

# 新希望服务

NEWHOPE SERVICE

新希望服務控股有限公司

NEW HOPE SERVICE HOLDINGS LIMITED

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 3658



2023

ENVIRONMENTAL, SOCIAL  
AND GOVERNANCE REPORT

# CONTENT

<b>About this Report</b>			
Reporting Framework	2	Salary and Benefits	25
Reporting Period and Scope	2	Talent Development	27
Reporting Language	2	Employees' Care	30
Contact Information	2	Employees' Occupational Safety	31
<b>Corporate Governance</b>	<b>3</b>	<b>Environmental Aspect</b>	<b>32</b>
Sustainable Development Strategy	3	Green Environment Protection	32
Sustainability Performance	3	Emissions Reduction	32
Board Statement	5	Waste Reduction	33
Structure for Sustainable Development	5	Use of Resources	35
Communication with Stakeholders	7	Energy Conservation Measures	36
Materiality Assessment	8	Water Conservation Measures	36
<b>Social Aspect</b>	<b>10</b>	Dealing with Climate Change	38
Creating Excellent Quality	10	<b>Community Welfare</b>	<b>39</b>
Maintaining Customer Relationships	10	Commitment to Giving Back to Society	39
Customer Experience Improvement	12	Community Activities	39
Owners Safety	15	Weiguang Action	42
Adhering to Compliance in Operations	16	"Happiness Red Hope" Party Building	45
Responsible Procurement	16	"Happiness Red Hope" Party Building Activities	49
Business Ethics	20	<b>Appendix</b>	<b>51</b>
Information Privacy Protection	21	Appendix 1: Sustainability Information Summary	51
Responsible Marketing	22	Appendix 2: Index of the Hong Kong Stock Exchange's Environmental, Social and Governance Reporting Guidelines	54
Intellectual Property Protection	23		
Talent Team Building	23		
Talent Introduction	23		
Rights Protection	24		



# Environmental, Social and Governance Report

## ABOUT THIS REPORT

New Hope Service Holdings Limited (hereinafter referred to as the “**Company**” or “**New Hope Service**”) and its subsidiaries (hereinafter referred to as the “**Group**” or “**We**”) publishes an Environmental, Social and Governance report (hereinafter referred to as the “**Report**”), demonstrating the principles and sustainable development concepts we adhere to in fulfilling corporate social responsibilities, and summarizing the Group’s investment, practices and performance in environmental, social and governance (hereinafter referred to as “**ESG**”), so as to respond to stakeholders’ expectations on the Group’s sustainability and information disclosure and to enhance stakeholders’ understanding and confidence in the Group.

## Reporting Framework

This Report has been prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (hereinafter referred to as the “**Reporting Guide**”) under Appendix C2 of the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (hereinafter referred to as the “**Stock Exchange**”). The content also complies with the disclosure principles required by the Reporting Guide and the disclosure obligations of “comply or explain” set out in the Reporting Guide. This Report is in accordance with the “comply or explain” requirement in the Reporting Guide, and the content follows the four reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency”.

<b>Materiality</b>	This Report has identified the current ESG materiality issues by conducting a materiality assessment and the results will be submitted to the Board of Directors for approval to ultimately identify the materiality issues as the basis for preparing this Report and responding to them through the Report.
<b>Quantitative</b>	The statistical standards, methodologies, assumptions and/or calculation tools as well as the sources of conversion factors used in reporting emissions in this Report, provide stakeholders with an understanding of how ESG performance is quantified.
<b>Balance</b>	This Report presents the Group’s performance during the reporting period in an impartial manner, avoiding omissions or choices that may unduly influence stakeholders’ decisions or judgments.
<b>Consistency</b>	The statistical methods used for the data disclosed in this Report are consistent with those of last year. Any changes will be clearly stated in the Report for the reference of stakeholders.

## Reporting Period and Scope

This Report covers the reporting period from January 1, 2023 to December 31, 2023 (hereinafter referred to as the “**Year**” or the “**Reporting Period**”). Unless otherwise specified, the content coverage of this Report is the same as that of the Group’s Annual Report for this Year. The data scope of environmental key performance indicators covers the Group’s headquarters and the main regions under management — Southern China, Sichuan Region, Kunming Region, Southeast China and Eastern China, and the density indicators of the environmental category are calculated based on the number of people and total area of these regions. We hope to expand the scope and depth of coverage in the future and continue to monitor sustainable development performance.

## Reporting Language

This Report is published in both Chinese and English versions. If there is any inconsistency between the two versions, the Chinese version shall prevail. Electronic version of this Report is published on the websites of the Group and the Stock Exchange, readers could view or download the Report on the Group’s website (<https://www.newhopeservice.com.cn>) by clicking “Financial and ESG Reports” under “Investor Relations” section or the Stock Exchange’s website (<https://www.hkexnews.hk/>).

## Contact Information

We highly value stakeholders’ and the public’s opinions on the Report. If you have any enquiries or suggestions, please contact us through the following ways:

Company Address: 16F, Building 2, Zhongding International, No. 366, Jinshi Road, Jinjiang District, Chengdu City, Sichuan Province  
Email: IR\_NHS@newhope.cn

## CORPORATE GOVERNANCE

### Sustainable Development Strategy

The Group always upholds the concept of sustainable development and continues to improve its sustainable development management mechanism and enhance its management performance. We actively integrate the concept of sustainable development into our daily business and decision-making with the positioning of “people’s livelihood service operator”, maintain close contact with stakeholders, always meet the needs of people’s livelihood in our specific governance actions, continuously improve corporate culture, and jointly promote the stable and sustainable development of the Company.

