



(Incorporated in the Cayman Islands with limited liability)

Stock Code: 1755



Environmental, Social and Governance Report

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About the Report

The Report is the seventh *Environmental, Social and Governance Report* released by S-Enjoy Service Group Co., Limited that aims to disclose the effort and progress of the Company's adherence to concepts, establishment of management methodologies, execution of activities, and accomplishments pertaining on ESG-related issues in the operation to stakeholders such as investors.

Reporting Scope

The Report covers S-Enjoy Service Group Co., Limited ("S-Enjoy Service" or the "Company"), and its subsidiaries ("Group" or "we"). Unless expressly indicated otherwise, the scope of the Report is consistent with that of the consolidated financial statements of the corresponding period of S-Enjoy Service (stock code: 1755.HK).

Reporting Period

The Report covers the period from 1 January 2024 to 31 December 2024. Unless expressly indicated otherwise, all data herein pertains to this period.

Basis of the Report

The Report is prepared in compliance with the Appendix C2 *Environmental, Social and Governance Reporting Guide*, which applied with effect from 31 December 2023 to the *Rules Governing the Listing of Securities* on The Stock Exchange of Hong Kong Limited ("SEHK" or "Hong Kong Stock Exchange"), the *International Financial Reporting Standard S1- General Requirements for Sustainability Related Financial Information Disclosure "IFRS S1"*, and the *International Financial Reporting Standards for Sustainability Disclosure S2 - Climate-related Disclosures "IFRS S2"*.

Data Description

The data and cases in the Report are derived from the formal records of the actual operations of the Company.

The financial data in the Report are denominated in RMB. In the event of any discrepancy between the financial data and the Company's annual report, the latter should prevail.

Access to the Report

The Report is released in electronic form and available on the Company's official website (<https://www.xinchengyue.com/>), and Hong Kong Stock Exchange website (<https://www.hkexnews.hk/>).

Contact Us

In case of any suggestions regarding the Report, you may contact us at:

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Report Preparation Principles

Materiality

The Company identified the operation-related material issues to the concern of stakeholders such as investors, which are highlighted in the Report. While reporting the material issues, the Report also focuses on the industrial features of the Company's operation and the geographical features of the region where it operates. For the analysis process and results of material issues, please refer to the "Materiality Analysis" for details.

Quantification

The Report discloses key quantitative performance indicators and discloses the historical data wherever possible. The measurement and calculation of quantitative information elucidates the scope of data, basis for calculation, and assumptions to mitigate the risk of misguidance due to calculation discrepancies. The quantitative information and notes are described in the "ESG Data Performance Table" herein.

Balance

The Company's performance shall be reviewed on an objective basis, and data disclosed shall cover both positive and negative information about the Company. No negative events that should have been disclosed but were not disclosed were found during the reporting period.

Consistency

The Report collects statistics and discloses the same indicators during different reporting periods in a consistent manner. Whenever the statistics or disclosure manner changes, such change will be explained clearly in the notes hereto, so that the stakeholders are permitted to conduct a reasonable analysis and thereby evaluate the ESG performance level and trend of the Company.

Board Statement

In 2024, S-Enjoy Service embarks on a new journey. While driving stable and high-quality performance with the "Grand Community + Grand Logistics" strategy, we further enhanced our "internal resilience" across multiple dimensions, including the establishment of integrity culture, green and low-carbon operations, solidifying service quality, and enhancing employee well-being. We continued to create a happy working environment for our employees, provide a satisfying service experience for property owners, and generate more value for society, while continually achieving the "evolution of happiness" within our organisation.

The board of directors of the Company (the "Board of Directors") places great importance on Environmental, Social, and Governance (ESG) matters and incorporates them into the Company's overall strategic planning. We have established a four-level sustainable development governance framework comprising "the Board of Directors, the Environmental, Social and Governance Committee (hereinafter referred to as the "ESG Committee"), the ESG Working Group, and business units." The Board of Directors, as the highest decision-making body, is responsible for the overall direction of sustainable development, overseeing ESG-related matters, and bearing full responsibility for the Company's ESG development, strategies, and reporting.

We confirm and adjust material ESG issues by analysing macro policies and industry trends and invite stakeholders to participate in surveys. Material ESG issues are evaluated, analysed, and prioritised based on their importance and priority, with the final decision made by the Board of Directors, ensuring that ESG management aligns with the demands of the Company and its stakeholders.

Compliance governance and upholding business ethics. We regard strict adherence to laws and regulations, and ensure that all business activities are legal and compliant, as the fundamental premise for the survival and development of the Company. Upholding the principles of integrity, fairness, and transparency, we strengthen corporate risk identification and internal audit to ensure compliance in our operations and safeguard the Company's sustainable development.

Green operation and creating a low-carbon homeland. We have built a climate change management system to enhance our response to climate change. Meanwhile, we track energy consumption in projects across different regions, actively implement energy-saving and emission-reduction measures, and promote the green transformation of the property service industry. We are committed to creating a healthy and liveable living environment for our property owners and employees.

Quality service and safeguarding industry harmony. We adhere to the service philosophy of "positive attitude, quick response, diligent maintenance, and extensive interaction". Following the related management requirements, we actively practice quality management and efficient response to customer needs, and continuously foster a long-term positive cycle of service satisfaction among both internal employees and external customers. Meanwhile, we implement customer privacy protection, supplier social responsibility management, and intellectual property protection in the industry, striving to create a compliant and safe industrial chain culture.

Growing together and creating a happy life. We firmly believe that "only satisfied employees can create satisfied customers". We actively listen to employees' rational suggestions and further establish a two-way cycle between "suggestions" and "decisions". Meanwhile, we continuously improve our job empowerment mechanism and bridge the personal learning and career development paths of grassroots positions, thereby enhancing their work enthusiasm.

Looking to the future, we will continue to uphold our steadfast service commitment, unyielding spirit of practical work, and resolute execution ability. With quality as the foundation, professionalism as the reputation, and kindness as the standard, we will strengthen our foundation, plan long-term strategies, and advance along the path of high-quality development, firmly anchoring and cultivating the "new" quality.

Qi Xiaoming
Chairman and Chief Executive Officer

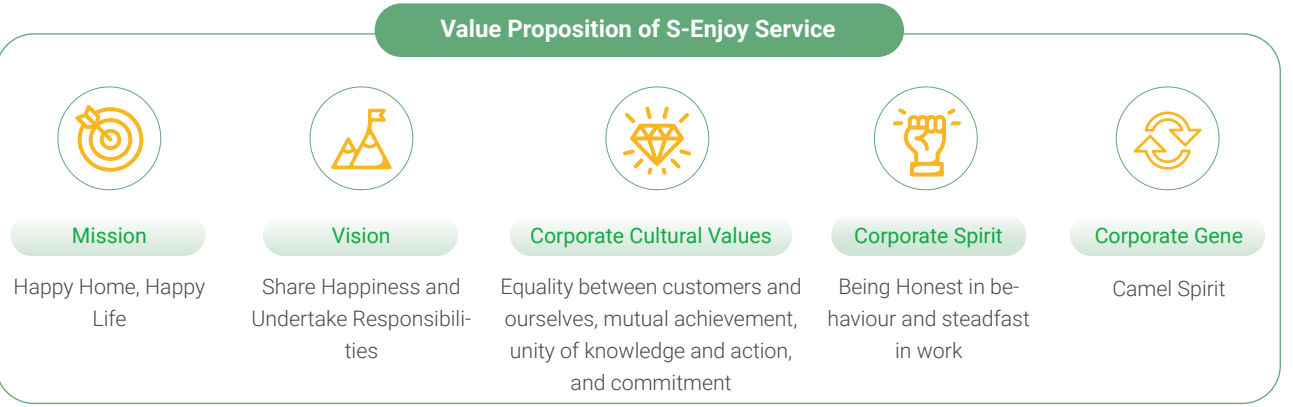
01 About S-Enjoy Service

About the Company

S-Enjoy Service has provided property services in China for more than 28 years. The Company is a comprehensive property service company with nationwide presence, and boasts good reputation and high quality growth. The Company has been ranked as one of the top 100 property service companies in China for consecutive years, and ranked 11th among the top 100 property service companies in China in 2024.

S-Enjoy Service sticks to the dual chain-driven development model of "Grand Community + Grand Logistics" with the services covering basic property services, community life and asset services, catering services, elevator services and smart community services, etc., targeting residential and commercial buildings, office buildings, parks, hospitals, schools, public buildings and other integrated urban complexes. As of the end of 2024, S-Enjoy Service provided happiness-ecological services in about 1,292 projects for nearly one million households.

 Establishment Year 1996	 Company Name 新城悦服务集团有限公司	 English Name S-Enjoy Service Group Co., Limited
 Headquarters Address 8th Floor, Seazen Holdings Tower A, No. 6, Lane 388, Zhongjiang Road, Pu-tuo District, Shanghai, China	 Stock Code 1755.HK	 Service Markets 188 cities, including Beijing and Shanghai



Honors and Social Recognition

Awards	Awarding Institution
Awards related to sustainable development	
2024 China Property Service ESG Development Excellent Enterprise	China Index Academy
2024 China Leading Property Management Companies in ESG Sustainable Development	Cric Property Management
2024 Leading Property Service Companies in ESG Sustainable Development	Cric Property Management, China Property Management Research Institution
2024 Leading Property Service Companies in Social Responsibility Contribution	
2024 Social Responsibility Day Excellent Case (Caring for Children)	SynTao Consulting
2024 China Property Companies with ESG A Rating	EH Consulting
2024 China Listed Property Companies of Best ESG Practice	China Property Management Think Tank
Awards related to property services	
Top 11 of 2024 China Top 100 Property Management Companies	China Index Academy
2024 China IFM Service Excellent Companies	
2024 China Top 100 Property Management Companies (Ranking the 10th Place)	Cric Property Management & China Property Management Research Institution
2024 Top 100 Most Valuable Brand of China Property Management Service	
2024 Top 10 Enterprises in Hospital Property Service Capability	
Top 20 Companies of 2024 China Industrial Park Property Service Capacities	
2024 China Leading Enterprises in Property Service Satisfaction	
2024 Service Capability Benchmark Project: Residential-Suzhou Wujiang Fenghua Shangpin	
2024 Service Capability Benchmark Project: Scenic Area-Hubei Shengjing Mountain Ecological Tourism Area	
2024 East China Top 30 Branded Property Management	
Top 10 of 2024 China Property Management Companies	
2024 China Leading Property Management Companies in terms of Service Quality	
2024 China Leading Residential Property Service Enterprise	
2024 China Leading Hospital Property Service Enterprise	
2024 China Leading Industrial Park Property Service Enterprise	
2024 China Property Management Excellent Benchmark Project (Residential Property) - Shanghai Xincheng Xiangyi Jingting	
Top 10 of 2024 China Property Management Companies	EH Consulting
2024 China Property Service Industrial Park Service Sample Benchmark Enterprise	
2024 China Property Service School Property Service Sample Benchmark Enterprise	
2024 China Property Service Hospital Property Service Sample Benchmark Enterprise	
2024 Leading Property Management Companies in Eastern China in terms of Competitiveness	
Top 8 of 2024 China Listed Property Management Companies	

Awards	Awarding Institution
2024 China Top 9 Property Service Companies with Service Capability	EH Consulting
2024 China Leading Enterprise in Industrial Park Light Asset Operation Service Capability	
2024 China Residential Property Service Benchmark Project – Tianjin S-Enjoy Xiyue Chunqiu Project	
2024 China Hospital Property Service Benchmark Project – Tianjin University of Traditional Chinese Medicine Fourth Affiliated Hospital	
Top 11 of 2024 China Top 100 Companies in Comprehensive Property Service Strength	China Property Management Think Tank & China Property Research Institute
2024 China Benchmark Property Service Project – Nanjing S-Enjoy Jinyuefu	
Top 100 of 2024 China Companies with High-quality Service Capability	
Top 10 of 2024 China Residential Property Service Enterprises	
Top 10 of 2024 China Property Service Enterprises in East China	Cric Property Management
Top 9 of 2024 China Property Management Listed Companies	
2024 Top 100 China Leading Property Management Companies in terms of Brand Value	Leju Finance
Top 10 of 2024 China Listed Property Companies in the Property Management Industry	China Property Management Think Tank
Awards related to economic benefits	
2024 Listed Property Management Companies with the Most Investment Value	EH Consulting
Top 10 of 2024 China Listed Property Enterprises in Risk Resistance	
The 9th Zhitong Finance Most Value Listed Property Management Companies	Zhitong Finance
Awards related to smart services	
2024 China Sample Benchmark Property Management Companies in terms of Smart Service	EH Consulting
Awards related to catering services	
2024 Top 10 China Distinctive Listed Property Management Companies – Catering Service	EH Consulting
2024 China School Property Service Benchmark Project – Si Canteen of the University of Shanghai for Science and Technology	
2024 China Leading Property Management Companies in Catering Service	China Property Management Think Tank & China Property Research Institute
2024 China Property Management Excellent Benchmark Project (Catering Services) - China Taiping Shanghai Zhangjiang Support Centre Smart Canteen	Cric Property Management & China Property Management Research Institution
2024 Excellent Brand of Catering Service	Leju Finance
Awards related to human resources	
2024 China Preferred Employer Brand for College Students in Property Management Companies	EH Consulting
Awards related to promotion and operations	
"Most Beautiful Property Personnel" Network Popular Works of the 12th Property Management Industry Photography and Micro-video Exhibition	China Property Management
2024 China Property Annual Best Official WeChat Channel Account	Leju Finance

02 Sustainable Development Management

Sustainable Development Management Objectives

S-Enjoy Service supports the United Nations Sustainable Development Goals ("SDGs"). By identifying SDGs that are most relevant to our business, we have formulated the short, medium and long-term objectives for the sustainable development management of S-Enjoy Service.

Sustainable Development Management Objectives of S-Enjoy Service

Concentric governance	Indicators	Short-term Goals (2025)	Medium-term Goals (2030)	Long-term Goals (2050)	Progress in 2024
	Number of illegal events related to commercial bribery and fraud	Prohibit commercial bribes and stick to "zero tolerance" against fraud behaviours			There was no illegal event such as commercial bribery or fraud for the Company
 	---	Carry out materiality assessment every year to understand stakeholders' concerns on various ESG issues and the importance to the Company's business development in a timely and comprehensive manner, and actively respond to them			The Company carried out a materiality assessment in the 2024 ESG report.
Serving customers as top priority	Indicators	Short-term Goals (2025)	Medium-term Goals (2030)	Long-term Goals (2050)	Progress in 2024
 	---	Continue to deepen the development strategy of "Grand Community + Grand Logistics" and improve the construction of the "Five-level Service System for All Age Groups in Four Seasons" to protect the health and safety of owners and consumers			33,777 activities were organised
 	Food safety accident rate	Maintain a food safety incident rate of 0% every year			There was no food safety incident
 					
People-oriented	Indicators	Short-term Goals (2025)	Medium-term Goals (2030)	Long-term Goals (2050)	Progress in 2024
 	Injury rate per thousand employees (based on 2022)	The injury rate per thousand employees decreased by more than 5% from the baseline	The injury rate per thousand employees decreased by more than 15% from the baseline	The injury rate per thousand employees decreased by more than 50% from the baseline	There were 7 work-related incidents, involving 7 persons in the Company and with the injury rate per thousand employees decreasing by 67.57% from the baseline
 	Employee training coverage rate	Maintain 100% employee training coverage every year			Employee training coverage rate of 100%

Low-carbon operation		Indicators	Short-term Goals (2025)	Medium-term Goals (2030)	Long-term Goals (2050)	Progress in 2024
6 CLEAN WATER AND SANITATION 11 SUSTAINABLE CITIES AND COMMUNITIES		Intensity of GHG emissions (based on 2022)	The intensity of GHG emissions decreased by more than 5% from the baseline	The intensity of GHG emissions decreased by more than 10% from the baseline	The intensity of GHG emissions decreased by more than 50% from the baseline	The intensity of GHG emissions was 24.65 tCO ₂ e/RMB 1 million, decreasing by 21.86% compared with the base year
		Comprehensive energy consumption intensity (based on 2022)	The comprehensive energy consumption intensity decreased by more than 5% from the baseline	The comprehensive energy consumption intensity decreased by more than 10% from the baseline	The comprehensive energy consumption intensity decreased by more than 50% from the baseline	The comprehensive energy consumption intensity was 46.08 MWh/RMB 1 million, decreasing by 16.68% compared with the base year
		Water consumption intensity (based on 2022)	The water consumption intensity decreased by more than 3% from the baseline	The water consumption intensity decreased by more than 8% from the baseline	The water consumption intensity decreased by more than 50% from the baseline	The water consumption intensity was 1,225.06 tonnes/RMB 1 million, increasing by 1.51% compared with the base year ¹
Harmonious construction		Indicators	Short-term Goals (2025)	Medium-term Goals (2030)	Long-term Goals (2050)	Progress in 2024
3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION 10 REDUCED INEQUALITIES 11 SUSTAINABLE CITIES AND COMMUNITIES		Number of free activities for vulnerable groups (elderly, children, etc.)	Maintain at over 2,000 times a year	Maintain at over 4,000 times a year	Maintain at over 10,000 times a year	13,000 free activities for vulnerable groups were held

Note 1: In 2024, to improve the living quality of community residents, the Company increased water usage for landscaping, resulting in higher water consumption. The water consumption density slightly increased compared to the baseline year but remains within the normal fluctuation range.

Sustainable Development Management Framework

S-Enjoy Service set up a four-level sustainable development management framework composed of the Board of Directors, ESG Committee, ESG Working Group and business units, actively promoting the implementation of ESG-related work and comprehensively improving the ESG management level and performance.

The Board of Directors, as the highest decision-making body, is responsible for the overall sustainable development direction, supervision of various ESG matters of the Company, and in charge of the Company's ESG development, strategy and reporting. The ESG Committee and the ESG Working Group under Board of Directors are responsible for promoting the implementation of the ESG strategies and key tasks decided by Board of Directors, coordinating the active cooperation of various business units, formulating and implementing specific strategies, and ensuring the effective implementation of the Company's ESG work. The business units serve as the executive bodies and are responsible for the implementation of ESG work and report the progress of work to the ESG Working Group in time.



