

ROISERV 榮萬家

Roiserv Lifestyle Services Co., Ltd.

榮萬家生活服務股份有限公司

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

Stock Code: 2146

2024

Environmental, Social and
Governance Report

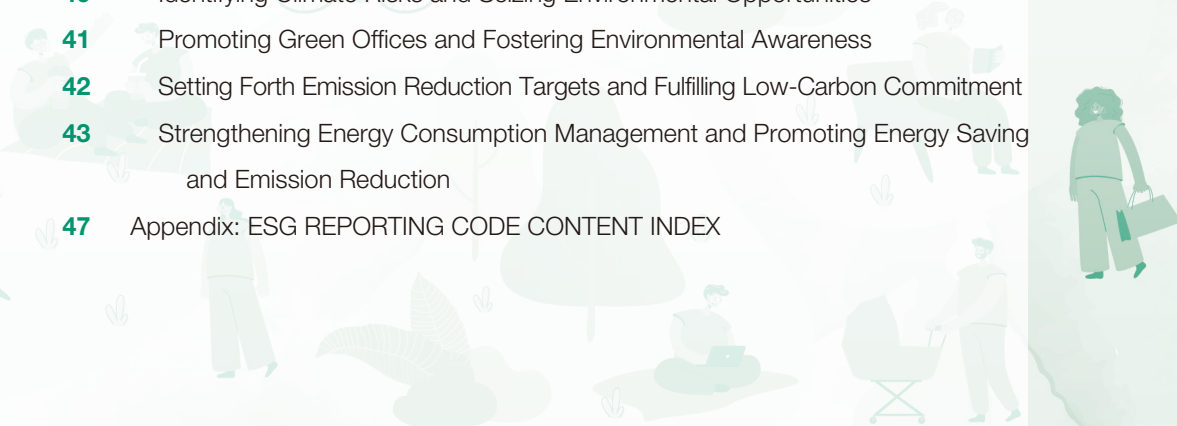




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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

ABOUT THIS REPORT

Introduction

Roiserv Lifestyle Services Co., Ltd. (“Roiserv”, the “Group”, “we” or “us”) prepared and released its 2024 Environmental, Social and Governance (“ESG”) Report (the “Report”) by collecting and sorting out relevant data on the key stakeholders and the ESG issues of their concern. The Report is the fifth ESG report published by the Group, aiming to disclose its management status and performance in ESG in 2024. The Report should be read in conjunction with the Corporate Governance Report section of the 2024 Annual Report of the Group to help readers gain a comprehensive understanding of its ESG performance.

Reporting Scope

The reporting period of the Report is from 1 January 2024 to 31 December 2024 (the “Year”), with some content moderately extended forward and backward to enhance the comparability and completeness of the Report. Unless otherwise stated, the reporting scope is consistent with that set out in the 2024 Annual Report of the Group.

Basis for Preparation

The Report was prepared in accordance with the Environmental, Social and Governance Reporting Code (the “ESG Reporting Code”) as set out in the Appendix C2 to the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The Group has strictly fulfilled the disclosure obligations under the “comply or explain” provisions and disclosed key performance indicators (“KPIs”) based on the nature of the Group’s business. The ESG Reporting Code Content Index is presented in the appendix of the Report to provide readers with an overview of the Group’s ESG performance.



Reporting Principles

Reporting Principles	Definitions	The Group's Responses
Materiality	The threshold at which ESG issues determined by the board are sufficiently important to investors and other stakeholders that they should be reported.	The Group identified material sustainability issues through ongoing communication with stakeholders and by considering the nature and mode of its business operations. It then prioritized the different issues and made responses in the Report in accordance with their level of materiality.
Quantitative	KPIs in respect of historical data need to be measurable. The issuer should set targets (which may be actual numerical figures or directional, forward-looking statements) to reduce a particular impact. In this way the effectiveness of ESG policies and management systems can be evaluated and validated. Quantitative information should be accompanied by a narrative, explaining its purpose, impacts, and giving comparative data where appropriate.	The Report presents quantitative disclosures for environmental and social KPIs where practicable. The quantitative standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, are described in the corresponding sections in the Report for readers to gain better insight into our practical achievements.
Balance	The ESG Report should provide an unbiased picture of the issuer's performance. The Report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.	Prepared based on objective facts, the Report elaborates in detail on material sustainability issues that have a significant impact on the business and discloses the relevant performance.
Consistency	The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time.	The scope and methodology of disclosure in the Report remain largely consistent from year to year, and any changes are described in the corresponding sections in the Report for readers to make comparisons of performance data.

Sources of Information

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

Publication

The Report was prepared in both Chinese and English and published electronically on Roiserv's official website at www.roiserv.com and the website of the Stock Exchange at www.hkexnews.hk. In the event of any inconsistency between the Chinese and English versions of the Report, the Chinese version shall prevail.

Confirmation and Approval

The Report was reviewed and approved by the Board on 30 April 2025.

About Roiserv

Company Profile

Roiserv Lifestyle Services Co., Ltd. (stock code: 2146.HK), established in November 2000, has been certified as a first-level national property service provider and is a member of the China Property Management Institute. Its shares were listed on the Stock Exchange on 15 January 2021. Guided by its mission of "the builder of ideal human settlements, the connector of space and behavior, the innovator of property service industry," Roiserv is committed to providing a full range of services throughout the customer lifecycle. Upholding its corporate values of "sincerity, warmth, and vision", the Group delivers high-level and warm services. It leverages technologies to empower intelligent management across all business formats, striving to provide exceptional services to its customers, create high-value returns for its shareholders, and offer a broad development platform for its talents.

Business Model

As a comprehensive property management service provider with a strategic service network across China, Roiserv carries through the service vision of "Live a good life with Roiserv", and centres on the service philosophy of "full lifecycle, full service chain", committed to creating a "warm community culture" with a technological and modern community and living space for property owners. The Group's business spans 70 cities across 19 provinces, municipalities, and autonomous regions in China. The Group principally owns four major business lines, namely (i) community services, (ii) commercial services, (iii) urban services, and (iv) peripheral services, which constitute the comprehensive services that the Group provides to its customers, and cover the entire value chain of property management. Community services mainly provides a wide range of property management services to owners and residents of properties such as residential buildings, apartments, and street-level shops. Commercial services mainly provides property management services to owners and residents of properties including business services, government agencies, industrial parks, hotel, office buildings, schools, hospitals, stadiums, and public transportation. Urban services mainly provides urban operation services. Peripheral services mainly provides a wide range of peripheral service, such as parking space rental and sales services, new retail services and value-added services to property developers, etc to customers.

Business Risks

The Group primarily provides property management services in Chinese Mainland. The property management industry is closely linked to China's macroeconomic development and real estate sector. It may be affected by the uncertainties of the foregoing external factors in the future. In 2024, there was no significant risk event that have had an impact on the Group.

Honors and Awards

Since its inception, the Group has always integrated its abundant property management experience with in-depth insights into the inherent needs of property owners to create full-lifecycle products and services tailored to a wide range of customers, aiming to provide them with a more convenient lifestyle. In 2024, the Group received many honors and awards. Some are as follows.

Award name	Awarding body
2024 Top 100 Brand Influential Property Management Companies in China	Beijing Zhongwu Zhihui Information Technology Co., Ltd.
2024 Independent Operative Leading Companies of China in Property Service	CRIC Property Management/China Property Management Research Institution
2024 Top 20 of China Property Management Companies	CRIC Property Management/China Property Management Research Institution
2024 TOP 50 Property Management Companies in Northeast China	CRIC Property Management/China Property Management Research Institution
2024 TOP 10 Companies in Residential Property Service in North China	CRIC Property Management/China Property Management Research Institution
2024 TOP 50 Property Management Companies in North China	CRIC Property Management/China Property Management Research Institution
2024 TOP 20 Property Management Companies in Hebei Province	CRIC Property Management/China Property Management Research Institution
2024 TOP 20 Property Management Companies in Liaoning Province	CRIC Property Management/China Property Management Research Institution
19th of 2024 Top 20 Listed Companies of China Property Management Service	Beijing Zhongwu Zhihui Information Technology Co., Ltd.
14th of 2024 Top 100 Property Management Companies in China	Beijing Zhongwu Zhihui Information Technology Co., Ltd.
2024 Top 20 Companies in Residential Property Service in China	Beijing Zhongwu Zhihui Information Technology Co., Ltd.

Award name

Awarding body

2024 Leading Property Management Companies of China in Value-added Services Operation	Beijing Zhongwu Zhihui Information Technology Co., Ltd.
2024 Top 30 Property Management Companies in North China	Beijing Zhongwu Zhihui Information Technology Co., Ltd.
2024 Model Projects of Property Management Service in China (Commercial Office Building)	Beijing Zhongwu Zhihui Information Technology Co., Ltd.
2024 Model Projects of Property Management Service in China (Residential Property)	Beijing Zhongwu Zhihui Information Technology Co., Ltd.



2024 Top 100 Brand Influential Property Management Companies in China



2024 Independent Operative Leading Companies of China in Property Service



2024 Top 20 of China Property Management Companies



2024 TOP 50 Property Management Companies in Northeast China



2024 TOP 10 Companies in Residential Property Service in North China



2024 TOP 50 Property Management Companies in North China



2024 TOP 20 Property Management Companies in Hebei Province



2024 TOP 20 Property Management Companies in Liaoning Province



19th of 2024 Top 20 Listed Companies of China Property Management Service

BOARD'S STATEMENT

The Board is pleased to present the 2024 Environmental, Social and Governance Report of the Group, reporting its ideas and practical results in relation to ESG matters during the period from 1 January 2024 to 31 December 2024. The Report was prepared based on the reporting principles of materiality, quantitative, balance and consistency.

The ESG philosophy is highly aligned with national development strategies. With reference to the climate-related disclosure standard of the International Sustainability Standards Board (ISSB), the Stock Exchange published the Consultation Paper on Enhancement of Climate Disclosure under Its ESG Framework on 14 April 2023. Having taken into account the feedback received, the Stock Exchange published the conclusions to its consultation on the enhancement of climate-related disclosures under the ESG framework on 19 April 2024, together with an Implementation Guidance to assist issuers in understanding the requirements on climate-related disclosures under Part D of the Environmental, Social and Governance Reporting Guide (Appendix C2), with effect from 1 January 2025, marking a new stage of ESG disclosure requirements by the Stock Exchange.