### Sustainability Performance

During the Year, the Group has gained widespread recognition in the society in terms of sustainable development and was granted several awards and honors by various organizations. The following table shows the awards and honors received by or related to the Group in 2023:

Award Regions	Award Name	Award Presenting Organization
National honors	2023 TOP 22 Property Management Companies in China in terms of Overall Strength	EH Consulting
	Property Management Service ESG Rating A	EH Consulting
	2023 China Property Management Service Social Responsibility Benchmark Enterprise	EH Consulting
	No. 22 among China’s Top 100 Property Management Companies in 2023	CRIC Property Management Association (克而瑞物管), CPMRI (中物研協)
	2023 China Property Service Brand Featured Enterprise • People’s Livelihood Service	CRIC Property Management Association (克而瑞物管), CPMRI (中物研協)
	Value Property Company in 2023	National Business Daily
	China Securities Golden Bauhinia Award for Outstanding High-Quality Development Listed Company	Ta Kung Wen Wei Media Group Business Development Limited (香港大公文匯傳媒集團), The Hong Kong Chinese Enterprises Association (香港中國企業協會), Chinese Financial Association of Hong Kong (香港中國金融協會), The Securities Association of China (香港中資證券業協會), Hong Kong Chartered Governance Institute (香港公司治理公會)
	Ranked 19th in 2023 Property Management Companies in China with super service capabilities	EH Consulting
	“Golden Lion” Excellent Case of ESG Brand Influence	China Fortune Network (中國財富網)
	Leading service property industry group in China	China Golden Key (中國金鑰匙)
Most Valuable Real Estate and Property Management Company	Zhitong Finance Capital Market Annual Conference (智通財經資本市場年會)	

## Environmental, Social and Governance Report

Award Regions	Award Name	Award Presenting Organization
<b>Sichuan</b>	Jinyue Beifu — Sichuan Province Property Service Brand Project	Sichuan Real Estate Association (四川省房地產協會)
	Wangjinshan Courtyard (望津山大院) — the 18th batch of water-saving residential communities in Sichuan Province	Sichuan Provincial Department of Housing and Urban-Rural Development (四川省住房和城鄉建設廳)
	Three-level Enterprise of Standardized Safety Production (Commercial Business Buildings) (安全生產標準化三級企業 (商業商務樓宇))	Chengdu Emergency Management Bureau (成都市應急管理局)
	Jinguan (錦官閣), Blue Valley Area C (藍谷地C區), Hongnangang (紅南港), Jinyue Nanting (錦悅楠庭) — Chengdu domestic waste classification demonstration community	Chengdu Domestic Waste Classification Promotion Leading Group Office (成都市生活垃圾分類推進領導小組辦公室)
<b>Southern China</b>	Nanning Trustworthy Consumption Establishment Unit (南寧市放心消費創建單位)	Nanning Municipal Market Supervision and Administration Bureau (南寧市市場監督管理局)
<b>Southeast China</b>	Yuelanting (閱蘭庭), Xinyayuan (馨雅苑), Xiangsongyuan (香頌苑), Tianlu (天麓), Yuejiangtai (悅江台), Lanjiangge (攬江閣) — Wenzhou Property Management Demonstration Project	Wenzhou Bureau of Housing and Urban-Rural Development (溫州市住房和城鄉建設局)
	Zhejiang Province Property Service Enterprise Credit Rating AAA in 2023	Zhejiang Provincial Department of Housing and Urban-Rural Development (浙江省住房和城鄉建設廳)
<b>Eastern China</b>	Jiaxing Jinlin Lanwan (嘉興錦麟瀾灣) — Jiaxing Municipal Garden-style Residential Community (Area) in 2023	Jiaxing Bureau of Housing and Urban-Rural Development (嘉興市住房和城鄉建設局)
	Lezhu Liangpinyuan (樂築良品園) — Ningbo Municipal "Red Property" Project in 2023	Ningbo Bureau of Housing and Urban-Rural Development (寧波市住房和城鄉建設局)

# Environmental, Social and Governance Report

## Board Statement

A sound ESG governance is critical to the Group's success and enhancing the value of its stakeholders. Therefore, we have established an ESG governance framework to fulfil our commitment to sustainable development. The Board of Director (hereinafter referred to as the "**Board**") is fully responsible for overseeing the Group's sustainable development work through regular review, discussion and approval of the Group's ESG governance policies, strategies and risk management. The Board has approved the Group to establish an ESG Working Group, whose main responsibility is to implement and supervise various ESG works, with the hope that the effectiveness of sustainable development governance can be more effectively exerted. The responsibility of the Board is to approve and confirm the sustainable development policies and measures formulated by the ESG Working Group. The responsibility for all ESG strategies and reporting is also undertaken by the Board. The Board also liaises closely with internal and external stakeholders to identify and assess material ESG issues in order to develop ESG strategies.

As a company engaged in integrated property services and management, the Group's daily operations have little impact on the environment. Nevertheless, we have also set directional goals related to the environment last year, hoping to contribute to the environment and extend the concept of sustainable development to all levels of the Group and other stakeholders. During the Year, we have reviewed the implementation and progress of the environment-related directional targets set last year. We also promise to continue to review the progress of ESG goals and any necessary adjustments or improvements in the future to ensure that we can more effectively monitor and improve sustainable development issues.

This Report discloses in detail the progress and results of the Group's ESG work in 2023. The content of the Report does not contain any false records, misleading statements or major omissions. The Board assumes full responsibility for the content of this Report. This Report has been reviewed and approved at the Board meeting held on 25 March 2024.

## Structure for Sustainable Development

In order to effectively implement the Group's ESG governance, we have established a governance structure for sustainable development comprising the Board, ESG Working Group, various functional departments and subsidiaries, so as to facilitate our work in respect of ESG management and information disclosure. As our highest decision-making body, the Board determines and oversees the Group's ESG management policy, strategy, goals and overall work; while approves the materiality, quantitative, consistency and balance of the ESG report. As the organizational level, the ESG Working Group is led by senior management, and is authorized by the Board to formulate and promote the ESG management policies, strategies, goals and work, communicate and coordinate the ESG-related affairs, organize the preparation of ESG report, as well as report the progress of ESG work to the Board on a regular basis. As the executive level, various functional departments comply with various ESG-related policies and systems, and implement ESG-related management and the work assigned by the ESG Working Group. The following is the Group's ESG governance structure and the roles and responsibilities of each level within the governance structure:







# Environmental, Social and Governance Report



Roles	Responsibilities
<b>The Board</b>	<ul style="list-style-type: none"> <li>Establish and supervise ESG risk management and internal supervision system</li> <li>Regularly review and monitor ESG performance and progress towards target achievement</li> <li>Resolve and approve the Group's ESG management policies, strategies, plans, goals and annual work</li> <li>Approve the content of the annual ESG report</li> </ul>
<b>ESG Working Group</b>	<ul style="list-style-type: none"> <li>Formulate ESG management policies, strategies, plans, annual work and goals</li> <li>Coordinate and promote the implementation of various ESG policies by various departments, monitor the ESG-related work of various functional departments, etc.</li> <li>Responsible for reviewing and monitoring the Group's ESG policies and practices to ensure that the Group complies with relevant legal and regulatory requirements</li> <li>Responsible for advising the Board on the development and implementation of the Sustainable Development Goals, strategies, priorities and targets</li> </ul>
<b>Representatives of various functional departments</b>	<ul style="list-style-type: none"> <li>Comply with various ESG-related policies and systems</li> <li>Regularly report to the ESG Working Group</li> <li>Organize, promote and execute various ESG-related work in accordance with the Group's ESG management policies, strategies, planning, annual work and target deployment, requirements and division of labour</li> </ul>



## Communication with Stakeholders

Keeping close communication with stakeholders is vital to our sustainable development. We are committed to establishing a multi-level, multi-channel communication mechanism to track stakeholders' opinions and suggestions regarding our sustainable development, in order to manage the risks and opportunities of related issues and ensure that we can respond effectively to stakeholder needs while improving ESG governance capabilities and performance more effectively. We have identified 11 categories of internal and external stakeholders. The following are the main communication channels between New Hope Service and stakeholders.

Main Stakeholders	Communication Channels
 <p><b>Shareholders and Investors</b></p>	<ul style="list-style-type: none"> <li>• Annual general meeting and other shareholders meetings</li> <li>• Interim and annual reports</li> <li>• Results announcement</li> <li>• Investors' meetings</li> <li>• Corporate communications such as letters/circulars to shareholders and notices of meetings</li> <li>• Shareholder/investor visits/reverse roadshow</li> </ul>
 <p><b>Customers</b></p>	<ul style="list-style-type: none"> <li>• Customer satisfaction survey and feedback form</li> <li>• Customer service center</li> <li>• Customer meeting</li> <li>• Customer relationship manager visits</li> <li>• Online service platform</li> <li>• Customer service hotline</li> <li>• WeChat official account</li> <li>• "The Terminal of Property Owner Life"</li> <li>• "Hope Cloud Community" communication channels</li> <li>• Daily operation, interaction and telephone, and mail box</li> </ul>
 <p><b>Employees</b></p>	<ul style="list-style-type: none"> <li>• Employee survey</li> <li>• Performance assessment</li> <li>• Special advisory committee/panel</li> <li>• Seminar/workshop/talk</li> <li>• Employee communication meetings</li> <li>• Executive dialogue meeting</li> <li>• Business briefings</li> </ul>
 <p><b>Peers</b></p>	<ul style="list-style-type: none"> <li>• Strategic cooperation projects</li> <li>• Field visits</li> <li>• Communication meetings</li> </ul>
 <p><b>Suppliers</b></p>	<ul style="list-style-type: none"> <li>• Supplier management systems, meetings</li> <li>• Supplier/contractor evaluation system and site visits</li> <li>• Contract negotiation</li> <li>• Daily business communication</li> </ul>
 <p><b>Business Partners</b></p>	<ul style="list-style-type: none"> <li>• Strategic cooperation projects</li> <li>• Exchanges activities</li> <li>• Meetings and visits</li> <li>• Talk</li> </ul>



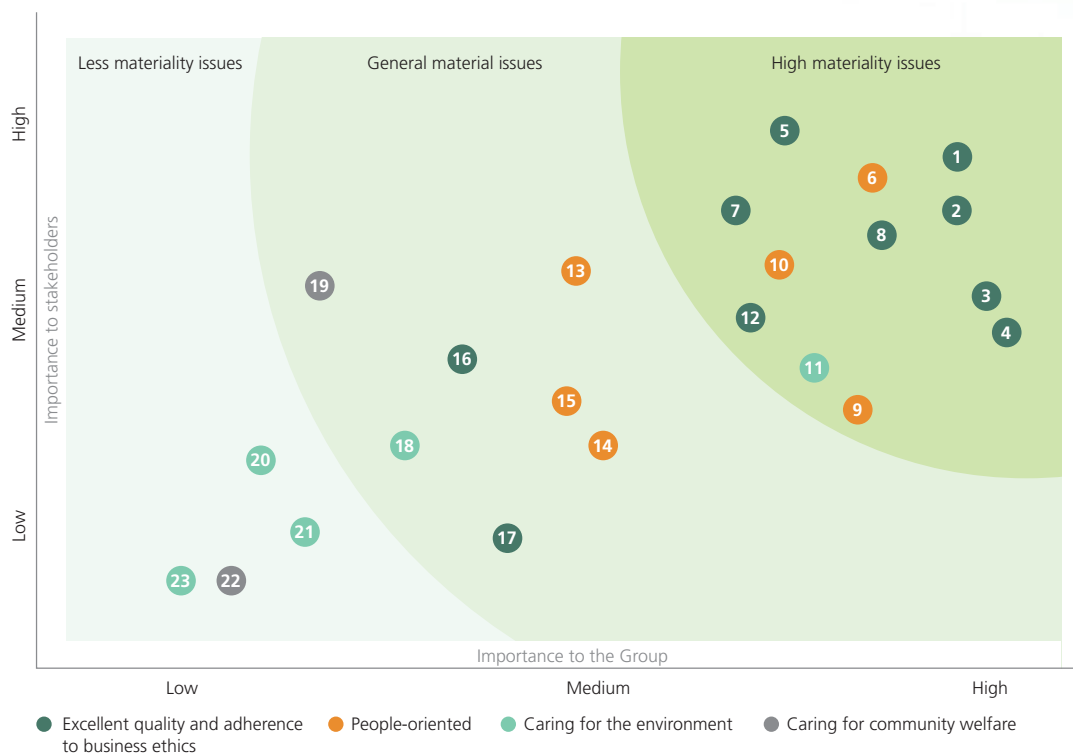
# Environmental, Social and Governance Report