Sustainable Development Governance Framework of S-Enjoy Service

Highest decision-making body: Board of Directors

- Board of Directors reviews the results of the annual materiality assessment
- Ensuring the establishment of appropriate and effective ESG risk management and internal control systems, and integrating ESG risks into the risk review system of S-Enjoy Service
- Considering and approving the long-term strategic objectives of S-Enjoy Service, and regularly monitoring the process and progress of achieving the objectives to ensure the implementation of various objectives in the daily operation of S-Enjoy Service

Supervisory and guidance organisation: ESG Committee

- Coordinating the materiality assessment process, supervising the Company's communication channels and methods with stakeholders, and reviewing the Company's ESG responsibilities, visions, strategies, frameworks, principles and policies to ensure and implement the continuous implementation of the ESG policies approved by Board of Directors
- Formulating the long-term strategic objectives of S-Enjoy Service and submitting to Board of Directors for consideration and approval, supervising and regularly reviewing the achievement of ESG objectives, and reporting to Board of Directors
- Reviewing major ESG trends and related risks and opportunities, updating ESG policies when necessary and ensuring that they keep pace with the times, and comply with applicable laws and regulations, regulatory requirements and international standards
- Reviewing the Company's annual ESG report and recommending it to Board of Directors for approval, while recommending specific actions or decisions for Board of Directors consideration to maintain the integrity of the ESG report

Coordination communication organisation: ESG Working Group

- For major issues or new issues planned to be carried out, the ESG Working Group will focus on discussing the internal ESG impact analysis at the annual ESG meeting
- Discussing and formulating the ESG work plan for the next year according to the ESG meeting, coordinating and implementing specific ESG work, supervising and assisting various departments to complete ESG goals according to the plan
- Identifying ESG-related risks and opportunities, regularly tracking the future development trend of ESG and changes in relevant laws and regulations, regulatory requirements and domestic and foreign standards, and reporting to the management
- Coordinating the preparation of annual ESG report

Executing body: Business Units

- For general matters, the Office of Board of Directors, the Human Resources and Administration Department, the Customer Service Department, the Operation Management Department and the Brand Culture unit are responsible for the internal ESG impact analysis of five parts, namely corporate governance, human resources, customer service, environmental protection and social construction
- Implementing various specific ESG strategies for the year, and carrying out the collection, statistics and analysis of ESG data and information
- Continuously collecting various work suggestions and completing work records, and regularly reporting to the ESG Working Group to improve ESG work through cooperation at all levels

Stakeholder Engagement

The support and trust of stakeholders are critical to the sustainable development of the Company. The Company sincerely listens to the suggestions of stakeholders, enhances the communication and exchange with them through multiple channels, responds to their expectations and requirements with responsible practices, and makes efforts to achieve the cooperation, mutual benefit and win-win between government and regulatory authorities, shareholders and investors, customers and owners, employees, suppliers and partners as well as the society and the public.

Issues Concerned by Stakeholders and Communication Channels

Stakeholders	Issues of Concern	Communication Channels
 Government and regulatory authorities	Response to climate change Energy management Water management Emissions and waste management Compliance governance Corporate governance Integrity culture and business ethics	Information disclosure Institution inspection Circulation of official documents Policy implementation Action in response to climate change Environmental management system
 Shareholders and investors	Compliance governance Corporate governance Risk management Integrity culture and business ethics	General meeting Performance briefings Offline conference Investor communications activities Investor hotline
 Customers and property owners	Response to climate change Service quality and satisfaction Customer health and safety Data security and privacy protection Smart services	Customer satisfaction survey After-sales service and complaint channels Customer data and privacy management Customer communication activities ESG information disclosure Offline door-to-door visit
 Employees	Employee recruitment and employment Occupational health and safety Employee training and development Employee rights and benefits	Activities of employee benefits Employee training system Assessment and promotion of employees Workers' congress and labour union Occupational health support measures
 Suppliers and partners	Data security and privacy protection Supply chain management Compliance governance Risk management	Supplier training Open bidding and tendering meetings Strategic cooperation negotiations Communication and exchange visits
 Society and the public	Emissions and waste management Community contributions and public welfare Green operation	Public welfare projects ESG information disclosure Society exchange and promoting activities Environmental management system

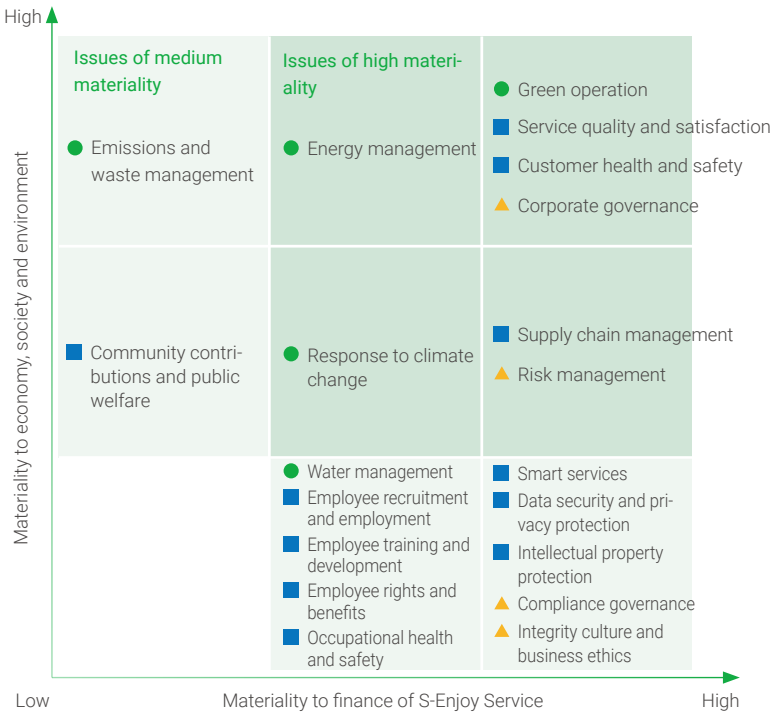
Material Analysis

S-Enjoy Service conducted the identification and assessment of the materiality of ESG issues, in compliance with the *Environmental, Social and Governance Reporting Guide*, which applied with effect from 31 December 2023, and domestic and foreign policies and standards while considering the concerns of the Company's internal and external stakeholders, results of peer benchmarking analysis, and characteristics and strategic directions of the Company.

Materiality Analysis Process



2024 Materiality Issue Matrix of S-Enjoy Service



Issues of high materiality

Green operation
Energy management
Response to climate change
Service quality and satisfaction
Customer health and safety
Supply chain management
Corporate governance
Risk management

Issues of medium materiality

Water management
Emissions and waste management
Employee recruitment and employment
Employee training and development
Employee rights and benefits
Occupational health and safety
Smart services
Data security and privacy protection
Intellectual property protection
Community contributions and public welfare
Compliance governance
Integrity culture and business ethics

Note 1: Titles of environmental, social and governance issues are green, blue and orange, respectively.

Note 2: Issues of high materiality refer to those that have a major impact on the Company's activities and businesses, and also those highlighted in the Company's 2024 ESG management. Issues of medium materiality refer to those that are important to the Company but have been almost solved and the Company will continue to attach attention to such issues.

Note 3: Except for 8 issues of high materiality, other material issues will also be moderately described and disclosed in the Report.

Adjustment Description of 2024 Material Issues of S-Enjoy Service

Material Issues in 2023	Material Issues in 2024	Description
Product and service quality management	Service quality and satisfaction	The description of issue is optimised. As the group meals provided by the Company to its customers belong to catering services, "Product and Service" is changed to "Service", and customer satisfaction is added.
Community contributions	Community contributions and public welfare	The description of issue is optimised. Public welfare is added to demonstrate the Company's contributions beyond local community contributions.

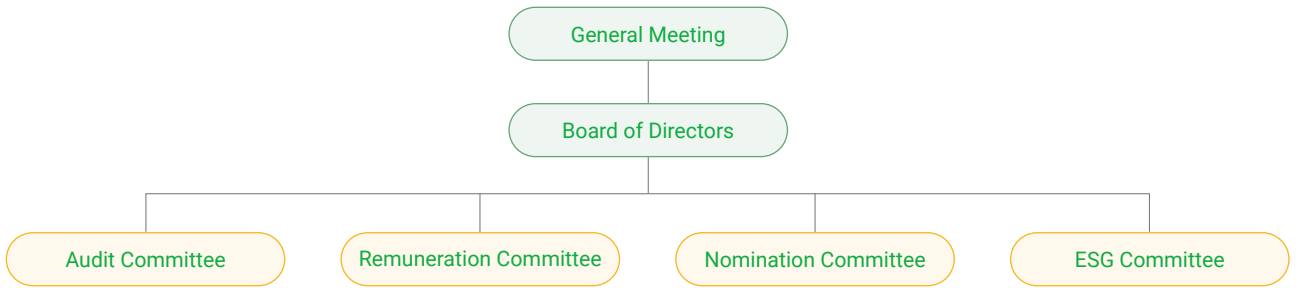
03 Compliance Governance, Upholding Business Ethics

Corporate Governance

S-Enjoy Service strictly complies with requirements of laws, regulations, and normative documents, including the Civil Code of the People's Republic of China, the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, the Corporate Governance Code and the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited as well as normative documents, constantly improves the governance framework and system, and continuously promotes the governance level and risk prevention capability.

The Board of Directors has four committees, namely the Audit Committee, the Remuneration Committee, the Nomination Committee and the ESG Committee. Board of Directors has clearly defined the responsibilities of each committee. The Company fully recognises the importance of Board diversity and implements a diversity policy. All Board appointments and selections will be based on meritocracy, including but not limited to age, cultural and educational background, professional experience, skills and knowledge. The performance criteria are based on operation standards, and candidates will be considered against objective criteria, having due regard for the benefits of diversity on Board of Directors.

Corporate Governance Structure



Board Composition and Convening of Meetings of S-Enjoy Service in 2024

Board Composition	Meetings
Directors: 9	General Meetings: 2
Executive directors: 3	Board Meetings: 8
Non-executive directors: 3	Audit Committee Meetings: 3
Independent non-executive directors: 3	Remuneration Committee Meetings: 3
Female directors: 2	Nomination Committee Meetings: 1
	ESG Committee Meetings: 2

Risk Management

S-Enjoy Service attaches great importance to the Company's risk management and has established a "top-down" and "bottom-up" risk management system. In 2024, the Company updated several management systems, including the *Internal Control Management Measures of S-Enjoy Service (2024)*, the *S-Enjoy Service Orange Home Parking Business Management Norms and Risk Control Management Measures (2024)*, the *S-Enjoy Hub Business Management Norms and Risk Control Management Measures (2024)*, and the *S-Enjoy Service Orange Home Business Management Norms and Risk Control Management Measures (2024)*, continuing to optimise and standardise its risk management performance.

Risk Management System of S-Enjoy Service

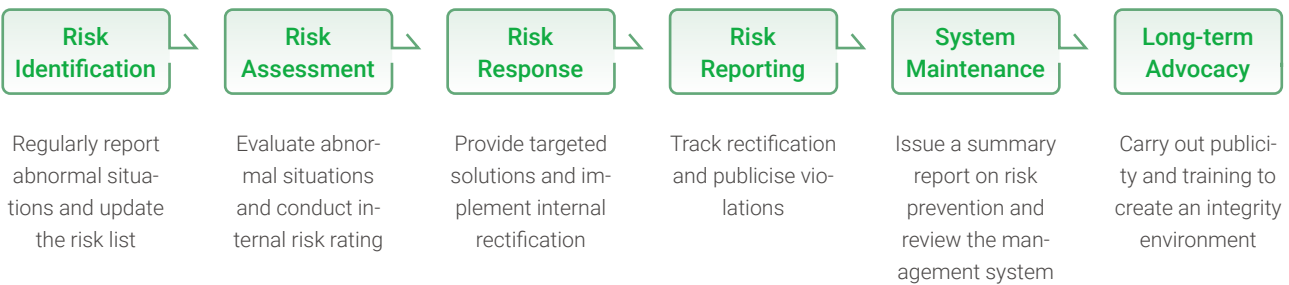
Top-down

- Core risks are divided into 5 categories (see the *Core Risks and Response Measures of S-Enjoy Service*). Each type of risk has corresponding responsible departments. The review channels include flight inspection, joint cross-inspection, policy comparison, review and analysis, etc.

Bottom-up

- The Company has established the "three lines of defence" (see the *Risk Review System of S-Enjoy Service*) for risk management, which clearly defines the risk control functions of regional branches and project frontline, functional departments at the headquarters, and the Audit and Supervision Centres. When regional branches and project frontline identify potential risks in actual work, they will report to the headquarters in a timely manner, and the headquarters will respond to the actual situation and optimise risk management related systems and models.

Risk Management Process of S-Enjoy Service



S-Enjoy Service places great importance on the five core risks faced by the Company and actively develops response measures and implements them to mitigate or avoid the negative impact of such risks.

Core Risks and Response Measures of S-Enjoy Service

Strategic risks	Assess various business risks and form an analysis report on the business environment
Market risks	Output reports on the market environment to convey the frontline implementation of preventive measures
Operational risks	Perform risk point analysis on projects on a weekly basis, form a list of risk projects, and follow up on risk projects in stages
Legal risks	Formulate the <i>Property Legal Risks and Response Measures</i> , and prepare the annual report on property service risk and prevention
Financial risks	Strictly implement the <i>Internal Control Management System of S-Enjoy Service</i> , conduct joint cross-checks on a quarterly basis and prepare a written report

In combination with the established and improved risk review system, the Company has incorporated ESG risks into the scope of overall risk identification, assessment and management. As the core of the risk review system, the Audit and Supervision Centre carries out internal third-party audit and supervision on the Group on behalf of the shareholders and Board of Directors of the Group. It is responsible for identifying, preventing and controlling the risks involved in the operation and management and functional management departments of subsidiaries, collecting and handling various reports, and performing duties without restrictions to conduct direct investigation and supervision when necessary.

Risk Review System of S-Enjoy Service

First line of defence: Frontline business units

First responsible person: Regional/project leaders

- Directly address business risks, identify various risks, and promptly report and manage them

Second line of defence: Functional unit review

First responsible person: Leaders of functional centres/ departments

- Support frontline business departments by providing professional judgment and compliance oversight

Third line of defence: Audit, inspection and supervision

First responsible person: Chairman- Head of the Audit and Supervision Centre

- Supervise, audit and inspect the work of the first two lines of defence



Conducting "Internal Control Audit Line Training" to Enhance Employees' Risk Management Awareness

In 2024, S-Enjoy Service conducted "Internal Control Audit Line Training" for all financial personnel of its business companies. The training provided a detailed explanation of updates to internal control management systems, relevant management regulations, and management measures. Additionally, the Company presented typical cases of internal control audit fraud that have occurred in recent years, and thoroughly analysed the causes, impacts, and preventive measures. This not only enhanced the financial personnel's awareness of risks but also served as a strong warning and educational tool.

This training further reinforced the effectiveness of the Company's internal control system, promoted the construction of finance team integrity and self-discipline, and laid a solid financial management foundation for the Company's healthy and stable development. A total of 5,000 participants attended the training, accumulating a total of 7,500 hours. After the training, the Company organised an examination, with a pass rate of 95%.

Compliance Governance

S-Enjoy Service, strictly complying with relevant compliance governance provisions of the *Company Law of the People's Republic of China*, the *Corporate Governance Code* and the *Property Charge Management Rules*, has formulated the management systems such as the *Internal Control Management Measures of S-Enjoy Service (2024)*, the *Internal Control Management Rules of S-Enjoy Service (2024)* and the *Ten Regulations for Finance of S-Enjoy Service (2024)*, which expands the scope of applicability of systems and effectively improves the Company's compliance governance capability.

During the Reporting Period, the Company further improved its compliance review mechanism, and optimised the review process. It takes compliance review as a necessary procedure for the formulation of rules and regulations, decision-making on major issues, signing of major contracts, operation of major projects, large-scale procurement and sales and other operation and management behaviours as well as related financial, information technology and other professional matters.

S-Enjoy Service Compliance Review Mechanism

Review Category	Review Form	Review Frequency
Joint inspection	The Financial Management Centre independently or the inspection team consisting of the above centre and other functional centres organises the quarterly inspections over business companies.	3 times every year in Q2, Q3 and Q4 respectively
Monthly self-inspection	The person in charge of finance from a business company shall formulate and submit monthly tour inspection plans to the Financial Management Centre to implement the monthly tour inspection and promote rectification independently or together with other functional departments.	Monthly
Special inspection	Apart from the joint and monthly inspections, the Financial Management Centre issues the single special inspection tasks to business companies, following the Company's management requirements.	---
Audit supervision	According to the supervision requirements of the Audit and Supervision Department, the Financial Management Centre/the finance department of a business company shall set up a special team to carry out an in-depth inspection and audit on site and promote rectification.	---

To ensure the effectiveness of compliance review, the Company, in 2024, newly formulated a mechanism for handling illegal events. It performs the compliance inspection and assessment every quarter according to business conditions, and prepares and submits detailed compliance reports, facilitating the Company's management to know about the compliance performance and make corresponding decisions.

Mechanism for Handling Illegal Events of S-Enjoy Service

Handling methods

- Purchase relevant enterprise risk inquiry services and use the risk alert function to avoid missing the remedy deadlines due to missing documents such as penalty decision notices for the Company's projects that have not been handed over.
- For significant penalties or penalties not recognised by the Company, use hearings, reviews or litigation to recover losses for the Company.
- Trigger the consideration of similar cases through individual case analysis, and promote awareness within the Company's projects to prevent similar incidents from occurring.

Handling results

- The occurrence of significant penalties has been reduced, and the quality of project personnel has improved.
- Regular inspections of projects are conducted, enabling early identification of issues and rectification.



During the Reporting Period

- The Company organised **52** compliance-related training sessions, covering over **2,500** people, with a total training duration of over **2,500** hours.
- The Company conducted more than **20** routine audits, special audits and whistleblower investigations, covering **9** major regional branches.



Integrity Culture and Business Ethics

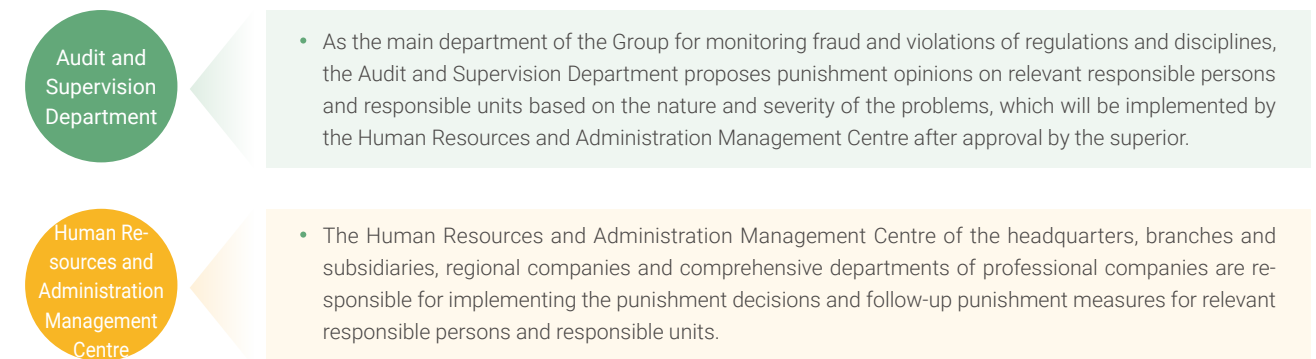
Business Ethics

S-Enjoy Service rigorously complies with laws, regulations and relevant provisions, including the *Criminal Law of the People's Republic of China*, the *Bidding Law of the People's Republic of China*, the *Anti-unfair Competition Law of the People's Republic of China*, and the *Anti-money Laundering Law of the People's Republic of China*, and formulated management systems such as the *Code of Professional Conduct of Employees* to require that employees shall perform their work duties in compliance with laws and in good faith, and shall not violate the code of conduct for personal reasons, and strictly prevent bribery, extortion, fraud and money laundering.

