, and security software, and organize comprehensive updates for all employees quarterly, ensuring endpoint devices remain in a secure state.

- Network Security Protection: Conduct regular information security inspections and penetration testing to continuously strengthen website security capabilities and promptly identify and patch potential vulnerabilities. Network administrators perform weekly checks for updates on network devices such as routers, switches, firewalls, access controllers (ACs), access points (APs), and antivirus servers, and conduct monthly comprehensive scans for device vulnerabilities and security configurations, reinforcing the foundational network defense line.

- Access Control and Confidentiality Obligations: Only authorized system administrators are permitted to view and access relevant data, and they are strictly required to fulfill confidentiality obligations to prevent unauthorized information disclosure.

- Internet Usage Management: Promote responsible internet usage and encourage employees to browse information in a secure network environment to reduce endpoint security risks.

- System Log Auditing: Establish a mechanism for system log tracking, recording, and auditing to proactively identify and address security vulnerabilities from a technical perspective.

- Violation Handling Mechanism: Impose corresponding penalties for violations of information security regulations based on the severity of the breach; cases constituting crimes are transferred to judicial authorities for legal prosecution.

During the Reporting Period, the Group received no complaints regarding customer information leakage or violations of customer privacy.

Responsible Marketing

Our Group remains firmly committed to its strategic vision of being a "trusted provider of essential living services", and regards responsible marketing as a key pillar of its integrity-driven business operations and brand building. The Group strictly complies with the "Advertising Law of the People's Republic of China", the "Administrative Measures for Internet Advertising", and other relevant laws, regulations, and industry standards. It conducts all marketing activities based on the principles of comprehensiveness, compliance, and effectiveness, ensuring that brand communication and business promotion always operate within a compliant framework. To strengthen the standardized management of information dissemination, the Group has implemented internal policies including the "Informatization Project Management System", the "Brand and Trademark Management System", the "VI Standard Management System", the "We-Media Management System", and the "Brand Unannounced Inspection Standards". These policies systematically promote standardization in the collection, review, and publication of information across all subordinate units, ensuring the authenticity, accuracy, authority, and timeliness of externally disclosed information. The Group implements rigorous reviews for all marketing materials released to the public, including product manuals, brochures, social media posts, and various promotional materials, with a focus on verifying their legality, authenticity, and reliability to prevent the dissemination of any misleading content, thereby effectively safeguarding homeowners' right to information and their legitimate rights and interests.

Furthermore, the Group has established a regular information monitoring and response mechanism. It promptly issues clarifications or official statements regarding false information or content that may cause misunderstanding. For illegal acts that infringe upon the legitimate rights and interests of homeowners or the Group itself, the Group takes necessary legal measures in accordance with the law, taking concrete actions to protect the rightful interests of all stakeholders and continuously reinforcing its brand promise of being "worthy of entrusting happiness."

Owing to its outstanding performance in brand communication and the continued deepening of its "Property +" strategy, New Hope Service was honored with the title of "2025 China Leading Enterprise in Property Service Brand Marketing" during the Year. Its brand marketing practices were also selected as "2025 China Excellent Cases in Property Brand Marketing," fully demonstrating the Group's industry-leading position in brand building, content innovation, and digital communication.



Intellectual Property Protection

The Group recognizes that intellectual property (IP) is a key vehicle for its core competitiveness and brand value, and consistently places it under strategic protection. We strictly comply with the "Copyright Law of the People's Republic of China", the "Trademark Law of the People's Republic of China", the "Patent Law of the People's Republic of China", the "Tort Liability Law of the People's Republic of China", and other relevant laws and regulations. We have formulated and implemented internal policies such as the Confidentiality Management System and the Trademark Management System, which systematically regulate the entire process of IP application, registration, use, and archival management, effectively ensuring the compliance and security of the Group's software copyrights, patents, and trademark rights.

The Group requires all employees to sign a Commitment Letter for the "Letter of Commitment to Use Genuine Software". By combining institutional constraints with awareness-building, we help employees establish proper software usage practices, preventing infringement risks at the source. Regarding external infringements, the Group continuously improves its IP monitoring and investigation mechanisms to ensure timely detection, evidence collection, and resolution of any infringement upon the Group's intellectual property, resolutely safeguarding the Company's core intangible assets and legitimate rights and interests.

The Group actively advances its intellectual property portfolio and continuously enhances its IP matrix, building a protective moat for its intangible assets to support business development. As of the end of the Reporting Period, the Group held a cumulative total of 160 registered trademarks, 28 registered copyrights, and 4 registered domain names.

The following are six new computer software copyrights acquired by the Group during the Year:



Computer Software Copyright — Quality Inspection Middle Platform System



Computer Software Copyright — Quality Operation System



Computer Software Copyright — Energy Consumption Management System



Computer Software Copyright — Supplier Management System



Computer Software Copyright — Home Inspection System



Computer Software Copyright — Elevator Management System

Leading a New Ecosystem for Industry Development

As a prominent representative of property service enterprises in Sichuan, New Hope Service consistently adheres to a customer-centric approach, driven by innovation and underpinned by robust execution, to continuously enhance service experience and operational efficiency. By deepening regional presence, advancing digital empowerment, and building high-end differentiated capabilities, the Group continues to strengthen its market competitiveness. While achieving its own steady development, it also actively participates in and drives the transformation and upgrading of the industry.

Through systematic capacity building, the Group has earned market recognition and numerous industry accolades for its outstanding performance in corporate governance, industry leadership, and sustainable development. It is taking concrete actions to propel the property service industry into a new phase of refined, value-driven development. During the Year, the Group was honored with several awards, including "2025 China Leading Enterprise in Quality Property Services", "2025 China Leading Enterprise in Value-Added Property Service Operations", "2025 China Leading Enterprise in Smart Property Services", and "2025 China Leading Enterprise in Property Social Responsibility Contribution". These accolades fully demonstrate the high regard from capital markets and professional institutions for the Group's operational stability, brand influence, and long-term value creation capabilities.



"2025 China Leading Enterprise in Quality Property Services"



"2025 China Leading Enterprise in Smart Property Services"

DEDICATED SERVICE, ACHIEVING VALUE

Hope Is Accompanied By Charity

Leveraging the professional advantages in the property management field, the Group actively engages in diverse social activities such as disaster relief and assistance, environmental protection, educational support, community welfare, and caring for vulnerable groups. Through concrete actions, we respond to community needs and wholeheartedly create a better life for people. Through sustained community investment and resource connections, we work together with homeowners, partners, and all sectors of society to build a harmonious community ecosystem filled with warmth, inclusivity, and humanistic care, making service an important vehicle for conveying goodwill, building trust, and co-creating value.



New Hope Service Public Welfare Brand — Happy Little Red Umbrella

During the Year, the Group's contributions to the public welfare sector covered multiple areas including cash donations, material support, and employee volunteer services. The details are as follows:

- Cash Donations: HKD2,000,000 and RMB22,090, used to support disaster relief, community assistance, and care for vulnerable groups ;
- Donations in Kind and Activity Expenses: RMB71,195, used for purchasing materials, sponsoring public welfare activities, and promoting traffic safety awareness ;
- Employee Volunteer Services: A total of 405 participants, accumulating 872.5 hours of volunteer service, actively engaged in community development and public services.

Special Topic: "Happy Little Red Umbrella"

As a livelihood service operator, New Hope Service adheres to integrating ESG principles into the core of its corporate strategy, building a sustainable development path oriented toward green operations. The Company is consistently committed to low-carbon operations and resource efficiency improvement, deeply embedding ESG concepts into community governance and urban services, while actively exploring ecological practices at the community level. During the Reporting Period, leveraging the core governance advantage of Party-building leadership, New Hope Service upgraded its original "Happiness Red Hope" Party-building brand into the more emotionally resonant and recognizable "Happy Little Red Umbrella" IP. Using the "Happy Little Red Umbrella" as a vehicle and adopting a multi-dimensional collaborative model, the Company continuously enhanced management efficiency and service quality, effectively empowering the green and low-carbon transition. Through these efforts, the Company nurtured new momentum for sustainable development in a subtle yet profound manner, providing solid support for long-term value creation. Meanwhile, the Group has transformed the political advantages of Party organizations into modern governance effectiveness, deepens the "red property" service system, strengthens connections with residents, communities, and diverse stakeholders, to promote the development of inclusive and resilient communities.

During the year, a total of 1,247 "Happy Little Red Umbrella" volunteer activities were carried out, 801 cultural and community events were held, enriching community life and conveying the warmth of public welfare through concrete actions.



Party-Building as "IP": Expanding the Sustainable Influence of the Happy Little Red Umbrella

During the Year, New Hope Service iteratively upgraded "Happiness Red Hope" to the "Happy Little Red Umbrella", creating a super IP symbolizing protection and companionship. Through systematic operation, the Group transformed the political advantages of Party-building into perceptible service standards, and translated ESG principles into an action framework covering community governance, urban services, and green operations, continuously strengthening the Company's foundation as a livelihood service operator and building an open, inclusive, and sustainable public welfare ecosystem.

In addition to implementing regular and institutionalized activities such as the "Three Meetings and One Lesson" and thematic Party Day events, New Hope Service, through the innovative "Party-building + Service" model, a tangible IP image, and diversified co-creation mechanisms, transforms ESG governance concepts into perceptible community warmth and efficiently converts the organizational advantages of Party-building leadership into corporate effectiveness, to promote the coordinated development of community carbon reduction, resource recycling, and resilient governance, achieve a transition from one-way service to multi-party collaboration, and from organizational coverage to value recognition.



"Party-Building +" Model: Deepening the Service Innovation Matrix for Multi-Stakeholder Co-Governance

New Hope Service deeply promotes the organic integration of the "Party-Building +" model with property service scenarios, establishing a multi-stakeholder co-governance system under the leadership of Party-building. In terms of "Party-Building + Neighborhood Culture", leveraging platforms such as community medical outreach, science awareness campaigns, and summer classes, the Company mobilizes Party member homeowners and property staff to jointly serve as organizers and volunteers, effectively bringing neighbors closer and fostering a harmonious and friendly community atmosphere. Under the "Party-Building + Discussion Hall" mechanism, volunteer representatives actively participate in consultations on public affairs within residential communities, actively participating in the consultation of public affairs within residential communities. Through discussions and coordination on key issues such as noise disturbances, supporting facilities, and pet management, governance challenges are gradually resolved. Meanwhile, "Party-Building + Special Care" focuses on elderly individuals living alone and those with limited mobility, the property management team takes the lead in establishing targeted assistance records, regularly providing services such as in-home health check-ups, needs assessments, shopping and errand assistance, and mobility support.



"Party-Building + Discussion Hall"

"Joint Efforts" to Promote Party-Building: Building a Multi-Stakeholder Synergistic Community Ecosystem for Shared-Value

Adhering to the ESG philosophy of "connecting for co-creation" and using Party-building public welfare as a link, New Hope Service actively establishes a working framework of "joint efforts to promote Party-building", systematically connecting sub-district communities, homeowner communities, public welfare organizations, and corporate partners. The current co-construction network now covers over 100 entities, forming a multi-dimensional and regular social responsibility practice system. In Ningbo, New Hope Service innovatively established a tripartite linkage mechanism of "Property + Rail Transit + Community", actively leveraging the frontline service advantages of property management to participate in community volunteer actions such as order guidance at subway stations and heat stress relief and support. It also innovatively introduced rail transit resources for Party member to collaboratively promote green travel initiatives, achieving two-way empowerment between public services and community governance. In Wenzhou, New Hope Service partnered with Dongtou Village, Industrial Bank, China Telecom, Wanglaoji, and other organizations to form a Party-building alliance. Focusing on issues such as supporting farmers through charitable initiatives, material donations, building sales channels for agricultural products, and joint learning, the alliance promotes resource integration and value sharing, creating a sustainable community support network.



Order Guidance and Heat Stress Relief and Support at Ningbo Rail Transit Metro Stations

Key Performance Indicators for Party-Building Leadership and Community Volunteer Services

Cumulative registered volunteers[1]	18,468 people
Active volunteer teams	100 teams
Cumulative various themed activities conducted[2]	932 events
Cumulative Party-building-related honors at various levels[3]	112 awards

1 Verified through the Company's internal system, including 1,160 employee volunteers and 7,308 homeowner and community volunteers.

2 Conducted under the name of Party-building and involving third-party partner organizations.

3 Mostly awarded by grassroots government entities below the district level, bearing Party-building-related insignia, or awarded by entities with Party organization names.

By integrating the original intention of public welfare into daily service design, New Hope Service transforms scattered charitable actions into systemic social impact, has built a cross-regional, multi-stakeholder collaborative network, forming a development pattern of "spreading from point to surface and radiating outward," bringing together the strength of various parties into a vast "Happy Red Cloud." The Company responds to the diverse community needs through collaborative co-creation, promotes low-carbon community development and inclusive growth through innovative services, and makes "Party-building Red" a distinctive symbol driving green operations and responsible investment. It brings together the harmonious coexistence of environmental sustainability, social harmony, and governance effectiveness under the umbrella.

"Happy Little Red Umbrella" Party-Building Initiative

- **Southeast New Hope Service: Elevating Livelihood Services, Painting a Warm Picture of Wenzhou**

During the Reporting Period, Southeast China Region of New Hope Service leveraged the "Happy Little Red Umbrella" Party-building brand as a core vehicle, deeply integrating the "red guidance" mechanism into livelihood service scenarios. By conducting over 200 volunteer service activities and continuously refined the social responsibility implementation model of "Party-building leadership + public welfare practice", the Company effectively improved community service quality and efficiency as well as resident well-being.



Holding Up a "Little Red Umbrella"

➢ Diverse Convenience Services to Strengthen Public Well-being

New Hope Service established over 30 Party member volunteer service points in Wenzhou, Taizhou, and other locations, providing health services such as blood glucose and blood pressure testing, as well as oral and vision screenings, to more than 5,000 residents throughout the year. For vulnerable groups such as elderly residents living alone, the team created "one-on-one assistance files" and offered care services including regular home visits and grocery delivery, serving over 1,000 person-times in total, consistently upholding the original aspiration of "service warms people's hearts." Meanwhile, New Hope Service organized convenience services according to seasonal schedules, including air conditioner and fan cleaning as well as doormat washing during seasonal transitions, effectively enhancing homeowners' living experience and daily convenience.



Convenience Services — Fan Cleaning

➢ Party-Building Alliance Collaboration: Building a Cross-Sector Synergistic Ecosystem for Shared-Value

In 2025, to transcend the boundaries of single-service provision and integrate social resources and service capabilities, Southeast China Region of New Hope Service, partnered with Industrial Bank, Dongtou Wuxiantou Village, Wanglaoji, and other diverse partners to continuously upgrade and establish the "Party-Building Alliance" collaboration platform. This platform fosters a long-term linkage mechanism characterized by "resource sharing, complementary advantages, joint public welfare efforts, and coordinated service advancement", further promoting the deep integration of government-enterprise, village-enterprise, and community-enterprise stakeholders under the guidance of Party-building, thereby maximizing resource efficiency and co-creating social value.

➢ Nourishing the Original Aspiration with Strong Family Values: The "Microclimate" of the Family Enriches the "Macro Ecosystem" of the Community

Having established in Wenzhou for many years, New Hope Service focuses on families with "good family values" as key service targets, launching Party-building-driven convenience service initiatives that extend "red service" touchpoints to the family unit, promotes the two-way empowerment of family value cultivation and community governance by concrete actions. In Wenzhou and beyond, the Group has established strategic partnerships with multiple enterprises, systematically building a virtuous mechanism of "discovering excellence, learning from excellence, and honoring excellence", fostering a social ethos where "the virtuous are duly rewarded". This approach allows good family values to radiate from the "microclimate" of the family to enrich the "macro ecosystem" of the community, enabling the forces of kindness to take root and grow in broader social soil.



At the certification ceremony for the seventh batch of "Most Beautiful Family" Courtesy Alliance Caring Units in Wenzhou in 2025

- **Shangding International — Deepening the Development of the Party-Building Brand in Office Buildings to Empower High-Quality Development of the Building Economy**

The Shangding International project adheres to Party-building leadership and actively explores innovative models and pathways for building governance. To accurately understand the status of Party members within the building and strengthen the foundation of organizational development, the project carried out thorough two-way identification efforts — "members seeking organizations, and organizations seeking members" — through initiatives such as publishing open letters and conducting door-to-door visits. effectively strengthening the coverage and cohesion of grassroots Party organizations.