To meet the ESG development needs of society, the industry, and investors in the new era, Roiserv spares no effort to strengthen corporate ESG governance and promoting corporate sustainable development through the following measures:

We attach great importance to the optimization of our ESG governance structure to refine our ESG governance structure. Synchronously, we focus on the sustainable development governance. The Board members invited more stakeholders to participate in communication, including government and regulatory agencies, shareholders and investors, customers and property owners, employees (including grassroots, middle-level employees and senior management), suppliers and partners, media and NGOs, and communities, in order to do our best to meet the expectations of stakeholders. Special attention was paid to issues, such as employee employment, labor standards, information security protection, anti-corruption and anti-money laundering, and employee health and safety.

We are enthusiastic about giving back to society and the community. During the Year, we launched a charity brand “Yidong Wanjia” (益動萬家). By integrating relevant resources from upstream and downstream, we actively push the development of community culture in an organized, sustainable and large-scale manner, and built a charity matrix with Roiserv's characteristics, gradually creating a replicable, promotable and sustainable community charity culture.

We value the quality of our services and continuously strengthen standardization, specialization, and intelligent development. By leveraging technologies like mobile Internet and big data, we independently developed the community O2O service app “Rice Commune”, building a bridge of communication between property management service providers and property owners. We also provided diversified online peripheral services, offering property owners comprehensive intelligent community life services through the “Internet + property management” model. Importance was attached great to the handling of customer complaints. In 2024, the complaint rate was as low as 0.44%, and the statistics of various indicators related to complaints were more comprehensive than those in 2023.

We underscored compliance governance. On the one hand, we strengthened integrity regulation and widely carried out warning and education. On the other hand, we improved the supply system, clarified the management requirements and assessment methods for suppliers, and promoted clean and green procurement. Meanwhile, we paid close attention to areas such as information security protection and intellectual property protection, and ensured that publicity activities are compliant and legal.

We regard employees as our key component. While strengthening the establishment of the human resources system, we rely on a multi-level training system for management, skill, execution, and new hires to provide a broad platform for them to further enhance their abilities and qualities. Moreover, we also attach great importance to the safety and health of our employees, providing generous benefits while ensuring all their basic rights and interests.

Green development is considered an important path for our development. We have actively taken various energy conservation measures and pushed forward energy conservation and emission reduction through specific rules and regulations, resulting in significant improvements in multiple emission indicators. Valuing the risks and opportunities brought about by climate change, we proactively took preventive and response measures.

This is the fifth year that Roiserv has released an ESG Report, and the ESG philosophy has been integrated into every aspect of its operations. Looking forward, we, guided by our vision of “becoming a creator of a better living environment”, adhere to our tenet of “creating wealth, serving society, cultivating talents, and contributing to the country”, shoulder our corporate mission of “the builder of ideal human settlements, the connector of space and behavior, the innovator of property service industry”, and uphold our corporate values of “sincerity, warmth, and vision.” We strive to become a leader in China’s commercial property services, promoting high-quality development, providing better services to property owners and customers, and contributing more to social development.

Sustainable Development Governance and Material Issue Identification

ESG Governance Structure

To fully implement ESG-related work, the Group established a cross-departmental and vertically integrated ESG management system overseen by the Board, managed by the ESG leading group, and executed by the ESG working group to ensure that environmental and social risks involved in businesses are actively identified and properly managed, and that the ESG philosophy and related strategies are fully implemented.

Level	Object	Responsibilities
Supervision level	Board	The Board is responsible for the overall ESG governance, overseeing and reviewing the ESG performance of the Company; reviewing and determining the ESG structure and strategy of the Company; reviewing and ensuring that appropriate and effective ESG risk management and internal control systems are in place; and reviewing and approving the ESG report.
Management level	ESG leading group	The management is responsible for setting ESG strategies, approaches and management objectives; coordinating ESG work arrangements according to ESG strategies and approaches; evaluating and sorting out ESG-related risks and opportunities; and reporting the work on ESG management to the Board.
Execution level	ESG working group	The ESG working group is responsible for determining the annual ESG plan; organizing ESG activities; summarizing ESG governance results; participating in the preparation of ESG governance reports; gaining insights into ESG development trends and ESG dynamics in the property management industry, and reporting revisions to ESG work content in a timely manner; and participating in other ESG-related work as required by the Company.

The Group integrates the ESG philosophy into various aspects of its business development, and the ESG philosophy and management strategies are regularly reviewed by the Board. It attaches importance to ESG-related risks and opportunities that may have a significant impact on the Group, and identifies material ESG-related issues related to the Group's business. Assessment, prioritisation and management of material ESG issues are conducted annually based on the materiality assessment of ESG issues and the results of communication with stakeholders, and continuous improvement on the Group's key ESG issues, as well as clarification on the priorities of ESG work are made.

The Group has set forth environmental objectives associated with its business operations. The Board conducts regular reviews on the achievement and progress of the environmental objectives.

Stakeholders and Communication Methods

Based on the actual business and operations management characteristics, we identified in more detail stakeholders related to environmental, social, and governance aspects based on the 2023 ESG report. We also invited more stakeholders to participate in communication, including but not limited to government and regulatory agencies, shareholders and investors, customers and property owners, employees (including grassroots, middle-level employees, and senior management), suppliers and partners, media and NGOs, communities, and industry associations. We believe that strengthening communication with stakeholders and understanding their expectations and demands will lay a solid foundation for the Company's ESG governance and long-term development. We have established targeted and diversified communication channels for different stakeholders. The table below presents the key ESG issues of concern and primary communication methods for stakeholders:

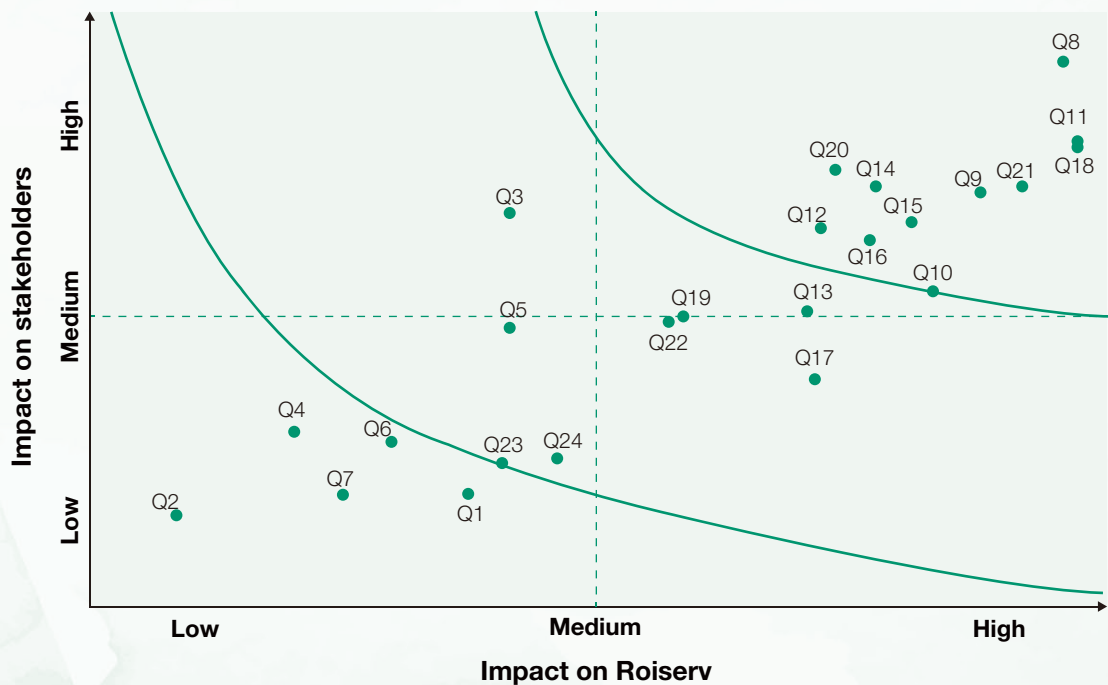
Issues of Stakeholders' Concern and Major Communication Methods

Key stakeholders	ESG issues of concern	Primary communication methods and channels
Government and regulators	Customer/property owner health and safety, product and service quality, information security	Policy consultation, work reporting, information disclosure, routine inspections, regulatory meetings
Shareholders and investors	Emissions and discharge, employment, product and service quality	Daily reception, general meetings of shareholders, information disclosure, investor hotline and email, official website
Customers/property owners	Customer/property owner health and safety, employee employment, product and service quality, intellectual property protection	Service hotline, official website, satisfaction surveys, information disclosure, community events
Employees (grassroots and middle-level employees)	Employee employment, employee development and training, employee health and safety, employee rights and interests, information security	Workers' congress, labor unions, letters and visits, direct communication
Employees (senior management)	Labor standards, customer/property owner health and safety, information security, environment and natural resources	Interviews, questionnaires, direct communication
Suppliers/partners	Intellectual property protection, customer/property owner health and safety, information security, supply chain management	Open tendering procedures, contract negotiation, daily business communication, etc.
Media and NGOs	Information security, supply chain management, employee employment, employee development and training, employee health and safety	Social media, official website, press conferences, exchange meetings
Community	Resource utilization, information security, community investment	Community education and publicity, forums and exchanges, public welfare activities, community activities
Industry associations	Employee employment, anti-corruption, supply chain management, climate risks and opportunities	Regular exchange meetings, information disclosure, and social media

Identification and Analysis of Material ESG Issues

To further assess the level of concern and expectations of stakeholders on the Group's ESG issues and to clarify the key areas of ESG practices, we identified, analyzed, and evaluated material ESG issues in 2024 through steps such as ESG issue identification, stakeholder research, materiality analysis, and management feedback confirmation. Building upon the issues identified in 2023, we have further refined the issue descriptions, increased the sample size of questionnaires, and expanded the representativeness of the respondents.

Based on the materiality assessment conducted according to the above process, we created a materiality matrix of 24 ESG issues by analyzing the results of stakeholder surveys.



Roiserv's 2024 ESG Materiality Issues Analysis Matrix

Note:

In the table, Q1: Environmental compliance; Q2: Emissions; Q3: Wastewater and noise management; Q4: Emission targets; Q5: Resource utilization; Q6: Environment and natural resources; Q7: Climate risks and opportunities; Q8: Employee employment; Q9: Employee health and safety; Q10: Employee development and training; Q11: Labor standards; Q12: Supply chain management; Q13: Customer relationship management; Q14: Customer/property owner health and safety; Q15: Product and service quality; Q16: Intellectual property protection; Q17: Responsible publicity and promotion; Q18: Information security; Q19: Public welfare and community services; Q20: Business compliance and standardization; Q21: Anti-corruption and anti-money laundering; Q22: ESG regulation; Q23: Risk identification; Q24: Communication on ESG issues.