S-Enjoy Service attaches great importance to the cultivation of employees' awareness of business ethics, and requires all new employees to sign the *Letter of Commitment of Integrity*. Additionally, the Company organises employees to complete professional ethics review, integrity perception research at least once every two years in combination with such activities as core value assessments every year, achieving 100% coverage of employees. Meanwhile, S-Enjoy Service uses the results of ethical review and integrity perception research to guide the daily audit work.

The Company entrusts the Audit and Supervision Department and the Human Resources and Administration Management Centre to serve as the core departments of management of integrity culture and business ethics and cooperate with each other to complete the sorting of violations and review the rewards and punishments of relevant responsible persons.

Functions of Business Ethics Management Departments of S-Enjoy Service



S-Enjoy Service conducts regular internal audits to enhance and continuously optimise the anti-fraud system. The audit and supervision process is divided into planning, implementation, and reporting stages. Throughout implementation, routine and specialised audits are conducted, with audit findings shared through reports and case studies. Collaborating with partners, the Company aims to create an environment where corruption is deterred, prevented, and discouraged, demonstrating a firm stance of "zero tolerance" against fraud behaviours.

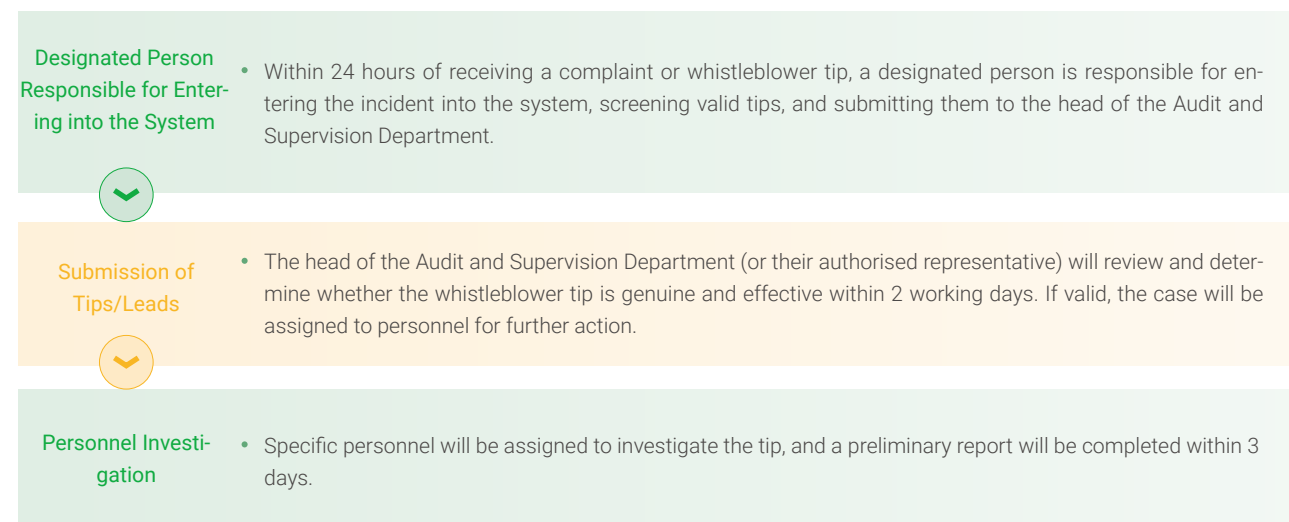
Through daily inspections, special investigations on reported clues and inspections of regional branches, the Audit and Supervision Department, as entrusted by the Company, ensures that the audit work is completed every one to two years in areas prone to fraud, embezzlement, misappropriation and unfair competition, such as procurement bidding, community operations, operations and expansion achieving 100% full coverage of frontline audit.

S-Enjoy Service has established channels to accept complaints and reports, and implemented a robust feedback mechanism for handling complaints and reports, aiming to continually enhance the efficiency and standardisation of the feedback process. In 2024, the Company revised the *Complaint Report Management Policy of S-Enjoy Service (2024)* to provide clear and refined guidelines, along with an improved confidentiality system to protect the privacy and safety of whistleblowers. The Company encourages all employees, partners, and any persons in the know to report corrupt activities and provide effective leads. Whistleblowers are given significant rewards in accordance with the whistleblower protection and reward regulations, and confidentiality is strictly maintained.

Complaint and Report Acceptance Channels of S-Enjoy Service

Whistleblower Hotline 021-32522898	Whistleblower Email jubao@xinchengyue.com
Whistleblower WeChat 廉政新城 lianzhengxincheng	Mailing Address Audit and Supervision Department, Seazen Holdings Tower, No. 6, Lane 388, Zhongjiang Road, Putuo District, Shanghai

S-Enjoy Service Complaint and Whistleblower Feedback Process



S-Enjoy Service Whistleblower Privacy and Security Protection Measures

- 1 An avoidance system shall be prepared for individuals related to whistleblowing information.
- 2 Measures shall be taken to keep strictly confidential the personal information and whistleblowing content of whistleblowers, and whistleblowing materials are listed as confidential management. Audit investigators shall properly safeguard and use confidential information, which shall not be available to personnel unrelated to investigations.
- 3 In the audit and investigation work, except for special investigators, other person shall not explore or discuss the work-related information, and the personnel participating in the special investigation shall not disclose the content of the special investigation work to any person.
- 4 No institution or individual shall obstruct or suppress the whistleblower's report and retaliate against the whistleblower with any cause.
- 5 Once the retaliation is verified, it will be dealt with seriously in accordance with the relevant regulations of the Company. Where a crime is constituted, it will be transferred to the judicial authority for handling in accordance with the law.

Integrity Culture

In 2024, S-Enjoy Service revised and improved the integrity clauses in contract signing according to the *Criminal Law Amendment (XII) of the People's Republic of China* to ensure legal compliance in the Company's integrity culture practices. Meanwhile, the Audit and Supervision Department conducts periodic meetings with senior management to discuss business risk prevention and personnel corruption cases, achieving the goal of filtering business operations through integrity supervision and better supporting healthy and positive business development.

Additionally, various functional departments and regional branches have conducted remote livestream training, produced educational warning videos, organised theme months, and created integrity corners. These initiatives aimed to further improve the integrity awareness among all employees and achieve multiple coverages for key positions.



During the Reporting Period

- Conducted **49** anti-corruption training sessions, covering **16,000** participants.
- Conducted **49** conflict-of-interest declaration training sessions, covering **17,000** participants.
- Held a livestream session on integrity culture promotion in June, covering **11,000** participants.

During the Reporting Period, the Company did not have any penalties from regulatory authorities for violations of relevant laws and regulations of fraud, bribery, extortion, cheat, and anti-money laundering.

04 Green Operation, Creating a Low-carbon Homeland

Green Operation

The major operations of S-Enjoy Service are property services. The main impact on the environment and natural resources are the Company's internal energy and water consumption. However, pollutants and waste and seldom discharged externally, thus not exerting a significant impact on the surrounding environment. Incorporating its operational practices, S-Enjoy Service centres on the initiative focuses on three pillars, i.e., green communities, green office and green dining. The Company implements the fine management, strictly monitors and meticulously reviews the energy consumption of equipment within all areas under its management.

The Company has built an Environmental, Health and Safety ("EHS") system and established the EHS committee to strengthen the environmental management and environmental performance. Led by the Chairman and Chief Executive Officer, the EHS committee has set up multiple functions such as customer service operation, finance and human resources, and established a green operation management system with full participation from regional companies to the headquarters of the Group.

Identifying energy and resource wastage issues during operations, the Company is actively proposing improvement measures to strive to reduce the energy waste at each link and contribute to the achievement of the Group's energy conservation and emission reduction objectives.

Three Pillars of Green Operation of S-Enjoy Service

1	2	3
Green community - Optimise the lighting system, including the use of LED lamps, voice-controlled lamps, human-body sensor lamps, etc., and control the switch by time; - Formulated the Management Requirements for Closed, Removed and Bag-out of Decoration Garbage House, and designated special construction garbage dumps to manage construction waste in a unified manner; - Promote waste classification, hold meetings with owners' representatives, and respond to the national waste classification call through on-site publicity, community activities, waste classification brochures, WeChat publicity and other methods; - Install charging piles for qualified communities and encourage low-carbon travel in the community.	Green office - Encourage all employees to save electricity, turn off office equipment in a timely manner after work, and turn off the equipment when leaving; - Promote double-sided printing and double-sided copying to save paper and ink and reduce waste generation; - Extend the service life of office appliances and office facilities to reduce the use of consumables; - Turn off the faucet timely, and notify the relevant department for repair if leakage is found; - Provide online and offline environmental training for all employees to improve their environmental awareness.	Green dining - Colour block separation and number of all light switches and sockets in the restaurant to specify the time of use; - Unified control of the lighting equipment system in the dining area of restaurants, implementation of the project manager responsibility system, and clear allocation of work and responsibilities; - Record and inspect the energy consumption and vacancy of the canteen on a regular basis, and manage daily energy consumption properly; - Control the air-conditioning temperature in the canteen and strictly implement the required air-conditioning temperature and usage time.

By implementing a range of initiatives under its green operations, S-Enjoy Service has not only demonstrated its commitment to environmental responsibility but also established itself as a model for promoting green and sustainable development within the industry. During the Reporting Period, the Company did not have any penalties from regulatory authorities due to violations of relevant laws and regulations of environmental management.

Response to Climate Change

S-Enjoy Service, in accordance with the *International Financial Reporting Standards (IFRS) S2 - Climate-related Disclosures (IFRS S2)* of the International Sustainability Standards Board (ISSB), has structured and presented its climate change management system from four main aspects, i.e., governance, strategy, risk management, and indicators and targets, to enhance its resilience and capabilities in response to climate change.

Climate Change Management System of S-Enjoy Service
Governance - Review and approve the Company's climate change goals and regularly oversee progress towards achieving these goals by the Board of Directors. - Oversee and enforce ESG initiatives by the Office of Board of Directors and relevant departments. - Integrate the climate change risk management into daily operations across various company departments.
Strategy - Identify and assess climate change risks and potential financial impacts. - Identify climate change opportunities and take measures such as energy-saving technological upgrades and the utilisation of renewable energy to mitigate risks and capitalise on opportunities.
Risk management - Gradually integrate the climate risk management into the Company's overall operational risk management. - Assess the severity of climate-related risks and develop protocols or measures for effective response.
Indicators and targets - Track progress in climate risk management through indicators such as carbon emissions and energy consumption. - Actively conduct greenhouse gas inventories and accounting, with disclosure of relevant performance in ESG reports.

Analysis of Climate-related Risks and Opportunities for S-Enjoy Service

Climate-related Risk/Opportunity Type	Description of Risk/Opportunity	Response Measures
Climate-related risks	Policy and legal risks	- Stay abreast of and adhere to pertinent regulatory laws and statutes, ensuring that all business operations adhere to regulatory requirements by standardising work-flows and operational processes. - Regularly compile data on greenhouse gas emissions to promptly address any associated mandates. - Establish and enhance an emergency man-agement framework specifically tailored to address climate events.
	Market risks	
	Reputation risks	
	Acute physical risks	
	Chronic physical risks	
Climate-related opportunities	Energy-saving and environ-mental services	- Incrementally increase the utilisation of renew-able energy sources, such as solar power, in operation. - Actively explore smart property services, leveraging Internet of Things (IoT) and energy management strategies based on sophisticated big data analytics.
	Energy transition	
	Innovative service models	

Drawing on the assessment results of climate change risks and opportunities, the Company has set short, medium and long-term goals for reducing intensity of GHG emissions. Furthermore, the Company regularly updates stakeholders on the progress of these objectives to ensure transparent information disclosure.

Indicators	Short-term Goals (2025)	Medium-term Goals (2030)	Long-term Goals (2050)	Progress in 2024
Intensity of GHG emissions (based on 2022)	The intensity of GHG emissions decreased by more than 5% from the baseline	The intensity of GHG emissions decreased by more than 10% from the baseline	The intensity of GHG emissions decreased by more than 50% from the baseline	The intensity of GHG emissions of the Company was 24.65 tCO ₂ e/RMB 1 million, decreasing by 21.86% compared with the base year

Greenhouse Gas Emissions Performance



Energy Management

S-Enjoy Service primarily relies on electricity consumption during its operations. The Company strictly abides by national and local relevant laws and regulations, such as the *Energy Conservation Law of the People's Republic of China*. In 2024, the Company revised the *Energy Consumption Management Measures (2024)*, which provides detailed specifications and management for the use conditions and scenarios of electrical equipment. This is aimed at further optimising energy allocation, reducing unnecessary energy consumption, and promoting the development of an energy-efficient and environmentally friendly company. The Company's energy management certification remained valid in 2024.

Energy Management Framework of S-Enjoy Service

Quality Management Center

- Responsibilities: As the Company's energy management body, responsible for the company-wide energy conservation and consumption reduction, resource utilisation and energy consumption target assessment.

Energy-saving Management Group

- Responsibilities: Responsible for organising and coordinating the leadership of the Company's energy-saving work.

Energy Management Certification of S-Enjoy Service

Company Name/Operational Site Name	Certification Name	Validity Period of Certification
S-Enjoy Service	ISO 50001: 2018	2025.10.26

In 2024, the Company conducted routine energy consumption progress checks and energy consumption standard updates every half month for regional branches to enhance their employees' awareness of energy-saving and consumption reduction. Meanwhile, the Company has developed a set of practical energy management measures to achieve its energy conservation and emission reduction objectives. These measures encompass seven key areas and involve comprehensive energy-saving transformation projects to reduce the energy consumption in the Company's daily operations.

Energy-saving Transformation Projects of S-Enjoy Service

- Motor vehicle garages: Flexibly adjust the number of lamps which are required to ensure that the lighting effect remains unchanged, so as to reduce energy consumption;
- Non-power-driven vehicle garages: Set up light-control lamps in ramp and garage to reduce unnecessary lighting power consumption;
- Office area of the building: Use lamps controlled by human sensing, post energy-saving signs on the wall of lamps, and encourage users to turn off the lights when needed;
- Industrial parks: Set effective and regular time control according to the lighting needs of different scenarios in the park;
- Tower building: clarify the energy consumption interface and install timers for public lighting on office floors except for emergency lighting;
- Energy-saving equipment: Adopt low-energy equipment, including energy-saving and consumption-reducing air conditioners;
- Operation standards: Refine energy consumption management, and set the opening hours for facilities and equipment such as lighting, water systems, elevators, air conditioners and heaters in public areas and property buildings.

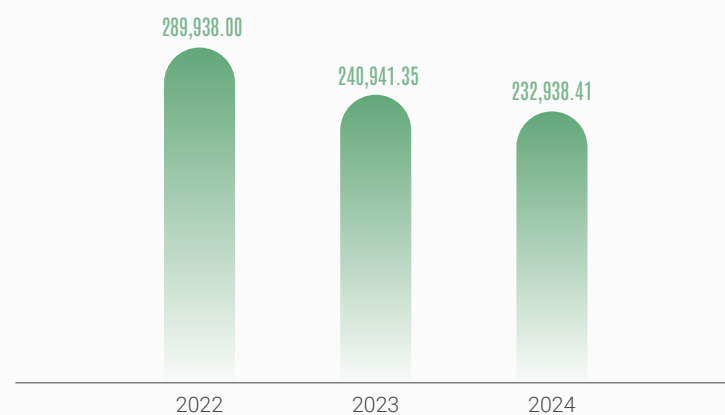
For new projects, the Company will establish a metering account *Public Instrument Archive Book* within one month of project acceptance, and designate energy consumption statistical plans to conduct independent and accurate statistics and analysis on customer energy consumption, public energy consumption, business cooperation energy consumption and municipal public energy consumption, and carry out relevant energy-saving transformation projects. The Company sets short-, medium- and long-term goals for comprehensive energy consumption intensity and regularly discloses the implementation progress of related goals.



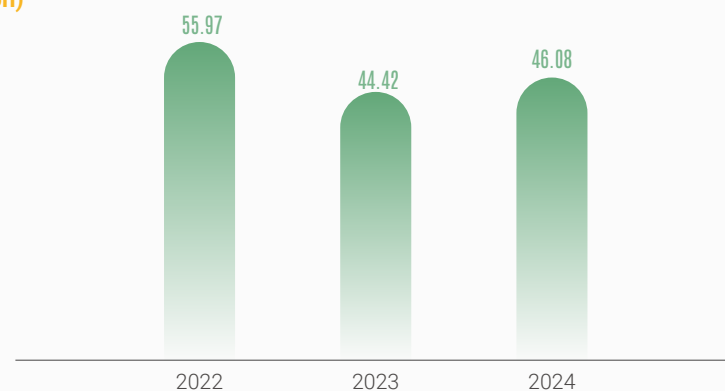
Indicators	Short-term Goals (2025)	Medium-term Goals (2030)	Long-term Goals (2050)	Progress in 2024
Comprehensive energy consumption intensity (based on 2022)	The comprehensive energy consumption intensity decreased by more than 5% from the baseline	The comprehensive energy consumption intensity decreased by more than 10% from the baseline	The comprehensive energy consumption intensity decreased by more than 50% from the baseline	The Company's comprehensive energy consumption intensity was 46.08 MWh/RMB 1 million, decreasing by 17.68% compared with the base year

Comprehensive Energy Consumption Performance

Comprehensive Energy Consumption in the Past Three Years (MWh)



Comprehensive Energy Consumption per RMB 1 Million in the Past Three Years (MWh/RMB 1 Million)



Water Management

S-Enjoy Service primarily sources its water from municipal pipelines. Currently, there are no issues or difficulties in accessing suitable water sources at each operational site. Adhering to laws and regulations such as the *Water Law of the People's Republic of China* and the *Management Regulations for Urban Water Conservation*, the Company has implemented a robust water management system, and devised tailored water-saving measures for various usage scenarios.