➢ Empowering Foundations Through Party-Building, Promoting Development Through List-Based Management

The Shangding International project actively collaborates with the community-level comprehensive Party committee to dynamically optimize the "Three Lists" for enterprises in the area, establishing and regularly updating the "Five Clarifications" work ledger. This effectively enhances the precision and effectiveness of resource matching and service delivery, continuously strengthening the building data support and governance foundation for Party-building, and promoting high-quality development and sustainable growth of the building economy through high-quality Party-building.

➢ Attracting Resources to Build a Hub, Multi-Stakeholder Co-Governance Brings Warmth

With Party-building leadership as its core, the project leverages the "Rongcheng Station • Youyue Space" platform to establish a service system for commercial buildings that integrates government affairs, legal services, and cultural functions. By introducing professional legal resources to establish a Property Dispute Mediation Support Center, the project addresses the legal needs of enterprises and employees while resolving conflicts, achieving the goal of "resolving issues within the building without escalation". Additionally, a "Caring Station" has been set up to provide convenience services for workers in new employment forms and outdoor laborers, continuously optimizing the service matrix of "Party-building leading group-building, co-construction and sharing", thereby enhancing the refinement level of building governance and increasing the warmth of regional services.

➢ Innovating Mechanisms to Strengthen Linkages, Optimizing Structures to Expand Coverage

With branch construction as its main body, the project deeply integrates into the regional Party-building landscape and actively joins the "Red Partners" organization in Jinguan Xincheng Community, achieving resource sharing and co-construction and co-governance. Within the building, the project spearheaded the establishment of a Party-mass linkage mechanism based on five synchronizations: "organizational coverage, work advancement, venue construction, talent development, and activity execution". By setting up Party Member Pioneer Posts, Service Demonstration Posts, and Red Service Windows, the project strengthens the exemplary role of Party member employees, driving an overall improvement in the effectiveness of Party-mass work in the building through organizational structure optimization.

➢ Building a Building Community, Optimizing a New Business Environment

Leveraging the building's Party organization, the project establishes a cooperation platform for co-construction, co-governance, and shared benefits, deeply exploring and cultivating a community culture with distinct building characteristics. By focusing on developing advantageous industrial clusters within the building, the project promotes the deep integration and coordinated efforts of Party-building work, administrative services, and social governance. It also innovatively carries out diverse brand promotion activities, effectively facilitating interaction and resource sharing among enterprises, continuously optimizing the business environment.

➢ Uniting Volunteer Power in the Building, Jointly Drawing a Circle of Governance

Using volunteer services as a vehicle and leveraging the commercial building to establish a Party-building collaboration platform, the project regularly carries out Party-mass co-construction, cultural cultivation, and volunteer services, guiding various forces within the building to participate in community governance and inspiring a sense of corporate social responsibility. The community Party committee has organized building-based voluntary blood donation activities for four consecutive years, with over 500 participants cumulatively, forming a demonstration public welfare brand and further deepening the co-construction and sharing governance model under the leadership of Party building.



"Red Partner" Signing Ceremony

Community Activities

The following table sets forth the highlights of various public welfare activities during the Year:

Themes	Activity	Related Photos
Environmental Charity Work in the Year		
Waste Classification in Communities	New Hope Service continues to promote waste classification awareness campaigns across its managed communities, integrating environmental protection concepts into daily community life. Among these initiatives, the Nanning Jinjiang Guanxin Community partnered with Jinyang Road Kindergarten to organize a garbage collection and classification awareness event, involving over 100 children. Through an engaging and educational approach, the activity guided the next generation to pay attention to environmental protection and develop the habit of waste sorting, strengthening the cooperative connection between the community and schools. By nurturing green awareness from a "young" age, the initiative demonstrates the social responsibility commitment to jointly building a sustainable home.	

Themes	Activity	Related Photos
Community Tree Planting Environmental Protection Initiative	In the spring of 2025, New Hope Service continued to promote community greening initiatives across its managed projects, working together with homeowners to build a green home. Through these green actions, the Company aimed to connect community emotions and fulfill its social responsibility of contributing to a better city.	 
Metro Green Travel Awareness Campaign	Since the summer of 2025, New Hope Service in East China has partnered with Ningbo Rail Transit to launch the "Green Travel" themed campaign across several of the Group's managed communities. Through concrete actions, the initiative promotes the concept of low-carbon travel and deepens the integration and connection between communities and urban public transportation.	 

Themes	Activity	Related Photos
Annual Community Public Welfare Activities		
Relief Support for the Fire-Affected Area in Tai Po, Hong Kong	On November 26, 2025, a severe fire broke out at Wang Fuk Court in Tai Po, New Territories, Hong Kong, resulting in casualties and property damage. As a Hong Kong-listed company, New Hope Service swiftly fulfilled its corporate social responsibility by donating HKD 2 million to the affected area on December 5. The funds were specifically designated for emergency rescue and post-disaster reconstruction efforts, reflecting the Company's deep concern for the Hong Kong community and its profound care for the affected residents, demonstrating the corporate responsibility to stand together with society in times of difficulty.	
Blue-Collar Care Initiative	In 2025, New Hope Service continued to implement the "Blue-Collar Care Initiative" in cities such as Chengdu, Kunming, Nanning, and Wenzhou, reaching over 1,000 frontline workers and paying tribute to city guardians through concrete actions, conveying corporate humanistic care. In Kunming, New Hope Service collaborated with the Xishan District Market Supervision Administration to deliver iced drinks and heatstroke prevention supplies to over 20 food delivery riders working in the scorching heat, demonstrating the warmth of government-enterprise cooperation in caring for frontline workers. In Chengdu, projects including Jinguan Xincheng, New Hope Tower, Tianyue Longting, and New Hope International successively distributed cooling beverages to sanitation workers, couriers, food delivery riders, and other groups, bringing a touch of coolness to those guardians their posts in the high heat. In Suzhou, the Jinlin Jiuli project partnered with Ludang Community to deliver milk and cooling supplies to construction workers, sanitation workers, couriers, and others, extending care to every corner of urban construction and service.	 

Themes	Activity	Related Photos
Care for Special Groups	In 2025, New Hope Service continued to deepen its care initiatives for special groups, focusing on children's growth, companionship for the elderly, and support for vulnerable communities. A series of public welfare activities were carried out across multiple regions nationwide, conveying corporate warmth and social responsibility through concrete actions. ♥ East China Region: In March 2025, the Nanjing Changjiang Times Project Team in the East China Region visited Jinkang Jinxiu Nursing Home to conduct a "Companionship and Care — Spending Time with Warmth" welfare event, providing free haircut services for the elderly and donating essential supplies such as rice, oil, and milk. ♥ North Central Region: In May 2025, New Hope Service partnered with China Golden Key to visit the Qicong School, donating school supplies, milk, and other charitable materials to support children's education and healthy growth. ♥ Yunnan-Guizhou Region: In November 2025, New Hope Service's Yunnan-Guizhou Region, in collaboration with New Hope Xuelan Milk, organized the "Hope's Promise — Living Up to Every Seed of Hope" themed public welfare donation activity. They donated stationery, books, rice, oil, instant noodles, juice, milk, and other supplies worth RMB15,600 to Kunming Dexin Experimental Primary School. ♥ Yunnan-Guizhou Region: In October 2025, New Hope Service partnered with the Kunming Charity Federation to conduct volunteer services honoring the elderly. Volunteers visited communities to welfare elderly residents, listened to their stories, and delivered charitable supplies, conveying warmth and care.	   

Themes	Activity	Related Photos
Volunteer Blood Donation First	In 2025, New Hope Service continued to organize volunteer blood donation drives in cities such as Chengdu, Nanning, and Kunming, calling on employees and homeowners to participate together, interpreting corporate social responsibility through concrete actions and infusing warmth into the rely of life. ♥ South China Region: In March, the South China Region donated a total of 7,100 ml of blood. In July, the Region again organized members and private entrepreneurs to participate in the "Hundred Businesses Action — Donate Blood with Love" activity, collectively donating 10,000 milliliters of blood. ♥ Rongcheng Region : In April, the New Hope Building project in the Rongcheng Command Post collaborated with the "A Little Tea" charity organization to launch a blood donation campaign. A total of 3,800 milliliters of blood were donated, uniting the caring spirit of the employees in the office building and integrating the concept of charity into the business environment. ♥ Yunnan-Guizhou Region: In May, the Yunnan-Guizhou Region collaborated with Qianxing Community to host the "Love on 520, Volunteer Blood Donation First" public welfare activity, with a total blood donation of 21,500 milliliters — the highest single blood donation event in terms of participants and volume for the Group during the Year, conveying a heartfelt commitment to life through blood donation.	 
Drowning Prevention Awareness	In the summer of 2025, New Hope Service conducted a child drowning prevention safety awareness campaign at the Diyana River Valley project, focusing on high summer safety risks and taking concrete actions to protect the safety of children in the community. Through on-site explanations, interactive activities, and distribution of informational materials, the campaign popularize drowning prevention knowledge and emergency rescue skills to community residents, enhancing children's self-protection awareness and parents' supervisory responsibilities.	 

Themes	Activity	Related Photos
Free Community Medical Consultations	To facilitate basic health checkups for the elderly, New Hope Service successively organized free medical consultations in various cities and projects. In March, the Chengdu Tazishan Yihao project collaborated with the Third Internal Medicine Party Branch of Sichuan Provincial Fourth People's Hospital to organize health emergency lectures and free medical consultation activities.	 
"Wild Kids" — Let Children Play Freely in the Neighborhood	In July 2025, the seventh edition of the children's growth series activity "Wild Kids" was successively held across 105 projects nationwide, with a total of over 230 sessions. Activity types included bubble festivals, summer courtyard movies, fun ring toss games, and science DIY activities. ♥ East China Region: Professional instructors were invited to lead young homeowners into the park, allowing them to touch the grooves of tree bark with their own hands and track the marching routes of ants, gaining knowledge through nature. ♥ Southeast Region: During the closing trip of the Wild Kids program, New Hope Service partnered with the Wuxiantou Village Party Branch, Dajing Village Party Branch, and Shanhaijing Research and Study Base to jointly create a research and study tour that blended traditional wisdom with fun experiences.	  
"Jiujiu Festival" A Collection of Goodies Downstairs	In 2025, New Hope Service continued its seventh "Jiujiu Festival" under the theme "Neighborhood Goodies Market", featuring activities such as the circulation of idle goods, tasting of delicious food, fun DIY for children, and discounted shopping for selected quality products.	 

Glimmer Action

Though each "glimmer" is small, together they form a torch. Since the launch of the "Glimmer Action" public welfare brand, New Hope Service has actively strengthened brand collaboration through sustained, systematic philanthropic practices. Across the country, the Company regularly carries out a series of initiatives including charitable donations and volunteer services, covering diverse areas such as caring for special groups, supporting children's education, accompanying the elderly, blood donation, and environmental protection. Through concrete actions, the "glimmer" of happiness is sown into every corner.

The following is a review of some of the year's Glimmer public welfare activities:

Activity Topic	Activity	Related Event Photos
"Dedicated to the public, loving the galaxy" caring for autistic children	New Hope Service has supported autism care initiatives for four consecutive years in Wenzhou. In March 2025, the Company continued to participate in the "Love Fills the Galaxy" public welfare activity, assisting in providing heartwarming care packages on Jiangxin Islet in Wenzhou, offering support to over 200 "children of the stars" through concrete actions.	
Helping farmers	♥ Southeast Region: At the Wuyue Yunjing Yayuan project, faced with a backlog of unsold fruit from homeowner orchards, the Company's service industry department immediately launched a farmer assistance initiative. By setting up an online platform and coordinating promotion across managed projects, the entire process eliminated intermediary steps. Using a zero-markup, zero-commission model, fresh citrus fruits were delivered directly from the orchards to homeowners' doors. ♥ Southeast Region: Wenzhou Company partnered with Wuxiantou Village to organize a direct agricultural product sales event. Through community promotion and centralized procurement, nearly 1,500 kgof local rice were sold, effectively expanding sales channels for agricultural products and helping farmers increase their income. ♥ "New Foodism": Continuously deepened the targeted support mechanism. During 2025, it purchased primary agricultural products from Pingshan County, completing poverty alleviation procurement totaling RMB30,077.25.	 

Activity Topic	Activity	Related Event Photos
Summer Cooling Initiatives	In the summer of 2025, New Hope Service continued its "Cooling Station" public welfare initiative, providing free iced drinks, heat relief supplies, and thoughtful greetings to outdoor workers such as sanitation workers, couriers, and food delivery riders who remain dedicated to their duties on the frontlines of the city. Through this gesture of cool comfort, the Company pays tribute to those who persist in the high heat, demonstrating its corporate responsibility in caring for the city's guardians and jointly building a warm community.	  

Exceptional Service, Partnering for Quality

Adhering to its corporate mission of "Happiness, Make it Every Day" and its core value of "Service Creates Value", New Hope Service integrates the corporate culture of "Visible Quality Service" into its daily operations. The Group strives to build exceptional service capabilities characterized by "Making Commitments and Delivering", establishing strong communication with customers through sincere, high-quality service to ensure that the diverse and individualized needs of all stakeholders are promptly addressed and effectively met. While strengthening its foundational services, the Group provides comprehensive livelihood service solutions tailored to the diverse needs of its customers, building a mutually beneficial, symbiotic, and co-growing micro-ecosystem for livelihood services. By continuously optimizing service scenarios and resource integration, the Group creates safer, more comfortable, healthier, and more convenient living experiences for customers while assisting corporate clients in focusing on their core business to achieve outstanding performance. We firmly believe that only by placing customer experience at the heart of our services can we earn high recognition and satisfaction, thereby solidifying the foundation for long-term development.



Six Commitments: Fulfilling a Better Life Through Action

1 Emergency Commitment: Real-Time Availability, Responsive to Needs

- 4-Dimensional Communication Channels: 400 hotline, Hope Cloud Community platform, enterprise WeChat, and customer service center — all available around the clock to ensure seamless communication
- 15-Minute Response: A response is guaranteed within 15 minutes after a service request is logged — ensuring a timely response for a happy life
- 30-Minute Update: AI-enabled rapid work order dispatching, with a progress update provided within 30 minutes
- 100% Follow-Up: Dedicated personnel follow up until the issue is resolved, ensuring closed-loop management with no gaps

2 Cleanliness Commitment: Tidy and Orderly, Constant Care

- Clean and Dust-Free, 360° Maintenance: Monthly disclosure of cleaning plans, implementing 360° comprehensive maintenance
- Evergreen and Healthy, 12 Maintenance Plans: Periodic monthly maintenance to ensure the community landscape remains evergreen and refreshed

3 Management Commitment: Professional Empowerment, Verifiable Quality

- 24 Professional Training Sessions per Year: Continuous job skills and BI (Behavioral Image) standard training for frontline staff to enhance service professionalism
- 4 Major Areas Inspected by Professional Institutions Annually: Maintenance of facilities and equipment conducted as scheduled, with inspection results disclosed to the public

4 Safety Commitment: Zero Tolerance for Hazards, Round-the-Clock Protection

- Zero Tolerance for Safety Hazards: Monthly safety inspections to proactively mitigate potential risks
- 2 Safety Drills per Year: Fire drills and elevator safety drills, strengthening community defense through skills competitions

5 Transparency Commitment: Transparent Service, Traceable and Verifiable

- 2 Disclosures per Year: Transparent statements, dual disclosure clearly presented — every expenditure is traceable
- 8 Major Transparency Checklists: Covering property overview, income and expenditure disclosure, personnel information, contract fulfillment services, facility management, complaint handling, community governance, and public notices — fully open to homeowner oversight

6 Vitality Commitment: Building Neighborly Bonds, Spreading Happiness

- 1 Home Inspection per Year: 40 complimentary home health checks, with a professional inspection report provided
- At Least 8 Neighborhood Events per Year: Themed activities including holiday surprises and convenient community care initiatives, allowing the warmth of everyday happiness to spread among neighbors

Quality Service, Partnering for a Better Life

The Group consistently places customer rights and interests at the core of its operations. We strictly comply with the Law of the People's Republic of China on the Protection of Consumer Rights and Interests, the Regulations for the Implementation of the "Consumer Rights Protection Law of the People's Republic of China", the "Property Management Regulations of the People's Republic of China", and other relevant laws and regulations. "Through internal guidelines such as the "New Hope Service Standard Operating Procedures (SOP) Manual"、"Customer Relationship Maintenance Operation Instructions" and the "Reporting Management System", we have established a systematic customer rights protection system, laying a solid foundation for high-quality service delivery.