In the matrix, with the horizontal axis representing the impact on Roiserv and the vertical axis representing the impact on stakeholders, we classified the material issues into three categories. The upper right corner represents "very important," the lower left corner represents "less important," and the middle part represents "important." The results show that employee employment, labor standards, information security, anti-corruption and anti-money laundering, and employee health and safety are most material. Based on the above ESG materiality assessment results, we disclosed the key issues in detail in the corresponding sections to better respond to the concerns and expectations of stakeholders.

Special Feature on Responsibility – Launching a Public Welfare Brand, Establishing a Public Welfare Matrix, and Actively Engaging in Public Welfare

In 2024, Roiserv officially launched its charity brand “Yidong Wanjia” (益动万家) and the slogan “17 for charity”, calling on property owners, employees, and the public to participate in charity activities. May 17 and September 17 each year were designated as Charity Days of Roiserv. Relying on its own advantages and the charity brand “Yidong Wanjia”, Roiserv provided precise assistance and actively got involved in achieving the UN ESG goal of “No Poverty,” fulfilling its corporate social responsibility with practical actions and contributing to the sustainable development of society.



Roiserv joined hands with One Foundation and Tencent Public Charity and other public welfare organizations to organize public welfare activities in all the communities and office areas served by Roiserv. Through electronic screens, billboards, elevator bulletin boards, and other channels, over 40,000 promotional spots were set up across 323 projects in 64 cities where Roiserv’s projects are located. This effort mobilized more than 1.5 million property owners, 9,000 employees, and 6,000 partners to participate in public service activities and dedicate themselves to the cause. At the same time, advertisements for “Yidong Wanjia” has been placed in the metro business districts of Beijing, Shanghai, Guangzhou, Shenzhen, Hangzhou and other popular cities, actively speaking out for social welfare.

On April 2, 2024, World Autism Awareness Day, Roiserv joined hands with the One Foundation to call on millions of property owners and all employees to participate in the event and raise awareness about autism. The aim is to make the community a starting point for the integration of individuals with autism into society—going beyond just this one day of wearing blue.



“Yidong Wanjia” actively responded to the call for public welfare and cooperated with the Shenzhen One Foundation Charity Fund and Tencent Charity to roll out the 99 Giving Festival in 2024, continuing its warm and steadfast public welfare actions.



In the winter of 2024, Roiserv joined hands with the “One Foundation Warm Package” project, a program that is designed to meet the demand for life and psychological care of children in underdeveloped and disaster-affected areas, and actively participated in fundraising, distribution, forwarding and visiting activities. In addition, together with the One Foundation and other brands, we displayed the relevant events in metro stations in Beijing and Shanghai, while actively helping deliver the “Warmth of the Home” to every child in need under Roiserv’s service areas.



In addition to active engagement in public welfare, Roiserv integrated relevant upstream and downstream resources, pushed the development of community culture in an organized, sustainable and large-scale manner, and built a charity matrix with Roiserv's characteristics. By protecting the environment, reducing emissions, and building better communities, Roiserv has facilitated the sustainable development in the production and life of property owners, gradually creating a replicable, promotable, and sustainable community charity culture.



The Green Neighbor Initiative promotes environmental protection, energy conservation and emission reduction in the community. Roiserv fully implements the philosophy of green living and reduces waste of resources. A total of 46 flea market events under the Green Neighbor Initiative were held in the communities nationwide, aiming to promote recycling, save energy, and reduce emissions, while contributing to UN ESG Goal 13: Climate Action.





The Neighbor Sports promotes “Vibrant Community, Nationwide Fitness” in the community. Roiserv organized 28 community sports activities throughout the year, with more than 2,000 participants. These activities inspired the enthusiasm of property owners for fitness, and were designed to create vibrant communities, making the concept of nationwide fitness deeply rooted in people’s hearts. Roiserv strives to achieve the UN ESG Goal 3: Good Health and Well-being.



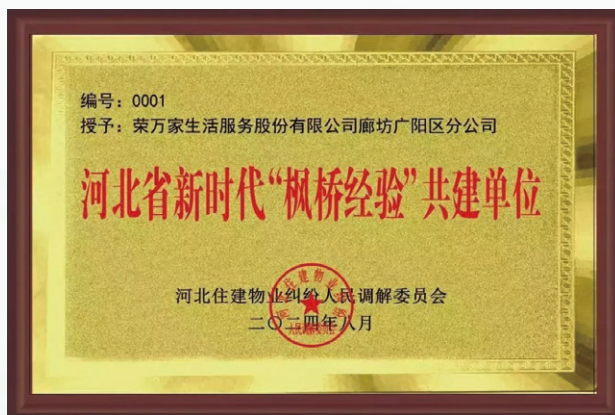
Your Home is the theme of Roiserv’s community activities, now held for the sixth time in 2024. It has become Roiserv’s signature event and the annual exclusive festival for property owners. The project covers all projects and age groups in Roiserv. In collaboration with communities, sub-districts, and industry committees, Roiserv organizes rich and colorful community parent-child activities. In 2024, a total of 28 main venues and 100 branch venues have been set up in China, where over 300 activities were organized with more than 70,000 participants. These efforts promoted harmonious communities and fostered neighborly relationships, contributing to the UN ESG Goal 11: Sustainable Cities and Communities.





党建引领 基层治理

Neighbors is the “Party Building Leadership, Grassroots Governance” project of Roiserv. Roiserv has established Party organizations at all levels in its headquarters and branches, calling on Party members to take the lead and actively participate in grassroots governance and play the exemplary and vanguard role, integrating Party building into the process of quality service. 67 Party-led activities were held throughout the Year, and more than 1,300 Party members and activists were arranged to help property owners solve their practical difficulties, thus playing a complementary role in grassroots governance.



Building a Foundation with Quality

Establishing Service Standards and Providing High-quality Service

The Group deeply understands the needs of property owners, optimises the service process, continuously improves the efficiency of internal operations, provides property owners with high-quality and differentiated community life services, and brings property owners a new and convenient living experience and a “warm, soft, caring, and deserving” service experience. The Group has been certified by ISO 9001:2015 quality management system, and has formulated the Quality, Environment, and Occupational Health and Safety Management Manual in conjunction with the quality management system to provide a standardised basis for the implementation of its service management.

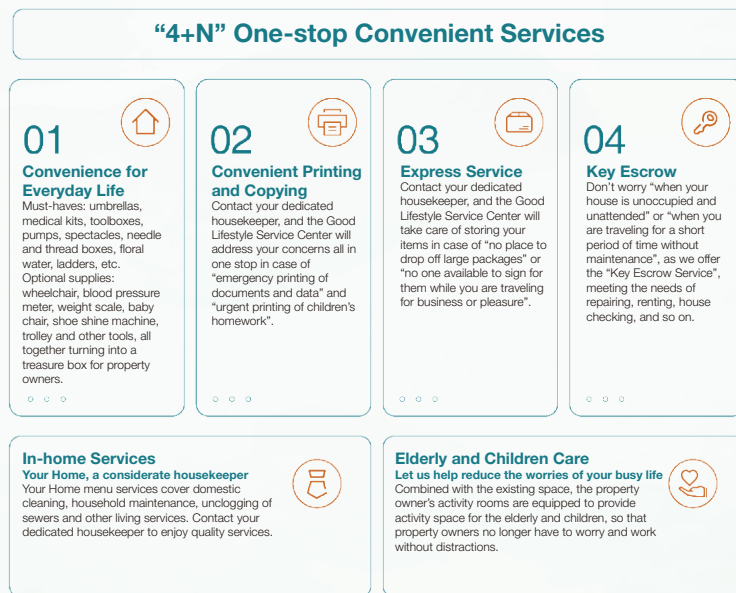
The Group continued to promote the standardization in the Year, and further improved the standardization document system to meet project needs. It formulated standardized documents, such as the Roiserv Lifestyle Service Center Standardization Plan, Visualization Standard Manual, Home Service Standards, Lawn Maintenance Manual, and Key Points for Spring Greening, to well define system standards and implementation procedures, enabling employees to quickly and efficiently understand management standards and service specifications when implementing relevant requirements.

While advancing standardization, the Group continued to strengthen the service management system, carried out quality supervision, consolidated the concept of quality service, and continuously improved the service quality. During the Year, the Group’s measures to enhance its service quality include:

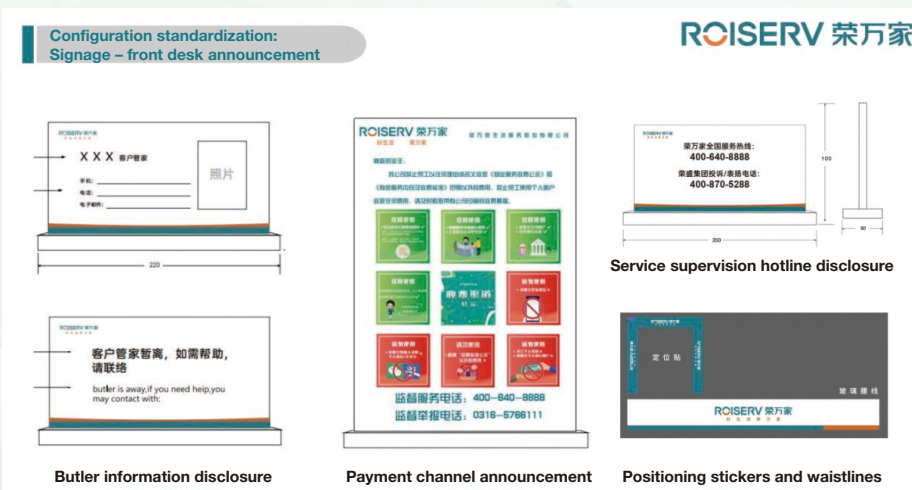
- Further revising and improving existing system documents, and continuously improving standardized processes based on feedback from actual business operations;
- Optimizing the standardized system for the entire process of butler service, refining the operation guidelines for service scenarios, and ensuring the stability of service quality with immersive scenario simulation training;
- Strengthening business training for frontline employees and improving the practical level of security, greening, and cleaning services;
- Developing model project benchmarks, establishing evaluation models from the dimensions of property owner satisfaction, service innovation, and process optimization, and creating a replicable high-quality service paradigm.