Water-saving Measures of S-Enjoy Service

Daily office water consumption

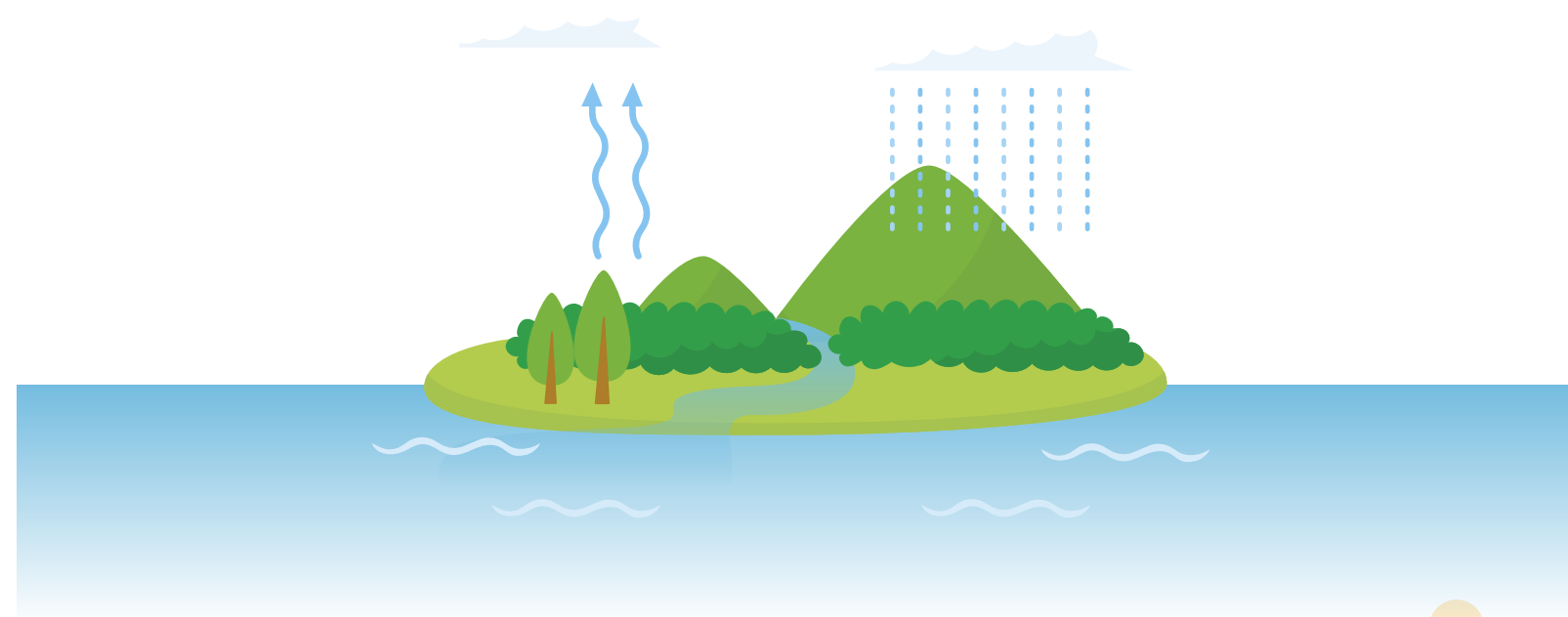
- Conduct back-end monitoring of water consumption in the community, set up a master meter at the main entrance of the municipal administration in the community, set up submeters according to the area, carry out water consumption analysis, and the data are consolidated into the headquarters of the Group on a monthly basis. The headquarters dynamically adjusts saving strategies based on water consumption.
- Maintain water equipment regularly to prevent water leakage.
- Raise the awareness of water conservation among all employees, turn off water taps after use and carry out relevant assessments.

Water for greening

- Introduce water-saving equipment in the irrigation process to reduce water consumption.

Canteen water consumption

- Water saving signs are posted near the pool to clarify the use of the pool.
- Promote all employees to build awareness of water conservation, carry out comprehensive assessment, and eliminate waste of water resources. Water level lines are measured inside the pool, and meat defrosting and fruit and vegetable soaking shall not exceed the water level line.



Emissions and Waste Management

The main types of emissions and waste generated by S-Enjoy Service include waste water, general waste and hazardous waste. Waste water originates from daily office, greening and canteen water consumption. General waste comprises office waste and kitchen waste generated during routine operations. Hazardous waste primarily includes waste toner cartridges and waste ink boxes in a small amount.

The Company strictly abides by relevant laws and regulations such as the *Law of the People's Republic of China on the Prevention and Control of Water Pollution*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, and the *Management Measures for Urban Household Waste*, and has formulated the *Office Management Guidelines and the Waste Removal Management Regulations of S-Enjoy Service*. It implements the "reduce, reuse and recycle" principle across its operational sites, aiming to regulate waste disposal and recycling processes, foster green office practices, minimise general waste generation, and enhance waste utilisation rates. During the Reporting Period, the Company did not encounter any instances of illegal or non-compliant events related to emissions and waste management.

Emissions and Waste Disposal Methods of S-Enjoy Service

Category	Waste Type	Disposal Method
 Waste water	Domestic waste water	Flow into the municipal pipelines for treatment
 General wastes	Office and kitchen wastes	Entrust third-party entities for environmentally friendly disposal
 Hazardous wastes	Waste toner cartridges and waste ink boxes	Entrust third-party entities for environmentally friendly disposal

In order to minimise the generation of kitchen waste, the Company has devised a procurement strategy for its catering services, focusing on purchasing in precise quantities to reduce waste at its origin. Furthermore, stringent quality control measures are implemented for ingredients, along with techniques such as staggered cooking and portion-controlled preparation to decrease ingredient wastage. Additionally, the provision of smaller portion dishes and encouragement of customers to take only what they require are among the measures employed to prevent unnecessary waste.

The Company conducts anti-waste culture and carry out "Clean Your Plate" campaign among employees through various means such as slogan promotion, screen displays, and training sessions to deepen employee awareness and encourages them to practice thriftiness in both work and personal life. These efforts aim to contribute to the efficient utilisation of resources and sustainable development.

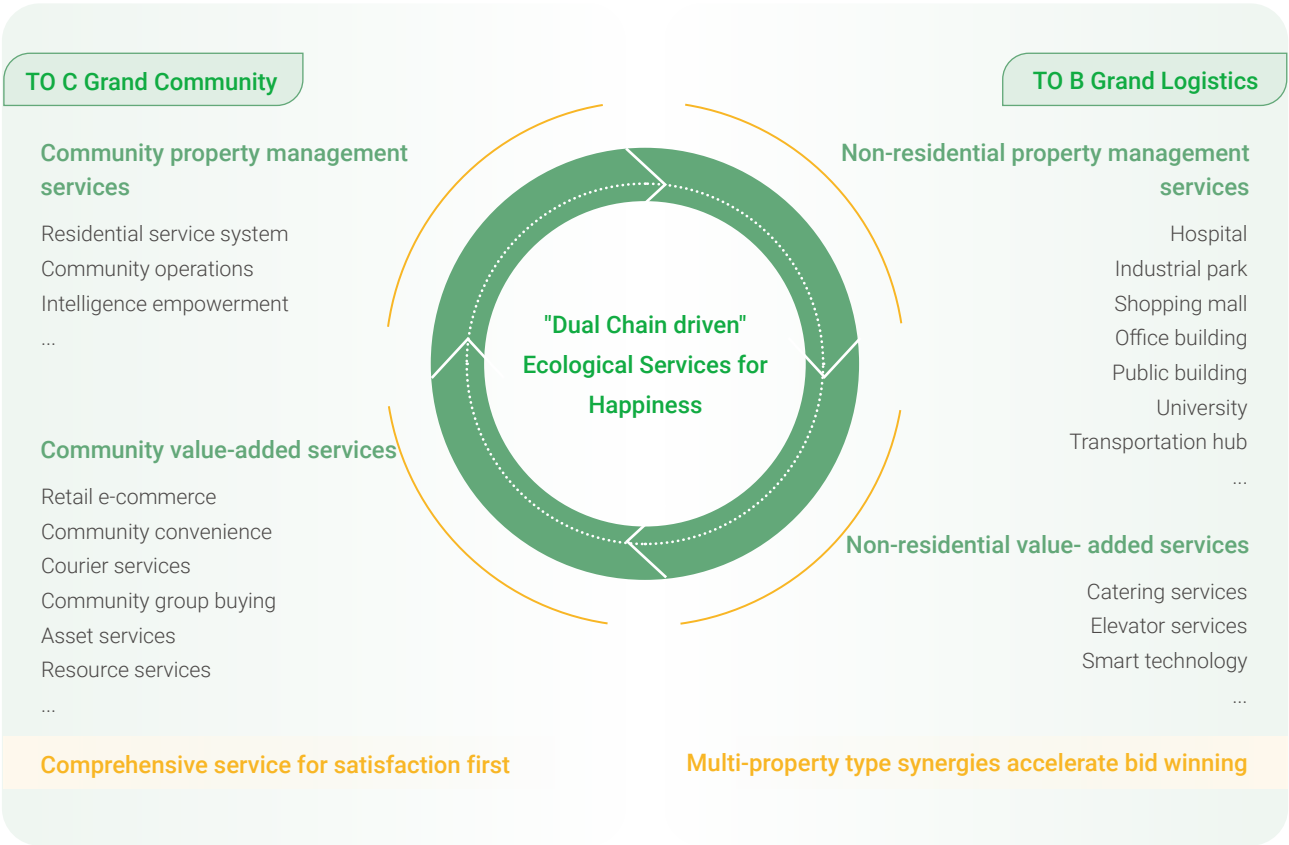
05 Quality Service, Building Industry Harmony

Service Quality and Satisfaction

Service Quality Improvement

S-Enjoy Service adheres to the corporate mission of "Happy Home, Happy Life", proposes the dual chain-driven development model of "Grand Community + Grand Logistics", focuses on the key service sectors needed by end customers and government and enterprise customers, and adopts the logic of "discovering greater values and providing comprehensive services for one customer", constantly reinforcing diversified professional services.

Ecological Service System for Happiness of "Grand Community + Grand Logistics" of S-Enjoy Service



In 2024, to enhance service quality, S-Enjoy Service strengthened the management and empowerment of regional offices by the headquarters, by regarding comprehensive quality tour inspection as a basis and customer follow-up visits and vacant property inspections as two actions and centring on customer satisfaction.

To improve customer satisfaction, unify and standardise the Group's comprehensive quality inspection standards, and improve property service and on-site management levels across regional branches and projects, the Company developed the *S-Enjoy Service Three-level Comprehensive Quality Inspection Management Measures*. This helps achieve a long-term mechanism of "Headquarters-Regional-Project" coordinated management. The Company classifies quality inspections into comprehensive inspections, visual inspections, and special inspections. The teams/projects - Customer Service Operations Departments of Regional Branches - Headquarters Customer Service Operations Centre carried out project quality inspections on a weekly, monthly and quarterly basis.

Comprehensive Quality Inspection Responsibilities and Tasks of S-Enjoy Service



Three-Level Comprehensive Quality Inspection Management Mechanism of S-Enjoy Service

Comprehensive inspection Inspections related to customer service, environment, order, engineering, as well as quality business red-line inspections.
Special inspection Special inspections for project sites and business management conditions, such as night inspections, pre-holiday safety inspections, pool inspections, fire safety inspections and energy consumption control inspections.
Visual inspection Focus on the customer touchpoints, home arrival paths, on-site sensory quality and customer service.

To strictly standardise frontline employees' customer service behaviour and reduce customer dissatisfaction, the Company categorises comprehensive customer service quality inspection results into "Excellent", "Good", "Mediocre" and "Poor". For projects that fail to achieve "Good" standards, the regional team must promptly rectify the issues and undergo re-inspection. If the re-inspection still does not meet standards, the responsible person will face the corresponding penalties. This system helps standardise the quality of customer service and reduce customer complaint rates.



During the Reporting Period

The headquarters conducted 413 quality inspections, with an overall inspection coverage rate of 64%, a good quality rate of 83%, and a rectification rate of 95%.

S-Enjoy Service actively carries out customer follow-up visits. By leveraging its own and surrounding resources, the Company provides various door-to-door services for park residents, such as mite removal, water and electricity testing, air conditioning cleaning, and glass cleaning. Through customer interviews, the Company gathers feedback while enhancing customer satisfaction. Additionally, the Company provides vacant property services for properties that are long-term unoccupied, ensuring that property owners of vacant properties also experience the Company's thoughtful services.

"Two Actions"

Customer follow-up visits

S-Enjoy Service offers various door-to-door services for property owners, including air conditioning filter cleaning, range hood cleaning, window cleaning, hardware maintenance, oil paper installation, knife sharpening and pipe cleaning.



S-Enjoy Service's door-to-door services

Property services for vacant units

Every Thursday is designated as "Vacant Unit Service Day" for S-Enjoy Service. The service is offered in two forms:

- Out-door: Check the appearance of doors and windows, clean the entry door, and inspect water and electricity meters.
- In-door: Add extra services, such as visual inspection of each room and internal balcony for any abnormalities.



During the Reporting Period

- Continued to carry out customer follow-up visits and property services for vacant units, served **250,000** households; inspected **140,000** vacant properties, covering **92%**; and a service satisfaction rate of **98%**.

S-Enjoy Service regards improving customer satisfaction as a top priority. The Company focuses on three key dimensions: service attitude, response speed, and activity effectiveness. Based on this, it proposes feasible measures and suggestions for regional and project teams and establishes a clear reward and penalty system.

Satisfaction Improvement Measures of S-Enjoy Service

Satisfaction - Service Attitude

Training empowerment

- For new employees: Implement 100% induction and learning for new employees
- Ten Minutes Before the Shift: Daily pre-shift briefings to reinforce knowledge and create lasting memory
- Weekly case sharing: Share excellent service cases every week

Effective penalties for complaints regarding service attitude

- Zero tolerance for the responsible individuals; project leaders will be fined upon receiving complaints. If the regional customer service head receives more than three valid complaints in a month, he/she must give a special presentation on the situation during the monthly functional line meeting

Service benchmark special incentives

- Every quarter, frontline employees in the region are selected based on service performance and customer recognition, with cash rewards provided to selected employees

Satisfaction - Response Speed

Customer reports

- Customer reports are promptly followed up through front desk visits, phone calls, online channels and customer follow-up visits. Online and offline reporting channels are proactively promoted. Work orders are issued for 100% of customer reports till such reports are handled and closed

Property owner group management requirements

- Rapid response: When the main housekeeper is off-duty, the deputy housekeeper will assist in handling group matters; The night shift order manager covers for the housekeeper after working hours; For issues of group concern, the Company must provide feedback within 24 hours regarding the issue's resolution or the next steps
- Proactive maintenance: Morning greetings are sent daily, and property work reports and activity promotion are sent weekly; Timely notifications will be sent for water and electricity disruptions, elevator issues (maintenance), and weather alerts

Satisfaction - Activity Effectiveness

Themed activities

- One themed activity is held each month, such as outings, parent-child DIY, community sports events and community market day

Moving-in service

- New property owners' needs are learned through early surveys and communications. Services, such as on-site moving-in setup, elevator access, parking arrangements, and well-wishing gifts are arranged for such property owners

In 2024, S-Enjoy Service actively conducted service quality improvement training for the four key areas: comprehensive quality, security management, environmental standards and engineering. This ensures employees provide professional customer services.



During the Reporting Period

- The Company conducted a total of **21** quality training sessions, covering **66,283** participants.

The Company actively undertakes catering projects for multiple fortune 500 companies and organises various activities to enhance customer experience, such as cultural canteens, food tours and university culinary competitions. These efforts have gained widespread market recognition.



S-Enjoy Service Catering Gourmet Festival

On 28 and 29 November 2024, the first Autumn and Winter Gourmet Culture Festival was successfully held by Jinyu Catering at the employee cafeteria of Southern Medical University Third Hospital (Changzhou Second Hospital). The festival featured a variety of cuisines, noodles, and specialty snacks, along with a lucky draw, attracting many hospital staff and students.



The First Autumn and Winter Gourmet Culture Festival at the Employee Cafeteria of Southern Medical University Third Hospital (Changzhou Second Hospital)



During the Reporting Period

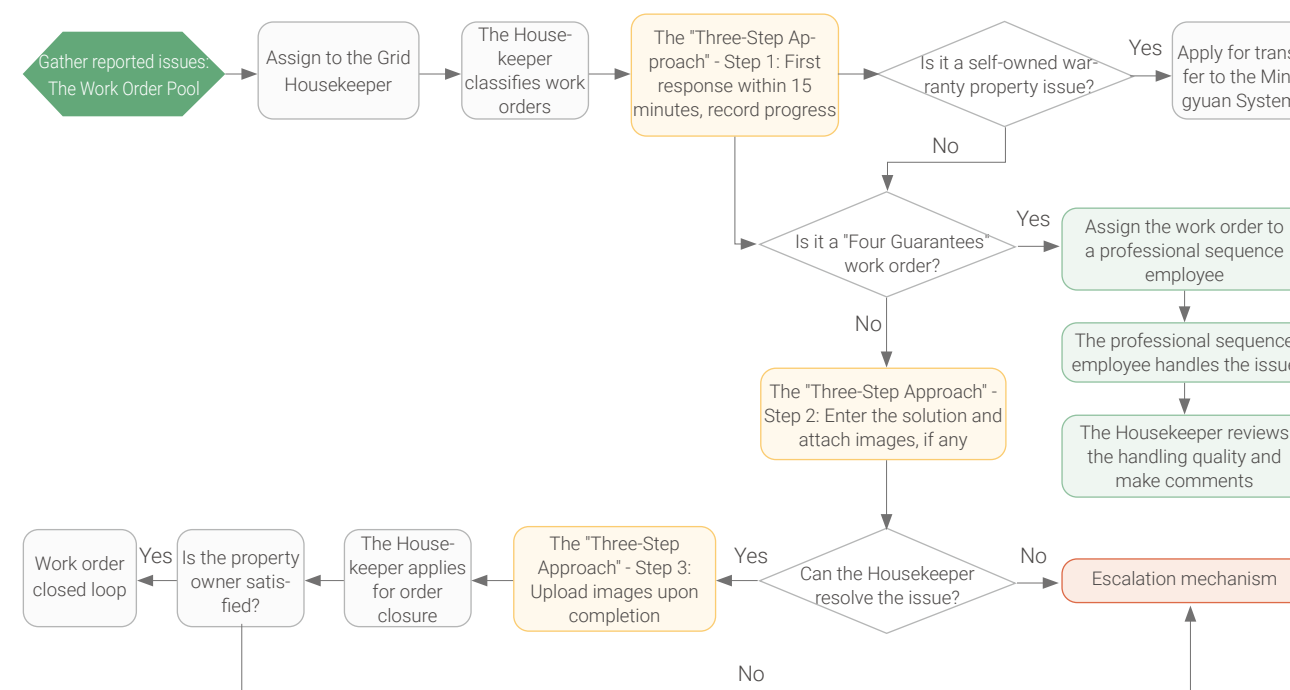
- The Company's catering subsidiary, Shanghai Xuefu Catering Management Service Co., Ltd., had **6** projects awarded the "Green Dining" demonstration site by Shanghai's catering industry.