- **Policy Framework: Clear Standards, Tiered Control**

  The Group has established a systematic risk identification and control mechanism, defining clear criteria for identifying critical issues: complaints of a similar nature within a short period at the same project reaching a certain scale, or matters involving common issues or higher potential risks, are all included in the scope of key monitoring to ensure early detection and intervention of risks.

- **Execution Optimization: Collaborative Coordination, Closed-Loop Handling**

  ✓ Precise Early Warning: Optimizing the triggering method for early warnings to enhance the accuracy and timeliness of risk identification.

  ✓ Efficient Collaboration: Establishing cross-departmental collaboration mechanisms, leveraging digital tools to facilitate information sharing and coordinated handling among customer service, business departments, and regional teams.

  ✓ Closed-Loop Process: Standardizing the entire process from early warning trigger to result verification, defining response and handling time limits for each step to ensure issues are genuinely resolved.

- **Supervision and Management: Process Visibility, Continuous Improvement**

  ✓ Tracking and Follow-Up: Strengthening mechanisms for tracking and following up on issues; escalating reminders for matters not addressed promptly to ensure accountability.

  ✓ Review and Consolidation: Standardizing the content of event reports, providing a basis for management review.

  ✓ Data Visualization: Establishing a risk data dashboard to monitor handling progress in real time; issuing regular bulletins showcasing typical cases and directions for improvement.

- **Upgrade Highlights: Transformation Leap, Value Realized**

  This system upgrade achieved a critical shift from "reactive response" to "proactive identification" in this year, strengthening cross-departmental collaboration and full-process closed-loop management. This significantly improved risk visibility and handling efficiency, and fostering a more secure and harmonious living environment for homeowners.

Responsiveness Reflects Commitment, Satisfaction Measures Quality

The Group consistently places customer experience at the core of its services, treating homeowner feedback as the core driver of continuous business improvement. Guided by a value-driven service approach, we have proactively developed a customer feedback management system that follows a "multi-channel collection — scientific analysis and early warning — precise improvement close-loop" model, alongside a closed-loop management mechanism characterized by "proactive identification — precise early warning — tiered control". We collect homeowner requests extensively through diverse online and offline channels, standardized service quality, humanized service processes, and standardized service management to ensure that every customer need is addressed promptly and appropriately.

◆ 15-Minute Response Mechanism: Conveying Warmth with Speed

The Group has established a strict 15-minute response mechanism, requiring that all customer needs receive an effective response within the stipulated timeframe. Staff members fill out the "Customer Visits and Calls Record Form" in detail based on the reported matter and promptly follow up. Through the rigorous implementation of the "daily resolution and monthly closure of service issues" principle, combined with follow-up data and regular review meetings, the Group ensures that homeowner needs are addressed in a closed-loop manner, consistently delivering a high-quality service experience.

◆ Complaint Handling Mechanism: Tiered Classification, Closed-Loop Control

The Group has established a comprehensive complaint handling mechanism, achieving full-process closed-loop management from complaint initiation to work order completion:

- Multi-Channel Initiation: Homeowners can submit complaints through various channels, including offline service desks, dedicated customer service managers, the 24-hour national service hotline, WeChat official accounts, and the "Hope Cloud Community" platform. Relevant departments enter the complaint information into the "New Hope Service Complaint Handling Form" and dispatch work orders according to standard procedures.

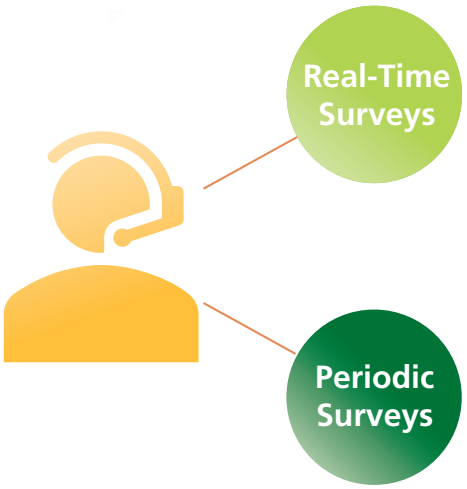
- Precise Assignment: After verifying the cause of the complaint, the project categorizes it into types such as employee-related complaints, home repair complaints, professional service complaints, and other individual complaints. The complaint is then accurately assigned to the corresponding department for follow-up based on its sub-category.

- Follow-Up and Supervision: Assigned personnel are responsible for tracking and supervising the handling progress. In special circumstances such as the departure or transfer of the work order responsible person, outstanding complaints are promptly transferred within the system to ensure accountability is maintained and handling is not interrupted.

- Closed-Loop Completion: Once the complaint is resolved, customers are invited to complete the work order closure process, ensuring the issue is genuinely resolved and the customer confirms satisfaction.

◆ Digital Satisfaction System: Sensing Customer Voice Throughout the Lifecycle

To accurately track customer satisfaction dynamics, the Group has established a digital satisfaction monitoring system comprising real-time surveys and periodic surveys. By online questionnaires with 400 hotline interviews, the system comprehensively covers service touchpoints and experience scenarios throughout the customer lifecycle. Through systematic data collection and analysis, the Group continuously tracks service performance and identifies opportunities for improvement, providing data support and decision-making basis for optimizing service quality and driving the customer experience from "satisfaction" toward "appreciation."



Real-time engagement immediately after service completion, allowing evaluation of individual service interactions, including service requests and repairs (home repairs), complaints, activity feedback, delivery services, and other related content.

Quarterly Service Evaluations

As of December 31, 2025, the total number of customers served by the Group throughout the year reached 300,000. The customer satisfaction rate was 93%, and the complaint handling completion rate was 92%. This fully demonstrates the phased achievements of the Group in terms of customer response efficiency and service quality control.

Heartwarming Care: Safeguarding Everyday Happiness with Warmth

The Group is committed to embedding human-centric care throughout the entire lifecycle of homeowner living, establishing a strong emotional connection and foundation of trust with homeowners through attentive service and sincere companionship. From "settling in" to "living well", we consistently focus on service warmth at key moments: on the day of move-in, we provide thoughtful assistance and carefully prepare a small welcome gift, carrying hopeful expectations for the future with a sense of ceremony. Meanwhile, the Group deeply understands the age demographics and diverse needs of homeowners, thoughtfully planning festive themed activities and neighborhood interaction scenarios, build warm communication. Through consistent community culture building, we continuously enhance the sense of belonging and cohesion within the community, working together with homeowners to create a harmonious, inclusive, and sustainably developing a beautiful home.



Check-in Welcome Ceremony

Case:

Building Neighborhood Bonds Through Diverse Activities

Ethnic Charm Brings the Community Together: In July 2025, projects including Kunming Guanlanhui, Xiwanghui, Bailucheng, and Jinlin Fenghui leveraged the unique ethnic characteristics of their localities to host Torch Festival themed events. Thousands of homeowners gathered joyously, experiencing the warmth of summer amidst bonfires and traditional ethnic songs and dances, conveying community warmth and strengthening community cohesion through cultural identity.



Ethnic Charm Activities

Warm Connections at the Hundred-Family Banquet: In September 2025, Ningbo Lezhu Liangpin Garden hosted its sixth annual Neighborhood Hundred-Family Banquet. Over 300 homeowners gathered together, bringing authentic home-cooked dishes. Through food tasting, cultural performances, and neighborly sharing, they drew closer to one another, allowing the traditional warmth embodied in the saying "a close neighbor is better than a distant relative" to thrive within the community.



The Sixth Annual Neighborhood Hundred-Family Banquet hosted by Ningbo Lezhu Liangpin Garden

Ningbo Lezhu Liangpin Garden Hosts the Sixth Neighborhood Hundred-Family Banquet: In September 2025, the Suhewan Project in Jing'an District, Shanghai, took the opportunity of the National Day and Mid-Autumn Festival to carefully plan a series of themed activities, including a garden party, cultural performances, and a lucky draw, creating a warm and festive atmosphere. Through immersive interactive experiences and joyful neighborhood gatherings, homeowners were able to feel the vibrancy and warmth of community life amidst laughter and celebration, further strengthening neighborly bonds and vividly embodying the corporate mission of "Happiness, Make it Every Day."



Shanghai Suhewan Project "Mid-Autumn Festival Meets National Day" Event

Case:

Six Years of Hidden Leakage Finally Resolved, Every Step Taken for the Community — Special Water Leakage Treatment at Kangjun Community

In the summer of 2025, New Hope Service officially entered Chengdu Kangyun Community. As an old community that has been in existence for over twenty years, this project has long faced governance challenges such as "many problems, weak foundation, and long-term legacy". After the original property management left, the site was left in a "three-no" state — no pipeline drawings, no historical maintenance records, and no basic data ledgers, which made the initial takeover face extremely severe challenges in infrastructure inspection and operational reconstruction.

✓ **A Test Upon Arrival: The Hidden "Invisible Black Hole" Underground**

The community's tap water pipeline network had been experiencing continuous hidden leakage for six years, with an average daily water loss of 300 to 400 tonnes and accumulated unpaid water bills exceeding RMB800,000. Due to frequent water outages and unstable water pressure, homeowner complaints had remained high for a long time, and the community's water supply had fallen into a "vicious cycle."

✓ **Three-Step Breakthrough Strategy: From "No Drawings to Rely On" to "Precise Profiling"**

Faced with the complex underground pipeline network, the team adopted a phased, systematic detection strategy:

Phase	Key Actions	Breakthrough
Phase 1: Mapping — Creating a "Living Map" of the Pipeline Network	Starting from the community's main valve, the team explored section by section and verified meter by meter. They pieced together clues scattered across memory, manhole covers, and old repair traces to reconstruct the pipeline network. Based on leakage differences between the north and south zones, they systematically identified 12 suspect sections, gradually bringing the previously obscure underground network into focus.	"Without drawings, we measured every inch with our feet to create a living map."
Phase 2: Locating — Pinpointing the "General Area" of the Leak	Using professional equipment such as loop detectors and leak listening devices, supplemented by repeated valve shut-off tests for verification. After eliminating interference from residential and commercial areas, they ultimately determined that the leak was located deeper within the loop network area.	"For long-standing legacy issues, the answer can only be found through persistent repetition."
Phase 3: Detailing — Digging into the Details of "History"	Faced with the challenge of previous detection efforts failing to yield results, the team stationed themselves at the pump house to monitor pressure differential changes, interviewed long-time residents to trace the original pipeline installation direction, and through recording, deduction, and precise comparison, eventually focused their attention on an outdoor loop section between the pump house's wall-penetrating sleeve and the south zone entrance.	"Using thorough, painstaking effort to achieve precision."

✓ **Results and Value: From "Eliminating Hazards" to "Rebuilding Trust"**

After more than three months of arduous efforts, the hidden leakage problem that had plagued the community for six years was completely resolved, achieving remarkable results:

- ➢ Economic Benefits: Annual water expenses are expected to be reduced by approximately RMB400,000.
- ➢ Operational Efficiency: Water-related complaint rates dropped by over 90%, with overall water supply stability significantly improved.
- ➢ Community Recognition: The project's trial period assessment received an excellent score of 95 points. The owners' committee presented a banner as a token of appreciation.



Special Water Leakage Treatment at Kangjun Community

Precision Service: Creating Delightful Experiences Through Designed Touchpoint

We understand that quality service stems from the meticulous refinement of every service touchpoint and deep insight into customer needs. To this end, the Group has built a customer perception service system covering daily interactions and key scenarios, transforming service from "intangible" to "tangible," and upgrading it from "standardized" to "warm", continuously creating reassuring and thoughtful high-quality service experiences for customers.

Thoughtfully Designed Visits: Making Every Encounter Meaningful

Leveraging customer profiles and historical interaction data, the system automatically generates tiered monthly visit tasks for property stewards, enabling precise and differentiated visit configurations. From task assignment, customer visits, issue follow-up and feedback, to the final customer evaluation, a complete service loop is formed.

Planned Inspections: Ensuring Every Space is Cared For

Combining property status and customer entrustments, the system automatically generates monthly vacant unit inspection tasks. From task assignment, on-site inspection, issue resolution, and submitting work orders for unresolved matters with follow-up feedback, to the final customer evaluation, a full-process closed-loop management is achieved, ensuring every space entrusted to the homeowner is diligently cared for.

Surprises at Key Moments: Making Service Appear Just When Needed

We adhere to the service logic of "identifying key moments + matching appropriate MOTs + proactively providing service", the Group has built multiple intelligent lifestyle service tools in the "Service Treasure Chest" section of the "Hope Cloud Community" mini-program, covering functions such as weather forecasts, birthday wishes, wedding wishes, housewarming wishes, and academic advancement wishes. By combining data-driven insights with emotional care, elevating customer experience from "satisfaction" to "delight", shifting from reactive response to proactive anticipation, upgrading from standardized service to personalized outreach, realizing the warm continuation of the "Visible Quality Service" brand promise in the digital age.

EMPOWERED BY DIGITAL INTELLIGENCE, A BETTER FUTURE WITH QUALITY

Driven by Digital Intelligence

The Group actively promotes the deep integration of artificial intelligence (AI) technology with property service scenarios, establishing a digital and intelligent management system encompassing AI inspections, AI agents, an AI public opinion system, AI work order dispatching, and AI quality inspection. Through technological innovation, we continuously strengthen the foundation of service quality.

- **AI Inspections: Intelligent Monitoring, Closed-Loop Control**

  During the Year, the Group launched AI inspection projects across 12 sites, enabling real-time monitoring of environmental and safety conditions at key locations. Approximately 6,000 quality work orders are automatically generated monthly, with intelligent verification upon task completion achieving a 100% closure rate. Going forward, the Group will roll out AI inspections nationwide in phases, gradually covering core areas such as community entrances, main thoroughfares, underground garages, and unit lobbies, building a 24/7, multi-dimensional intelligent security and environmental monitoring network.

- **AI Agents: Data-Driven, Precision Empowerment**

  AI agents empower frontline employees to quickly identify homeowner tags and key information, providing decision-making support for precise service delivery. Various inquiries and needs are addressed through a unified access point with rapid, interconnected responses, significantly improving service efficiency and the accuracy of demand matching.

- **AI Public Opinion System: Intelligent Insight, Proactive Prevention**

  Leveraging the enterprise WeChat and Feishu ecosystems, the Group has built an intelligent community public opinion governance platform. Utilizing natural language processing technology, it captures homeowner concerns and sentiments in real time, establishing a complete closed loop of "concern capture — risk assessment — response handling — governance optimization". This initiative advances community public opinion governance from "reactive response" to "proactive prevention", effectively enhancing response speed and risk prevention capabilities, and fostering a harmonious and reassuring living environment.

- **AI Work Order Dispatching: Intelligent Assignment, Faster Response**

  AI work order dispatching incorporates large model technology to intelligently analyze text records, accurately identify work order types, and automatically match them with the appropriate service lines for assignment. This effectively reduces the time spent by property stewards on manual triage, allowing them to focus on high-value service interactions. Simultaneously, it enables various service lines to respond and execute rapidly, contributing to sustained improvements in customer satisfaction.

- **AI Quality Inspection: Comprehensive Monitoring, Closed-Loop Management**

  AI quality inspection leverages large model training to implement full-process quality monitoring of frontline operations. It captures operational data in real time, dynamically issues early warnings for potential issues, and incorporates them into a closed-loop performance management system. By leveraging technology, it ensures consistency in service standards and compliance in execution, safeguarding the baseline of service quality.

  In the future, the Group will continue to deepen the application of AI technology in property service scenarios. By driving operational efficiency and service quality through digital intelligence, we aim to create a smarter and warmer quality living experience for our homeowners.



Digital Applications Connecting Multiple Service Scenarios

Intelligent Care for Every Household

New Hope Service insists on empowering safety management through digital intelligence and building a strong community defense line through systematic development, effectively implementing safety responsibilities into every detail. The Company actively constructs and continuously improves a full closed-loop risk control mechanism, comprehensively implementing standardized risk identification, graded early warning, precise rectification, and dynamic control processes. By maintaining a real-time updated safety risk incident ledger, and regularly organize special improvement actions to ensure that risk prevention and control efforts are sustained, and effective.

To further strengthen the defense line for homeowners' life and property safety, the Group has introduced a Real-time Monitoring and Analysis System (RMA) to conduct 24/7 online monitoring of the operational status of critical equipment and equipment rooms within managed projects. This digital approach enables early identification of abnormal risks. Key fire-fighting equipment, such as the main fire alarm control panel in the fire control room, undergoes self-inspection twice daily. Fire pump rooms are inspected once daily to verify normal pipeline pressure and check for leaks. The automatic fire alarm controller is inspected once monthly; sprinkler pumps and fire hydrant pumps are also tested once monthly. Through regular facility and equipment inspections, the company prevents potential hazards.