➤ Standardized System Construction Case – Roiserv Good Lifestyle Service Center

In 2024, with the theme of “considering what you think, serving what you need”, Roiserv upgraded the Roiserv Customer Service Center to Roiserv Good Lifestyle Service Center, opening a new chapter of property services. It released a standardization plan, proposing to rationally plan the basic service area and value-added service area based on the layout and structure of the existing supporting property management rooms, to reduce the office area and reception area, and to gradually tilt towards the growing customer living needs. By virtue of basic property management services such as business handling and water and electricity purchase, it set convenient value-added service functional areas such as parcel delivery, convenient printing/copying, key escrow, convenient service stations, reading rooms, elderly and children’s leisure and entertainment facilities to attract flow, increase communication and exchanges with property owners in life, and create an integrated lifestyle service center for service and operation.



The specific contents of standardized documents include the specific requirements and details of configuration standardization, environmental standardization, and service standardization, which have been implemented in conjunction with processes such as promotion plans and result acceptance.



Example of Roiserv service standardization requirements

➤ **Service Standard Formulation Case – Roiserv In-Home Repair Service Standard**

In terms of in-home repair services, Roiserv emphasizes arrival on time and one-time successful repair. Based on the above requirements, it established service standards of “receiving orders for routine repairs within 10 minutes and arriving at the site within 30 minutes; receiving orders for urgent work within 3 minutes and arriving at the site within 10 minutes” and “accurate receipt of repair information, complete tools and accessories, qualified professional skills, and good reviews from property owners”, and further refined them through more specific operating points such as “strictly implementing the ‘1234’ operating procedures”.

Service requirements	Service standards	Key operating points
Arriving on time	Routine repairs: receiving orders within 10 minutes and arriving at the site within 30 minutes	1. Keeping communication equipment unblocked to ensure timely receipt of orders;
	Urgent work order: receiving orders within 3 minutes and arriving at the site within 10 minutes	2. Ensuring accurate receipt of information and immediate handling. If there is a repair order in hand, contacting the property owner by phone to explain the situation, and asking him/her to wait a moment, and then go there immediately upon completion;
	Accurate receipt of repair information	3. Checking against the work order to see if the necessary tools are available;
	Complete tools and accessories	4. Understanding and mastering the basic methods of handling common problems;
One-time repair success	Professional skills	5. Confirming completion online in a timely manner after the work order is completed and confirmed by the property owner;
	Guiding property owners to give positive feedback on work	6. Guiding the property owner to evaluate the work. If the property owner is perfunctory and uncooperative, contacting the building butler to communicate with him/her in a timely manner to ensure that the work evaluation is completed within 24 hours;
		7. Strictly implementing the “1234” operating procedures:
		1 exemption: completing the work within 10 minutes, free of labor costs;
		2 cleanings: cleaning up the work site and filling in the maintenance documents neatly;
		3 essentials: to be punctual and comply with BI behavioral norms, to ensure that repairs are completed in a timely manner without delay, and to proactively inquire whether there are other maintenance needs;
		4 items: carrying tools, floor mats, rags, and shoe covers.

Optimizing Customer Service Channels and Upgrading Peripheral Services

The Group maintains good communication with customers via company website, “Roiserv Lifestyle Services” WeChat official account, “Rice Commune” app and “Rice Commune Property Services” mini-program. Based on a deep understanding of the industry and the continuous pursuit of emerging technologies, Roiserv has independently developed the community O2O service app “Rice Commune”, building a bridge of communication between property management service providers and property owners by leveraging technologies like mobile Internet and big data. It also provided diversified online peripheral services, offering property owners comprehensive intelligent community life services through the “Internet + property management” model. At present, “Rice Commune” supports multiple functions, such as one-click payment, online repair requests, smart community, rice mall, and community activities, bringing a high-quality service experience to property owners. Furthermore, “Rice Commune” can conduct analysis through big data. On the one hand, it can analyze the operating data of facilities and equipment in communities, employee service evaluation data, and project operation data. On the other hand, it can also provide targeted personalized services based on the living habits and consumption preferences of community residents.



Rice Commune Functions



Rice Commune property management services mini-program interface

Roiserv values customer experience and constantly explores new needs of property owners to optimize service design. In July 2024, the Roiserv Customer Service Center was officially upgraded to the Good Lifestyle Service Center, with a shift in focus from the management of communities, houses, and facilities to the well-being of property owners. The upgrade has been completed in most communities. According to property owners' needs and project realities, the Good Lifestyle Service Center provides three types of lifestyle services tailored to different communities and customer groups: "4+N" one-stop convenient services, Your Home services, and senior & junior friendly services. With a combination of required and optional services, the center aims to offer one-stop solutions for customers to address their concerns and meet their diverse lifestyle needs.

Service category	Service details
"4+N" one-stop convenient services	4 convenient services for all projects: Convenient station; parcel delivery service; convenient printing and copying; and key escrow.
Your Home services	Each project tailors its Your Home service menu based on staffing and resources, covering services such as housekeeping, in-home repairs, drain unblocking, unlocking, and errands.
Senior & junior friendly services	Projects with resources can choose to equip activity rooms for property owners. Plans were mapped out for chess and card rooms and reading rooms. The first batch of 25 projects nationwide were selected to build activity rooms for property owners. Combined with its own elderly care brand, Bai Ling Yue, Roiserv provided home visits, health check-ups, and in-home housekeeping services. In collaboration with the travel brand, Family Trip Season, it organized family trips, study tours, and senior group tours.

Roiserv Good Lifestyle Service Center Service Content

In the field of peripheral services, Roiserv is constantly innovating. In the sphere of new retail, the offline convenience store and online group purchase business have been upgraded as "Convenience Store" and "GO Online", respectively. We have launched the business model that combines "chain convenience stores + self-operated warehouses + community group purchases", to achieve S2B2C new retail services, creating a service model of easy order with convenience. Through a robust intelligent mid-platform data system, we establish a dual advantage in the last 500 meters of purchase scenarios and purchase efficiency. While improving service efficiency, it also highlights the advantages of the supply chain. We also have the capabilities of supply chain output and single product OEM, providing property owners with richer, more convenient and cost-effective products. As at the end of December 2024, we had 77 brick-and-mortar stores in the communities under our management, with over 25,000 active SKUs and approximately 1.21 million registered users on Rice Commune. We will further develop delivered community businesses such as engineering maintenance, home decoration, garden maintenance, and direct drinking water, actively negotiate on renovation, maintenance and management business of public buildings, municipal works, parks, urban sanitation, scenic spots and public parks, and arrange the installation of non-motorized and motorized charging piles in residential communities, enterprises, institutions and public parking lots.



Standardizing Complaint Process and Creating Benchmark Projects

In 2024, the Group continued to use the Standard Operating Procedures for Handling Customer Complaints as a guideline for handling customer complaints, and formulated the Management Regulations for Daily Inspection of Customer Service Lines in accordance with the operating procedures to continuously manage customer service lines, in order to continuously improve the customer experience while regulating customer service.

In terms of complaint channels, the Group has actively collected suggestions and opinions from property owners and customers through such channels as face-to-face complaints, online complaints via the APP, complaints via housekeeper WeChat accounts and a national service hotline (400-640-8888). The Group has promoted the improvement of property services and improved customer satisfaction through timely feedback on customer service experience. It has established customer service for social commerce business and assigned special personnel to handle complaints from property owners related to social commerce business.

In terms of complaint handling, the Group sets up a dedicated housekeeper to handle complaints. It is stipulated that the complaints will be responded to within 24 hours and the 400 customer service centre will make return visits. For complaints that cannot be handled immediately, feedback and handling measures must be given within 24 hours. For the handling of specific complaints, the housekeeper needs to report the progress of the handling to the property owners every 72 hours. The conditions for closing the work order are dependent on the property owner's evaluation. If the owner's evaluation is satisfied, the work order will be closed in a closed loop, and if unsatisfied, the customer housekeeper will continue to follow up until the complaint is resolved.

For unhandled customer complaint, it will be reported to the project manager if unhandled over 7 days, or to the regional general manager if unhandled over 15 days, or to the quality management department of the headquarters if unhandled over 30 days. Through the level-by-level early warning system, it is ensured that the customer's appeal is effectively dealt with.

For complaint data management and retention, the Group has improved the efficiency of personnel management by solidifying the daily inspection actions, and applied information-based property management methods to avoid the risk of information loss caused by offline records, and realise the online circulation and effective closed-loop of information, thereby enhancing the quality of daily management and customer satisfaction. In a satisfaction survey conducted by a third-party institution, the Group scored 80.5 points, exceeding the average level of the property management industry, reflecting property owners' recognition of the Group.

Regarding the complaint indicators, in 2024, Roiserv received a total of 2,588 complaints, and the vast majority of them were handled in a timely and effective manner. The complaint rate this Year was merely 0.44%, the timely complaint handling rate stood at 99%, the resolution rate reached 98%, and the satisfaction rate was 85%, all maintaining at high levels.

Indicators

2024 data

Number of complaints received	2,588
Complaint rate (%)	0.44
Timely complaint handling rate (%)	99
Complaint resolution rate (%)	98
Complaint satisfaction rate (%)	85

Note: Complaint rate = number of complaints/total number of customers

In 2024, the Group's Langfang Fairview Park project and Shijiazhuang Rongjingyuan project were named the 2024 Property Service Residential Benchmark Project in North China, which is a full affirmation of Roiserv's project service quality by industry institutions.



Certificates and Medals of Some Outstanding Model Projects



Fulfilling Safety Responsibilities and Carrying out Fire Drills

The Group strictly satisfies national and local safety management requirements, complies with laws and regulations such as the Production Safety Law of the People's Republic of China, and focuses on providing a safe living environment for property owners. The Group has formulated the Standard Operating Procedures for Fire Safety Management, the Standard Operating Procedures for Order Maintenance Patrol Management and other daily safety management systems for communities, as well as the Standard Operating Procedures for Equipment Management, the Standard Operating Procedures for Domestic Waste Removal and Transportation and other equipment operation regulations. The Group has taken a number of measures to ensure the safety of property owners, including:

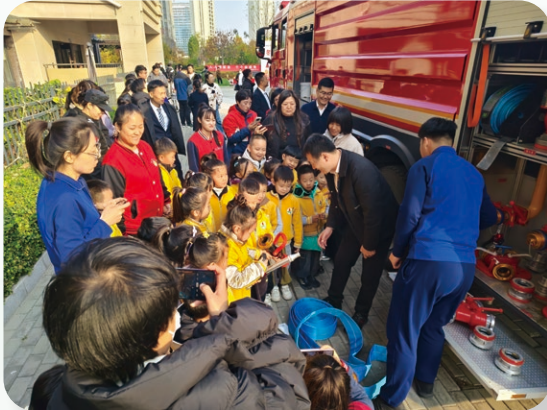
Conducting fire drills no less than twice a year and anti-theft drills no less than once a quarter to normalise the awareness of risk prevention and control;

Adopting the principle of separation of people and vehicles in the community planning to reduce the impact of car flow in the community, and to verify the identity of visitors at the entrance of the community;

Carrying out special actions such as “Zero Hidden Danger Actions”, “Safety Season” and “Pre-holiday Risk Inspection” in stages every year to standardise the safety management actions in the community and improve the risk handling skills of security guards.