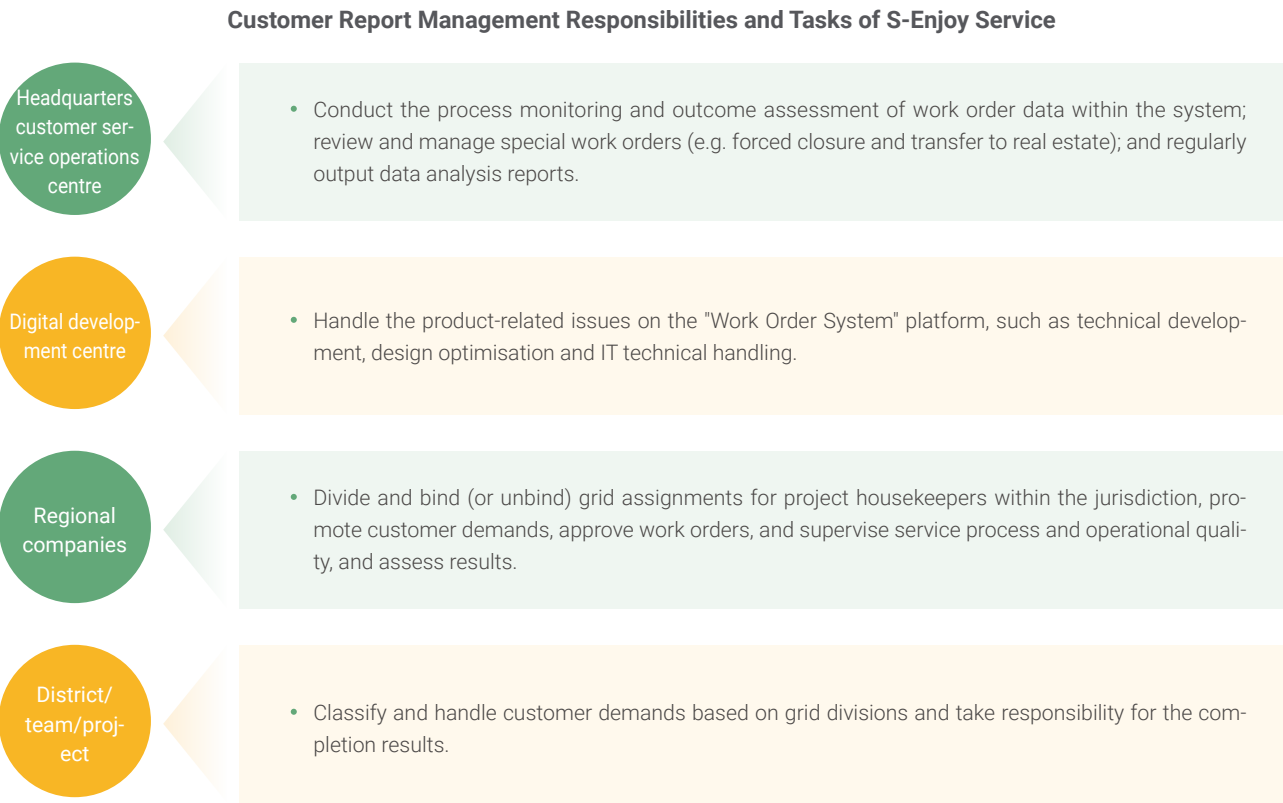
Customer Communication and Satisfaction

S-Enjoy Service adheres rigorously to laws and regulations like the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests* and other relevant provisions. We have formulated the *Guidelines for Customer Reception*, the *Guidelines of S-Enjoy Service for Handling Customer Reports (2024)*, the *Management Measures of S-Enjoy Service for Customer Report Handling Assessment (2024)* and other systems to actively respond to customer complaints and feedback. Through various channels such as on-site reception, customer service hotlines, Orange App/Applet, property owner groups and internal survey calls, we timely listen and respond to the needs of customers for repair reporting, complaints and consulting.

S-Enjoy Service Customer Report Handling Flowchart



High-quality customer service is the foundation of S-Enjoy Service's operations. To clarify the process and management requirements for handling customer demands across various channels, and to ensure rapid and effective resolution of customer issues, thereby contributing to achieving customer satisfaction goals, the Company has established a comprehensive management framework to enhance customer satisfaction.





During the Reporting Period

- The Company received **146** service attitude complaints, with **107** closed and **39** abandoned due to customer demands do not fit the scope of property services.
- The catering business received honors such as **"Brand Reputation Five-star Enterprise"** and **"2024 Quality Canteen"**. Many customers rated their satisfaction with the Company's catering services at over **98%**.

Smart Services

S-Enjoy Service organically integrates community services, equipment management, and property owners' daily lives. By streamlining property service channels, the Company enhances property management efficiency, achieves real-time collection of operational data, connects facility equipment via the cloud, and enables intelligent interaction for community services. From smart security, smart access, energy consumption management and smart home spaces, the Company performs a digital, platform-based and ecological upgrade of communities, leveraging technological empowerment.

Value-added Services of S-Enjoy Service

Residential property owners	Community life services	Community e-commerce: Orange App	The Orange App integrates smart parking, retail services and smart home into the community space. It offers online shopping, charging, parking, door opening, neighbourhood announcements and butler services, all updated in real-time.
		Delivery Lokcer service: Cloud Box	In addition to providing receiving and shipping services, it uses big data to meet the daily shopping and home service needs of community residents.
	Community asset services	Decoration - Orange Home	It provides property owners with a one-stop home living solution, including bare-shell renovations, fine decoration services, smart home services, balcony designs, etc.
		Parking - Orange Home Parking	It offers professional, efficient, and systematic parking solutions for property owners.
	Public Resource Management services	S-Enjoy Hub	Community resources' supervision, operating and maintenance centre for community management, as well as the incubation centre for new business.
Non-residential clients	Catering services		By accurately positioning the catering brands under its umbrella, including ChyTimes, Shanghai Xuefu Catering, Health Restaurant and Tianjin Jinyu, the Company extends high-quality catering services to schools, government agencies, industrial parks, of-fice buildings, and other diversified service sectors.
	Elevator services		Supported by four major systems – the elevator transportation system, the smart management system, the IoT system and the AI elevator cloud system – the business includes elevator sales, installation, maintenance, renovation, inspection and IoT services.



Smart Service Innovation Case of S-Enjoy Service

"Orange App": The Company has conducted multiple users experience optimisations on the mobile app for Orange App, enhancing features such as visitor management, community activities, online payments and renovation management. In 2024, the Company launched the "Vacant Property" inspection feature on the WeCom. The system can assign property manager inspection tasks based on the "house status". The property manager can also send inspection images to property owners for confirmation and feedback.



During the Reporting Period

- The Company is actively developing smart service software. During the reporting period, the Company registered **70** patents and **89** software copyrights.



Customer Health and Safety

S-Enjoy Service regards customer health and safety as the core of customer management. It strictly abides by the *Production Safety Law of the People's Republic of China*, the *Fire Protection Law of the People's Republic of China* and other laws and regulations, and has formulated and implemented management systems such as the *Safety Management Policy* and the *Fire Protection System Management Policy* to ensure the safety of community facilities, elevators and food. Through the active investigation and inspection of potential safety hazards, the Company protects the safety and health of owners, and creates safe communities.

S-Enjoy Service has established a three-level safety management system structure of "Group-Region-Project". Based on the actual situation and specific situation of the region, the Group has standardised the safety management order based on specific projects, clarified the safety work responsibility of responsible persons at all levels, effectively prevented potential safety risks, ensured the safety of owners, and effectively maintained the normal order of the community.

Framework of S-Enjoy Service's Three-level Safety Management System

First level: Safety and security unit of the Group

- Establishment, review and amendment of safety management system, formulation of work standards, supervision and check of the operation of regional safety system, and collection and correction of the implementation results

Second level: Safety and security unit of the regional companies

- Implement an order management system based on the regional characteristics, including the development of work standards, execution plans, and management measures, as well as the implementation of management projects

Third level: Project manager

- Implement regional order and management plan

S-Enjoy Service places great emphasis on fire safety, and regularly organise normalised fire protection controls, such as fire drills, fire passage inspections and cleaning, and fire equipment maintenance to ensure the safety of property owners.



Fire Safety Knowledge Popularisation and Fire Drills Around 9 November National Fire Safety Day

In 2024, S-Enjoy Service's projects in the Central and Southern regions actively conducted fire safety knowledge popularisation and fire drills around 9 November (National Fire Safety Day). Before the formal drills, each project's property service centre promoted the activities through various channels, such as park trusses, bulletin boards and WeChat groups, and coordinated with local fire departments and communities to carry out fire drills on the theme of 9 November (National Fire Safety Day), spreading fire laws, regulations, and safety knowledge to property owners. The drills focused on various scenarios and were conducted in real-life simulations to help property owners and employees understand fire safety knowledge and learn how to respond in emergencies.



Fire drills



Safety knowledge popularisation



During the Reporting Period

- Conducted **2,600** fire safety training and drills, with over **7,600** participants.
- Other emergency drills covered over **9,000** participants.

In terms of facility and equipment safety management, in accordance with the *Special Equipment Safety Law of the People's Republic of China* and other laws, regulations, and relevant provisions, the Company has formulated management systems such as the *Safety Management Policy* and the *Elevator Emergency Rescue Plan* to reduce elevator safety risks through emergency drills, in-depth investigation and training. The Company organises regular skill assessments for technical employees, and classifies the assessment results into six grades of T1 to T6, to continuously inspect the skill level of employees, keep improving elevator safety, turn operation stability more standardised and professional, practically safeguard elevator safety, and ensure property owners can use elevators in an assured manner.

In order to ensure the safety of property owners, *S-Enjoy Service* formulated the *S-Enjoy Pool Safety Management Operation Guidelines*, which covers requirements for pools and related facilities and equipment, management protocols during pool operation and closure periods, standards and requirements for pool personnel allocation, and water quality standards. We have also implemented pre-opening risk assessments for the pool to ensure safety and reliability during the operational phase.

In ensuring food hygiene and safety, the Company prioritises food safety in catering services. It established management systems such as the *Food Safety Management Regulations* and the *Restaurant Food Safety Management Measures*. Strict and standardised procedures are in place for the entire food service process. The *Ingredient Acceptance Standards* was formulated to regulate the origin, specifications, and freshness of meat and vegetables. Meat ingredients must have animal quarantine certificates, while imported meat must have customs declarations and quarantine inspection reports. Receiving staff are required to record returns and exchanges, ensuring traceability of all ingredients. Regular checks of food storage conditions and the proper insulation and safety checks of food are carried out, rigorously controlling food quality to ensure the safety and health of customers.



During the Reporting Period

- The catering subsidiary, Shanghai Xuefu Catering Management Service Co., Ltd., received the "**Food Safety Advanced Unit**" award.



The "Food Safety Advanced Unit" certificate

In 2024, the Company did not experience any incidents of illegal events related to customer health and safety.

Data Security and Privacy Protection

The Company strictly abides by laws, regulations, and relevant provisions such as the *Data Security Law of the People's Republic of China*, the *Cybersecurity Law of the People's Republic of China*, and the *Personal Information Protection Law of the People's Republic of China*. We have established both online and offline information network security protection systems. The Company has formulated and implemented management systems such as the *Information Security Management Measures* to clarify the overall policy of information security management of "comprehensive protection, dynamic management, prevention-oriented and continuous promotion", and identify and assess information security risks by category.

The Company has established a specific management framework for data security and privacy protection. The Digital Development Centre is responsible for the safe operation and information security protection of all information management systems, networks and equipment. The Audit and Supervision Department, the Organisation and the Human Development Centre and other departments work together to jointly assume the information security responsibilities of S-Enjoy Service.



During the Reporting Period

- The information security management system of the subsidiary Jiangsu Ruohong Intelligent Technology Co., Ltd. was certified as compliant with the standard: GB/T 22080-2016/ISO/IEC 27001: 2013 (The certificate is valid until 30 October 2025).
- The intelligent parcel locker system of the subsidiary Nanjing Yungui Network Technology Co., Ltd. passed the Information System Security Level 2 Protection Certification. System Security Level 2 Protection Certification.



Information security certifications of the Company

During the Reporting Period, to improve communication efficiency with property owners, S-Enjoy Service vigorously promoted the binding of property owners to its official WeChat account. To ensure the security of property owners' information, the Company implemented several privacy and confidentiality measures for the use of the official WeChat account, including encrypting customer data, controlling access, and other privacy protection practices.

Data Security and Privacy Protection Measures for S-Enjoy Service's WeCom

- The network communication between the terminal and server of WeCom applies to the Transport Layer Security (TLS) protocol, and the application layer also encrypts and verifies transmitted data to ensure data transmission security.
- Strict security control measures are adopted for the WeCom, including access control, identity verification, security configuration, anti-leakage, encryption, and anonymisation. Important data categories of the Company and users are encrypted and stored with different encryption keys to ensure the confidentiality and security of data.
- Before enabling the WeCom session archiving feature, users must be clearly informed about the relevant policies and provide necessary consent to ensure that data processing is legal, legitimate, and necessary.

S-Enjoy Service attaches great importance to the privacy and security protection of owners in the operation of information systems. Externally, clear confidentiality obligations are explicitly stipulated in contracts with all information-related suppliers. During the provision of services to owners, stringent controls are implemented on individuals and processes that primarily handle customer personal identity information, family members' details, addresses, and related information to safeguard the interests of both the Company and its customers.

Data Security and Privacy Protection Management Measures of S-Enjoy Service

Permissions

- Customer data must have designated reading permissions and passwords. Passwords should not be sent via email.

Principles

- Customer data should primarily be allowed for excerpting only, and no photocopying, photography or lending is permitted.

Coverage

- It is prohibited to disclose customer information without the explicit consent of customers themselves (except for legal obligations).

Privacy

- Theft or leakage of customer data or privacy is strictly forbidden.

Accountability

- In cases where customer information leakage causes losses to the Company, relevant responsibilities will be pursued.



During the Reporting Period

- The Company conducted information security training for **296** employees.

In 2024, the Company did not have any penalties from regulatory authorities for violations of relevant laws and regulations of information security and privacy protection.

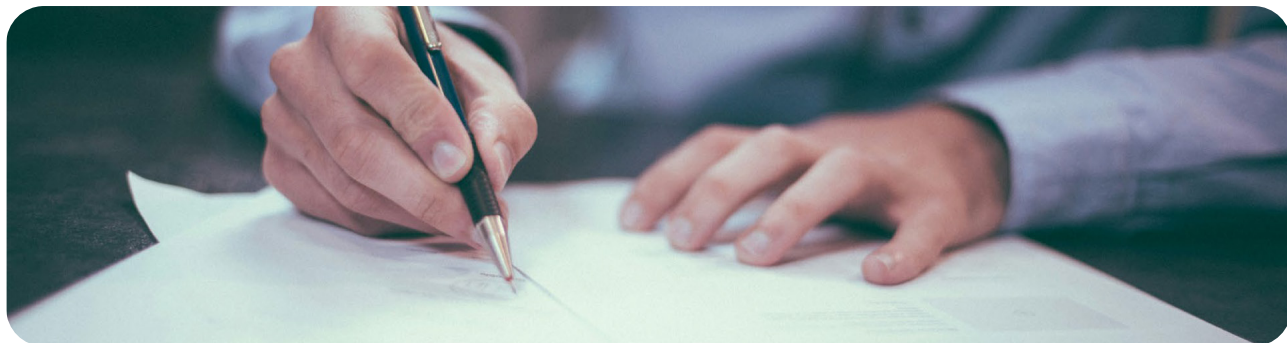
Intellectual Property Protection

The Company strictly abides by the *Patent Law of the People's Republic of China*, the *Tort Liability Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, the *Advertising Law of the People's Republic of China* and other laws and regulations, and has formulated and implemented internal regulations such as the *Information Security Management Measures*, regularly reviews the effectiveness of the intellectual property management system, and continuously optimises the intellectual property risk prevention mechanism.

As the management department of intellectual property affairs, the Legal Affairs Department clearly requires the use and management process of patent rights, proprietary technologies and technical secrets, trademark rights, trade secrets and copyrights, establishes a sound intellectual property compliance management system and process, intellectual property compliance system, and implements intellectual property risk warning.

S-Enjoy Service carries out the publicity and popularisation of intellectual property rights through training, strengthens the management of intellectual property rights such as patents, trademarks and copyrights, encourages and protects fair competition, fully respects the intellectual property rights of partners, strictly uses the intellectual property rights of partners within the scope of authorisation. Meanwhile, we strengthen the monitoring and investigation of infringement of the Company's intellectual property rights, so as to timely discover and deal with infringement and effectively protect the Company's interests.

During the Reporting Period, the Company did not experience any incidents of infringement upon others' intellectual property rights, nor did any of the above matters lead to litigation.



Supply Chain Management

S-Enjoy Service attaches great importance to supplier management, strictly abides by the *Bidding Law of the People's Republic of China*, the *Government Procurement Law of the People's Republic of China* and other laws, regulations, and relevant provisions, and has formulated and implemented management systems such as the *Procurement Management Policy of S-Enjoy Service*, the *Supplier Management Policy of S-Enjoy Service (2024)*, the *Management and Operation Guidelines for Elevator Company Suppliers (2024)*, and the *Ingredient Acceptance Standards*, to create a rigorous and scientific system for supplier management and ensure the quality of purchased products and services.

The Company must follow the principles of openness, fairness, justice, and good faith to all suppliers during supplier review, investigation, acceptance, and evaluation, and promptly provides feedback to suppliers on relevant information, building and maintaining the Company's good reputation and image.

Number of Suppliers of S-Enjoy Service

Region	Total	Increase in 2024
Nationwide	35,532	7,795
Jiangsu	7,289	1,526
Shanghai	1,482	562
Zhejiang	1,613	494
Anhui	894	315
Shandong	5,057	1,171

The Company has established detailed mechanisms for supplier access, evaluation, rewards and penalties and elimination, managing suppliers from all angles. During the access stage, the Company compares suppliers with the *Supplier Access Qualification Checklist*, evaluating their asset status, company size, and professional capabilities. Suppliers must adhere to the spirit of contracts, ensuring integrity and clean cooperation by signing the *Supplier Credit and Integrity Requirements*.

The Company regularly evaluates and ranks suppliers based on daily performance ratings, semi-annual ratings and annual evaluations. In the annual evaluation, the Company combines the two semi-annual ratings to form an overall score, which is used to determine the supplier's ranking in March of the following year. Based on the ranking, appropriate rewards or penalties are applied to suppliers.