During the Year, the Group's projects conducted a total of 85 safety seminars, fire safety training sessions, and emergency drills, achieving full coverage across all cities where projects are managed nationwide.



Fire Safety Emergency Drill

Case:

Strengthening Community Safety, Building a Strong Defense Line for Residents' Life Safety

New Hope Service adheres to detail-oriented safety management by implementing routine fixed-point patrols, full-lifecycle fire equipment maintenance, special safety controls for high-rise buildings, designated inspections of high-risk areas, centralized parking and smart monitoring of electric vehicles, as well as multi-channel safety publicity to prevent risks at the source. This effectively enhances the risk prevention capabilities and emergency response readiness of frontline projects. Nanning New Hope Service actively participated in a fire safety skills competition, in which its managed projects, Jinsha Gongguan and Jinzhou Mansion, won first prize and third prize, respectively.



Fire Safety Skills Competition

Premium Services

As urban development shifts from "incremental expansion" to "quality improvement of existing resources", property services are evolving from a traditional supporting role to a core force in urban governance and living quality. Their value as a key force that supports people's better lives and contributes to the modernization of urban governance is becoming increasingly prominent.

Product Type	Type of Service	Main contents	
		Service Mode	Typical services
Heritage Villa	Club-style	Above-national-standard property service standards, project-specific featured services, self-operation of clubhouses and venues (club-style operation), private residence butler service (15 households/butler)	Clubhouse operation, circle engagement services, high-end salons, lifestyle services, high-end property asset management

Product Type	Type of Service	Main contents	
		Service Mode	Typical services
Urban Flat	City Garden Mansion	National standard five-star property service standards, project-specific featured services, dual-butler team service, basic clubhouse operation (external partnership), in-home services, customized services, cultural community services	Clubhouse Operation, Circle Engagement Services (or Community/Exclusive Circle Services), Lifestyle Services, High-End Property Asset Management
Luxury Apartment	Hotel-style	National standard five-star property service standards, project-specific featured services, 24-hour customer service front desk, concierge and door services, basic clubhouse and venue operation, in-home services, customized services, cultural community services	High-end salons, lifestyle services, high-end property asset management

With the transformation of the industry, three core changes drive the high-quality development of high-end property services: shifting from "centering on the property" to "centering on the service", guiding the industry to focus on the upgrade of service quality; transitioning from traditional "managers" to professional "premium service", strengthening the capabilities of precision and customization; and homeowners moving from focusing on the property itself to pursuing long-term living values of high quality and enhanced homeowner experience, making high-end property services become the core support for a better life. New Hope Service deeply understands this trend and has built the D-LIFE high-end service system, continuously deepening its efforts in three dimensions: asset protection, life aesthetics, and personalized care. It reshapes the essence and value of high-end property services with systematic standards.



D-LIFE Life Manager

D-LIFE Premium Property Service System: Responding to Expectations for a Better Life Through Customized Operations

- ### Three Dimensions of Deep Cultivation: Taking "Excellent Service" as the Core Value, Building a Foundation of Quality Through Details

  - ✧ Sense of Responsibility in Asset Protection: Launched the "Asset Age-Defying Program", utilizing AI monitoring, preventive maintenance, and full lifecycle management to ensure that homes and community assets remain as pristine as when first built, safeguarding homeowners' long-term value through professional expertise.

  - ✧ Sense of Detail for a Comfortable Life: Incorporate the creation of community aesthetics into the service design. From lighting, scents to the seasonal presentation of gardens, strict standards are established to enable homeowners to immediately perceive the unique quality atmosphere specific to the community when they return home.

  - ✧ Sense of Personalization in Thoughtful Service: Adheres to the "one household, one strategy" service philosophy, covering aspects such as private chef services, pet care, and family gathering arrangements, striving to ensure that homeowners experience the warmth of attentive care even before they need to ask.

- ### Three Key Strengths: Building a Differentiated Advantage in Premium Services

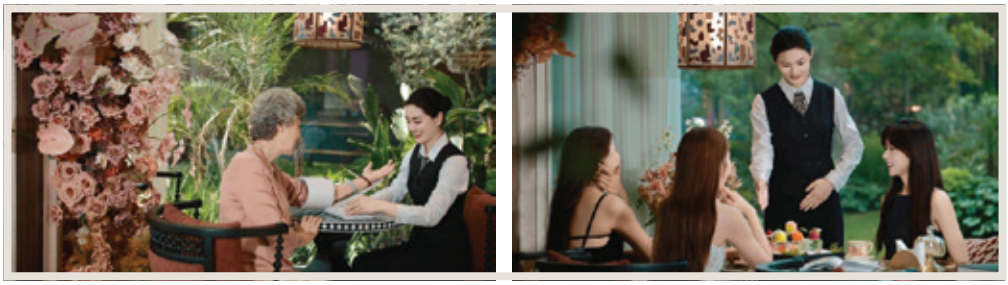
  - ✧ Systematized Standards: Drawing reference from international hotels and luxury properties, established a comprehensive set of operating manuals and execution systems covering space, processes, and details, ensuring stable and sustainable service delivery that does not rely solely on individual experience.

  - ✧ Aesthetics and Scene Creation: Systematically integrated elements such as lighting, fragrance, landscaping, art, and activities into service design to create "designed comfort", allowing homeowners to experience a unique style at every corner of the community.

  - ✧ Combination of Personalization and Circle Engagement: Built upon the "one household, one strategy" customized service foundation, cultivated a circle culture through clubs, social activities, and exclusive privileges, transforming the community into a living space imbued with cultural identity and social value.

- ### Market Validation: Realizing Brand Value Through Reputation and Choice

  The D-LIFE service concept has been continuously validated in actual operations, and the premium service capabilities of D-LIFE have consistently won market favor. Taking the Chengdu D10 Tianfu project as an example, during a heavy rainstorm, property stewards immediately activated the emergency plan. While safeguarding the community, they proactively drove to the subway entrance to pick up and escorted home, earning high recognition and praise from residents. Homeowners are also delighted to share such customized service experiences with family and friends, as service satisfaction gradually transforms into genuine emotional resonance and positive word-of-mouth dissemination.



D-LIFE Premium Service Actual Photos

New Hope Service will continue to leverage its core strengths — systematized professional standards, a refined sense of aesthetics in environment creation, and a personalized sense of belonging — to consistently deepen the practice and iteration of the D-LIFE premium service system. Through meticulous operations, we will respond to the public's higher expectations for a better life and contribute the strength of "New Hope" to the high-quality development of cities.

New Foodism Group Meal

New Foodism, the group meal brand. under the Group, adheres to the philosophy of "health, green, and inclusiveness", with "safety and affordability" as its core values. Through strict quality control and honest operations, New Foodism has received the AAA-Level Corporate Credit Rating, AAA-Level Corporate Creditworthiness Rating, AAA-Level Quality and Service Integrity Enterprise, and AAA-Level Integrity Management Demonstration Enterprise, as well as the title of "Top 30 Group Meal Enterprises in Sichuan Province".



Five Qualification Certifications of Group Meal

Strictly Control the Source, Implement Self-Inspection of Ingredients Upon Warehouse Entry

Dedicated food safety personnel conduct daily random tests on pesticide residues in stored vegetables and veterinary drug residues in meats. Additionally, regular specialized testing of tableware is carried out, focusing on indicators such as surface cleanliness and detergent residues.

Strengthen Process Supervision to Ensure Stable Quality of Finished Products

The Company regularly conducts external spot checks on finished products, commissioning professional institutions to test retained samples for quantitative indicators. The overall annual compliance rate remains consistently at 100%.

Improve the Traceability Mechanism to Achieve a Closed Loop for Emergency Response

In response to potential emergencies such as food poisoning, the Company has developed a comprehensive "Food Poisoning Emergency Response Plan". During the Year, all business divisions have fully conducted practical drills, simulating real-world scenarios to test the effectiveness of emergency response speed and handling procedures.

Deepen Digital and Intelligent Transformation, Operate the Daily Food Safety Management System

The Company has independently developed and fully implemented the "Daily Food Safety Management System", through a task-based, standardized, and visualized management approach, the system significantly improves management efficiency.

In this Year, a total of 32,427 quality work orders were initiated across all projects, with 31,454 completed.

Explore Intelligent Supervision, Launch the Online Food Safety Audit System

In this Year, the Company officially launched the "Online Food Safety Audit System", embeds the PDCA closed-loop management philosophy, achieving intelligent and visualized control over spot inspection operations. They system covers four major functions: Plan Configuration (Plan), Online Execution (Do), Visual Supervision (Check), and Issue Closure (Act). In this year, the rectification completion rate reached 98%, and the closure rate for issue work orders remained at 100%.

During the Year, the total number of group meal products sold that had to be recalled for safety and health reasons was 0.

PEOPLE-ORIENTED, SUCCEED TOGETHER

New Hope Service consistently upholds a people-oriented philosophy, regarding employees as the Group's most valuable asset. The Company strictly complies with the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China", the "Social Insurance Law of the People's Republic of China", the "Protection of Minors Law of the People's Republic of China", the "Prohibition of Child Labor Regulations", and other relevant laws and regulations. It has formulated and implemented internal policies such as the "Employee Handbook" and the "Recruitment Management Regulations" to ensure full-process employment compliance. The Company is committed to fostering a work environment characterized by mutual respect, inclusivity, and integration, creating a diverse and equal workplace. It provides a platform for employees from different cultural backgrounds to showcase their talents, stimulates employee creativity and potential, assists employees in realizing their self-worth, and advances in alignment with the Company's strategic goals.

Talent Introduction

To strengthen the synergy between talent strategy and business development, the Group, grounded in its actual business needs, actively expands its talent resource network through diverse channels, continuously enhancing recruitment efficiency and the precision of talent acquisition, thereby providing solid talent support for the Company's stable operations. In terms of organizational vitality development, the Company systematically deepens academia-enterprise cooperation, broadens social recruitment channels, and actively attracts outstanding young talent, empowering their growth and building momentum for future development.

Multi-Channel Convenient Application

The established online application portals cover the official recruitment platform, major job search websites, internal referral system, campus recruitment section, and social media channels, enabling candidates to access opportunities anytime, anywhere. The application process is simplified, enhancing the overall application experience.

Structured Interview Process

A standardized interview process is in place, typically consisting of multiple stages including initial resume screening, professional interview, comprehensive assessment, and cultural fit discussion. Clear process guidance, timely progress feedback, and professional interview arrangements ensure thorough communication and comprehensive evaluation.

Pre-Onboarding Information Verification

After the interview is successfully completed, the Company strictly implements background checks and information verification procedures, conducting multi-dimensional reviews of candidates' educational qualifications, work experience, qualification certificates, and other information. This ensures the authenticity and consistency of talent information, safeguarding recruitment quality and organizational integrity from the outset.

A Perfect Recruitment Process

Diversified Recruitment Channels



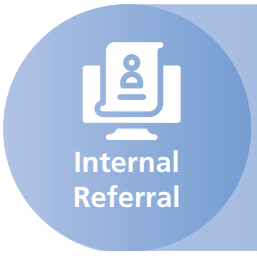
- The Company continues to improve the "New Morning Star" talent cultivation system, establishing a clear career development path and specialized growth track for new graduates. With the clear training goal of "becoming a supervisor in two years and a project manager in three years", the program helps them rapidly grow into key contributors with professional capabilities and management potential. Since the launch of campus recruitment in 2019, the Company has brought in over 550 outstanding new graduates. By building a systematic and tiered talent cultivation mechanism, the Company not only provides a broad development platform for young talents but also strengthens its solid talent foundation for long-term sustainable development.



- The Company fully leverages the reach advantages of mainstream online recruitment platforms and social media channels. Through continuously optimized advertising strategies, we significantly enhance the breadth and influence of recruitment information dissemination. On this basis, we have introduced advanced data analysis tools and intelligent matching algorithms to deeply explore talent resources on these platforms, enabling precise identification and targeting of high-quality candidates. This effectively promotes the scientific and intelligent advancement of the recruitment process, ensuring that talent acquisition achieves both high efficiency and quality control.



- The Group actively collaborates with various government departments, Human Resources and Social Security Bureaus, and sub-district offices, establishing regular cooperation mechanisms and deeply participating in various offline job fairs. To address the long-standing talent supply challenges for frontline positions, the Group proactively extends its reach, conducting face-to-face recruitment activities in villages, sub-districts, and talent markets. By communicating directly with job seekers, we gain a more intuitive understanding of their career intentions and skill strengths, effectively improving the accuracy of person-job matching and recruitment success rates. This approach effectively alleviates the talent shortage for frontline positions while simultaneously broadening employment channels for grassroots job seekers.



- The Group regards internal referral as a key strategic channel for talent acquisition, fully leveraging employees' role as a bridge in talent discovery. By establishing a sound internal referral incentive mechanism, employees who successfully recommend outstanding talent receive corresponding rewards, effectively motivating all employees to participate in talent acquisition. Internal referral not only utilizes employees' deep understanding of corporate culture to enhance the accuracy of person-job matching, but also efficiently attracts high-quality talent aligned with the organization's values. This mechanism continuously strengthens the talent supply chain, injecting a steady stream of talent momentum into the Company's stable development.

The Group actively builds and continuously improves its diversified talent acquisition and systematic talent cultivation mechanisms, promoting alignment and mutual growth between employees and the Company, thereby solidifying a strong talent foundation for sustainable development. The Group has established an institutionalized system that runs through the entire recruitment process. This system takes the Recruitment Management System as its primary guideline, extending to eight specialized secondary-level systems that comprehensively cover key areas such as channel management, talent sourcing, headcount control, and onboarding operations, providing systematic support for the Company's talent strategy and business development.

- ✓ Channel Management: "Online Recruitment Channel Management Standards", "Headhunter Management Standards", "Frontline Employee Recruitment Channel Management Guide"
- ✓ Talent Sourcing: "Internal Referral Management Standards", "Campus Recruitment Management Standards"
- ✓ Headcount and Admission: "Headcount Management Standards", "Employee Re-employment Management Measures"
- ✓ Onboarding Operations: "New Employee Hiring Operation Guidelines"

To ensure the effective implementation of relevant systems and the professionalism of talent assessment, the Company has simultaneously established an "Interviewer Certification System", implementing a system of certified on board with regular recertification and assessment. All interviewers must possess professional interviewing skills, study labor laws and other legal knowledge, and pass certification assessments before they can conduct interviews. Additionally, they must participate in two certification assessments annually to continuously strengthen their professional competence, ensuring that recruitment evaluations are compliant, fair, and efficient. This system provides systematic training and qualification certification for interviewers in terms of competency standards, process specifications, behavioral guidelines, and other perspectives, comprehensively promoting the professionalization and standardization of recruitment work, ensuring unified talent selection criteria, standardized processes, and effective outcomes, thereby providing a solid guarantee for the Company's continuous introduction of high-quality talent.

As of the end of the Reporting Period, the Group employed 3,737 employees across its operational sites within the reporting scope, covering various business roles including property management, lifestyle services, commercial operations, and group dining. Detailed employee distribution data can be found in the "Appendix 1: Sustainability Information Summary" section of this Report.

Diversity, Equality and Inclusion

New Hope Service is dedicated to fostering a diverse, equitable, and inclusive workplace environment. We strictly comply with all relevant laws and regulations in our operating locations and strictly prohibit any form of discrimination based on religion, gender, nationality, ethnicity, marital status, disability, or other backgrounds in recruitment, compensation, promotion, or any other employment practices. We ensure that our talent management processes are transparent and that all employees enjoy equal opportunities for development. The Group strictly adheres to the "Protection of Minors Law of the People's Republic of China", the "Prohibition of Child Labor Regulations", and relevant labor laws and regulations in its operating locations, maintaining a zero-tolerance policy towards child labor and underage workers. We have established rigorous age verification mechanisms across all operational processes to eliminate any form of child labor. Should any mis-hiring or violation of legal working age standards be discovered, the Group's Human Resources department will immediately initiate corrective procedures, escort the individual back to their hometown in accordance with legal requirements, and promptly report the matter to the competent labor administrative department for registration, ensuring that the rights of the individual are fully protected.