At the same time, in order to respond to emergencies in an orderly manner and minimise emergencies and the damages they cause, the Group has formulated the Standard Operating Procedures for Emergency Handling and various emergency response plans to standardise the procedures for handling emergencies. When an emergency occurs, the on-site employees shall report the emergency in a timely manner and call the police; the leaders shall immediately rush to the scene after receiving the notice, organise the accident site protection work, and cooperate with the police in respect of investigation. After the handling of the accident, the Group will summarise and archive the relevant data, sum up experience and strengthen safety management education to ensure the basic life safety of property owners.

During the Year, in response to the society's concern about fire safety, each branch of the Group has carried out multiple fire safety drills, with a view to preventing problems before they occur, and ensuring the safety of property owners' lives and properties. Moreover, each project of the Group hosted publicity and training activities on safe production for property owners and tenants in its jurisdiction, conducted fire safety training and practical operation exercises for fire-fighting equipment, publicised safety knowledge, posted various publicity posters and warning signs in communities, and regularly invited property owners to carry out various fire safety training and practical operations.



Roiserv Community Fire Drill

Achieving Compliance through Governance

The Group strictly complies with the relevant laws and regulations on the prevention of bribery, extortion and anti-money laundering, including but not limited to the Company Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, the Interim Regulations on Prohibition of Commercial Bribery, the Regulations on Integrity of Leaders of the State-owned Enterprises, and the Law on Administrative Penalty for Civil Servants of the People's Republic of China. On 10 November 2020, the Group formulated and issued the Integrity and Self-discipline Code, which was made an integral part of the labor contract and must be signed by all new employees. On 23 December 2024, the Group formulated and issued the Disciplinary Rules of Roiserv Lifestyle Services Co., Ltd. (hereinafter referred to as the "Disciplinary Rules") on the basis of the Integrity and Self-discipline Code and in conjunction with the past cases, further tightening Roiserv's management discipline, regulating the management order, and constructing another fence for the Group's compliance governance.

Strengthening Integrity Supervision and Combating Corruption

The Group adopts zero tolerance approach to corruption and fraud, and severely combats and eliminates all forms of corruption, embezzlement, fraud, bribery, extortion, and money laundering. It integrates integrity education into the entire process of corporate operations management, strictly abides by relevant laws and regulations, formulates and implements relevant corporate rules and regulations, and set the bottom line of integrity for employees. The Group strictly abides by relevant laws and regulations, including but not limited to the Criminal Law of the People's Republic of China and the Anti-Unfair Competition Law of the People's Republic of China, and has formulated and issued management systems, including the Disciplinary Rules and Integrity and Self-discipline Code, the Implementation Rules for Reporting, Confidentiality, Protection & Reward, the Implementation Rules for Supervision Information Publicity, the Implementation Rules for Cash Gift and Gift Disposal, and the Implementation Rules for Integrity Risk Advance Reporting of Roiserv Lifestyle Services Co., Ltd. to regulate employees' behaviour. After the issuance of the Disciplinary Rules, the Group has organized study and examination for all staff and asked them to sign the Letter of Commitment that has been filed in their personal files. The Letter of Commitment has been added to the documents required to be signed by new staff when they join the Group. Meanwhile, the Group holds integrity training sessions for staff every year based on the above rules.

The Group keeps whistle-blowing channels open and has in place various whistle-blowing channels, such as telephone, WeChat and mailboxes, enabling its employees, partners and customers to supervise violations of disciplines or laws, such as corruption and bribery by internal staff and the use of public resources for private gains in the course of its operations, aiming to facilitate its internal management and ensure timely problem resolving. The Group also abides by the Implementation Rules for Reporting, Confidentiality, Protection & Reward to protect whistle-blowers and clarify the rewards to them.

Great importance is attached to integrity education, especially the supervision and education of key personnel in key areas prone to corruption. The Group actively guides corporate managers and relevant interest groups to act in accordance with laws, be honest and trustworthy, and consciously resist corruption, such as seeking profit at the expense of morality, benefiting oneself at the expense of public interests, and committing fraud, so as to achieve full coverage. The Group conducts integrity culture presentations with different contents based on the business conducted by employees at different levels, and fraud cases investigated and dealt with according to the relevant clauses in the Integrity and Self-discipline Code. The Group's integrity training covers all new employees and newly appointed general managers. During the Year, six rounds of centralized integrity-related training were conducted for all project managers and "New Rising Force" competing employees. The training integrated past anti-corruption cases to achieve a combination of warning and education.



Roiserv's Centralized Integrity Training

The Group further strengthened its internal control management. It discovered vulnerabilities in its fee management system and the prepayment process of its retail business through audits during the Year. Through discussions with the operations management staff of the Company and communication with the relevant business departments, the Group tightened the control over its business system and revised the management system related to the prepayment process.

There was one legal case¹ regarding corruption against the Group's employee(s) during the Year, which had no material impact on the Company's business.

Optimizing Supply Chain and Implementing Green Procurement

The Group has established fair and transparent cooperative relationships with suppliers and is determined to eliminate any corrupt practices and create a clean business environment. Adhering to the principle and original intention of being responsible to property owners, the Group has formulated the Management Measures for Bidding and Procurement, the Operational Guidelines for the Monthly Performance Evaluation of Cleaning and Order Outsourcing Suppliers, the Integrity and Honesty Commitment and other management systems to guide and standardise supply chain related management work as well as the management of suppliers. More than that, Roiserv has established strict Supplier Management Measures, which rigorously classifies suppliers based on multi-dimensional standards such as capital, team strength, service experience and quality, innovation capability, and delivery efficiency. This urges suppliers to improve their internal capabilities, refine their service level and quality, and strive to become outstanding suppliers for Roiserv.

For a long time, Roiserv has always adhered to customer centricity, and all its work is closely centered around quality service. In the supplier selection process, with a high regard and rigorous attitude, we strive to achieve full cooperation to ensure high standards of services. In terms of supplier access, the Group requires relevant departments to check the qualifications, past services experience, and performance of all suppliers. Labour outsourcing suppliers shall be inspected in terms of the scale and quality of their cooperation projects, project maintenance suppliers shall be reviewed in terms of whether their maintenance records are detailed and comprehensive, and material procurement suppliers shall be inspected in terms of the completeness of their categories and their satisfaction of quality requirements. Meanwhile, the Group has conducted on-site inspections on the offices and service sites of all suppliers newly engaged this Year, and reviewed their management structure, financial condition and capital flow status.

In terms of supplier evaluation, the Group conducts service quality evaluations on a monthly basis, and conducts evaluations in different dimensions for different types of suppliers. For those with lower evaluation scores, the Group will organise relevant departments to communicate with the supplier's responsible person to understand the current status of the supplier and the reason for the low evaluation score. At the same time, the Group conducts a summary of supplier evaluations at the end of each year. Suppliers with repeatedly low assessment scores or defaults will be blacklisted upon the awareness of objective circumstances.

Under Roiserv's stringent requirements, suppliers constantly undergo survival of the fittest. Many suppliers have grown and developed along with Roiserv's business development, becoming leaders in the industry. At the end of 2024, Roiserv

¹ The person involved in the case was sentenced to one year and six months of imprisonment for the crime of embezzlement and was ordered to compensate the Group for its economic losses. In response to the violations of laws and disciplines involved in the case, the Group held a warning and education meeting to emphasize the harmfulness of such issues and its zero tolerance for corruption.

formulated the Outstanding Supplier Selection Plan. After rounds of selection and objective evaluation, the outstanding suppliers of the Year were selected.



2024 Roiserv Supplier Recognition and Appreciation Conference

Furthermore, to implement the concept of green procurement, the Group incorporates suppliers' ESG performance into the considerations of supplier selection and evaluation and gives priority to clean and low-carbon environmentally-friendly products during procurement to respond to the relevant environmental requirements.

The Group's suppliers come from all parts of the country, mainly from East China and North China. During supplier selection, preference is given to those with high brand awareness and high market shares for the sake of safety and trustworthiness of well-known suppliers. The Group also requires suppliers to provide test reports of various supplies and agents, environmental quality system certificates and so on to ensure that they meet the requirements of compliant and green development.

Number of suppliers by geographical region

2024 data
(unit: supplier)

East China	276
Central China	74
North China	177
South China	32
Northeast China	38
Southwest China	45
Northwest China	4
Total	646

Note: East China includes Shanghai, Jiangsu, Zhejiang, Anhui, Jiangxi, and Shandong;
Central China includes Henan, Hubei, and Hunan;
North China includes Beijing, Tianjin, Shanxi, Hebei, and Inner Mongolia;
South China includes Fujian, Guangdong, Hainan, and Guangxi;
Northeast China includes Heilongjiang, Jilin, and Liaoning;
Southwest China includes Chongqing, Sichuan, Guizhou, Yunnan, and Xizang;
Northwest China includes Shaanxi, Gansu, Ningxia, Qinghai, and Xinjiang.

Protecting Information and Formulating Privacy Policy

The Group, which places high importance on the information security and privacy protection of property owners and customers, strictly abides by the relevant laws and regulations regarding the Group's operations and information security protection, such as the Data Security Law of the People's Republic of China, the Cybersecurity Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China, the Regulation on Internet Information Services, the Information Security Technology – Personal Information Security Specification, the Provisions on the Administration of Internet Electronic Bulletin Services, the Interim Provisions on the Administration of Websites Engaging in the Business of Posting News, the Measures for Security Protection Administration of the International Networking of Computer Information Networks, the Classified Criteria for Security Protection of Computer Information System, and the Classification of Security Products in Computer Information Systems, to build a strong and reliable information security barrier for customers.

Meanwhile, the Group has formulated privacy management policies such as the Customer Information Management Regulations to provide guiding specifications in terms of information access permission, cloud data security, and data leakage emergency protection.

In terms of access permission, the Group strictly controls employees' access to customer privacy, implements the principle of not storing non-business customer information, and continuously improves its internal systems and access systems. Additionally, the Group uses a self-developed access control system to double-protect and encrypt customer privacy information, and conduct regular inspections to review the process and check for deficiencies.