Main Stakeholders	Communication Channels
 <b>Government/ Industry Associations</b>	<ul style="list-style-type: none"> <li>Organize industry events, seminars and inspections</li> <li>Dialogue with the local government</li> <li>Regular information delivery</li> <li>Examination and inspection</li> </ul>
 <b>Regulators</b>	<ul style="list-style-type: none"> <li>Meetings</li> <li>Responses to public consultations</li> <li>Compliance reports</li> <li>Examination and inspection</li> </ul>
 <b>Community/Non- governmental Organizations</b>	<ul style="list-style-type: none"> <li>Meetings</li> <li>Community involvement</li> <li>Company website/announcements/social media platforms</li> <li>Community programs and seminars/workshop/talk</li> </ul>
 <b>Media</b>	<ul style="list-style-type: none"> <li>News release</li> <li>Media interview</li> <li>Results announcement</li> </ul>
 <b>The public</b>	<ul style="list-style-type: none"> <li>Information for the media</li> <li>The Group's website</li> <li>Responding to public consultations</li> </ul>

## Materiality Assessment

The support of stakeholders is the cornerstone of our sound development. Therefore, we always bear in mind the expectations and views of key internal and external stakeholders. We identify material ESG issues with reference to the Reporting Guide of the Stock Exchange and the Sustainability Accounting Standards Board (SASB) materiality matrix and taking into account the expectations and views of key internal and external stakeholders. During the Year, there has been no significant change in our stakeholder group, business and operating environment. Hence, the Board, ESG Working Group and management confirmed that the results of last year's materiality matrix are still applicable to this Year and responsive to the expectations of stakeholders and will continue to be used in the current year.

# Environmental, Social and Governance Report



## High materiality issues

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

## General materiality issues

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

## Less materiality issues

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

## Environmental, Social and Governance Report

### SOCIAL ASPECT

#### Creating Excellent Quality

Since its establishment, New Hope Service has always adhered to the concept of “Everyday, Let Happiness Happen” and the value of “Service, Achievement of Value”, and is committed to continuously improving service quality through a sincere service attitude. We always value our relationships with customers, pay attention to their health and safety, implement responsible procurement policies, extend corporate citizenship responsibilities to the supply chain, and practice social responsibilities with long-term sustainable and participatory practical actions.



Provide high-quality services and care to owners throughout the entire cycle

#### Maintaining Customer Relationships

Customer suggestions and opinions are an important support for us to create the ultimate service. We strictly abide by the “Consumer Rights Protection Law of the People’s Republic of China”, the “Property Management Regulations of the People’s Republic of China” and other laws and regulations, and have formulated the “Customer Relationship Maintenance Operation Instructions”, “Reporting Management System”, “Complaint Management System”, etc. The internal system adopts various channels to listen to the voices of owners, promptly improves imperfections in the service process, promptly responds to the requirements of owners and customers, maintains good communication with owners, and steadily improves the satisfaction of owners and customers with property services. With the goal of reducing and avoiding complaints and improving customer satisfaction, we achieve early warning and guidance of service quality through scientific and systematic statistical analysis of complaints. In addition, the property service center regularly organizes customer meetings to understand customer needs in a timely manner, solve difficult problems, and establish good relationships with customers.

If owners need to report for repairs, consultation, suggestions, or praise, they can go to the property front desk or submit their requests through the WEB terminal, Manlife Owner terminal, customer service hotline, etc. We require all reports to be responded to within 15 minutes, and the actual compliance rate this Year was 99%. Relevant staff will fill in the “Customer Visits and Calls Record Form” according to the different sources of reports. After identifying the problem, they will follow up with the owner through the rapid processing process or standard processing process. After the report is processed, we will ask the customer to confirm the service and evaluate it, and the customer service center will also conduct a return visit to the report. Through daily settlement and monthly settlement of reports, return visits, and regular meetings and reviews, we ensure that owners’ reporting needs are resolved promptly and satisfactorily.

## Environmental, Social and Governance Report

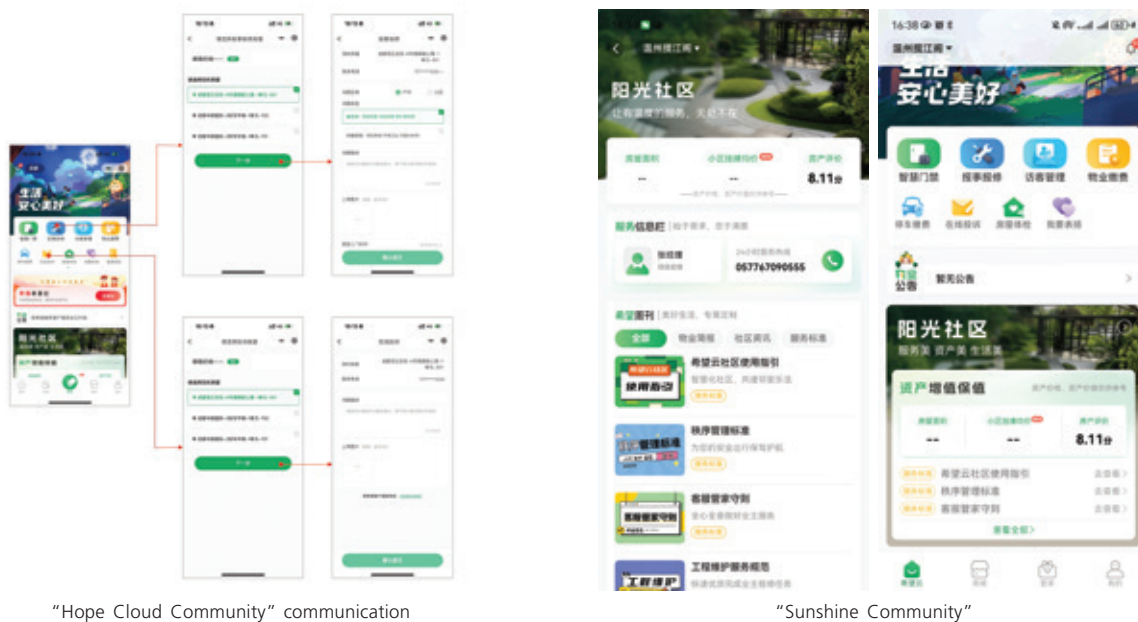
If owners have any complaints, they can lodge complaints through different channels such as the customer service hotline, public account and "Hope Cloud Community". We require relevant departments to record relevant complaints through the "New Hope Service Complaint Handling Form" after receiving them, and handle the complaints in a timely manner according to standard procedures. We will also provide feedback to the owners through the "Monthly Complaint Feedback Form" after handling the complaints. During the complaint return visit process, for the unsatisfactory opinions raised by the owners, we will upgrade the handling process according to the complaint escalation process and add responsible persons to supervise and supervise the handling. At the same time, we will regularly conduct inductive analysis of systemic issues with many complaints from owners, and submit optimization suggestions to relevant departments, who will formulate and issue optimization plans, guidelines, standards, etc. In 2023, in response to the owners' requests for nighttime emergencies, we upgraded the national service hotline to a 7\*24 hour service, allowing owners to achieve all-weather, year-round service, thereby improving the convenience and timeliness of customer service., enhance customer satisfaction with property services.