Rating and Reward/Penalty Principles of S-Enjoy Service for Suppliers

Score	Supplier Rating	Supplier Rewards/Penalties
Score ≥ 90 points	A	- Priority bidding rights - Half-price bid and performance bonds
90 > score ≥ 80 points	B	Half-price bid bond
80 > score ≥ 70 points	C	Maintain original qualification status
Score < 70 points	D	Regarded as an unqualified supplier



During the Reporting Period

- The Company conducted comprehensive evaluations of **8,973** suppliers in basic property services. Among them, **836** suppliers were rated A, **8,111** suppliers B, **9** suppliers C, and **17** suppliers D.

When managing suppliers, the Company fully considers the social and environmental impact of suppliers' products and services. First, suppliers causing negative social and environmental impacts are excluded during the selection stage. Second, the Company guides and requires existing suppliers to take positive actions in the social and environmental fields. Suppliers excelling in environmental, labour, and ethical aspects are given priority in procurement and supply.

Social and Environmental Impact Assessment Criteria of S-Enjoy Service for Suppliers

Social Impact

- Diverse services:** Improve community service quality and meet residents' diverse needs, such as providing convenient shopping, dining, and entertainment services.
- Quality assurance:** Conduct strict screening of suppliers' product quality and safety to protect user interests.

Environmental Impact

- Waste management:** Establish waste sorting and recycling systems, and encourage waste reuse.
- Resource utilisation:** Reduce the use of disposable items and promote reusable goods.
- Pollution prevention:** Treat waste water to ensure it meets discharge standards.
- Ecological protection:** Conduct environmental impact assessments when developing new business and avoid harming the community and surrounding environment.

S-Enjoy Service insists on selecting trusted suppliers and high-quality raw materials for catering services. The Company strictly implements the *Ingredient Acceptance Standards*, conducting detailed checks on each batch of ingredients to ensure freshness, no spoilage, and no pesticide residues, effectively controlling food safety risks. In terms of supplier cooperation, the Company prioritises long-term partners. Long-term cooperation not only builds a deep trust foundation but also helps both parties reach a high level of understanding in supply processes and quality requirements, ensuring stable and high-quality supply for catering ingredients.

The Company actively conducts supplier management-related training, explaining and guiding the newly developed supplier management systems and operating procedures. This helps employees involved in the training to master key points in the supplier selection, evaluation, and incentive processes. The training covers all employees, and after the training, managers and above-level employees are required to take an exam.



During the Reporting Period

- The Company conducted **11** supplier management-related training and promotional sessions, with **7,307** participants and a total duration of **14,614** hours. A total of **2,201** employees participated in the exam, with a pass rate of **96%**.



06 Growing Together, Creating a Happy Life

Employee Recruitment and Employment

S-Enjoy Service attaches great importance to the standardisation and efficiency of the employment mechanism, ensuring that all steps in recruitment, training, evaluation, and promotion follow clear rules and regulations while maintaining high efficiency and transparency of procedures to attract and retain top talent.

The Company strictly complies with the *Labour Law of the People's Republic of China*, the *Contract Law of the People's Republic of China*, the *Employment Promotion Law of the People's Republic of China*, and other laws, regulations and relevant provisions. The Company has established management systems such as the *Employee Recruitment Management Measures* and the *S-Enjoy Service Resignation and Retirement Management Regulations*. In 2024, the Company updated the *Probation Management Measures* and introduced the *S-Enjoy Service Property Project Management Position Qualification Manual* to further improve the employee recruitment and employment system.

Employee Recruitment and Employment Documents of S-Enjoy Service Updated in 2024

Probation Management Measures

Clarify probation management principles and add probation performance evaluation

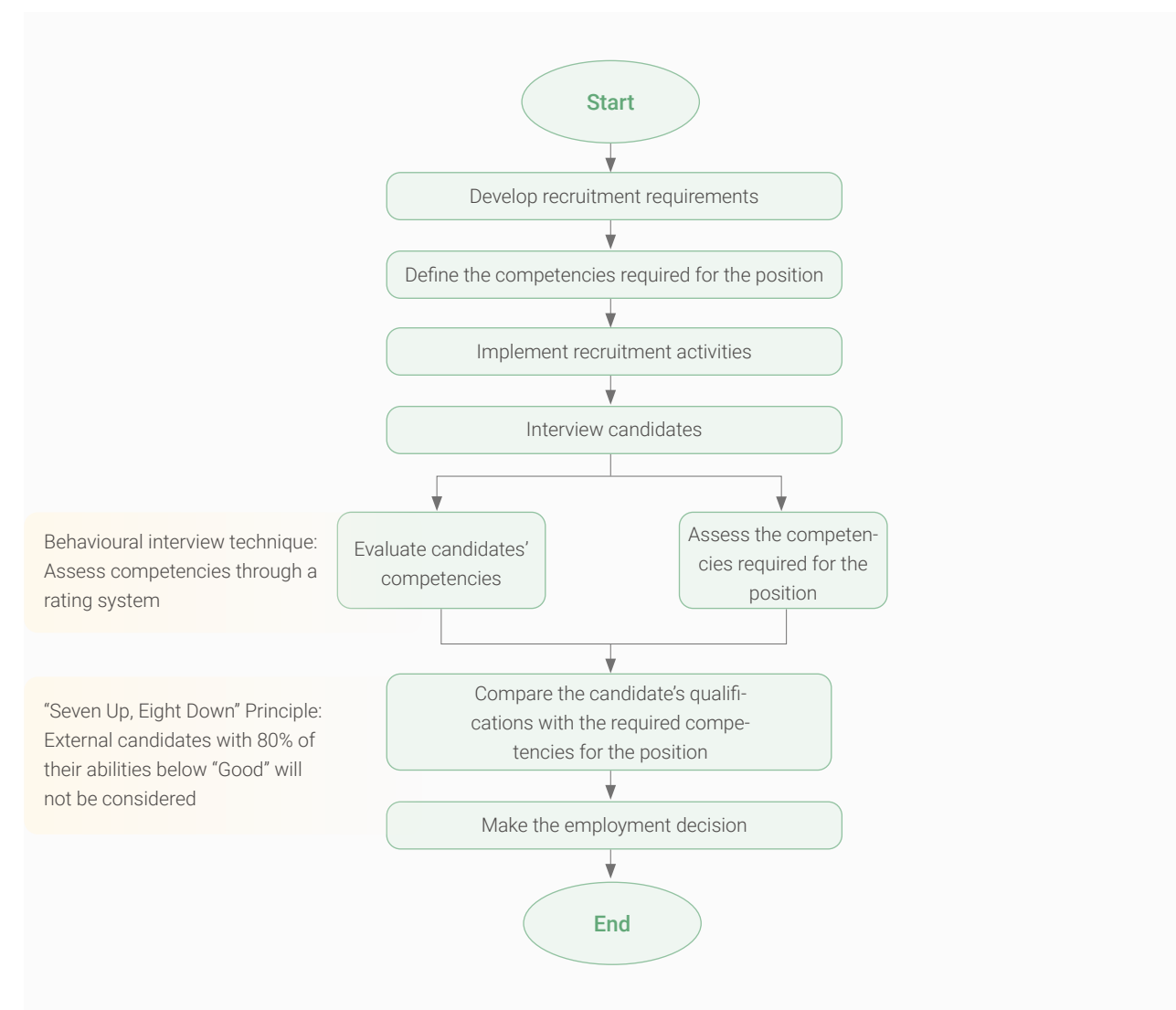
S-Enjoy Service Property Project Management Position Qualification Manual

Define the responsibilities of frontline property project management positions

The Company adheres to a scientific and rigorous talent selection concept and has built a recruitment and employment process centred on the "Competency Model". The process evaluates candidates based on their knowledge, skills, experience, and other external characteristics, along with their alignment with the competency model for the job. This analysis predicts their future job performance, enabling informed employment decisions.



Talent Recruitment and Employment Process of S-Enjoy Service



The Company adheres to the principle of "determining positions based on staffing, prioritising internal recruitment before external recruitment, selecting the best candidates and conducting risk prevention and control", recruits talents according to principles of equality, fairness, impartiality and openness and selects the outstanding ones under the same conditions. Additionally, the Company has relaxed age restrictions for frontline employees and reduced educational requirements for certain positions.

Employment Restriction Relax of S-Enjoy Service

Position	Changes in Restrictions
Order management	Age limit relaxed from under 35 to under 45, with some projects extending to 50
Housekeeper	Age limit relaxed from under 40 to under 45
	Educational requirement relaxed from a regular full-time junior college diploma or higher to a junior college diploma, with some projects accepting vocational high school diplomas

During the Reporting Period, the Company employed 335 veteran employees and 47 employees with disabilities. Additionally, the Company relaxed the background requirements for housekeeper applicants, expanding from logistics to hospitality, retail, financial institutions, intermediary agencies, and other public service sectors.

 During the Reporting Period

- The Company achieved a **100%** contract signing rate with employees, and **no** labour disputes occurred. The Company did not incur any fines or lawsuits related to employment issues.

S-Enjoy Service strictly abides by laws, regulations, and relevant provisions such as the *Law of the People's Republic of China on Protection of Minors*, the *Special Protection Regulation of the People's Republic of China on Juvenile Workers*, and the *Provisions on Prohibiting the Use of Child Labour*. The Company strictly prohibits the recruitment of child labour and forced labour. During the Reporting Period, the Company did not employ any child labour or forced labour that violated laws and regulations.

In cases where a candidate or an employee already in service has engaged in fraudulent activities related to identity information, resumes, educational qualifications, and other violations, the company takes measures such as immediately terminating the employee’s employment and placing them on a blacklist.

Measures for Handling Fraudulent Employee Identification Information of S-Enjoy Service

Link	Measures
Recruiting personnel (not yet employed)	- If any irregularities are detected, the candidate’s recruitment process will be immediately suspended. The hiring personnel will thoroughly verify the authenticity of the candidate’s infractions. - If the infractions are indeed true, the interviewee’s interview will be canceled, and the individual who had already received a job offer will receive a formal <i>Notice of Cancellation of Job Offer</i>. Additionally, the individual will be marked as “Never to be Hired” or “Blacklisted” in the Company’s internal talent pool.
Employee	The Human Resources Department will take the lead. Legal counsel and auditors (if available) will be involved if necessary. In cases of severe violations/fraud (such as fabricating academic credentials, inventing work experience, or failing to sever employment relationships with previous employers), a <i>Notice of Termination of Labor Contract</i> will be delivered to the employee, and they will be blacklisted by the Company.

Employee Rights and Benefits

S-Enjoy Service places a premium on upholding the rights and welfare of its employees, strictly abides by laws, regulations, and relevant provisions such as the *Labour Law of the People's Republic of China*, the *Insurance Law of the People's Republic of China*, and the *Provision on the Minimum Wage* and ensures that all employees enjoy equal opportunities in compensation and promotion, working hours, holidays, and other benefits and welfare in accordance with international standards like conventions set forth by the International Labour Organisation (ILO).

Employee Rights and Benefits-related Documents and Support Measures of S-Enjoy Service

Main Aspect	Internal Systems	Support Measures
Employee rights	Internal systems: The <i>Employee Handbook</i> , the <i>Employees Leave Management Policy</i> , and other internal systems have been formulated. Standardised attendance and leave management practices tailored to the characteristics of the property service are implemented.	- Employees are entitled to rest days, public holidays, personal leave, sick leave, work injury leave, marriage leave, maternity leave and breastfeeding leave, paternity leave, bereavement leave, annual leave as well as other statutory holidays in China. - The Company pays relevant insurance and various statutory benefits for employees. - We strictly abide by legal working hours and implement clear attendance management systems in accordance with national regulations. We set working hours for headquarters, regional companies and professional companies based on the nature of the work. Irregular working hours and integrated working hours are implemented in special posts in accordance with local policies. - Employees can exchange overtime hours for time off. After accumulating time off, employees can apply for leave based on personal needs and work arrangements once the Company’s business peak period is over. - The Company strictly follows national laws and internal salary systems to calculate overtime pay, ensuring that employees are properly compensated for overtime work.
Employee benefits	Internal systems: We developed the <i>Employee Handbook</i> , the <i>Administrative Measures for Welfare Subsidies</i> , and other internal systems.	We provide employees with communication subsidies, meal subsidies, holiday benefits, high-temperature subsidies, seniority subsidies, transportation subsidies, certificates subsidies, consolation funds and other benefits.

Employee Communication

In S-Enjoy Service, we strive to foster a transparent and inclusive communication atmosphere. Our approach involves implementing a dual-pronged communication mechanism, facilitating seamless interaction both vertically between employees and their superiors, and horizontally among colleagues through platform integration.

To facilitate vertical communication, the Company has instituted an Employee Representative Assembly, governed by the *Employee Representative Assembly System of S-Enjoy Service Group Co., Limited*, and convenes regularly, providing a platform for employees to voice their opinions. Additionally, by establishing diverse communication channels such as employee forums, departmental meetings, General Manager's Mailbox, and Communication with General Manager, we actively engage with employees, address their suggestions, and foster a harmonious environment conducive to mutual growth.

In 2024, S-Enjoy Service rolled out the "Youchengyi Platform", establishing a new channel for bidirectional communication by facilitating feedback and decision-making. For horizontal communication, the Company leverages its WeChat official account "Banyuewan" as a platform for employee interaction, where stories and role models are shared.

During the Reporting Period

- The General Manager's Mailbox received **91** letters from employees.
- The "Banyuewan One-click Consultation" online platform received **16** pieces of suggestions and feedback. Impressively, the Company achieved a **100%** response rate to these inquiries, with **100%** of the suggestions being addressed within **48** hours.

Employee Care and Concern

S-Enjoy Service is dedicated to providing employees with care akin to that of a family. Through a series of warm-themed events and holiday celebrations, the Company fosters an active work atmosphere, enhances employees' sense of belonging to the company culture, and creates a cohesive and dynamic corporate environment. In 2024, the Company organised a variety of employee activities such as the Mid-Autumn Festival, Women's Day, and "Let Happiness Happen" Service Month, which enriched employees' lives and nurtured their physical and mental well-being.

The Company has always regarded care for female employees as an important part of corporate culture development, creating a respectful, understanding, and supportive work environment where every female employee can realise their self-worth and enjoy growth and development.



Women's Day Event of S-Enjoy Service

On International Women's Day (8 March), multiple regions of S-Enjoy Service organised the "Most Beautiful Women's Day" themed activities, with female employees actively participating. The activities included flower arrangement, pottery, tea art, etc., and the Company presented heartfelt gifts to female employees, recognising their outstanding contributions.



Women's Day event site of S-Enjoy Service

The Company always adheres to the people-oriented philosophy, placing great emphasis on caring for and supporting employees in difficulty. The Company is committed to resolving their issues and making them feel the warmth of the Company's family-like atmosphere, enabling them to focus on their work and contribute to the Company's steady progress. If employees encounter personal difficulties, such as significant family changes or sudden illness, the Company has a special hardship subsidy mechanism. The subsidy amount is flexibly set based on the severity of the employee's hardship, with a maximum amount of RMB 5,000, effectively easing the employee's financial pressure.

Employee Satisfaction

S-Enjoy Service understands that employees' sense of happiness and work enthusiasm directly affect the Company's productivity, creativity and market competitiveness. Therefore, the Company places great importance on improving employee satisfaction and has taken a series of diversified actions to create a work environment that meets employees' expectations. Meanwhile, the Company persisted in conducting the "Listening to Your XIN Voice" dedication survey and administered through a reputable third-party platform to gauge employee confidence, emotional resonance and positive act tendency. The research encompassed the headquarters, regional branches, and professional companies.



S-Enjoy Service Renovation Activities

In 2024, the Company had 418 dormitories and 93 canteens. During the year, 44 star-rated dormitories, 12 star-rated canteens, and 17 renovation projects were created. The annual employee satisfaction with logistics services reached 89 points, fully demonstrating the excellent results of the "Renovation for the Satisfaction" initiative. Additionally, the Company hosted 69 dormitory forums, 38 canteen care activities, 53 birthday parties, pastry contests and other soft-skill activities, further enhancing employee well-being.



S-Enjoy Service Renovation Activities



Uniform design innovation of S-Enjoy Service

In 2024, the Company carefully designed a uniform system that both reflects the corporate culture and showcases employees' personalities, aiming to enhance the overall company image and employee work experience. Female housekeeper summer uniforms were revamped, replacing traditional chiffon shirts with high-cotton T-shirts, paired with integrated neck scarves to simplify dressing and enhance comfort. The order management uniforms were upgraded, with spring and autumn outfits using "regular uniforms" to enhance professional image, while the winter uniforms were optimised for better fabric texture and protection, ensuring both practicality and professionalism in the clothing.

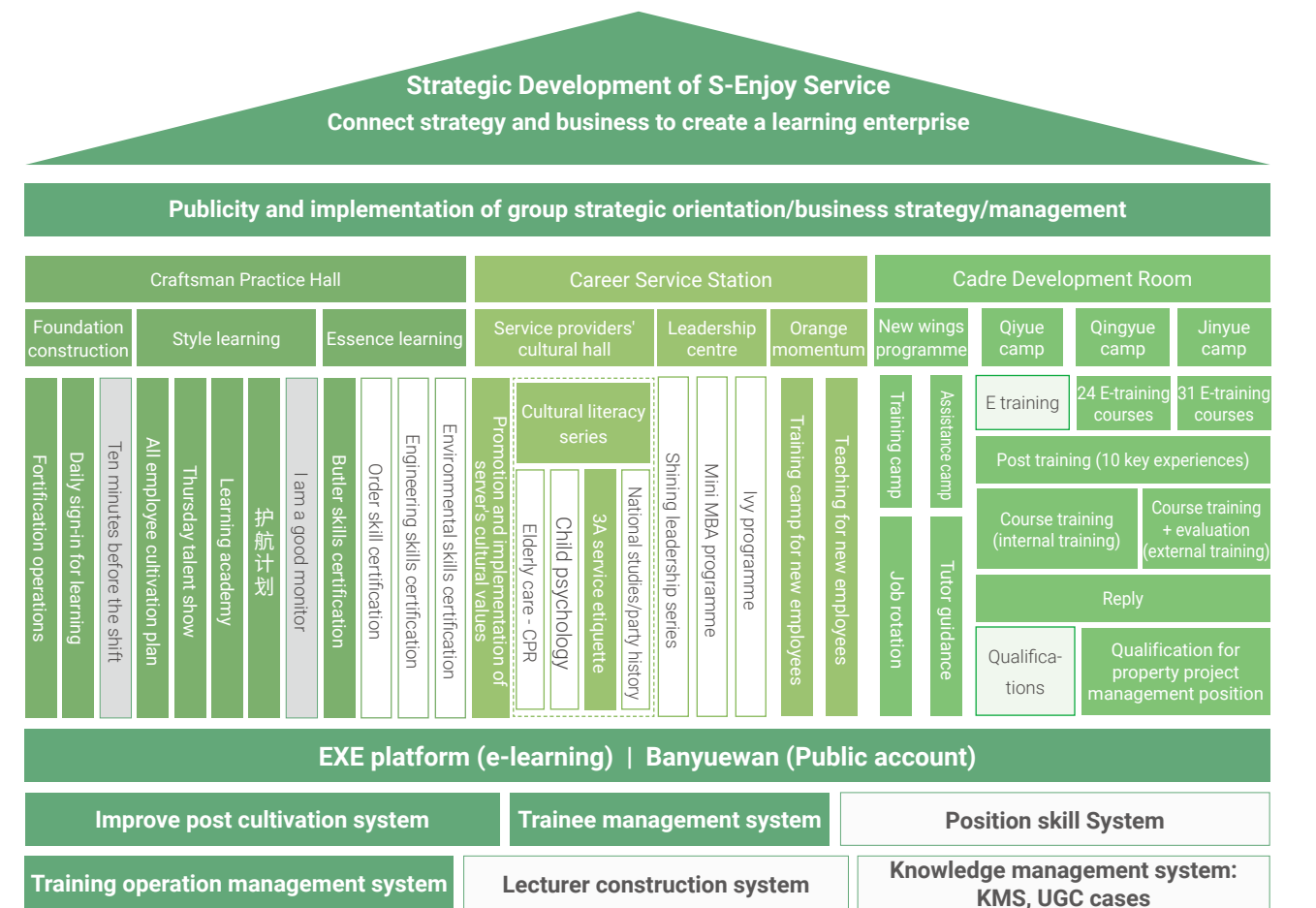


Uniform innovation of S-Enjoy Service

Employee Training and Development

S-Enjoy Service is committed to building an industry-leading learning-oriented organisation. It attaches great importance to the improvement of talent supply chain and internal development capability, and advocates for the holistic growth of its employees. According to the development strategy, the Company has formulated such management systems as the *Training and Development Management System*. We, in 2024, formulated the *Lecturer Management Measures* and updated the *Talent Management Measures*. The Company built a training system for talent to grow alongside the Company from four aspects of employment, probation, transfer, and resignation to assist employees in constantly realising and improving their own values.