In terms of protection of property owners' and customers' data stored in the cloud, the Group regularly monitors the number of accounts and their usage, and accordingly formulated emergency plans to prevent consumers' data leakage. Simultaneously, the Group has improved the ability to detect and identify, understand and analyse, and respond to and dispose of security threats from a global perspective, and implemented real-time upgrades to technologies such as internal firewalls to ensure the full-process encryption of information.

When responding to data leakage emergencies, after receiving and identifying an alarm of abnormal customer data call, the Group limits and downgrades temporary services, and controls the amount of information retrieved. After discovering the signs of leakage, the Group collects and retains them on the spot, and reports them to the public security and judicial systems urgently to minimise the impact of the accident within the minimal time and protect the privacy of customer information to the greatest extent.



Safeguarding Intellectual Property and Conducting Compliance Promotion

The Group complies with laws and regulations like the Trademark Law of the People's Republic of China and the Patent Law of the People's Republic of China, protects its own intellectual property rights, applies for trademark protection for the trademarks used by the Group, and fully respects the existing intellectual property rights of other parties. The Group identifies intellectual property rights to prevent infringement of the intellectual property rights from other parties. The specific measures taken by the Group to protect intellectual property rights include but are not limited to:

We regularly investigate the infringements of the fraudulent use of the Group's name and trademarks; immediately communicate with the related party upon discovering such infringement, and request it to make rectification and replacement;

The Legal and Branding departments conduct intellectual property audits of promotional materials on the official website and WeChat official account articles to prevent infringement of intellectual property rights related to images, fonts, and text;

The ownership and protection of intellectual property rights are made clear in the user agreement of the Rice Commune app.

Safeguarding Employees with Care

With regard to employee rights and interests, the Group strictly abides by relevant national laws and regulations, including the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Law on Protection of Disabled Persons of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Implementation Measures on Paid Annual Leave for Employees of Enterprises, the Law on the Protection of Women's Rights and Interests of the People's Republic of China, the Special Rules on the Labor Protection of Female Employees, and the Measures for the Administration of Occupational Health Surveillance. The Group safeguards employee rights and interests in accordance with legal requirements, resolutely prohibits the use of child labour and forced labour. The employee's identity information auto-check in the human resource system and the automatic age identification in the online induction system enable dual verification of employee's identity so as to prevent the employment of child labour. In case of any employment of child and forced labour, the Group will promptly investigate the event and take remedial measures based on the findings of the investigation. During the Reporting Period, the Group did not have any non-compliance issues in relation to labour laws and regulations. Its efforts in establishing rules and regulations, ensuring safe production, mediating labor disputes, providing employee education, and protecting employees' legitimate rights and interests have been recognized by local governments and employees.

The Group has established the Attendance and Vacation Management System, which specifies employees' working hours and the official holidays they are entitled to, and normalises the process and management model for employees to apply for a business trip and leave.

Valuing Talent Acquisition and Providing Promotion Channels

By developing internal rules and regulations including the Measures for Talent Recommendation Management, the Welfare Management System, the Compensation Management System, and the Attendance and Vacation Management System, the Group standardises such aspects as employment, vacation, compensation and benefits, promotion and development and resignation.

The Group places a strong emphasis on talent acquisition and provides employees with ample promotion opportunities. As for talent acquisition, it has simultaneously launched various online and offline recruitment channels to attract quality talents through the entire internet, colleges and universities. In the recruitment process, the Group stresses the quality, potential, character, and experience of candidates. At the same time, the Group follows the rule of fair selection and open competition to promote equality and oppose discrimination against employees on grounds of race, nationality, skin colour, religion, gender, age and other factors.

From the perspective of talent promotion channels, the Group encourages the growth and development of its employees through establishing an internal job competition mechanism, and has formulated the Measures for Talent Recommendation Management to standardise the process of referral and discovery of internal talents.

In the actual recruitment and promotion of employees, the Group arranges interviewers from multiple departments and different ranks to conduct a comprehensive review, so as to ensure the candidates are treated and judged fairly. Moreover, the Group regularly conducts talent review and keeps building a sound training system for key posts to discover outstanding talents and accelerate its qualified personnel development.

For outstanding fresh graduates joining Roiserv, the Group has established the “New Rising Force” program as its talent development initiative. The Group strives to hire “one-third of the management team from campus recruits” in the future by rapidly cultivating a core management team that “understands strategies, recognizes systems, and takes practical actions”.



Roiserv's New Rising Force Talent Cultivation Program

Enhancing Training System and Conducting Multi-dimensional Training

In addition to attracting outstanding talents, the Group also places a high priority on talent development. It has formulated rules and regulations, such as the Measures for System Map Management, the Case Management Measures, the Measures for Basic Training Management and the Measures for Trainer Management, and guiding documents like the Map of Refueling Points, and has delivered training courses tailored to employees' job responsibilities and career development stages, enabling frontline employees to enhance their service levels, management personnel to improve their operational capabilities, and senior executives to receive comprehensive training in areas such as corporate strategy analysis, management skills enhancement, overall business capability development, and anti-corruption.

In 2024, the Group further increased the training duration for all employee levels, achieving full coverage for male and female employees, and management personnel and ordinary employees.

Table: Summary of Roiserv's Training Data for 2024 (by Employee Level)

Training hours for employees at all levels in the Group	Unit	2024 data	2023 data
Average training hours of management personnel	Hours/person	130.26	115.14
Average training hours of ordinary employees	Hours/person	110.31	43.99
Average training hours completed per employee	Hours/person	123.01	49.94
Average training hours completed per male employee	Hours/person	108.17	38.33
Average training hours completed per female employee	Hours/person	132.4	63.46
Percentage of management personnel trained	%	100	95.52
Percentage of ordinary employees trained	%	100	50.90
Percentage of male employees trained	%	100	41.84
Percentage of female employees trained	%	100	68.86

➤ Enhancing Executives' Decision-making Abilities – Senior Staff Training

On 15 June 2024, Roiserv Tangshan Branch hosted a training activity on task gap analysis and business development strategies for senior staff, with a total of 18 participants. This special training not only enhances managers' problem diagnosis and precise decision-making capabilities, but also facilitates efficient alignment between corporate strategy and implementation, laying a foundation for optimizing management effectiveness and achieving sustainable development.



Senior Employee Training of Roiserv Tangshan Branch

➤ **Building Core Force – Project Manager Training**

Project managers are the core backbone of Roiserv. To build a team of project managers with a “shared culture, strong qualities, and powerful capabilities,” the first Roiserv Project Manager Training Camp was held in Langfang from 11 to 12 October 2024. The attendees are 55 project managers from five branches in Langfang, Cangzhou, Shenyang, Tangshan, and Hohhot. Through diverse courses, practical exercises, and salon discussions, it helped participants identify their shortcomings, achieve rapid improvement, enhance their work, and improve service quality. The training camp meticulously offered a series of professional courses on laws and regulations, team management, business planning, and job responsibilities. During the two-day program, instructors used easy-to-understand case studies to guide participants’ thinking, applying concepts to practical work, allowing project managers to better serve property owners.



Roiserv's Project Manager Training Camp

➤ Strengthening Professional Service Capabilities – Grassroots Employee Training

To enhance the professional capabilities of Roiserv's environmental team, adhere to standardized management, and establish a positive corporate image, Roiserv Langfang Branch launched systematic training on environmental landscaping for all regional headquarters on April 30, 2024, comprehensively elevating the quality of landscape gardening. During the training session, environmental supervisors from all projects gained an in-depth insight into tree pruning principles, technical points, safety measures, and precautions. They also shared their experiences and evaluation criteria for greening and pruning, using pruning case studies as examples. After the training, participants went to the community for practical training, further enhancing their understanding and mastery of pruning skills. Roiserv's environmental manager visited the project site to provide guidance and demonstrate shrub pruning techniques in the community.

This training enhanced the professional and technical capabilities of landscaping workers and improved the level of landscaping maintenance. In the future, Roiserv will continuously hold such training session to create a livable and beautiful environment for property owners.



➤ **Optimizing Corporate Lifeblood – New Employee Training**

Roiserv Xuzhou Branch provided 3-7 days of pre-job training to help new frontline employees at Roiserv gain a deeper understanding of the corporate culture, adapt to the work environment, enhance their business capabilities, cultivate a dedicated work ethic and team spirit, and facilitate a smooth transition into their work roles. The training was conducted through a combination of “theoretical learning + on-the-job practical instruction + on-site observation and feedback.” Upon completion of the training, the project manager carried out a pre-job inspection. Only employees who pass the inspection can officially start working.

Through pre-job training in various positions, frontline employees will internalize the knowledge and skills they have learned and put them into practice. With greater enthusiasm and a more motivated spirit, they will dedicate themselves to Roiserv’s work, striving to contribute to its high-quality development and writing a new chapter with their professional skills.



Protecting Employee Rights and Interests and Providing Benefits and Welfare

The Group has formulated the Compensation Management System, which aims to provide a complete and transparent compensation and benefit system for its employees. The Group sets personalised competitive compensation levels that are fair, just, compliant and reasonable to employees based on their job nature and characteristics. In addition, the Group provides employees with comprehensive welfare, including marriage, funeral and maternity subsidies, telephone expense subsidies, high temperature subsidies, canteen subsidies, accommodation subsidies, free physical examination, paid annual leave and other indemnity benefits, as well as housing benefits and property expenses reimbursement based on employee performance.

The Group actively organises employee activities, including traditional festival celebrations, team building, corporate culture building, welfare and care, to enrich the employees' leisure time.

In terms of welfare, the Group provides a corresponding welfare package in addition to wages to provide better protection for employees. Before the Spring Festival, it distributes gifts to employees. On every employee's birthday, the Group holds a collective birthday party to make employees feel at home.



Distribution of Spring Festival Gifts to Employees by Roiserv



A Birthday Party Held for Employees by Roiserv

The Group organizes a wide range of activities in non-working hours to enrich employees' leisure and cultural lives. Activities such as team building, basketball games, and group movie viewings help employees relax, cultivate their sentiments, enhance the vitality of the labor union, and significantly improve their work motivation.



Movie-watching Activity Organized for Employees by Roiserv

The Group has always attached great importance to the rights and interests of female employees and strives to promote the UN Goal 5: Gender Equality by implementing the “four-period” protection for female employees and putting the labor protection of female employees into practice. It provides special team building activities, gifts, health checkups, and other additional benefits for female employees on International Women's Day to express blessings and care. Our care for female employees extends beyond International Women's Day and is integrated into their daily work and lives, allowing them to fully demonstrate their enthusiasm and potential.