The Group adheres to international labor standards and human rights principles, firmly opposing any form of forced labor. We establish labor contracts with all employees based on the principles of voluntariness, equality, and mutual respect, and clearly define relevant labor rights in the "Employee Handbook", strictly prohibiting forced labor through fraud, coercion, detention, or any involuntary means. To ensure compliance, the Group actively establishes regular training and audit mechanisms, integrating human rights protection and labor ethics into daily management processes, continuously enhancing the fairness and transparency of labor relations.

The Group clearly distinguishes the scope of application for different working hour systems. Most employees work under a standard working hour system, from Monday to Friday, with total weekly working hours not exceeding 40 hours. Saturdays and Sundays are designated as regular rest days to ensure employees have adequate rest and work-life balance. The Group does not encourage unnecessary overtime. Supervisors at all levels are expected to reasonably allocate workloads and guide employees to effectively balance work and life, maintaining optimal work status and quality of life.

Focus on Employment for People with Disabilities

The Group strictly complies with the "Law of the People's Republic of China on the Protection of Persons with Disabilities" and other relevant laws and regulations, adhering to the principle of equal employment. We actively fulfill our social responsibilities by proactively recruiting a certain proportion of employees with disabilities, providing them with suitable positions and equal development opportunities, thereby taking concrete actions to promote an inclusive and integrated employment environment.

Focus on Employment for Veterans

The Group places great emphasis on the employment and placement of veterans, continuously expanding employment channels for them and providing career development platforms that match their skills. In 2025, the Group recruited a total of 300 veterans, a 20% increase compared to 2024. Through steadily growing recruitment efforts, we effectively support the stable employment and career transition of veterans.

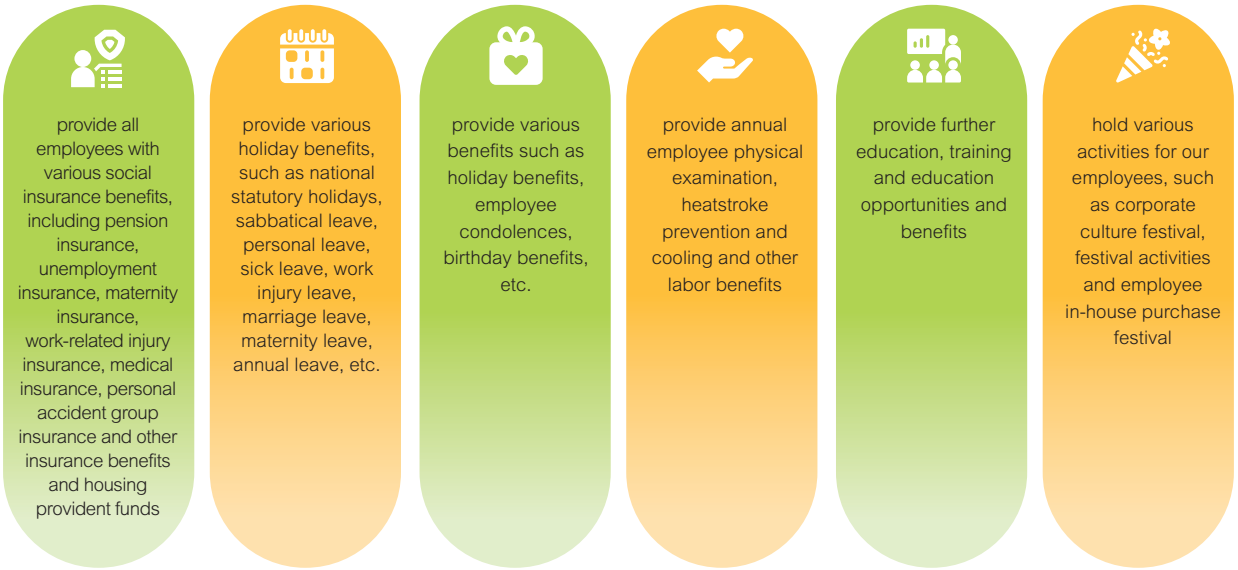
Focus on Women's Employment

The Group places high importance on women's employment and career development, adhering to the principle of gender equality and providing female employees with a platform for fair competition and unimpeded career growth. In 2025, the Group hired 1,361 new female employees. As of the Reporting Period, women accounted for 32.7% of management positions at the manager level and above. The Company consistently ensures that female employees enjoy equal opportunities in recruitment, compensation, training, promotion, and other aspects, supporting them in realizing their personal value and career aspirations.

During the Reporting Period, the Group did not identify any instances of child labor or forced labor.

Remuneration and Benefits

The Group is committed to building a systematic, comprehensive, and market-competitive compensation, benefits, and performance management system. Guided by performance and contribution, we establish flexible and effective incentive mechanisms that provide returns commensurate with the contributions of high-performing and value-driven employees, fully stimulating organizational vitality and employees' intrinsic motivation. The Group has formulated and implemented policies such as the "Employee Handbook", "Employee Performance Management System", and "Remuneration and Welfare Management Measures", establishing a standardized, transparent, and market-competitive compensation, benefits, and performance incentive system. Oriented towards value contribution, this system motivates outstanding employees, fully stimulates their enthusiasm and creativity, and enables the mutual development of employees and the Company.



Employee Benefits Overview

To enhance employees' sense of belonging and well-being, a total of over 320 activities were held during the Year, including festive events, special experience activities, summer cooling/winter warming initiatives, and birthday and work anniversary celebrations. These activities covered 10,500 or more employees.



Employee Birthday Activities



Summer Cooling Activities

Talent Care

The Group is committed to building an equitable, open, and transparent communication environment, actively listening to employee voices, encouraging employees to offer suggestions and ideas, and maintaining positive interaction with the Company to jointly drive sustainable development. The Group places great emphasis on listening to employee feedback. Through regular and ad-hoc interviews, surveys, and other forms, we extensively solicit employee opinions and suggestions on business operations, personnel management, and other areas, fostering an open, inclusive, and free-spoken communication atmosphere. During the Year, the Company conducted 1 Executive Q&A Session, 4 Employee Feedback Sessions, and over 10 "Leaders on the Frontline" activities, during which senior management engaged in in-depth exchanges with frontline employees, covering a total of 2,000 or more employees.

The Group has formulated and implemented the "Happy Planet Plan". Taking "serving those who serve" as its starting point, it has built a full-cycle employee care system covering the stages from "onboarding → regular employment → transfer → promotion". This system encompasses 45 key actions across 9 categories, including real-time care for various scenarios such as birthdays, work anniversaries, and holidays. It fully addresses employees' emotional needs at key stages, enabling them to gain a sense of happiness and belonging within a warm organization.



"Leaders on the Frontline" Activities



Employee Birthday Celebration Activities

To truly understand employees' work experiences and feedback, and to implement improvements addressing common issues, the Company has continuously conducted employee satisfaction surveys annually since 2019. The overall employee satisfaction for this Year reached 88%.

Talent Development

New Hope Service firmly believes that talent is the core engine for sustainable business operations, consistently regarding talent selection and development as strategic priorities. We deeply embed the principle of "running hand in hand to corporate value" into our core values, committed to building an employment relationship of mutual growth, enabling employees to realize their personal value alongside the company's development. By formulating and implementing the "Training Management System", the Company has established a capability enhancement platform covering the entire career cycle, encouraging employees to proactively improve their professional expertise and management skills. Meanwhile, while fully respecting employees' personal intentions, we achieve efficient person-job matching through rigorous job suitability assessments and standardized appointment and removal processes, promoting reasonable talent mobility and maximizing value.

New Hope Service adopts a comprehensive perspective, continuously deepening the implementation of training initiatives. We actively explore and cultivate both internal and external lecturer resources, building a diverse knowledge-sharing ecosystem to continuously supply key talent to the organization. Currently, the Group has formed three major training systems covering onboarding adaptation, professional deepening, and perspective expansion. This system comprises new employee orientation training, internal professional training, and external benchmarking studies, comprehensively empowering employee growth and contributing to improved organizational effectiveness.

Training Type	Description
New Employee Orientation Training	Through systematic explanation of job responsibilities, operating procedures, and service standards, ensures new employees possess the foundational knowledge required for their roles, helping them quickly integrate into the organization and master job functions.
Internal Training	**Three major categories of internal training:** ➢ Company System and Operational Skills Training: Systematic training on various management systems, operational skills, and procedures. ➢ Cohesion and Corporate Culture Training: Combining the Group's core values with employee development needs, strengthening team identity and organizational cohesion through diverse formats such as employee forums, book clubs, and thematic sharing sessions. ➢ Management Experience Sharing and Case Analysis: Regular organization of benchmarking experience exchanges and typical case studies across business units, promoting cross-departmental learning and accumulation of management insights, enhancing overall problem-solving capabilities.
External Training	The Company dispatches or approves employees to participate in training activities organized by external training institutions to meet business development needs or enhance employee professional capabilities, assisting employees in staying abreast of industry trends and strengthening the professional competitiveness of key talent.

The Group places great emphasis on talent pipeline development, continuously deepening its talent cultivation mechanism in 2025. Adopting a blended learning model combining "online academy" and "offline specialized practical training", the Group regularly conducts layered and categorized employee empowerment activities. The training system closely aligns with business development needs, with course content comprehensively covering core areas such as property service standards, safety operating procedures, digital tool applications, and leadership development, ensuring that employees' professional capabilities develop in synergy with the Company's strategic advancement. Through systematic talent development practices, the Group strengthens the job competency of employees at all levels, building a solid talent foundation for the Group's sustainable development.

During the Year, the Group conducted a total of 6,169 training sessions nationwide, with 94,929 participants, accumulating 11,366 training hours.

New Hope Service Academy

To systematically drive talent development and organizational evolution, New Hope Service has established an integrated shared learning platform with distinctive Group characteristics — the "New Hope Service Academy". Centered around four core dimensions — cultural guidance, strategic advancement, professional empowerment, and talent supply — the New Hope Service Academy has built a knowledge ecosystem that spans the entire career lifecycle of employees, dedicated to achieving the value loop of "supporting employee growth, driving business growth, and enabling organizational success". Adhering to the academy's motto, "sharing, growth, and service", the "New Hope Service Academy" deeply integrates internal experience consolidation with external cutting-edge resources. Through digital learning media and a systematic curriculum, it provides employees with a professional empowerment space for continuous learning, serving as a vital vehicle for the Group's strategic implementation and cultural transmission. We firmly believe that only by inspiring innovation through sharing and realizing value through service can we achieve the mutual growth of individuals and the organization, injecting an inexhaustible stream of talent momentum into the Company's sustainable development.

Xinchen program	Management trainee training program
New employees accommodation program	New employees training program
Supervisor cultivation program	Supervisor general management skills enhancement Program
Talent conservation program	Executive general management skills enhancement Program
Talent cultivation program	Project manager comprehensive management ability enhancement program
Talent cultivation program PRO	Regional director comprehensive management skills enhancement program
Leadership training program	Management associate director training program

New Hope Service Academy Talent Development Program System

Leveraging the "New Hope Service Academy" platform, New Hope Service adheres to the development strategy of "rejuvenating talent and promoting leaders from within", establishing a tiered and categorized talent cultivation mechanism that integrates training with practical application. By systematically promoting the two-way empowerment of enhancing employee professional capabilities and driving organizational effectiveness, the Group is committed to building a talent ecosystem with endogenous motivation and sustainable competitiveness, injecting stable, high-quality talent momentum into the Company's long-term development.



2025 Management Trainee Onboarding Camp

Development Channel

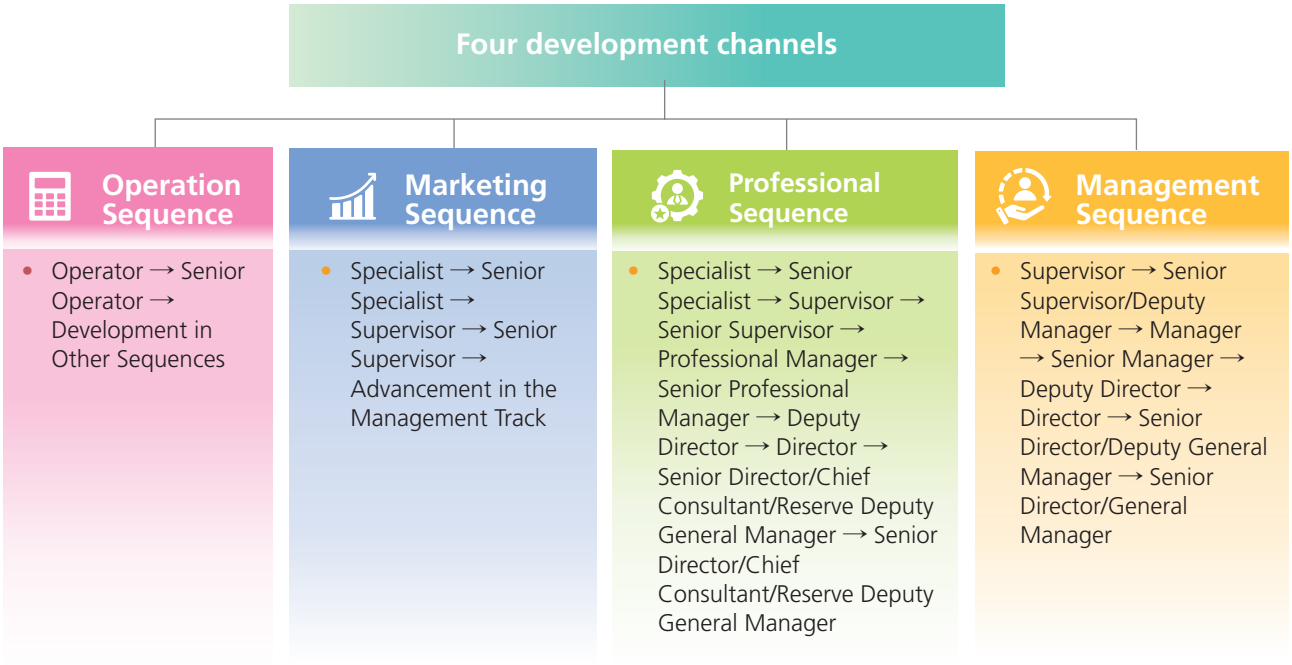
New Hope Service is dedicated to supporting the comprehensive development and growth of its talent. By stimulating employees' multidimensional potential, we comprehensively enhance individual capabilities and team effectiveness, achieving the harmonious alignment of talent growth with company development. To address employees' diverse career development needs, New Hope Service has established a dual-dimensional career development system encompassing "vertical promotion and horizontal expansion", creating growth paths that cover all employees and dynamically match their needs, ensuring that talent development is closely aligned with organizational strategy. After passing assessments or certifications, employees can fill out the "Probation Period/Pay Increase/Position Adjustment Assessment Form" and submit an application, which initiates the relevant online career development process, ensuring that development opportunities are fair, accessible, and the process is simple and feasible.

➢ Vertical Development: Unblocked Promotion Pathways Across Four Sequences

The Group has established four major career development sequences: Management Sequence, Professional Sequence, Sales Sequence, and Operations Sequence. Based on employees' competency levels, professional expertise, development potential, and career preferences, we precisely match them with suitable sequences. Each sequence has clear job grade structures and promotion criteria, providing employees with a clear and predictable vertical growth ladder, enabling the simultaneous advancement of personal value and organizational goals.

➢ Horizontal Development: Establishing a Cross-Sequence Mobility Mechanism

To accommodate the diversity of employees' career plans, in addition to promoting vertical advancement within each sequence, the Group actively builds horizontal development pathways. Through an internal talent mobility platform and cross-functional empowerment mechanisms, we provide employees with opportunities to expand across sequences, fostering the development of versatile skills and achieving flexible allocation of talent resources and maximum overall effectiveness.



Four development channels for employees

Occupational Health and Safety

New Hope Service adheres to a people-oriented philosophy, committed to building a healthy and safe working environment that safeguards employee well-being. Through systematic management systems and preventive care mechanisms, we lay a solid foundation for the Group's sustainable development. We strictly comply with the "Work Safety Law of the People's Republic of China", the "Fire Protection Law of the People's Republic of China", the" Occupational Disease Prevention and Control Law of the People's Republic of China", and other relevant laws and regulations. We have formulated and implemented internal policies such as the "Work Injury Response Measures" and the "Work Manual", operating in accordance with laws and regulations to effectively ensure employee health and safety. The Group has obtained ISO 45001 Occupational Health and Safety Management System certification, indicating that the Group has established a systematic framework aligned with international standards for occupational health and safety risk management, injecting strong momentum into the Company's sustainable development.