In 2023, we reshaped the hierarchical management responsibility system for service complaint response and set up corresponding responsible person management nodes according to the level of complaints. This strict classification and process setting is designed to quickly and orderly respond to customer complaints at all levels, minimize potential risks, increase the emphasis on owners and service complaints, effectively solve the service needs of owners, and protect the company's reputation and customer satisfaction.



## Environmental, Social and Governance Report

This Year, we added the “Sunshine Community” column to the “Hope Cloud Community” mini-program and APP. By configuring property briefings (weekly/monthly/semi-annual reports), community information (warm service stories), service standards (standardized service procedures) and other contents, and opening channels such as event registration, we strengthened online property service promotion and attracted more owners be clear about the interests of the local community, understand the details of property services, and participate in community activities.



“Hope Cloud Community” communication

“Sunshine Community”

The Group conducts a “Tripartite Customer Satisfaction Questionnaire Survey” on customers’ demand for and satisfaction with our services. The survey is conducted every six months. It aims to effectively improve service quality by understanding the current status of customer satisfaction, collecting customer feedback, and formulating targeted optimization plans. The survey content includes customers’ overall satisfaction with property services, their recognition of property employees, and perceptions of the key points of service at each stage. In order to ensure that the research is fair and impartial, the Group strictly requires each project to maintain customer information promptly and accurately to ensure customer information security. This Year, in addition to the tripartite questionnaire survey, we also launched digital questionnaire push on the online platform and online survey opinion collection activities. The frequency of questionnaire push is monthly and at the end of service contact points. This move is a powerful supplement to the biannual tripartite survey and ensures that we listen to customers’ voices and give feedback in a timelier manner.

In 2023, the Group’s customer service rating was 85%, and the target achievement rate was 102%, with our handling rate of complaints received of 100%.

### Customer Experience Improvement

We adhere to the purpose of providing high-quality and excellent services and always adhere to our original aspirations. The Group has formulated the “New Hope Service SOP Manual” to comprehensively improve the professional skills of service practitioners by continuing to provide standardized and professional high-quality services to meet the individual needs of owners and customers. At the same time, we continue to extend our service boundaries to meet the needs of business diversification.

## Regular convenience services

In 2023, we continued to provide owners with the “Paopao Steward” express door-to-door service with an annual praise rate of 100%. In terms of safeguarding asset value preservation and appreciation, we provided “housing physical examination” services, with a coverage rate of 92% of property owners, a timely response rate of 96%, and a service praise rate of 99%.



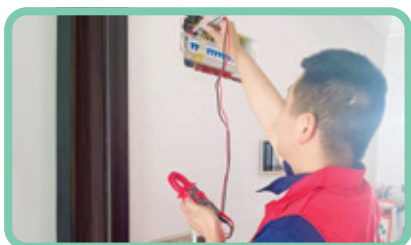
Convenience Service



Convenience Service



Housing physical examination



Housing physical examination



Security patrol defense



“Paopao Steward” express door-to-door service

## Housing quality and merchant management services

We are committed to providing owners with full-cycle housing quality management services from handover to move-in to ensure that the rights and interests of owners are effectively protected. We continue to promote standardized services for maintenance personnel, strengthen daily appearance management, strengthen maintenance service etiquette, maintenance operating procedures, maintenance communication skills, etc., and provide services to owners with high-level maintenance quality, response speed and service experience, thereby continuously gaining owners recognition and trust in us.

During the acceptance process of owners, in order to avoid missing any acceptance issues, we will reasonably arrange professional acceptance personnel based on the acceptance scope and actual on-site conditions and formulate a detailed acceptance plan. Once a problem is discovered, we will quickly intervene in accordance with the established standards and report the problem to the relevant departments for rectification to ensure the quality of acceptance, strictly control the risk of building delivery, and eliminate fraud and other issues. At the same time, we have also clarified the responsibilities, working methods and specific requirements of the property customer service center in decoration management to ensure that no damage will be caused to the building or the normal order of property services will be affected during the maintenance process. In addition, we strictly implement the maintenance work process, including confirming the problems reported by the owners, formulating appropriate maintenance plans, carrying out door-to-door services, and finally confirming whether the maintenance results have achieved the expected results. For the entire maintenance process, we have formulated a set of detailed specifications and requirements, and maintain the ability to respond quickly to maintenance needs and handle problems efficiently to ensure the best service experience for owners.