Heart-warming Beverage Event on International Women's Day

Safeguarding Workplace Safety and Providing Material Care

The Group stresses the health and safety of employees, and is committed to creating a healthy, safe, harmonious, friendly, reassuring and comfortable working environment. The Group has established an occupational health and safety management system and obtained the ISO 45001:2018 certification. The human resources department of the Group has appointed dedicated persons responsible for employees' health management, which includes statistics and management of the health, physical examination and vaccination of people on each post. The Group organizes annual physical examinations for employees through the labor union. Physical examination packages are tailored according to employees' age, gender, and other factors. For employees over 40 years old, additional examination items such as carotid artery, doppler ultrasound, and thyroid function are included.

For the health and safety management in the workplace of property management projects, the Group has formulated the Management System of Employees' Safety and Health, which contains education and training on employees' health and safety, environmental safety and fire safety in workplace, to protect employees' safety and their physical and mental health. The Group also identifies safety risks in the working areas of projects and makes corresponding safe work requirements. For instance, the system provides that flame operations in high-risk areas such as transformer room, distribution room and generator room must be approved by the manager of property service centre and conform to the relevant operating rules and procedures for flame operations established by the Group, and the operators shall wear protective equipment.

For the health and safety management in employees' daily life in offices and living areas, the Group has formulated the Measures for Dormitory Management and Systems for Canteen Management which specifies electricity safety, fire safety, gas safety, anti-theft security, food safety, etc. in staff dormitories and canteens, and implemented the following safeguards for employees' health and safety:

- Providing extinguishers and fire safety signs in office areas, and prohibiting smoking in office areas for fire safety;
- Requiring employees to use appliances and power strips safely and not having them run at full capacity for electrical safety;
- Equipping front-line employees (repairers, gardeners, and canteen workers) with labour protection supplies such as insulating boots and gloves for operation safety;
- Regularly checking the Safety Check Records for dormitories and canteens for the safety of employees and equipment in dormitories and canteens.

In addition, in special circumstances such as high temperatures, heat waves, and flood control emergencies, Roiserv earnestly provides supplies for grassroots frontline workers, equip each project with relevant supplies, and ensure the health and safety of all employees.



Distribution of Heatstroke Prevention and Cooling Supplies to Frontline Employees by Roiserv



Roiserv Employee Care Activities during Flood Control Emergencies

➤ Employment Indicator Statistics

During the Year, the Group saw continued improvement in various employment indicators, with employee turnover rate declining significantly from 2023 and the number of workdays lost due to work-related injuries also dropping to its lowest level in nearly three years. At the same time, we conducted a more detailed statistical analysis of employee indicators by region.

Table: Statistics on Work-related Injuries and Work-related Fatalities

Indicators	2024 data	2023 data	2022 data
Days lost due to work-related injuries (days)	2,688	4,227	3,170
Number of work-related fatalities occurred in each year	1	1	0
Rate of work-related fatalities occurred in each year (%)	0.01	0.01	0

Table: KPIs on Employee Employment

Indicators	2024 total workforce	2023 total workforce	2024 employee turnover rate	2023 employee turnover rate
Employees	9,289	7,743	28.61%	53.74%
By gender				
Male	5,796	4,166	27.34%	46.88%
Female	3,493	3,577	30.01%	61.36%
By age group				
Aged 30 and below	1,413	1,329	39.91%	78.96%
31-50	6,030	4,894	26.58%	49.65%
Aged 50 and above	1,846	1,520	22.05%	41.79%
Total number of employees by employment type				
Full-time	9,289	7,743	28.61%	53.74%
Part-time	0	0	0%	0%
By geographical region				
East China	2,125	1,909	36.78%	—
Central China	324	305	40.54%	—
North China	5,036	3,399	25.78%	—
South China	298	269	48.94%	—
Northeast China	55	55	8.33%	—
Southwest China	1,056	525	28.61%	—
Northwest China	395	373	33.27%	—
Hong Kong, Macao and Taiwan	0	0	0%	0%

Note: East China includes Shanghai, Jiangsu, Zhejiang, Anhui, Jiangxi, and Shandong;
 Central China includes Henan, Hubei, and Hunan;
 North China includes Beijing, Tianjin, Shanxi, Hebei, and Inner Mongolia;
 South China includes Fujian, Guangdong, Hainan, and Guangxi;
 Northeast China includes Heilongjiang, Jilin, and Liaoning;
 Southwest China includes Chongqing, Sichuan, Guizhou, Yunnan, and Xizang;
 Northwest China includes Shaanxi, Gansu, Ningxia, Qinghai, and Xinjiang.
 There was no raw data on employee turnover rate by geographical region for 2023.

Driving Development with Greenness

With focus on the harmonious development of humanity and nature, the Group is dedicated to providing high-quality services. It diligently studies the “dual carbon” policy, strictly implements the national green development concept, and complies with laws and regulations, such as the Environmental Protection Law of the People’s Republic of China, the Energy Conservation Law of the People’s Republic of China, the Law on the Prevention and Control of Environmental Pollution by Solid Wastes of the People’s Republic of China, the Measures for Environmental Administrative Penalties, and the Implementation Plan for Domestic Waste Classification System. The Group established a standardised environmental management system and various environmental management systems, and obtained the ISO 14001:2015 environmental management system certification in 2018, carrying out the environmental protection work in a closed-loop management model of planning, implementation, inspection and handling.

Identifying Climate Risks and Seizing Environmental Opportunities

The increasing risks and impacts of climate change pose a huge challenge to ecological environment and business management. The Group continuously monitors national policies concerning climate change, proactively identifies major risks posed by climate change, fully supports actions to address global climate change, and ensures the personal and property safety of property owners and residents. The climate risks facing the Group mainly include the following two categories: On the one hand, with the continuous rise in global temperatures, the frequent occurrence of El Niño and La Niña phenomena, and the increase in extreme weather events such as heavy rainfall, snowstorms, and typhoons caused by climate change, property owners and residents may face personal and property safety losses, posing serious challenges to the Group’s project management. On the other hand, in the trend of global green development, the focus of national policies, laws and regulations, technologies and the market may shift to low-carbon. The Group needs to meet the increasingly stringent carbon reduction compliance requirements and may face relevant transition risks in the future.

In response to potential safety issues brought by extreme weather, Roiserv has formulated and issued relevant systems and procedures, including the Typhoon and Flood Prevention Emergency Plan, the Emergency Response Plan for Public Health Emergencies, the Media Response and Public Opinion Guidance for Emergencies, and the System for Handling Emergencies Caused by Severe Weather. It also organized relevant training for employees on response to severe weather, such as the Three-Prevention Work During Flood Season, to maximize employees’ protection and response capabilities in extreme weather and minimize losses. In the event of extreme weather such as heavy rain, snowstorms, typhoons, and hail, Roiserv establishes a leading group for emergency response to severe weather. The general manager of the local property management company is responsible for the overall command and coordination of emergency response to severe weather events, reporting the handling and follow-up of emergency incidents to the higher-level department. In aspects such as early warning and information dissemination, emergency preparedness and measures, emergency response and handling, Roiserv has made ample preparations in personnel readiness, facility inspections, and emergency supplies reserves. It has also established relevant plans for early warning response, personnel evacuation, property protection, on-site handling, information publication, emergency communications, medical rescue, and care for special groups.

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To address potential transition risks, Roiserv continuously tracks the implementation and updates of climate change policies that may have a significant impact on business operations, and conducts real-time research on possible policy trends in the future and deploys preparatory work in advance to proactively seek opportunities for low-carbon transition. Climate change comes with risks as well as opportunities.

While climate change brings risks, it also presents opportunities. Roiserv actively addresses climate change by establishing a comprehensive mechanism to cope with extreme weather, safeguarding the safety of property owners amidst storms and earning their trust, thereby gaining more business opportunities. Beyond that, Roiserv enhances the efficiency of the use of natural resources in project operations through the promotion and application of energy-saving and emission-reducing technologies and equipment, promoting its sustainable development, achieving cost reduction and efficiency improvement, and ultimately enhancing its profitability.

Promoting Green Offices and Fostering Environmental Awareness

Roiserv, which upholds the concept of low-carbon, green offices, has formulated internal management systems, such as the Measures for Management of Office Supplies, the Energy Conservation and Consumption Reduction Management Plan, and the Environmental Protection Management System, to standardize all practices in energy conservation, emission reduction and water conservation in the workplace.

Energy Consumption Management: Adopt daylighting as far as possible, set up independently controllable lighting switches in different lighting zones, and turn off lights in time when the corresponding zones are not in use; use energy-efficient energy-saving lamps, and keep the lighting fixtures and lamps clean in order to enhance their energy efficiency. Optimize lighting layout and reduce the number of lamps in areas where the brightness exceeds the required level. Purchase low-energy office products (including computers, printers, etc.) and appropriately adjust the operating hours of electrical appliances according to work demands. Employees should turn off electrical appliances in a timely manner when they leave the office area; security guards are arranged to carry out patrols and inspections during non-working hours, to turn off unused equipment in a timely manner or adjust to the hibernation mode, to reduce electricity use and to ensure electrical safety. Specify the air conditioning temperature in offices, and close doors and windows when air conditioners are on to avoid wasting electricity while maintaining appropriate temperature in the workplace.

Paper Management: Require all departments to follow the principle of saving when collecting office items, control the quantity of office supplies used, and reduce unnecessary material consumption. Use duplex printing and copying in office as much as possible, and collect paper of which only one side is used as recycled paper for reuse. Fully promote electronic seals, abolishing paper contracts, prioritize the use of the e-signature system for online signing and stamping of documents, and comprehensively promote paperless offices.

Water Resource Management: Continue to promote water conservation, strengthen the awareness of water conservation among all staff, and eliminate water wastage by ensuring that water is turned off immediately when not in use and shut off when people leave.

Waste Management: Proactively promote waste sorting, communicate waste sorting knowledge to employees, collect separately domestic waste, office waste and other non-hazardous wastes produced in work places and deliver them to professional companies for treatment; and deliver the small amount of hazardous waste produced, such as waste fluorescent tubes, toner cartridges, and ink cartridges, to qualified professional companies or original manufacturers for treatment in compliance with laws.

Other Aspects: Expand the scope of application of the video system to reduce unnecessary travel and occupation of public resources; encourage staff to take the elevator less and use the staircase more; organize necessary meetings in convenient places to reduce carbon emissions brought about by inconvenient travel, and give priority to the use of low-carbon ingredients such as vegetables in activities; encourage staff to participate in environmental activities organized by green groups.