The Group places great emphasis on the physical and mental health of its employees, establishing a regular health care mechanism. We organize periodic health checkups and various health promotion activities, guiding employees to pay attention to their own health status and enhancing overall health literacy. Simultaneously, we actively promote safety culture development through multiple measures such as safety and civilized construction inspections, safety education and training, and fire emergency drills, comprehensively strengthening risk prevention awareness and reinforcing the Company's safety defense line. To further enhance employee occupational safety protection, in addition to paying social insurance in accordance with the law, the Group also purchases group accident insurance for frontline employees in departments such as engineering, customer service, and discipline inspection, as well as for interns, retired rehired personnel, business development staff, and other staff groups. This establishes a multi-level, widely covered employee protection system, demonstrating our responsibility and humanistic care for every employee.

In terms of work injury response and employee care, the Group has established a comprehensive incident handling mechanism. In the event of a work injury, the Company promptly initiates an investigation procedure, conducts an in-depth analysis of the cause of the incident, determines responsibility, and accordingly formulates and implements corrective and preventive measures to prevent recurrence. Simultaneously, the Company designates personnel to visit and comfort affected employees, providing full assistance and follow-up on medical treatment, work injury identification, disability assessment, subsequent compensation, and other matters. Employees identified as having work-related injuries are granted work injury leave in accordance with laws and regulations. For those with longer medical treatment periods, to continuously monitor their recovery status, the Company establishes a regular follow-up mechanism, requiring employees to submit monthly diagnostic materials from designated medical institutions, ensuring that care is uninterrupted and protection is not overlooked.

To comprehensively ensure employee occupational health and safety, the Group systematically formulates and implements the following measures from two core dimensions: "strengthening labor protection" and "enhancing safety awareness", building a comprehensive, multi-layered employee health and safety protection system:

Measure Dimension	Specific Content
Labor Protection Safeguards	Strictly in accordance with national labor protection equipment allocation standards, provide employees with protective gear that meets job requirements, ensuring their safety, hygiene, and health during production and operations, thereby reducing occupational hazard risks at the source.
Safety Hazard Inspection	Organize regular, diversified safety inspections to comprehensively identify various safety hazards, accurately pinpoint weak links in safety management, and monitor relevant responsible departments to implement corrective measures within specified timeframes, achieving closed-loop hazard management and effectively preventing accidents.
Emergency Response Capability Building	Develop comprehensive emergency response plans covering various potential risk scenarios such as earthquakes, flash floods, fires, mudslides, landslides, and sudden illnesses, and regularly organize emergency drills to help employees master skills for self-rescue, mutual rescue, and risk avoidance, comprehensively enhancing their psychological resilience and practical capabilities in responding to emergencies.
Seasonal Health Care	Establish a heatstroke prevention and cooling guarantee mechanism for high-temperature work environments in summer, regularly providing employees with "cooling" care packages, refreshing beverages, and heat-relief supplies.

Adhering consistently to the principle of "safety first, prevention foremost", the Group actively builds a systematic occupational safety management system to comprehensively enhance its capability to prevent safety risks. In 2025, the Group continued to deepen its occupational safety training system, comprehensively strengthening employee safety awareness and emergency response capabilities. Throughout the year, a total of 373 occupational safety training sessions were organized, with a cumulative 17,384 participants. The training content covered core areas such as safe operating procedures, risk identification and prevention, and emergency drills, effectively enhancing the safety literacy of all employees and laying a solid foundation for the Group's safe production and stable operations.





Occupational Safety Training

The Group has recorded no work-related fatalities in the past three years (including the current year), demonstrating significant safety management effectiveness. During the Year, work-related injuries resulted in a total of 393 lost workdays. Moving forward, we will continue to deepen the occupational safety education and training system, fully implement the occupational safety responsibility system, and strengthen the dual prevention mechanism of risk graded control and hazard identification and control. We strive to eliminate safety accidents at the source and effectively safeguard the life safety and physical health of every employee.

GUARD THE GREEN, ILLUMINATE THE FUTURE

Green is the theme color of New Hope Service, the core imprint of our service image that makes our corporate philosophy tangibly felt within the community. It is the strategic foundation for shaping our differentiated competitive advantage, driving service innovation and value enhancement. It is also the foundation upon which we build a sustainable future, guiding the company towards steady, long-term growth. The Group actively responds to the national call for green development, continuously exploring low-carbon operational pathways and adhering to the concept of harmonious coexistence between humans and nature. We strictly comply with the "Environmental Protection Law of the People's Republic of China", the "Water Pollution Prevention and Control Law of the People's Republic of China", the "Law on the Prevention and Control of Environmental Pollution by Solid Wastes of the People's Republic of China", the "Water Conservation Regulations", and other relevant laws and regulations, regarding sound environmental management as a crucial part of our corporate social responsibility.

As a property management service enterprise, the Group's operational activities do not have a significant negative impact on the environment or natural resources. Nevertheless, we continue to strive for improvement, committed to building a resource-efficient, environmentally friendly service system. To create a sustainable future characterized by harmonious coexistence between humans and nature, the Group focuses on the environmental footprint of its operations. We strengthen energy and resource management through facility optimization, intelligent control, and employee behavior guidance; implement source reduction, classified recycling, and compliant disposal mechanisms to promote waste reduction; and promote the circular use of biodegradable materials while gradually reducing single-use items, comprehensively deepening energy-saving and emission-reduction practices through systematic measures. Simultaneously, leveraging its advantage of being close to communities and serving the public, the Group continuously carries out green awareness activities nationwide, actively disseminating ecological and environmental protection concepts. Through community advocacy, employee training, public participation, and other channels, we promote environmental actions such as tree planting and greening, resource recycling, and waste classification, integrating green lifestyles into daily scenarios. Together with homeowners, partners, and the public, we are building a green and beautiful home.

During the Year, the Group's total energy consumption intensity, air pollutant emission intensity, and greenhouse gas emission intensity per square meter all decreased compared to the previous year, indicating that various energy-saving and emission-reduction measures have begun to show results. However, the Group's energy consumption intensity, air pollutant emission intensity, and greenhouse gas emission intensity per employee increased relative to the previous year, primarily due to a reduction in the number of employees during the Reporting Period. During the Reporting Period, the Group did not have any violations of environmental protection laws and regulations. In the future, New Hope Service will continue to deepen its environmental management practices, responding to the expectations of all stakeholders with more systematic and transparent environmental performance, contributing corporate strength to promoting green and sustainable social development.

Energy Saving and Emission Reduction

Emission Reduction

Electricity consumption during property management operations constitutes the primary source of the Group's greenhouse gas emissions. To continuously improve resource and energy utilization efficiency and promote the green transformation of operational processes, the Group's commercial properties will systematically deepen the following measures in daily operations through refined management and technological innovation:

Measure Category	Specific Content
Building Maintenance and Temperature Control Management	• Door and Window Sealing for Insulation: Install sealing strips on doors and windows to prevent conditioned air from escaping, reducing energy consumption for indoor temperature regulation and minimizing additional load on the air conditioning system caused by temperature loss. • Office Area Temperature Control: Establish air conditioning activation standards: cooling may only be turned on when the outdoor temperature reaches 30°C in summer, with the cooling temperature set no lower than 25°C; heating may only be turned on when the outdoor temperature drops below 15°C in winter, with the heating temperature set no higher than 20°C. Doors and windows must be kept closed while air conditioning is in operation to maximize energy-saving effects.
Office Equipment Energy Saving	• Computer Power Management: Advocate setting a 5-minute screen saver program on computers; turn off the monitor when briefly away from the desk; shut down the computer systems and peripheral devices when leaving for extended periods or after work to reduce standby power consumption.

Measure Category	Specific Content
Lighting System Optimization	• Light Fixture Cleaning and Maintenance: Regularly clean light fixtures to ensure no dust obstruction, maximizing luminous efficiency and achieving efficient conversion of electricity to light energy. • Motion Sensor Lighting: Install motion sensors in low-usage areas such as stairwells and storage rooms to achieve "lights on when people are present, off when they leave", eliminating the phenomenon of lights being left on unnecessarily. • Application of High-Efficiency Energy-Saving Lamps: Widely adopt high-efficiency lamps such as T5 fluorescent lamps and LED lights. Install sensor energy-saving light fixtures in areas like underground garages, intelligently adjusting brightness based on ambient light and human activity. • Zoned Lighting Control: Implement zoned lighting during working hours; turn off lighting in office areas outside of working hours. When working overtime, only essential lighting in the work area is turned on, strictly adhering to the principle of "lights off when people leave".
Energy-Saving Culture Promotion	• Energy Conservation and Emission Reduction Awareness: Promote energy-saving knowledge and strengthen the energy-saving awareness of all employees by issuing notices on energy-saving management measures and posting promotional posters in public areas, guiding employees to develop good energy usage habits.
Equipment Upgrades and Energy Efficiency Improvement	• Energy-Saving and Efficiency-Enhancing Retrofits: Continuously implement energy-saving retrofits across the entire company, including using LED lighting, optimizing HVAC (Heating, Ventilation, and Air Conditioning) systems, prioritizing the procurement of high-efficiency equipment, and introducing intelligent energy management systems. These measures aim to effectively improve energy efficiency from the hardware perspective and reduce energy consumption intensity per unit area.

Based on the Group's actual operating conditions, the target has been set to maintain the total electricity consumption intensity for the year ending December 31, 2026 no higher than the total electricity consumption intensity of 2025; and to maintain the total greenhouse gas emission intensity for Scope 1 and Scope 2 no higher than the total greenhouse gas emission intensity of 2025. At the same time, the Group actively responds to the national "3060 Dual Carbon Goals" initiative, aiming to achieve carbon peak by 2030 and carbon neutrality by 2060.

Waste Reduction

The waste generated by the Group during property management services primarily covers four main categories: office and household waste, construction waste, kitchen waste, and hazardous waste. Based on the nature of the waste, we have established a graded and classified management mechanism to ensure that all types of waste are disposed of in a compliant, safe, and proper manner:

Waste Category	Disposal Method
Hazardous Waste	Clearly classify and label hazardous waste. For waste toner cartridges, waste batteries, and other hazardous waste generated by Group operations, strictly comply with national hazardous waste classification standards for standardized labeling and management. Establish a dedicated personnel responsibility mechanism for regular cleaning and temporary storage, and ultimately entrust qualified professional contractors for unified recycling and harmless treatment to eliminate the risk of secondary pollution.
Non-Hazardous Waste	Mainly includes general office waste and household waste, which are transported and disposed of by qualified third-party waste disposal contractors.
Construction Waste	For construction waste left by homeowners in certain managed projects, the Group strictly follows local urban management regulations for proper removal and disposal, maintaining a clean community environment and creating a comfortable, livable living space for homeowners.
Kitchen Waste	Leveraging the "New Foodism" catering projects, promote source reduction and classified recycling of kitchen waste, implementing compliant disposal procedures.

The Group actively promotes green office practices and low-carbon operations. To reduce waste generation, comprehensively improve waste management levels, and promote resource recycling, New Hope Service continuously carries out regular waste classification initiatives in office areas and various managed projects. Based on the nature of the waste, we have established a graded and classified management mechanism, and systematically promote source reduction, classified recycling, and resource circularity across three key scenarios, ensuring that all types of waste are disposed of in a compliant, safe, and proper manner. Specific measures include:

Scenario	Measure Category	Specific Content
Community Scenario **Regular Waste Classification and Environmental Advocacy**	Awareness and Guidance	Display banners, posters, and notices in prominent locations within the community to educate homeowners on household waste classification knowledge. Simultaneously, continuously conduct knowledge dissemination through community announcements, online push, and offline activities to enhance the environmental awareness of homeowners and employees, creating a green atmosphere of public participation.
	Facility Upgrades	Establish waste classification stations, introduce waste sorting pavilions equipped with handwashing sinks, and set up four-category waste disposal points in common areas to facilitate accurate disposal by homeowners and employees, improving the classification experience and accuracy.
	Team Building	Assign dedicated personnel to guide homeowners on correct classification and disposal, and form a voluntary waste classification advisory team to conduct on-site guidance and education during peak waste disposal hours, reinforcing classification behavior.
	Specialized Disposal	Designate specific areas within the community for bulky waste, renovation waste, and construction waste, ensuring compliant temporary storage and removal of all types of waste, avoiding mixed disposal and secondary pollution.
	Classified Transportation	Strictly follow standard procedures to implement classified transportation and disposal of sorted waste resources, ensuring that the results of waste classification are carried through to the terminal treatment stage, achieving full-chain closed-loop management.
	Daily Supervision	Regularly inspect the hygiene conditions and classification status of garbage collection points, promptly rectify any problems found, establish a long-term management mechanism, and ensure the continuous consolidation of the classification results.

Scenario	Measure Category	Specific Content
Office Scenario **Green Operations and Employee Behavior Guidance**	Paperless Office	Promote the use of online systems such as OA and Feishu for document transmission and approval to reduce paper consumption; advocate for double-sided printing and copying to reduce unnecessary printing.
	Optimized Equipment Configuration	Deploy printers on a per-floor basis (1 printer/floor) to enhance equipment sharing rates, reducing energy waste and idle equipment.
	Green Procurement Standards	Integrate environmental performance into the equipment procurement evaluation system, prioritizing the purchase of office equipment characterized by low waste, energy efficiency, and easy recyclability, promoting green transformation of the supply chain.
	Promotion of Reusable Consumables	Prioritize the selection of printing equipment with replaceable ink cartridges to reduce the use of disposable toner cartridges; encourage employees to reuse office supplies, reducing the frequency of consumable consumption.
	Hazardous Waste Management	Clearly classify and label hazardous waste. Strictly label and temporarily store waste toner cartridges, waste batteries, etc., in accordance with national hazardous waste classification standards. Designate dedicated personnel for regular cleaning to ensure compliant disposal.
	Office Consumables Recycling Mechanism	Establish an "Office Supplies Sharing Station" in office areas as a physical platform for the centralized recycling of waste consumables and the circular use of office supplies. Employees can bring waste toner cartridges, ink cartridges, electronic waste, etc., to the station for registration and recycling, and obtain corresponding office supplies according to the "exchange old for new" system. The station also receives functional idle stationery and equipment, which are organized, disinfected, and made available for reuse, ensuring that waste enters compliant recycling channels and enhancing resource circularity.
	Waste Paper Recycling	Except for paper containing confidential information, all waste paper is uniformly delivered to waste paper recycling companies for resource reuse.
	Disposable Item Replacement	Replace disposable items such as paper cups and disposable chopsticks with ceramic cups and other reusable items, reducing the generation of disposable waste at the source.
	Environmental Awareness Enhancement	Display promotional posters in office areas to continuously strengthen employees' sense of environmental responsibility, internalizing green concepts into daily work habits.

Scenario	Measure Category	Specific Content
Catering Scenario **Source Reduction and Promotion of Recyclable Materials**	Promotion of Recyclable Tableware	Actively select biodegradable melamine plates and utensils, which are reused after strict cleaning and disinfection, gradually reducing the consumption of disposable tableware.
	Implementing the "Clean Plate Campaign"	Organized and carried out the "Refuse Leftovers, Clean Plate Pledge" special environmental initiative. Through publicity and guidance, portion size optimization, and incentive mechanisms, diners are encouraged to take food as needed and reduce waste.
	Kitchen Waste Classification	Implement classified collection and compliant disposal procedures for kitchen waste, cooperating with third-party professional institutions to achieve resource utilization.

During the Year, the Group's generation intensity of both hazardous waste and non-hazardous waste per square meter decreased compared to the previous year, reflecting the initial effectiveness of various waste reduction measures. However, the Group's generation intensity of both hazardous waste and non-hazardous waste per employee increased relative to the previous year, primarily due to a reduction in the number of employees during the Reporting Period. The Group's waste management target for the next year is set as follows: for the year ending December 31, 2026, the total emission intensity of hazardous waste and non-hazardous waste shall not exceed the total emission intensity of hazardous waste and non-hazardous waste for the year 2025.

In the future, the Group will continue to fully implement various measures for resource conservation and waste classification. Through multi-dimensional initiatives including facility upgrades, behavior guidance, training and awareness campaigns, and supervision and assessment, we will continuously consolidate waste reduction achievements, promote steady improvement in waste management performance, and contribute to the development of resource-conserving and environmentally friendly communities.