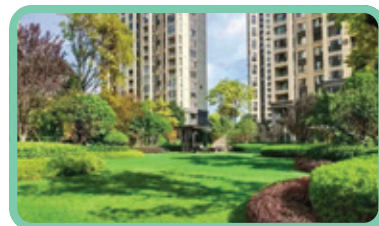
## Environmental, Social and Governance Report

In the field of merchant management, we have implemented regulations on residential property merchant management services for regional property companies and property customer service centers, aiming to jointly create a high-quality business environment. The Business Management Center will communicate with the person in charge of each store at least once every six months, listen to their opinions and suggestions, and talk about key issues such as the store's legal operation and fire safety. At the same time, the property customer service center will also assign full-time personnel to conduct daily supervision of environmental sanitation, safety, environmental pollution, compliance operations and other aspects around tenants, and take timely corrective measures within a time limit for violations of lease management regulations. Through the above measures, we ensure that our property management can be implemented efficiently, protect the rights and interests of merchants and residents, and promote the continuous improvement of the community environment.

### Featured items

#### Landscape Greening Project

In order to further enhance customer experience, we have multiple plans to improve service quality from multiple dimensions. In 2023, we updated the "Landscape Greening Project" to further focus on the life experience scenes of the owners, cater to the "first moment" service perception memory, and actively explore the theme's longboard — perception touch points. We hope that through long-term construction of 1-3 years, the greening management of the group's managed projects will form a unique brand reputation in the industry, ensure that the basic greening is evergreen and create an environment with excellent environment, beautiful scenes, and feelings best featured scenes. In 2023, the "Landscape Greening Project" covered a total pruning area of 1.2207 million square meters, a bare soil replanting area of 76,000 square meters, and a nursery cultivation area of 9,105 square meters. Beside, we renovated or arranged a total of 166 small landscapes, cultivated 187,300 seedlings and 1,314 shrubs/lawns.



Landscape Greening Project

#### Flight Inspection

This Year, we also carried out unannounced inspections and issued the "Flight Inspection Report" to analyze typical problems or loopholes encountered by the company in daily operations, and formulate corresponding rectification suggestions and plans to continuously strive to improve service quality. We conducted unannounced inspections in the first half of the year, and then by optimizing online processes and enabling remote quality inspections at the centralized control center, we were able to remotely detect irregularities on project sites without the need for dedicated personnel to conduct special inspections on site to achieve the effect of unannounced inspections.

## Environmental, Social and Governance Report

Our unannounced inspections cover the entire operating process standards, and through spot checks and verifications, we investigate project risks and eliminate business risk issues. On the other hand, the inspection report shows the highlights of the year, allowing other departments of the Company and colleagues to follow suit, so that we can analyze our service quality more comprehensively and objectively. The following shows our highlights in domestic waste classification:



Jinguan Xiucheng Garbage Classification Point — Garbage Classification Demonstration Point for Old Residential Areas in the Territory



Tazishan No. 1 Project Waste Classification Pilot — Local Community Waste Classification Demonstration Community

In addition to the above-mentioned measures to improve customer experience, we also consider enriching the spiritual and civilized life of the community, organize and carry out New Hope's unique "Hope Town" and "Jiujiu Festival" special activities, as well as daily sticky convenience activities to connect neighbors and activate the community atmosphere. For detailed activities, please refer to the "Committed to Giving Back to Society" section of this Report.

### Owners Safety

The Group regards community safety and order as its lifeline. With a complete and effective emergency management system for emergencies, comprehensively improved community safety and order, safety seminars, fire safety training and drills, the Group protects the safety and health of owners and staff to provides owners with a safe and comfortable living space. We have established several internal measures relating to customer safety and security, including the "Engineering Center Emergency Accident Management System", "Fire Emergency Plan", "Snowstorm Emergency Plan", "Trapped Emergency Plan", "Elevator Water Intrusion Emergency Plan" and "Elevator Shearing Emergency Plan". In addition, we introduced real-time monitoring and analysis system named Real-time monitoring and analysis system (RMA) to ensure all equipment and machine rooms on normal working condition.

In addition, we provided standardized risk screening, risk early warning, risk rectification and risk management and control processes; dynamically updated security risk accident event ledger to understand staged risks and hidden dangers in real-time manner for conducting self-examination and self-correction; carried out risk governance on a regular basis through normalized risk management and control actions, so as to provide basic guarantees for safe production for projects under management.

In 2023, the Group's safety department conducted a total of 3,408 safety-related trainings, covering 51,120 people, conducted a total of 124 special inspections, and successfully handled 32 fires throughout the year. In addition, there are flood prevention drills, fire drills, elevator safety drills, emergency response to fire, electric shock, snow and ice removal, theft and water outage incidents, etc.



## Environmental, Social and Governance Report



Fire safety drills



Fire safety drills



Trapped safety drills



Trapped safety drills

### Adhering to Compliance in Operations

In addition to providing high-quality services, successful companies build mutual trust with their stakeholders, which is an important connection for New Hope Service to gain the trust of customers. The Group highly values the promotion of integrity in daily operations and cooperation with suppliers, and takes the protection of customers' rights and interests as the premise of service, and strives to maintain operations in line with corporate ethics.