Setting Forth Emission Reduction Targets and Fulfilling Low-Carbon Commitment

In 2024, the Group continually held energy conservation and emission reduction activities and strengthened publicity and training for property owners, partners, and employees regarding low-carbon practices, waste reduction, energy conservation, and water conservation. The Group set forth energy conservation and emission reduction targets in 2024 based on its operational characteristics to actively respond to the national carbon neutrality plan, fulfill its commitment to low-carbon operations, and contribute to the sustainable development of society. The environmental targets set by the Group for the year and their implementation progress are as follows:

Target category	2024 target description	2024 target implementation progress
Waste disposal	Promoting waste reduction in its projects by urging and guiding employees, property owners and residents to sort their waste and centrally dispose of recyclable waste.	Organizing themed activities to promote environmental awareness, and facilitating the free exchange, donation, and recycling of recyclable items.
Energy usage	Promoting a project energy consumption management system covering all of the existing communities and newly developed communities to enhance refined management of energy consumption. Increasing the proportion of energy conservation products and equipment used in project communities.	Conducting ongoing monitoring of energy use efficiency and making timely improvements. Continuing to prioritise the use of energy efficiency labelled products.
Use of water resources	Establishing a monthly reporting and early warning mechanism with regard to water consumption to issue early warning and keep control for projects with abnormal growth in water consumption, so as to control abnormal consumption of water. The Group will continually facilitate the application of technologies such as micro-irrigation and sprinkler irrigation in project communities to rationally irrigate and reduce the use of water for greening.	Continuously raising awareness of water conservation among employees, property owners, and residents.



Strengthening Energy Consumption Management and Promoting Energy Saving and Emission Reduction

In terms of electricity, Roiserv has continued to promote energy-saving retrofits of basement lighting at various sites. In 2024, we formulated the guiding document Principles of Project Intelligent Lighting Retrofit Screening. The energy-saving retrofit covered 24 projects, with 9,468 lamps and lanterns renewed, saving an annual electricity of about 301,741kWh, which enhances the customer's living experience and green environmental protection benefits.

With regard to water resources, the Company has formulated water use regulations for public areas such as green irrigation and clean water to minimize wastage. The Company advocates water conservation among property owners and guides them to develop water-saving habits through daily publicity. In addition, it has set up an Emergency Response Plan for Unexpected Water Use Incidents to ensure quick response in case of pipeline ruptures and equipment failures to minimize the wastage of water resources.

In terms of community waste management, Roiserv actively responded to the government's call. A total of 127 projects implemented waste classification management. The Company mobilized the active participation of property owners through the monthly publication of the red and black list of garbage classification to ensure that hazardous waste was disposed of in a safe and compliant manner, and that the utilization rate of resource recycling had been significantly improved. In 2024, Roiserv's RiseSun Huafu project in Shaoxing was awarded the title of waste separation demonstration district. For green waste, the pilot project was organized to purchase shredding equipment, through which the volume of green waste was reduced and used as compost, realizing the secondary use of green waste.

Through continuous promotion of energy saving and emission reduction, Roiserv has achieved significant improvements in a number of emission indicators in 2024. In 2024, Roiserv's total energy consumption was 23.0 MWh, a year-on-year decrease of 5%. Total water consumption decreased by 9.0%, while water consumption per unit area decreased by 14.7%. Total GHG emissions were 133,000 tonnes, a year-on-year decrease of 25.1%. The Company's various energy saving and emission reduction measures have achieved significant results.

Table: KPIs on Emissions

Indicators	2024 data	2023 data
Type of emissions and respective emissions		
NOx (kg)	171.46	128.14
SOx (kg)	1.62	1.21
Particulate matter (kg)	16.18	12.09
GHG emissions and intensity		
Total GHG emissions (tonnes)	133,285.00	177,871.91
GHG emissions per unit of GFA under management (tonnes/'000 sq.m.)	1.49	2.13
Direct emissions (Scope 1) (tonnes)	260.39	194.60
Gasoline (tonnes)	244.16	182.47
Diesel (tonnes)	16.23	12.13
Indirect emissions (Scope 2) (tonnes)	133,023.13	176,178.31
North China (tonnes)	56,438.95	74,748.80
Northeast China (tonnes)	12,838.71	17,003.83
East China (tonnes)	51,030.76	67,586.09
Central China (tonnes)	6,259.85	8,290.66
Southwest China (tonnes)	2,001.94	2,651.41
South China (tonnes)	4,452.93	5,897.54
Total purchased electricity (tonnes)	133,023.13	176,178.31
Other indirect emissions (Scope 3) (tonnes)	1.48	–
Business travel by employees (tonnes)	1.48	–
Total hazardous waste produced and intensity		
Total hazardous waste disposed of (tonnes)	5.39	–
Waste ink cartridges (tonnes)	0.43	–
Waste toner cartridges (tonnes)	1.63	–
Waste fluorescent lamps (tonnes)	2.76	–
Waste batteries (tonnes)	0.57	–
Total hazardous waste disposed of per unit of GFA under management (tonnes/'000 sq.m.)	0.00006	–
Total non-hazardous waste produced and intensity		
Total non-hazardous waste disposed of (tonnes)	857.44	2,021.28
Domestic waste (tonnes)	796.71	1,878.12
Office paper (tonnes)	60.73	143.16
Total non-hazardous waste disposed of per unit of GFA under management (tonnes/'000 sq.m.)	0.009	0.02



Note:

1. The scope of disclosure of data on key performance indicators related to emissions in 2024 covers the office areas of all business segments of the Group, as well as the public areas of properties under management (excluding projects under the commission system).
2. Due to the nature of operations, NO_x, SO_x, and PM emissions mainly come from gasoline and diesel consumed by company cars. Emissions were calculated in accordance with How to Prepare an ESG Report? Appendix 2: Reporting Guidance on Environmental KPIs.
3. Due to the nature of operations, the Group's GHG emissions are primarily generated from purchased electricity, landscaping machinery, and fuel consumption of vehicles, including carbon dioxide, methane, and nitrous oxide. GHG emissions are converted into CO₂ equivalents and accounted for in accordance with the Announcement on the Release of Carbon Dioxide Emission Factors of Electricity in 2022 issued by the Ministry of Ecology and Environment of the People's Republic of China and the 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories published by the Intergovernmental Panel on Climate Change (IPCC).
4. Other indirect GHG emissions mainly come from business travel of employees. The quantification process and emission factors refer to the carbon emission accounting standards of the International Air Transport Association (IATA). The statistical caliber of this indicator during the Year differs from that in the 2023 report, making past data incomparable.
5. Hazardous waste generated during the Group's operations largely includes discarded ink cartridges, toner cartridges, fluorescent tubes, and batteries.
6. Non-hazardous waste generated during the Group's operations largely includes domestic waste from office buildings and discarded office paper. Domestic waste was estimated based on the number of people and the average daily production of domestic waste.
7. In accordance with the principle of consistency, certain indicators not disclosed in the 2023 report have been calculated and disclosed based on the accounting standards of 2024. There was no original data for the indicator "hazardous waste" in 2023. Subsequent reports will disclose this indicator based on the statistical caliber of the Report.

Table: KPIs on Energy and Resource Consumption

Indicators	2024 data	2023 data
Total energy consumption (MWh)	230,136.42	243,636.85
Direct energy consumption (MWh)	979.62	892.26
Gasoline (MWh)	917.49	835.67
Diesel (MWh)	62.13	56.59
Indirect energy consumption (MWh)	229,156.80	242,744.59
Purchased electricity (MWh)	229,156.80	242,744.59
Energy consumption per unit of GFA under management (MWh/'000 sq.m.)	2.58	2.91
Water consumption (tonnes)	3,205,825.40	3,521,476.00
Water consumption per unit of GFA under management (tonnes/'000 sq.m.)	35.90	42.11

Note:

1. The scope of disclosure of data on key performance indicators related to energy and resource consumption in 2024 covers the office areas of all business segments of the Group, as well as the public areas of properties under management (excluding projects under the commission system).
2. Energy consumption data were calculated based on the consumption of purchased electricity and vehicle fuel with the conversion factor in the General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020).
3. The Group's water consumption comes from municipal water supply, and there is no issue in sourcing water that is fit for purpose.
4. Packaging material data are not applicable to the Group's business.
5. In accordance with the principle of consistency, certain indicators not disclosed in the 2023 report have been calculated and disclosed based on the accounting standards of 2024.

Appendix: ESG REPORTING CODE CONTENT INDEX

Area	Issue	KPIs	Section
Environmental	A1 Emissions	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Driving Development with Greenness
		A1.1 The types of emissions and respective emissions data.	Driving Development with Greenness
		A1.2 Repealed 1 January 2025	
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Driving Development with Greenness
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Driving Development with Greenness
		A1.5 Description of emission target(s) set and steps taken to achieve them.	Driving Development with Greenness
		A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Driving Development with Greenness
	A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Driving Development with Greenness
		A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Driving Development with Greenness
		A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Driving Development with Greenness
		A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Driving Development with Greenness
		A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Driving Development with Greenness
		A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable to the Group's business
	A3 The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	Driving Development with Greenness
		A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Driving Development with Greenness
	A4 Climate Change	General Disclosure: Repealed 1 January 2025	
		A4.1 Repealed 1 January 2025	

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

Area	Issue	KPIs	Section
B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.		Achieving Compliance through Governance
	B5.1 Number of suppliers by geographical region.		Achieving Compliance through Governance
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.		Achieving Compliance through Governance
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.		Achieving Compliance through Governance
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.		Achieving Compliance through Governance
B6 Product Responsibility	General Disclosure: Information on:		Building a Foundation with Quality
	(a) the policies; and		
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.		Not applicable to the Group's business
	B6.2 Number of products and service related complaints received and how they are dealt with.		Building a Foundation with Quality
	B6.3 Description of practices relating to observing and protecting intellectual property rights.		Building a Foundation with Quality
	B6.4 Description of quality assurance process and recall procedures.		Not applicable to the Group's business
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.		Building a Foundation with Quality

Area	Issue	KPIs	Section
B7 Anti-corruption	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		Achieving Compliance through Governance
		B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Achieving Compliance through Governance
		B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Achieving Compliance through Governance
		B7.3 Description of anti-corruption training provided to directors and staff.	Achieving Compliance through Governance
B8 Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		Special Feature on Responsibility – Launching a Public Welfare Brand, Establishing a Public Welfare Matrix, and Actively Engaging in Public Welfare
		B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Special Feature on Responsibility – Launching a Public Welfare Brand, Establishing a Public Welfare Matrix, and Actively Engaging in Public Welfare
		B8.2 Resources contributed (e.g. money or time) to the focus area.	Special Feature on Responsibility – Launching a Public Welfare Brand, Establishing a Public Welfare Matrix, and Actively Engaging in Public Welfare