Panorama of S-Enjoy Service Training System



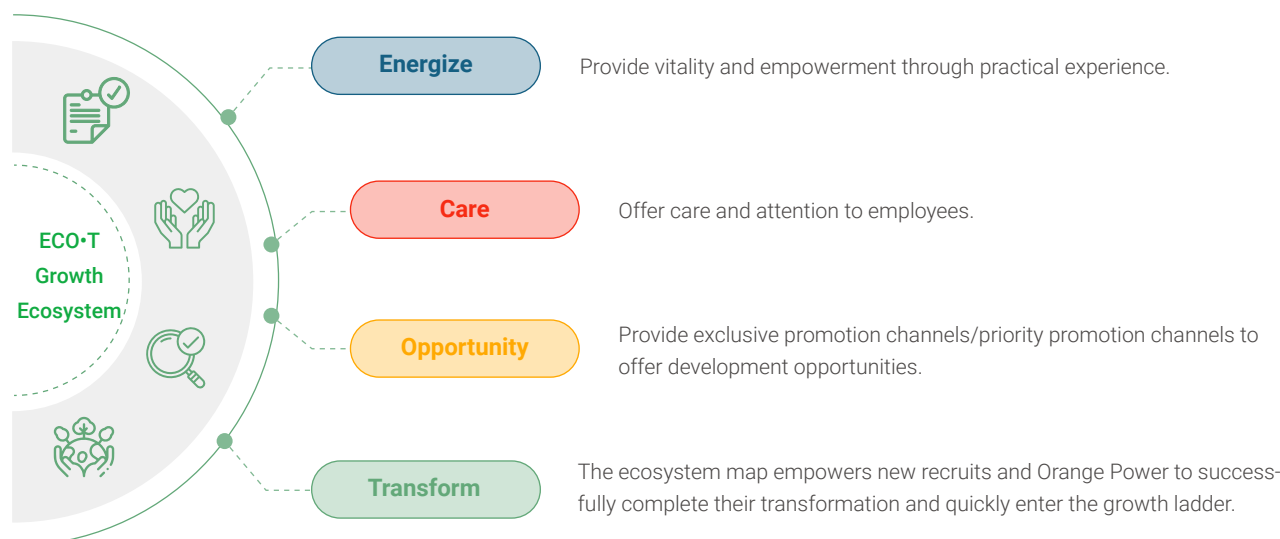
S-Enjoy Service offers diamond training programmes for different businesses and management tiers. Through the "Ivy Programme, Excellent Plan, Orange Momentum, Light Chaser Plan and Service Action", it provides comprehensive management skills, professional knowledge and cultural literacy training to all employees, ranging from corporate executives to frontline service staff. The approach caters to diverse capability enhancement needs across various positions, continuously enhancing the organisation's dynamism.

S-Enjoy Service Diamond Training Product System



The Company adheres to a talent-first strategy and understands that university graduates are a vital force for the Company's future development. Their training and development are crucial to the Company's innovation vitality and core competitiveness. The Company has created the ECO-T Ecosystem for university graduates, helping them grow and transform quickly, while providing a comprehensive growth roadmap and offering ample opportunities for development.

ECO-T Ecosystem



The Company has developed specialised growth paths for project management university graduates and functional management university graduates, namely the "New Wings" Training Model and the "Orange Momentum" Training Model.

The "Orange Momentum" and "New Wings" Training Models of S-Enjoy Service



S-Enjoy Service employs a diverse range of training methods, including "online + offline learning", on-the-job training, and scenario simulations, to inspire employees' enthusiasm for learning. Additionally, it supplements these with mechanisms such as written exams and oral defences to ensure effective learning outcomes for employees. Furthermore, the Company continues its "apprenticeship" mechanism to help new employees integrate quickly into the Company. In 2024, the Company implemented specialised employee training programmes such as the "Ten Minutes Before the Shift" and the "Dengyue Plan (New Employee Training)", assisting employees in quickly meeting the requirements of their positions and ensuring comprehensive attention and cultivation for each employee throughout their journey from onboarding to competency and promotion.

2024 Training Calendar of S-Enjoy Service





During the Reporting Period

- The Company conducted diverse training sessions, reaching out to a total of **15,871** participants through both online and offline formats, ensuring a full coverage rate of **100%**. The collective duration of these training sessions amounted to **470,733** hours, with an average learning time per capita standing at **29.66** hours. The total planned investment in training was RMB **1.24** million.

To meet the organisation's rapid development needs for project management talent and cultivate a group of "skilled in business, knowledgeable in management, and willing to take responsibility", the Company launched the "Qingyue Camp" and "Jinyue Camp" key talent development programmes, aiming to support the organisation's continued growth and competitiveness.

Key Talent Development Programmes of S-Enjoy Service

"Jinyue Camp"

- Cultivate excellent backup talents for team leadership roles within the Company, and enhance trainees' capabilities in project management, business operations, talent management and leadership.

"Qingyue Camp"

- Guide high-potential individuals to transition from "individual contributors" to "business managers" and improve their readiness for their positions.

Through a systematic, three-month training programme in four phases, the Company enhances trainees' business skills, management capabilities, and leadership qualities, boosting their job competence and enabling rapid growth. This allows trainees to transform theoretical knowledge into practical work outcomes through proactive practice, providing a foundation for further development from "qualified" to "excellent" once they take on key positions. Since the programme's launch, Qingyue Camp and Jinyue Camp have successfully trained many excellent project managers and team leaders through continuous iterations and optimisations.



During the Reporting Period

- Qingyue Camp had **206** participants, with a total expenditure of RMB **32,000**. Jinyue Camp had **80** participants, with a total expenditure of RMB **120,000**.

The Company places great importance on the integration of talent development with educational advancement and strives to provide a comprehensive growth platform for employees. The Company has established a close partnership with the Open University of China, encouraging employees to participate in its programmes to enhance their educational qualifications.



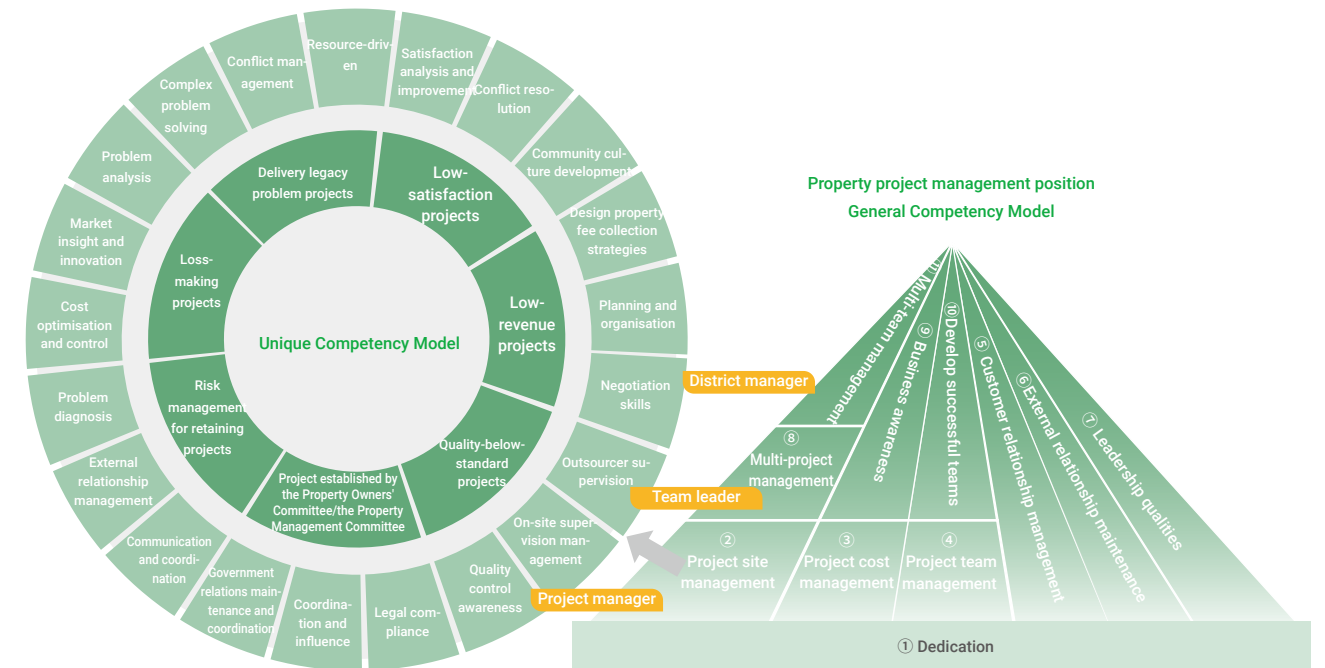
During the Reporting Period

- A total of **66** employees improved their educational qualifications through this programme.

In 2024, S-Enjoy Service developed and published the *S-Enjoy Service Property Project Management Position Qualification Manual*, aimed at providing employees with comprehensive guidance for property project management roles. The manual details the position overview, qualifications, and competency requirements.

Based on interviews and observations of successful role models, the Company has developed a competency model for property project management positions at S-Enjoy Service. This model not only covers the general competencies required for property project management but also refines the unique competencies required by managers for different project characteristics.

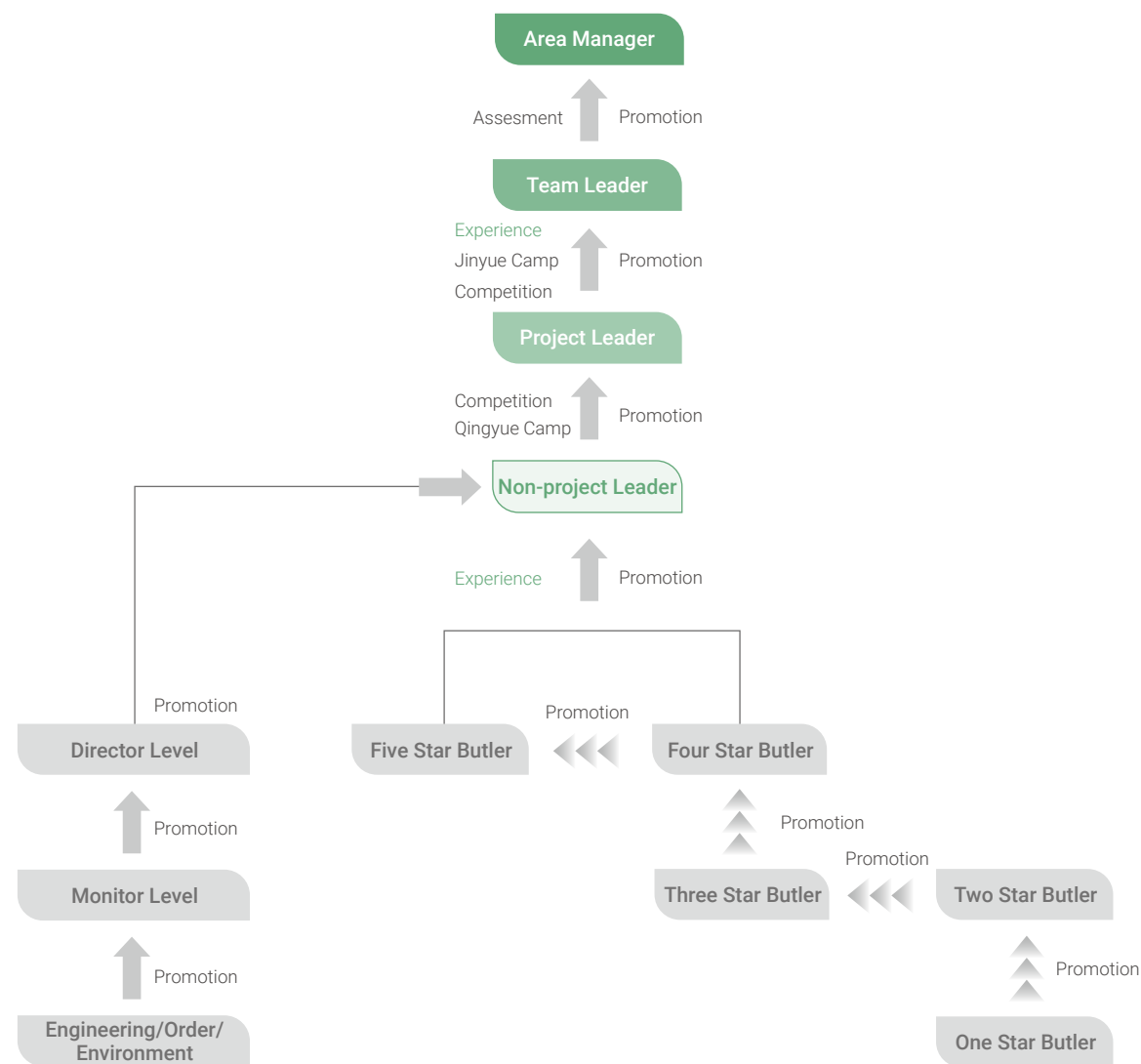
General Competency Model for Property Project Management Positions of S-Enjoy Service



Employee Development and Performance Evaluation

S-Enjoy Service has created a complete path for employee development, and clarified career development paths, providing robust support for employees' career growth and development. To meet both individual career growth needs and company vacancy demands, the Company implemented measures such as lateral internal transfers and internal job competitions to enhance reasonable talent internal mobility, helping employees broaden their career development paths.

S-Enjoy Service Employee Development Pathway



Regarding the performance evaluation management, S-Enjoy Service routinely undertakes semi-annual and annual talent performance assessments. These assessments serve as the basis for identifying talent and offering opportunities for promotion and salary increases. For positions with industry-specific features, such as butlers, the Company aligns with the butler certification standards system established by the Customer Service Centre to facilitate promotions and salary enhancements. In 2024, the Company updated its employee performance evaluation mechanism based on the current evaluation status and actual execution, shifting from a scoring system to a grading system.

2024 Latest Performance Evaluation Grades of S-Enjoy Service

A	Fully exceed quality expectations, can be a model for the department.
B+	Partially exceed quality expectations, with highlights in work.
B	Complete tasks according to quality standards.
B-	Completion is delayed or quality needs improvement.
C	Cannot complete tasks according to quality and quantity, and is at the lowest level within the department.

Talent Retention

The Company understands that employees face new pressures when they join the Company, undergo job transfers (including inter-system transfers), or receive promotions, such as adjusting to new work environments, job responsibilities and team collaboration modes. This transition period significantly impacts both their career development and the Company's operational efficiency. Therefore, the Company arranges professional mentors for each new employee or employee undergoing a job transfer (including inter-system transfers) or promotion, ensuring they can smoothly transition and quickly integrate into the new work environment.

Employee Mentorship System of S-Enjoy Service

New employees

- The Company assigns experienced mentors (immediate supervisors) to help them quickly understand the Company culture, job responsibilities and work processes, ensuring they smoothly transition through the probation period and become core team members.

Employees facing job transfers

- The mentor provides necessary guidance and support to help them quickly adapt to the new position, successfully complete the transition and reach their full potential.

Newly promoted employees

- The mentor focuses on leadership development and role transition, helping employees demonstrate outstanding leadership skills in their new positions.

Occupational Health and Safety

S-Enjoy Service complies with laws, regulations, and relevant provisions such as the *Production Safety Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, the *Fire Protection Law of the People's Republic of China*, the *Regulation on Work-Related Injury Insurance*, the *Law of the People's Republic of China on the Protection of Women's Rights and Interests*, and the *Special Rules on the Labour Protection of Female Employees*. The Company also refers to standards such as the ISO 45001 Occupational Health and Safety Management System to continually improve the Company's safety-related management regulations and systems.

The Company has established the *Employee Health and Safety Management Measures* and has updated the *Order and Safety Patrol Operation Guidelines (2024)* to enhance occupational health and safety for all employees and ensure the effective operation of the Company's occupational health and safety system.

Employee Health and Safety Documents Updated in 2024 of S-Enjoy Service

The Order and Safety Patrol Operation Guidelines (2024)

Clarify job requirements and detailed job responsibilities.

ISO 45001 Certification of S-Enjoy Service

Company Name/Operational Site Name	Certification Name	Validity Period of Certification
S-Enjoy Service	ISO 45001	2027.8.9

The Company implements a multi-level safety inspection mechanism, establishing a sound safety control management process before, during and after the event. It also strengthens corresponding safety protection measures, aiming for comprehensive inspections of potential hazards and harmful factors to ensure the safety of all steps in the process.



Safety Control Management Process of S-Enjoy Service

Pre-event control

- Examine and review the safeoperation measures in various operation plans;
- Inspecting operators must undergothree-level education, and the operators must hold relevant certificates;
- Check the working equipment and data are in good condition;
- Inspection of work site safety.

Mid-event check

- Conducting in-depth operation toensure safe operation;
- Take timely corrective measures forexisting problems;
- Conduct regular safety and civilisation inspection and evaluation.