### Responsible Procurement

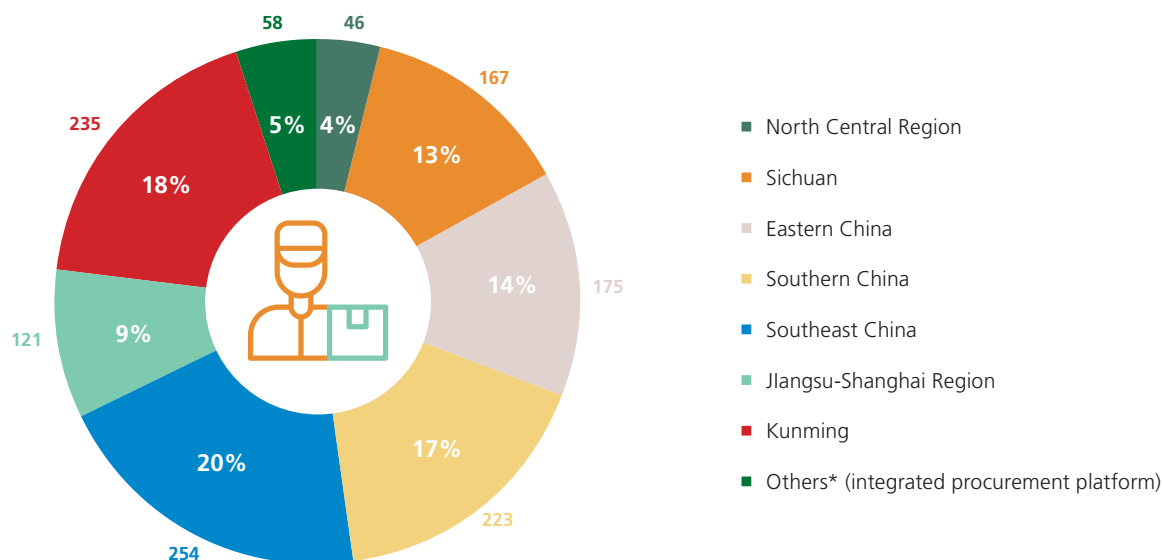
#### Procurement compliance

Comprehensive supply chain management can help improve the quality of products and services. In addition to complying with laws and regulations such as the Bidding Law of the People's Republic of China, Government Procurement Law of the People's Republic of China and Anti-Unfair Competition Law of the People's Republic of China, the Group has also established the Supplier Management System, the Procurement Management System and other policies to strictly regulate the process of supplier collection, registration, evaluation, shortlisting and final selection, so as to form a stable supplier team to achieve the purpose of optimizing and integrating supplier resources, controlling procurement costs and improving procurement efficiency. We hope to grow together with our suppliers, build a quality supply chain and achieve a win-win cooperation.

This Year, we carried out an overall revision of the "Procurement Management System", including sorting out and optimizing the procurement methods, bidding timeliness, bidding and procurement management regulations and operating procedures. The inquiry method adopts the manager responsibility system, and he takes full responsibility for the price and quality of the purchase. This simplifies the process, facilitates subsequent supervision and random inspections, and strengthens the internal control mechanism.

This Year, the total number of New Hope Service providers reached 1,279<sup>1</sup>, mainly providing cleaning services, order services, greening maintenance, fire maintenance, etc. The regional distribution of the Group's suppliers can be seen in the table below:

**The number and proportion of suppliers by regional distribution**



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

### Screening process

The Group standardizes procurement management work, clarifies the quality, price, standards and specification requirements of procurement matters to ensure the quality of on-site services. At the same time, the Group standardizes the supplier management process, including supplier resource collection, pre-qualification, supplier inspection, qualification review, cooperation evaluation, exit and punishment, etc. Through the whole-process supplier management system, we are able to strictly screen suppliers and control the quality of products or services.

For new cooperated suppliers, we establish a supplier inventory management system which allows us to understand the comprehensive strength and contract performance ability of suppliers so that we can select high-quality suppliers for strategic cooperation. The introduction management of new suppliers includes, but is not limited to, supplier resource collection, pre-qualification, site inspection, and inventory. During the introduction evaluation process, suppliers who fail the pre-qualification are not allowed to enter the supplier inspection session.

The Group has always been deeply concerned about the sustainability performance of its supply chain. We keep abreast of our suppliers' compliance with environmental protection and social responsibility, such as the requirement for employees to have legal work qualifications. The Group expects all partners to become socially responsible enterprises with us and achieve a win-win situation of sustainable development. We support and encourage green and sustainable procurement, such as purchasing more ceramic cups and reusable tableware in the office to reduce waste.

<sup>1</sup> The Group divides this geographical classification to facilitate business operations.

## Environmental, Social and Governance Report



The Group has always been deeply concerned about the sustainable development performance of the supply chain and actively promoted this direction. We not only ensure that our suppliers comply with relevant laws and regulations, but also require them to meet certain standards in environmental protection and social responsibility. During the supplier inspection and shortlisting process, we will focus on inspecting their quality system, environmental system, and safety system. In terms of environmental system, we focus on environmentally friendly products and services in each link. The Company hopes that all partners will work with us to become socially responsible enterprises and achieve win-win sustainable development.

We support and encourage green and sustainable purchasing, which means considering the environmental impact of products in purchasing decisions, such as buying more ceramic mugs and reusable cutlery in the office to reduce waste and environmental pollution.

### Transparent procurement

The Group adheres to the basic principles of fairness, impartiality and compliance with laws and regulations in handling all commercial trading. Non-corrupting and standardized cooperation based on this principle is a guarantee for our long-term cooperation with all suppliers. The Group regulates procurement management, specifying the quality, price, standard and specification requirements for purchases to ensure the quality of services on site. As a responsible enterprise, we require all suppliers to uphold the high-standard social responsibility principle. We select suppliers for integrity interviews, publicize our integrity management requirements through telephone calls, interviews and supplier meetings, supervise suppliers' compliance with integrity, and report and deal with noncompliance practice, so as to avoid the occurrence of unclean practice. Supplier inspectors and supplier evaluation personnel should follow the principles of openness, fairness and transparency in the performance of their duties, and be honest and incorrupt.

We require suppliers to sign a "Sunshine Cooperation Agreement" together with the contract before performing the contract to clarify and standardize the performance responsibilities of both parties. In 2023, the signing rate of the "Sunshine Cooperation Agreement" was 100%. During the performance of the contract, if a supplier is found to be suspected of illegal activities such as benefit transfer, it will be reported to the relevant departments immediately and classified into the unqualified supplier database, and the cooperative relationship will be terminated immediately. The Group abides by relevant laws and regulations on bidding and procurement, formulates the "Guidelines for Bidding and Procurement Operating Procedures" policy, strictly regulates employees' bidding and procurement work, and ensures that bidding decisions are open, fair and impartial. If employees commit any violations during the bidding process, after verification, we will punish the relevant employees in accordance with relevant internal regulations.