Water Conservation

The water resources required for the Group's daily operations mainly come from government water supplies and are used in scenarios such as daily services, property management, office activities, and community landscaping. Currently, the Group has not encountered any difficulties in water supply. The Group is continuously committed to improving water resource utilization efficiency, minimizing water consumption to the greatest extent possible while ensuring service quality and normal operations, and continues to implement the following measures:

Measure Category	Specific Measures
Equipment Upgrades	• Comprehensively replace with water-efficient direct drinking water dispensers to reduce the procurement of bottled water. • Install water-saving faucets to control water flow at the source.
Facility Optimization	• Optimize the configuration of faucets in pantries by centralizing them in restrooms to reduce unnecessary water usage points.
Signage Guidance	• Install water conservation signs and labels at sinks to remind employees to cherish water resources in real time.
Culture Advocacy	• Issue notices on water conservation measures, defining water-saving requirements and operational specifications. • Display water conservation promotional posters in prominent locations to continuously strengthen employees' water-saving awareness and foster a water-saving culture with full participation.

During the Year, the Group's water consumption intensity per square meter decreased compared to the previous year, reflecting the initial effectiveness of water conservation measures. However, the Group's water consumption intensity per employee increased relative to the previous year, primarily due to a reduction in the number of employees during the Reporting Period. The Group's total water consumption intensity target for the next year is set as follows: the total water consumption intensity for the year ending December 31, 2026 shall not exceed the total water consumption intensity for the year 2025. To ensure the achievement of this target, the Group will continue to deepen water resource management, fully implementing water conservation measures across four categories: equipment upgrades, facility optimization, signage guidance, and culture advocacy.

In the future, we will continuously improve water resource utilization efficiency through various approaches such as regularly monitoring water usage data, strengthening employee awareness campaigns, and exploring the application of more water-saving technologies. We aim to advance water conservation work from "implementing measures" to "routine management", contributing to the development of resource-conserving communities.

Packaging Reduction

We are deeply aware of the environmental impact of disposable packaging and actively respond to the concept of green living by integrating environmental responsibility into our service details. Through concrete actions, we promote source reduction and resource conservation. The takeaway packaging consumption of the Group's "New Foodism" group meal business mainly involves materials such as plastic meal containers, paper, and cardboard. To effectively reduce the usage of packaging materials, we continuously advocate the principle of "dine-in priority" in our daily operations, encouraging clients to choose canteen dining when conditions permit to reduce packaging consumption from takeaway orders. At the same time, we are gradually optimizing packaging material selection, prioritizing the use of biodegradable and easily recyclable environmentally friendly materials, and promoting the implementation of green packaging standards among our suppliers.



New Foodism Meal Containers

The packaging material consumption intensity for the year decreased compared to the previous year. The Group's packaging material consumption intensity target for the next year is set as follows: the packaging material consumption intensity for the year ending December 31, 2026 shall not exceed the packaging material consumption intensity for the year 2025.

Dealing with Climate Change

The Group places great importance on the potential impact of climate change on its business ecosystem, actively responds to the national "Dual Carbon" policy, and aligns with the broader societal trend toward green and low-carbon transformation. We strictly comply with the "Climate-related Disclosures" requirements in Part D of the Hong Kong Stock Exchange's ESG Reporting Guide, and refer to the "IFRS Sustainability Disclosure Standard 2 — Climate-related Disclosures" issued by the International Sustainability Standards Board (ISSB). Centered around the four core dimensions of governance, strategy, risk management, and metrics and targets, we systematically establish a climate risk management mechanism. At the same time, we continuously explore green and low-carbon operational models, gradually improve our extreme weather emergency response mechanisms to reduce the potential negative impacts of climate change-related risks, and timely adjust service content and operational models in line with industry development trends. Through these efforts, we aim to seize the green development opportunities brought by climate change and achieve a more resilient and sustainable future.

Governance

As the highest decision-making body, the Board of Directors bears overall responsibility for climate change-related matters. To ensure the effective implementation of ESG management work, the Board authorizes the ESG Working Group to be fully responsible for the execution and process supervision of various ESG strategies. Key matters include, but are not limited to: the identification, assessment, and management system construction of climate-related risks, and the continuous supervision and review of the formulation and completion progress of climate-related targets. The Company arranges at least one ESG-related theme report and training session, including climate change, for the Board annually, assisting them in obtaining professional understanding and competency in ESG and climate change. The ESG Working Group establishes a regular reporting mechanism of at least annually, providing the Board with professional advice, decision-making support, and reports on daily work progress covering climate change issues. The ESG Working Group is composed of the Group CEO and the heads of the Company's current various departments. Internally, it regularly conducts thematic seminars and risk assessments on climate change response, deeply discussing climate change-related strategic issues, policy trends, and industry best practices. Through methods such as quantitative analysis and scenario simulation, it comprehensively assesses climate-related risks and opportunities, and regularly communicates and reports the assessment results to the Corporate Governance Committee. In the course of daily operations, the ESG Working Group has established a climate risk assessment system, promoting daily monitoring and evaluation of climate-related risks to ensure the implementation and compliance of various climate action plans.

To continuously strengthen the governance and decision-making capabilities of the Board and management on climate issues, during the Reporting Period, the Group invited third-party professional institutions to conduct climate-related thematic training or specialized sharing sessions for the Board and senior management. This assists the decision-making level in promptly grasping cutting-edge guidelines, deepening professional understanding, and enhancing their climate-related professional capabilities in strategic planning and risk management. Currently, the Group has not formally incorporated climate-related considerations into the senior management compensation policy. In the future, we will continue to strengthen our climate governance capabilities, ensuring that the Group maintains strategic focus and enhances operational resilience during the low-carbon transition process, while creating long-term sustainable value for stakeholders.

For detailed responsibilities of the Company's climate governance structure, please refer to the "Sustainability Structure" section.

Strategy

The Group continuously monitors changes in the external environment, regularly reviews business operations, and dynamically updates its climate strategy. We have conducted an in-depth assessment of the direct or indirect financial impacts of climate-related risks and opportunities on the Company across three time dimensions: short-term (within 3 years), medium-term (3 to 5 years), and long-term (over 5 years). In response to the aforementioned risks and opportunities, the Group has formulated corresponding measures to prevent risks, mitigate adverse impacts, and actively seize opportunities for green transformation, thereby contributing to the development of more climate-resilient communities and society.

Risk Category	Impact on Business Model and Value Chain	Potential Financial Impact	Time Horizon	Response Measures
Physical Risks				
Acute Risks: Extreme weather events (e.g., typhoons, heavy rain, snowstorms, floods, earthquakes, mudslides, etc.)	— Affects daily office operations, reduces office environment comfort — Impacts employee commuting, increases employee health risks — Data loss or damage — Temporary or long-term business interruption	• Impairment of fixed assets • Significant costs for maintenance, repair, or replacement of damaged or destroyed facilities • Increased operating costs • Decreased operating revenue	Short-term, Medium-term	— Monitor weather forecasts and implement safety measures in advance — Allow employees to work remotely from home during severe weather — Regularly organize emergency drills such as flood control and typhoon preparedness for employees to enhance their response capabilities to sudden disasters — Regularly inspect equipment and facilities, and upgrade protection for critical facilities — Conduct comprehensive inspections of drainage systems in project areas to ensure clear pipelines and intact facilities, strictly preventing flood risks during rainy seasons — Organize disaster evacuation drills for employees and homeowners

Risk Category	Impact on Business Model and Value Chain	Potential Financial Impact	Time Horizon	Response Measures
Chronic Risks: Global temperature rise, sea level rise	— Increased employee health risks — Reduced office environment comfort — Increased demand for cooling equipment and water resources in offices and other business premises	• Increased operating costs • Decreased operating revenue	Medium-term, Long-term	— Strengthen air conditioning system maintenance and inspections to ensure cooling effectiveness — Issue high temperature weather reminders for employees, provide heatstroke prevention supplies, and flexibly adjust outdoor work schedules — Reduce outdoor working hours — Comprehensively consider office location selection in coastal areas, reasonably forecast potential risks — Explore plans for using renewable energy
Transition Risks				
Policy and Legal Risks	Climate change-related laws, regulations, and policies are becoming increasingly stringent. Domestic and international regulatory bodies and rating indices have higher requirements for corporate environmental information disclosure. If the Group fails to establish a comprehensive information disclosure and related data statistics and management system in a timely manner, it may face compliance disclosure risks and weaken the trust of investors and various stakeholders, materially and adversely affecting corporate reputation and long-term value.	• Increased compliance costs	Short-term, Medium-term	— Continuously monitor updates to relevant environmental regulations, track and interpret climate-related disclosure standards to ensure the Group's business activities comply with requirements — Regularly review existing property management strategies — Continuously improve the data management system — Periodically evaluate the effectiveness of the Group's climate change actions, enhance climate-related risk identification and response capabilities, steadily improve climate-related disclosure performance, and avoid reputational risks caused by slow response
Technology Risks	Against the backdrop of global climate change adaptation and mitigation, the transition to green and low-carbon technologies has become a mainstream trend. The Group also faces pressure related to promoting low-carbon technology transition and purchasing environmentally friendly and energy-saving equipment.	• Increased operating costs	Medium-term, Long-term	— Actively plan for the generation of electricity from green energy sources — Expand the application of low-carbon technologies

Risk Category	Impact on Business Model and Value Chain	Potential Financial Impact	Time Horizon	Response Measures
Market Risks	— In response to the market's increasing emphasis on green products, investors or customers are beginning to demand low-carbon products. If a company cannot provide such products, it will lose competitiveness, affecting profitability and market share. — Climate change may lead to energy price fluctuations. Global energy transition will result in changes to the power structure faced by enterprises. If a company cannot shift to a low-carbon energy mix, it may be affected by international energy price fluctuations, leading to increased operating costs. — With the popularization of green and sustainable policies, the focus on emission reduction will expand to value chain reduction, increasing demand for green supply chains.	• Increased operating costs • Decreased operating revenue • Increased procurement costs	Medium-term, Long-term	— Establish an efficient communication and feedback mechanism to understand customer business requirements, timely grasp market trends, consider customer preferences, adjust related strategies accordingly to respond to low-carbon demand of the market, and transition towards sustainable products and services — Actively carry out environmental awareness campaigns to enhance the company's overall environmental image — Actively seek alternative energy sources and adopt a mix of various low-carbon energy sources to reasonably reduce operating costs
Reputational Risks	— Since the introduction of China's Dual Carbon goals, stakeholders have become increasingly concerned about corporate green development and energy conservation and emission reduction performance. Customers or communities have poor impressions and evaluations of companies that do not care about low-carbon transition. Investors or customers may therefore choose not to invest in or purchase products from such companies, affecting profitability and market share.	• Increased operating costs • Decreased operating revenue • Reduced financing channels	Medium-term, Long-term	— Establish an effective risk assessment system and mechanism to periodically evaluate the impact of climate change-related matters on our reputation — Improve information disclosure mechanisms, enhance information transparency, and actively respond to investors, customers, and other stakeholders' concerns regarding climate issues — Strengthen public opinion monitoring related to climate risk issues, promptly respond to stakeholder concerns on climate issues and provide quick feedback



Flood Control Drill



Equipment Inspection



Inspect Drainage System

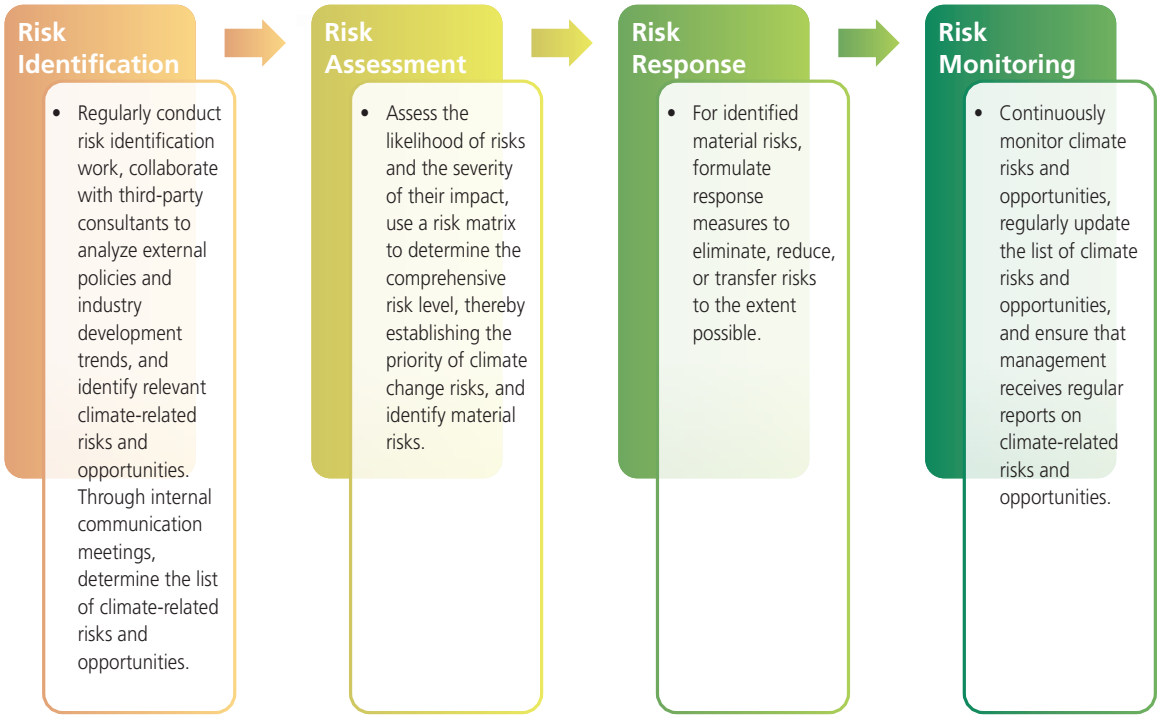
Climate-Related Opportunities

While actively managing climate-related risks, the Group systematically identifies and seizes strategic opportunities presented by the climate transition. The transition to a low-carbon economy opens up new growth paths and value spaces for enterprises. The Group will align with this trend, taking green development as its core focus, deepening low-carbon operations, expanding sustainable service scenarios, and continuously enhancing climate resilience and market competitiveness.

Opportunity Type	Impact on Business Model and Value Chain	Potential Financial Impact	Time Horizon	Response Measures
Resource Efficiency — Use of Clean Technology/ Energy	Utilizing renewable energy and promoting energy conservation and emission reduction measures can provide enterprises with more low-cost options, helping them reduce operating costs and carbon emissions.	Decreased operating costs	Short-term, Medium-term	Prioritize the procurement of green energy and increase the proportion of clean energy usage.
Products and Services — Provision of Green and Low-Carbon Products and Services	Provide customers with products and services that align with their green and low-carbon preferences, actively achieve carbon neutrality in the value chain, and increase market share.	Increased operating revenue	Medium-term, Long-term	Reasonably allocate resources to develop low-carbon products and services, strengthen research and development of green and low-carbon products to meet evolving consumer demands, which may subsequently increase the Group's revenue.
Market — Sustainable Financing	Policies related to sustainable financing are increasingly improving. The Group's achievements in low-carbon and energy-saving efforts will bring about more diversified financing channels.	Increased financing channels	Medium-term, Long-term	Identify and respond to government-supported projects and green projects.

Risk Management

The Group regularly reviews all enterprise risks that may affect its business operations, including climate-related risks. The Group has established an internal control system (Board of Directors — Audit Committee — Risk Management Committee (including the Legal and Risk Control Department) — Head Office Functional Centers — Regional Commands and Business Units), implementing tiered control over risk management. This system conducts comprehensive process mapping and risk analysis of the overall risk management and internal control framework, taking into account the likelihood of risk occurrence and the degree of impact on finances and operations to perform scientific risk ratings. During the Year, the Group did not identify any material climate-related risks, and the risk management process was not adjusted due to climate risks. The Audit Committee, Risk Management Committee, and Head Office Functional Centers will continue to review the identification, assessment, and management of climate risks and opportunities, monitor the effectiveness of various response measures, and provide management recommendations for feasible optimization directions, ensuring that the Group maintains stable operations and long-term resilience amidst the changing climate landscape.



Metrics and Targets

The Group actively responds to the goals of the "Paris Agreement" and China's "3060" Dual Carbon Goals, having established clear, specific climate-related targets. In the process of promoting the transition to a green economy, we focus on the continuous advancement of hard indicators for energy conservation and emission reduction, while also emphasizing the enhancement of employee environmental awareness and capabilities as "soft power." By implementing energy-saving and emission-reduction strategies and green office initiatives, we are committed to reducing carbon emissions during our operations. At the same time, the Group has established a comprehensive environmental target monitoring mechanism to regularly track key environmental indicators and monitor progress. For targets related to carbon emission reduction, waste reduction, packaging reduction, and energy and resource consumption, please refer to the corresponding sections in the "Energy Saving and Emission Reduction" chapter.