Post-event control

- Save the victims of accidents andminimise the losses of accidents;
- Protecting the scene of the accident to provide a basis for analysingand studying the occurrence of the accident;
- To stabilise the public sentiment anddo a good job in the aftermath;
- Thoroughly investigate the truecauses of the accident;
- Carry out safety education in a timelymanner;
- Organise safety inspections to prevent the recurrence of similar accidents.

S-Enjoy Service places great emphasis on employee health and safety. Every year, the Company purchases Employer Liability Insurance for its order management employees and reports any personnel adjustments on monthly basis. Additionally, the Company has developed Guidelines for Hot Weather Operations, the Typhoon and Flood Prevention Operations, and the Cold Weather and Freezing Prevention Operations, which standardise employee behaviour during extreme weather conditions, providing specific preventive measures and emergency response plans.



During the Reporting Period

- The Company lost **520** working days due to work-related injuries, with a total of **7** work-related injuries.

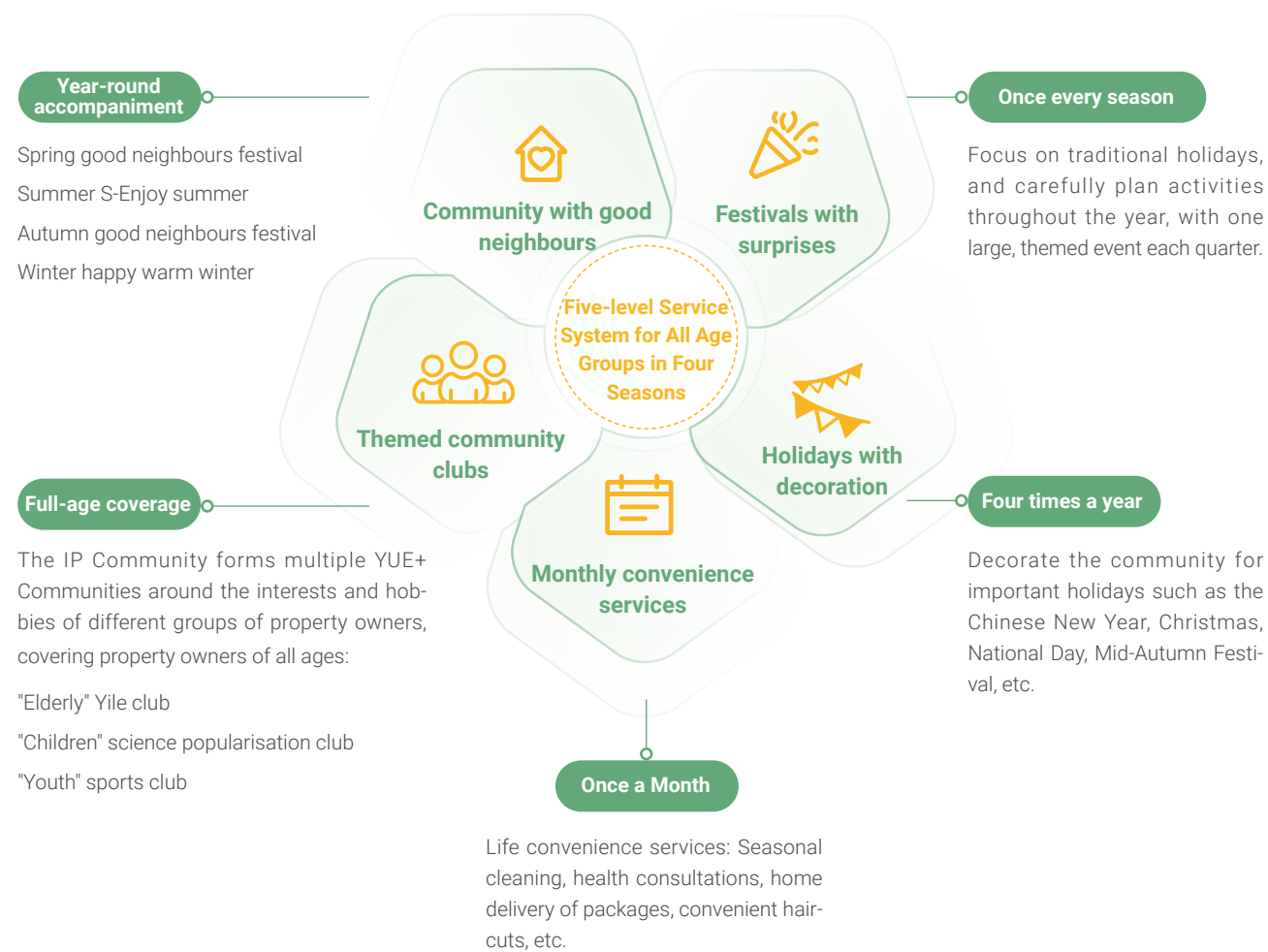
Community Contributions and Public Welfare

Community Contributions

Adhering to the corporate mission of "Happy Home, Happy Life", S-Enjoy Service not only provides quality services to the community but also delves into community needs. Through various multidimensional community activities aimed at promoting "co-construction, sharing and governance", the Company supports community development to create a warm and inclusive community for people of all ages to enjoy happiness.

In 2024, S-Enjoy Service persisted in its innovation efforts by introducing the *Five-level Service System for All Age Groups in Four Seasons*, which featured a diverse array of community activities. These initiatives were designed to strengthen the bond between residents and the community and foster sustainable development through collaborative efforts between the community and the enterprise.

Five-level Service System for All Age Groups in Four Seasons of S-Enjoy Service



Spring Good Neighbours Festival: The 3rd S-Enjoy Service Cup Children's Painting Competition

In 2024, the Company organised the "Good Neighbours · Young Flowers" Spring Good Neighbours Festival, focusing on the community's "Children" initiative. The event targeted young property owners aged 3 to 13 across the country, launching the 3rd S-Enjoy Service Cup Children's Painting Competition with the theme "A Colourful World". The organising committee selected 30 representative works that embody a "Green Declaration". In the name of the 30 "young artists", the Company donated tree saplings to support the Alashan Tengger Desert Greening Project. The 30 paintings were also displayed at the Wujin Wuyue Plaza in Changzhou and Gulou Wuyue Plaza in Nanjing, where they started a month-long public welfare tour.



Work exhibition of "Young Artists"



During the Reporting Period

- Using "Happiness" as the keyword, the Company organised **6** bi-monthly themed events, hosting **64** IP-themed activities, each with an average attendance of **149** people per event, doubling participation compared to 2023.
- The Good Neighbours Festival and the Happy Movement (Health Run) attracted over **70,000** property owners.
- The Company's WeChat posts had over **20,000** reads per article, with some posts receiving up to **200** interactions.

Public Welfare

S-Enjoy Service integrates its business features with social responsibility. While hosting events for community residents, the Company continuously supports infrastructure, cultural development, and environmental protection in its operating areas, with a particular focus on caring for vulnerable groups such as the elderly living alone.



YES PROGRM Bookcase · Love in a Book & S-Enjoy Group · Guangcai Library Public Welfare Project

In September 2024, S-Enjoy Service collaborated with YES PROGRAM of the China Social Welfare Foundation to donate books and renovate the library of Zhenning No. 2 School in Huaining County, Anqing City, Anhui Province. The renovation covered 72 square meters, with the donation of 6 bookshelves, 10 reading tables and chairs and 2,268 books, along with a donation of RMB100,000. The project aims to improve the reading environment for teachers and students and broaden their reading horizons. On 23 October, a donation ceremony was held at the school with the theme "Illuminate 100 Wish Lighthouses with Love". The event was attended by government departments, donors, teachers and students from grades 2 to 5, and volunteers. Later, a class meeting themed "Dreams" was held in the library with the students of Class 1, Grade 4.



Library Renovation Activity



Donation of Second-hand Books to Remote Schools in Gannan

From March to April 2024, S-Enjoy Service, in collaboration with the Hainan World United Charity Foundation, organised a book donation campaign where nearly 1,000 second-hand books were donated to Ganjia Kaja Primary School in Xiahe County, Gannan Tibetan Autonomous Prefecture, Gansu Province. This initiative aimed to support the healthy development of left-behind children in remote areas and spread love and hope.



Book Donation Activity



Autumn Good Neighbours Festival: "Protecting Happy Later Years with Anti-fraud Awareness" Community Anti-fraud Awareness Activity

In October 2024, S-Enjoy Service organised a community anti-fraud awareness activity for the elderly in communities nationwide, with the theme "Protecting Happy Later Years with Anti-fraud Awareness". This event involved collaboration between property management, government agencies and property owners. Local police officers used vivid examples to educate the elderly about common fraud schemes targeting seniors and how to protect themselves, thereby safeguarding the financial security and happiness of elderly residents.



Anti-fraud Awareness Promotion Activity

ESG Data Performance Table

Economic Performance

Indicators	Unit	2023	2024
Total main business revenue	RMB100 million	54.24	50.56
Annual profit	RMB100 million	5.08	-8.76
Total assets	RMB100 million	66.83	54.75
Basic earnings per share	RMB	0.52	-0.96
GFA under management	100 million square meters	2.24	2.10

Corporate Governance Performance

| Performance Indicators Related to Anti-fraud¹ |

Disclosures	Unit	2023	2024
Number of employees participating in anti-fraud training	Persons	19,302	15,871
Proportion of employees covered by anti-fraud training	%	100	100
Number of directors participating in anti-fraud training	Persons	9	9
Proportion of directors covered by anti-fraud training	%	100	100
Average duration of anti-fraud training per director	hours/person	1.11	1.30
Average duration of anti-fraud training per employee	hours/person	1.23	1.5
Number of concluded legal cases regarding fraud practices brought against the issuer or its employees during the Reporting Period	pcs	0	0

Note 1: The Company's anti-fraud management system comprehensively covers the key points of anti-corruption management.

Environmental Performance¹

| Performance Indicators for Energy Management and Greenhouse Gas Emissions |

Indicators		Unit	2023	2024
Comprehensive energy consumption		MWh	240,941.35	232,938.41
Comprehensive energy consumption per RMB1 million of revenue		MWh/ RMB1 million	44.42	46.08
By type	Direct energy: Natural gas consumption amount ²	m ³	877,934.69	109,015.67
	Indirect energy: Purchased electricity consumption	MWh	231,447.36	231,612.82
Total greenhouse gas emissions (Scope 1 + Scope 2)		tCO ₂ e	133,908.33	124,600.80
By scope	Scope 1 Greenhouse gas emissions ³	tCO ₂ e	1,913.90	237.22
	Scope 2 Greenhouse gas emissions ⁴	tCO ₂ e	131,994.43	124,363.58
Greenhouse gas emissions per RMB1 million of revenue (Scope 1 + Scope 2)		tCO ₂ e/ RMB1 million	24.69	24.65
Total water consumption ⁵		m ³	4,363,279.30	6,193,408.82
Water consumption per RMB1 million of revenue		m ³ / RMB1 million	804.44	1,225.06

Note 1: The Company does not generate any waste gas emissions. Waste water is discharged into the municipal drainage system, and waste is entrusted to third-party units for environmental disposal. Currently, the discharge volume and pollutants of waste water and waste cannot be monitored.

Note 2: In 2024, Shanghai Xuefu Catering Management Service Co., Ltd., a subsidiary of the Company, changed its use of natural gas from direct external procurement to suppliers providing and settling fees. The Company was unable to conduct statistics, resulting in a significant decrease in natural gas consumption within its scope.

Note 3: Scope 1 refers to the direct energy consumption caused by natural gas as the source of greenhouse gases. Please refer to the Hong Kong Stock Exchange's guidance document "How to Prepare Environmental, Social and Governance Reports Appendix 2: Environmental Key Performance Indicator Reporting Guidelines" (25 March 2022), the Ministry of Ecology and Environment's "Methods and Reporting Guidelines for Enterprise Greenhouse Gas Emissions Accounting for Power Generation Facilities" (2022), and the National Bureau of Statistics' "China Energy Statistical Yearbook 2021" (2022).

Note 4: Scope 2 greenhouse gas sources are indirect energy consumption caused by purchased electricity and heating heat. The calculation of power emission factors for the company headquarters and domestic subsidiaries refers to the "Announcement on the Release of 2022 Power Carbon Dioxide Emission Factors" by the Ministry of Ecology and Environment. The thermal emission factor refers to the "Guidelines for Accounting and Reporting of Greenhouse Gas Emissions from Industrial Enterprises in Other Industries (Trial)" (2015) issued by the National Development and Reform Commission of China.

Note 5: In 2024, to improve the living quality of community residents, the Company increased water usage for landscaping, resulting in higher water consumption.

| Performance Indicators for Emission Management |

Indicators	Unit	2023	2024
Total non-hazardous waste	Tonnes	3,688.52	4,184.14
Total non-hazardous waste per RMB1 million of revenue	Tonnes/RMB1 million	0.68	0.83
Total hazardous waste	Tonnes	0.60	0.88
Total hazardous waste per RMB1 million of revenue	Tonnes/RMB1 million	0.0001	0.0002

Social Performance

| Performance Indicators for Employment |

Indicators		Unit	2023	2024
Number of employees		Persons	19,302	15,871
By gender	Number of male employees	Persons	9,825	8,402
	Number of female employees	Persons	9,477	7,469
By age group	Number of employees aged >50	Persons	2,062	2,461
	Number of employees aged 30-50	Persons	10,325	10,086
	Number of employees aged <30 ¹	Persons	6,915	3,324
By region	Number of employees working in Chinese Mainland	Persons	19,300	15,871
	Number of employees working in Hong Kong	Persons	2	0
By rank ²	Number of senior management employees	Persons	55	135
	Number of middle management employees	Persons	945	3,020
	Number of grassroots employees	Persons	18,302	12,716
By type	Number of full-time employees under labour contracts	Persons	18,764	15,853
	Number of full-time employees under labour dispatch contracts ³	Persons	538	18
Employee turnover rate ⁴		%	43.30	48.80
By gender	Turnover rate of male employees	%	44.66	58.07
	Turnover rate of female employees	%	40.09	31.84
By age group	Turnover rate of employees aged >50	%	32.98	27.79
	Turnover rate of employees aged 30-50	%	42.80	35.73
	Turnover rate of employees aged <30	%	46.47	72.06
By region	Turnover rate of employees working in Chinese MNR.inland	%	43.30	48.80
	Turnover rate of employees working in Hong Kong	%	0	0
Number of incidents punished for violating employee employment and labor laws and regulations		pcs	0	0

Note 1: In 2024, the Company carried out talent inventory and project adjustment work, resulting in a significant change in the number of employees under 30 years old.

Note 2: In 2024, the Company readjusted the scope of management rank division, resulting in a significant change in the number of employees divided by rank.

Note 3: In 2024, the Company adjusted its service projects and supplier cooperation model, reducing the employment of labor dispatch employees.

Note 4: Turnover rate of employees of each category = The number of resignations of employees in this category/(The total number of employees in this category at the end of the Reporting Period + The number of resignations of employees in this category)*100%.

| Performance Indicators for Employee Training |

Indicators		Unit	2023	2024
Total number of employees trained		Persons	19,302	15,871
Employee training coverage ¹		%	100	100
By gender	training coverage for female employees	%	100	100
	training coverage for male employees	%	100	100
By rank	training coverage for grassroots employees	%	100	100
	training coverage for middle management employees	%	100	100
	training coverage for senior management employees	%	100	100
Average employee training duration ²		Hours	15.43	29.66
By gender	Average training duration for female employees	Hours	15.73	29.51
	Average training duration for male employees	Hours	15.12	29.83
By rank	Average training duration for grassroots employees	Hours	10.55	24.48
	Average training duration for middle management employees	Hours	10.93	25.29
	Average training duration for senior management employees	Hours	15.68	30.75

Note 1: Employee training coverage = Number of employees trained in the category/Total number of employees in the category (at the end of the period).

Note 2: Average training duration for employees = Total training duration for employees in the category/Total number of employees in the category (at the end of the period).

| Performance Indicators of Occupational Health and Safety |

Indicators	Unit	2022	2023	2024
Number of employees who died as a result of work-related injuries	Persons	0	0	1
Proportion of employees who died as a result of work-related injuries	%	0	0	0.01
Lost days due to work injury ¹	Days	1,870.50	800.00	520.00

Note 1: During the Reporting Period, there were 7 work-related incidents involving 7 individuals, including one work-related death incident, all of which were handled in compliance with the relevant provisions of the *Occupational Injury Control Regulation*. There were 14 work-related incidents involving 14 individuals in 2023. The number of working days lost due to work-related injuries was 800.00, and the data has been retrospectively revised.

| Performance Indicators for Customer Service |

Indicators		Unit	2023	2024
Number of products and service related complaints received ¹		pcs	151	146
Number of complaints received categorized by complaint type	product quality and safety	pcs	69	72
	customer service	pcs	82	74
Complaint handling rate		%	100	100

Note 1: The statistical range for the number of complaints received regarding product quality and safety in 2024 is the total number of complaints related to the service attitude of security personnel. The statistical range for the number of complaints received regarding customer service is the total number of complaints related to service personnel and attitude of customer service managers, as well as complaints related to cleaning and maintenance. The data for 2023 will be retrospectively revised.

| Performance Indicators for Supplier Management |

Indicators		Unit	2023	2024
Total number of suppliers (at the end of the period) ¹		Nr.	27,768	35,563
Divided by region	Number of suppliers in Mainland China	Nr.	27,758	35,532
	Number of suppliers in Hong Kong	Nr.	10	31
Number of suppliers conducting environmental and social impact assessments		Nr.	19,989	21,493
Number of suppliers passing environmental and social impact assessments		Nr.	18,190	20,337
Number of suppliers identified as having actual and potential significant negative environmental or social impacts		Nr.	9	17
Number of suppliers agreeing to improve after environmental and social impact assessments		Nr.	9	17
Percentage of suppliers agreeing to improve after environmental and social impact assessments		%	100	100
Total number of new suppliers		Nr.	2,599	7,795
New suppliers screened with environmental standards		Nr.	2,500	7,016
Percentage of new suppliers screened with environmental standards ²		%	96.19	90.01
Supplier audit coverage		%	100	100
Number of supplier evaluations conducted during the reporting period		Nr.	1	2

Note 1: In 2024, the Company re-evaluated and screened its suppliers, resulting in significant changes in new suppliers and the total number of suppliers.

Note 2: Percentage of new suppliers screened using environmental criteria = new suppliers screened using environmental criteria/ Total number of new suppliers (at the end of the period).

| Performance Indicators for Community Investment |

Indicators		Unit	2023	2024
Number of employee volunteer service hours		Persons	7,655	4,021
Total duration of employee volunteer service		Hours	5,028.57	2,413
Total amount of community welfare investment		RMB10,000	500	240
Percentage of total community welfare investment relative to revenue		%	0.09	0.05
Total amount of charitable donations		RMB10,000	8	0

Benchmarking Index Table

Index Table of The Hong Kong Stock Exchange's ESG Reporting Guidelines (Effective From 31 December 2023)

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