During the Reporting Period, the Group continued to identify and assess climate-related risks and opportunities, paying close attention to their impact on capital expenditure, financing, and investment activities. Given that the relevant financial impacts remain difficult to independently quantify and reasonably calculate based on existing data and methodologies, and that the internal carbon pricing mechanism is still in its preliminary research stage and has not yet been formally applied to strategic and investment decisions, the Group has temporarily refrained from disclosing this information to ensure the accuracy, validity, and reliability of the information disclosed and to avoid potentially misleading stakeholders.

In the future, the Group will accelerate the establishment of a system for identifying and measuring the financial impacts of climate-related issues, gradually improve the relevant accounting mechanisms, and steadily advance the methodological development and pilot application of internal carbon pricing in light of policy developments and its own low-carbon transition needs. The Group will continue to monitor domestic and international climate policies and industry trends, actively explore the feasibility and applicable pathways for internal carbon pricing, and consistently enhance the completeness, quality, and transparency of its climate-related disclosures, contributing corporate efforts to global climate action.

APPENDIX

Appendix 1: Sustainability Information Summary

The following is the summary of the sustainable development information of the Year in the environmental aspect:

Environmental Aspect	Units	Year 2025	Year 2024
Air Emissions[1]			
Nitrogen oxides (NO_X)	kg	**530.15**	537.93
Sulphur oxides (SO_X)	kg	**51.53**	132.02
Particulate matter (PM)	kg	**52.95**	53.75
Greenhouse Gas Emissions[2]			
Direct greenhouse gas emissions (Scope 1)	tonnes of CO_2e	**519.32**	527.67
Greenhouse Gas Removed from Newly Planted Trees (Scope 1)	tonnes of CO_2e	**0.18**	—
Indirect greenhouse gas emissions (Scope 2)	tonnes of CO_2e	**28,276.24**	30,926.95
Total greenhouse gas emission (Scope 1 and 2)	tonnes of CO_2e	**28,795.37**	31,454.62
Other indirect greenhouse gas emissions (Scope 3)	tonnes of CO_2e	**208,241.00**	216,072.00
Total greenhouse gas emission (Scope 1,2 and 3)	tonnes of CO_2e	**237,036.37**	247,526.62
Greenhouse gas emission intensity per employee (Scope 1 and 2)	tCO_2e/employee	**7.71**	7.99
Greenhouse gas emission intensity per employee (Scope 1,2 and 3)	tCO_2e/employee	**63.43**	62.84
Greenhouse gas emission intensity per square meter (Scope 1 and 2)	tCO_2e/square meter	**＜0.01**	＜0.01
Greenhouse gas emission intensity per square meter (Scope 1,2 and 3)	tCO_2e/square meter	**＜0.01**	＜0.01
Waste			
Hazardous waste	Kilogram	**—**	—
Hazardous waste generated (per employee)	Kg/employee	**—**	—
Total non-hazardous waste	Tonnes	**5,321.90**	5,340.93
Non-hazardous waste intensity (per employee)	Tonnes/Employee	**1.42**	1.36
Paper Consumption			
Paper usage	Kilogram	**6,017.60**	6,494.70
Paper consumption intensity (per employee)	Kg/employee	**1.61**	1.65

[1] *Air pollutant emissions mainly come from vehicles under the Group's name. In addition, this is calculated according to Appendix 2 "Reporting Guidance on Environmental Key Performance Indicators" published by the Hong Kong Stock Exchange.*

[2] *Greenhouse gas emission inventory is calculated by reference to the Greenhouse Gas Protocol published by the World Resources Institute and the World Business Council for Sustainable Development, and the ISO 14064–1 of Greenhouse Gas Emissions Standard by the International Organization for Standardization.*

Environmental Aspect	Units	Year 2025	Year 2024
Energy Consumption			
Total electricity consumption	MWh	**54,414.49**	56,258.96
Natural gas consumption	Cubic meter	**234,065.00**	24,000.00
LPG consumption	kg	**—**	—
Petrol consumption	Liter	**2,096.32**	1,059.00
Diesel consumption	Liter	**—**	—
Total energy consumption	MWh	**56,882.89**	58,779.38
Total energy consumption intensity (per employee)	MWh/employee	**15.22**	14.92
Total energy consumption intensity (per square meter)	MWh/square meter	**＜0.01**	＜0.01
Water Consumption			
Total water consumption	Thousand cubic meters	**1,397.03**	1,353.33
Total water consumption intensity (per employee)	Thousand m^3/employee	**0.37**	0.34
Total water consumption intensity (per square meter)	Thousand cubic meters/square meters	**＜0.01**	＜0.01
Total Packaging Material Consumption			
Total packaging materials used	Thousand cubic meters	**0.90**	1.44
Intensity of packaging materials used	Tonnes/employee	**＜0.01**	＜0.01
Intensity of packaging materials used	Tonnes/square meter	**＜0.01**	＜0.01

The following is a summary of the Group's social sustainability information for the Year:

Social Category	Units	Year 2025	Year 2024
Number of Employees			
Total employees	Person	**3,737**	3,939
Total Number of Employees (by Gender)			
Female	Person	**1,818**	1,881
Male	Person	**1,919**	2,058
Total Number of Employees (by Employee Category)			
Full-time entry-level staff	Person	**3,252**	3,497
Full-time middle management	Person	**461**	422
Full-time senior management	Person	**24**	20
Total Number of Employees (by Age Group)			
Aged below 30	Person	**1,019**	1,128
Aged 30–50	Person	**2,161**	2,252
Aged over 50	Person	**557**	559
Total Number of Employees (by Geographical Region)			
New Service Headquarters	Person	**192**	166
Rongcheng Region	Person	**343**	318
Jincheng Region	Person	**359**	279
High-end service Division	Person	**282**	235
Southeast Region	Person	**273**	298
South China Region	Person	**485**	519
Yunnan-Guizhou Region	Person	**265**	248
East China Region	Person	**415**	474
North Central Region	Person	**332**	346
New Foodism	Person	**40**	47
Total number of others (including Jinguan New Town, Ming Yu Commercial and Hong Kong, Macao and Taiwan)	Person	**751**	1,009
Employee Turnover Rate			
Employee turnover rate	%	**26.98%**	36.62%
Employee Turnover Rate (by Gender)			
Female	%	**23.45%**	35.93%
Male	%	**26.36%**	37.24%
Employee Turnover Rate (by Age Group)			
Aged below 30	%	**35.10%**	44.49%
Aged 30–50	%	**25.87%**	29.16%
Aged over 50	%	**12.01%**	44.32%

Social Category	Units	Year 2025	Year 2024
Employee Turnover Rate (by Geographical Region)			
New Service Headquarters	%	**24.71%**	25.23%
Rongcheng Region	%	**22.40%**	35.50%
Jincheng Region	%	**27.33%**	43.52%
High-end service Division	%	**34.42%**	46.10%
Southeast Region	%	**36.21%**	39.06%
South China Region	%	**22.40%**	31.80%
Yunnan-Guizhou Region	%	**24.07%**	30.92%
East China Region	%	**30.02%**	39.85%
North Central Region	%	**31.26%**	35.81%
New Foodism	%	**43.66%**	32.86%
Total number of others (including Jinguan New Town, Ming Yu Commercial and Hong Kong, Macao and Taiwan)	%	**26.23%**	35.49%

	Units	Year 2025	Year 2024	Year 2023
Occupational health and safety				
Work-related fatalities in the last 3 years (including the reporting year)	Person	**0**	0	0
Rate of work-related fatalities	%	**0**	0	0
Lost days due to work-related injuries	Days	**393**	397	400

	Units	Year 2025	Year 2024
Development and Training			
Percentage of employees trained by gender[3]			
Female	%	**50.38%**	49.88%
Male	%	**49.62%**	50.12%
Percentage of employees trained by employee type			
Full-time junior staff	%	**90.37%**	90.59%
Full-time middle management	%	**8.84%**	8.85%
Full-time senior management	%	**0.79%**	0.56%
Average training hours of employees by gender[4]			
Female	Hour	**2.75**	2.68
Male	Hour	**3.18**	2.96
Average training hours of employees by employee category			
Full-time junior staff	Hour	**2.06**	2.08
Full-time middle management	Hour	**6.57**	6.63
Full-time senior management	Hour	**55.47**	55.94

[3] *The percentage of employees trained this Year is calculated as the number of employees trained in each category ÷ the total number of employees trained.*

[4] *As the adjustments to the data statistical scope, the Group has correspondingly updated the average training hours per employee for the fiscal year 2024 in this Report. The average of employees training hours per employee this Year is calculated as the total training hours of employees trained in each category ÷ the total number of employees.*

Appendix 2: Index of the Hong Kong Stock Exchange's Environmental, Social and Governance Reporting Guidelines

A. Environmental Aspect			Relevant Section(s)
A1: Emissions	General Disclosure	Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Guard The Green, Illuminate The Future Emission Reduction
	A1.1	The types of emissions and respective emissions data.	Emission Reduction Appendix 1: Sustainability Information Summary
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Reduction Appendix 1: Sustainability Information Summary
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Reduction Appendix 1: Sustainability Information Summary
	A1.5	Description of emission target(s) set and steps taken to achieve them.	Emission Reduction
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Waste Reduction
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Energy Saving and Emission Reduction
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Energy Saving and Emission Reduction Appendix 1: Sustainability Information Summary
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Energy Saving and Emission Reduction Appendix 1: Sustainability Information Summary
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Energy Saving and Emission Reduction
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Energy Saving and Emission Reduction
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Packaging Reduction
A3: The Environment and Natural Resources	General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Guard The Green, Illuminate The Future
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Guard The Green, Illuminate The Future

B. Social			Relevant Section(s)
B1: Employment	General Disclosure	Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	People-Oriented, Succeed Together Talent Care Remuneration and Benefits
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Appendix 1: Sustainability Information Summary
	B1.2	Employee turnover rate by gender, age group and geographical region.	Appendix 1: Sustainability Information Summary
B2: Health and Safety	General Disclosure	Relating to providing a safe working environment and protecting employees from occupational hazards: (a) policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Occupational Health and Safety
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Occupational Health and Safety Appendix 1: Sustainability Information Summary
	B2.2	Lost days due to work injury.	Occupational Health and Safety Appendix 1: Sustainability Information Summary
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Occupational Health and Safety
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Talent Development
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendix 1: Sustainability Information Summary
	B3.2	The average training hours completed per employee by gender and employee category.	Appendix 1: Sustainability Information Summary
B4: Labor Standards	General Disclosure	Relating to preventing child and forced labour: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Diversity, Equality and Inclusion
	B4.1	Description of measures to review employment practices to avoid child and forced labor.	Diversity, Equality and Inclusion
	B4.2	Description of steps taken to eliminate such practices when discovered.	Diversity, Equality and Inclusion

B. Social			Relevant Section(s)
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Responsible Sourcing
	B5.1	Number of suppliers by geographical region.	Responsible Sourcing
	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.	Responsible Sourcing
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Responsible Sourcing
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Responsible Sourcing
B6: Product Responsibility	General Disclosure	Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Exceptional Service, Partnering for Quality Information Security Protection Responsible Marketing
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	New Foodism Group Meal
	B6.2	Number of products and service related complaints received and how they are dealt with.	Exceptional Service, Partnering for Quality
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Protection
	B6.4	Description of quality assurance process and recall procedures.	Exceptional Service, Partnering for Quality
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Information Security Protection
B7: Anti-corruption	General Disclosure	Relating to the prevention of bribery, extortion, fraud and money laundering: (a) Political Policy; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Optimize Governance, Sustainability Progress Commercial Ethics
	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.	Commercial Ethics
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Commercial Ethics
	B7.3	Description of anti-corruption training provided to directors and staff.	Commercial Ethics

B. Social			Relevant Section(s)
B8: Community investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its Charity activities take into consideration the communities' interests.	Hope Is Accompanied By Charity
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Hope Is Accompanied By Charity
	B8.2	Resources contributed (e.g. money or time) to the focus area.	Hope Is Accompanied By Charity

D: Climate-related Disclosures			
Governance		The governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate-related risks and opportunities.	Fulfilling Responsibilities, Continuing The Legacy Of Excellence
Governance		Management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities.	Fulfilling Responsibilities, Continuing The Legacy Of Excellence
Strategy	Climate-related Risks and Opportunities	Description of climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, access to finance, or cost of capital in the short, medium, or long term.	Dealing with Climate Change
		For each climate-related risk and opportunity the issuer has identified, over which time horizons- short, medium or long term-the effects of each climate-related risk and opportunity could reasonably be expected to occur.	Dealing with Climate Change
		For each climate-related risk and opportunity identified by the issuer, specify the time frame (short, medium, or long term) over which it could reasonably be expected to affect the issuer.	Dealing with Climate Change
		Explain how the issuer defines 'short term', 'medium term' and 'long term' and how these definitions are linked to the planning horizons used by the issuer for strategic decision-making.	Dealing with Climate Change
Strategy	Business Model and Value Chain	A description of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain.	Dealing with Climate Change
		A description of where in the issuer's business model and value chain climate-related risks and opportunities are concentrated (for example, geographical areas, facilities and types of assets).	Dealing with Climate Change

D: Climate-related Disclosures			
Strategy	Strategy and Decision-making	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.	Dealing with Climate Change
		Information about how the issuer is resourcing, and plans to resource, the activities disclosed in accordance with how the issuer has responded to, and plans to respond to, climate-related risks and opportunities in its strategy and decision-making.	Dealing with Climate Change
Strategy	Financial Position, Financial Performance, and Cash Flows — Current Financial Impact	How climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period.	Dealing with Climate Change
		the climate-related risks and opportunities identified in paragraph 24(a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements.	Dealing with Climate Change
Strategy	Financial Position, Financial Performance, and Cash Flows — Anticipated Financial Impact	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.	Dealing with Climate Change
		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.	Dealing with Climate Change
Strategy	Climate Resilience	The issuer's assessment of its climate resilience as at the reporting date.	Dealing with Climate Change
		How and when the climate-related scenario analysis was carried out.	Dealing with Climate Change
Risk Management		The processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks.	Dealing with Climate Change
Risk Management		The processes the issuer uses to identify, assess, prioritise and monitor climate-related opportunities (including information about whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related opportunities).	Dealing with Climate Change
Risk Management		The extent to which, and how, the processes for identifying, assessing, prioritizing and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.	Dealing with Climate Change

D: Climate-related Disclosures			
Metrics and Targets	Greenhouse Gas Emissions	An issuer shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tonnes of CO_2 equivalent, classified as: (a) Scope 1 greenhouse gas emissions; (b) Scope 2 greenhouse gas emissions; and (c) Scope 3 greenhouse gas emissions.	Dealing with Climate Change
Metrics and Targets	Climate-related Transition Risks	An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related transition risks.	Dealing with Climate Change
Metrics and Targets	Climate-related Physical Risks	An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related physical risks.	Dealing with Climate Change
Metrics and Targets	Climate-related Opportunities	An issuer shall disclose the amount and percentage of assets or business activities aligned with climate-related opportunities.	Sensitive business data will not be disclosed for the time being.
Metrics and Targets	Capital Deployment	An issuer shall disclose the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.	Dealing with Climate Change
Metrics and Targets	Internal Carbon Pricing	An issuer shall disclose: (a) an explanation of whether and how the issuer is applying a carbon price in decision- making (for example, investment decisions, transfer pricing, and scenario analysis); and (b) the price of each metric tonne of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions;	Dealing with Climate Change
		An issuer shall disclose an appropriate negative statement that the issuer does not apply a carbon price in decision-making.	Dealing with Climate Change
Metrics and Targets	Remuneration	An issuer shall disclose whether and how climate-related considerations are factored into remuneration policy, or an appropriate negative statement.	Dealing with Climate Change
Metrics and Targets	Industry-based Metrics	An issuer is encouraged to disclose industry-based metrics that are associated with one or more particular business models, activities or other common features that characterize participation in an industry. In determining the industry-based metrics that the issuer discloses, an issuer is encouraged to refer to and consider the applicability of the industry-based metrics associated with disclosure topics described in the IFRS S2 Industry-based Guidance on implementing Climate-related Disclosures and other industry-based disclosure requirements prescribed under other international ESG reporting frameworks.	Dealing with Climate Change


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