### Case: Eastern China Supplier Conference



On March 28, 2023, the Eastern China New Hope Service Supplier Negotiation Conference was held in Hangzhou. The general manager of the supply chain of New Hope Service Group, the general manager of the Eastern China, the deputy manager of the Eastern China and representatives of nearly 20 strategic suppliers attended the meeting.

Focusing on the conference theme of “Hope Together, Quality Wins the Future”, we jointly discussed the establishment of cooperative partnerships and the enhancement of the value of high-quality services. Representatives of partners from all over the country — representatives of high-quality suppliers in the fields of orderliness, cleaning, greening and other fields gathered in Hangzhou to seek quality development. In order to thank the suppliers for their outstanding contributions to the development of Eastern China New Hope service quality in terms of quality, supply guarantee and cooperation in 2022, Eastern China New Hope Service commended high-quality partners and awarded them the “Best Service Award”, “Potential Strategy Award”, “Best Collaborative Supplier”, etc. In addition to conveying the full recognition of the Group, it also represents a high degree of recognition from customers and the market.

At the meeting, all suppliers jointly signed the “2023 Sunshine Cooperation Commitment Letter”. Eastern China New Hope Service always adheres to the cooperation concept of openness, win-win, co-creation and sharing, and the basic principles of positivity, honesty and transparency, and continues to deepen cooperation with outstanding partners to continuously improve customer satisfaction.



Eastern China Supplier Conference

## Environmental, Social and Governance Report

### Case: Kunming Supplier Conference



On September 26, 2023, the Kunming held a strategic supplier communication conference to promote the strategic development of the Company and major suppliers and achieve mutual benefit and win-win results. At the meeting, the general manager of the supply chain of the New Hope Service Group headquarters, the general manager of the Kunming, the heads of various functions in the Kunming, and representatives of about 30 strategic suppliers were present. The company thanked all supplier partners for their strong support and good cooperation, publicized and implemented management methods and systems to them, and reported the results of the 2023 semi-annual supplier evaluation, emphasizing that the later period would help effectively solve and improve project quality issues normalization measures to further achieve long-term and healthy cooperation between the two parties.



Kunming Supplier Conference

### Business Ethics

We do not tolerate any form of corruption, including bribery, extortion, fraud and money laundering, etc. The Group complies with laws and regulations such as the Company Law of the People's Republic of China, Provisions on Anti-money Laundering through Financial Institutions, Anti-Money Laundering Law of the People's Republic of China, the Administrative Rules for the Reporting of Large-Value and Suspicious Transactions of Financial Structures and Interim Provisions on Prohibition of Commercial Bribery, and has formulated and strictly implemented a series of internal policies, including Anti-Fraud Management System and Anti-Money Laundering Internal Control Management System, to further standardize integrity and create a good atmosphere of fair competition and integrity in the industry. In addition, to avoid direct or indirect involvement in corrupt practices, we have established policies covering customer due diligence and suspicious transaction reporting procedures to prevent and detect any money laundering and terrorist financing activities.

During the Year, the Group did not receive any concluded corruption litigation cases involving the Group or its employees.

The Group has established a variety of reporting channels for integrity and disciplinary violations, and encourages employees to make anonymous or real name reports through the "Sunshine Corporate Complaints and Reporting Channels" including reporting phone numbers, emails, reporting boxes, etc., and conduct "Integrity Reporting." In order to protect the rights and interests of whistleblowers, we promise that the whistleblower's information will be kept confidential and will provide timely feedback on the investigation and handling results to the whistleblower. At the same time, the Group has strict regulations that prohibit units under investigation and persons being reported from retaliating against whistleblowers. Once discovered, relevant personnel will be punished accordingly depending on the circumstances.

The Group actively creates a cultural atmosphere of honest work and practices the corporate values of “sunshine, positivity, standardization and innovation”. Employees are required to receive anti-corruption education when they join the company, including employee codes of conduct in prohibiting corruption and fraud, keeping business information confidential, declaring conflicts of interest, and eliminating unfair transactions. Through these educations, we believe in making employees fully aware of the scope and accountability measures of integrity as well as disciplinary violations related to integrity. Therefore, the Group adopts various methods to publicize anti-fraud policies and related measures, conducts anti-corruption training, laws and regulations, integrity and ethics education for directors and all employees, and advocates a corporate culture of integrity and law-abiding. This Year, the Group provided anti-corruption training to directors and employees, including conducting special meetings, online anti-corruption training, and sending anti-corruption related materials to employees. A total of 1,312 employees participated, and all participants signed the “Integrity Commitment Letter”, the participation rate in anti-corruption training was 31%, and the total number of anti-corruption training hours reached 5,248 hours.

### Case:

#### Jinjiang District Procuratorate’s Lecture on Occupational Crime Prevention



In October 2023, New Hope Group held the 4th Sunshine Culture Week event. The Group invited the Jinjiang District Procuratorate of Chengdu City to provide guidance and provide special counseling, and held a lecture on the punishment and prevention of occupational crimes on the theme of “Refreshing Breeze, Sunshine Hope”. The main leaders of New Hope Service participated in this presentation event on-site, and it was also broadcast live to companies in each Region on the LARK platform, with a total of 384 participants. During the presentation, participants were encouraged to sign a letter of commitment to work with integrity and solemnly swear an oath to further strengthen employees’ awareness of integrity and promote and implement the sunshine culture.



Lecture on Occupational Crime Prevention at the Jinjiang District Procuratorate of Chengdu



Senior leaders swear an oath of integrity

### Information Privacy Protection

The Group attaches great importance to the protection of customer privacy and information security, and strictly abides by the “Cybersecurity Law of the People’s Republic of China”, “Regulations on the Protection of Personal Information of Telecom and Internet Users”, “Computer Software Protection Regulations”, “Computer Software Copyright Registration Measures”, “Mobile Internet Personal Privacy Policy” and other relevant laws and regulations. The Group has also formulated and implemented a series of internal policies for information confidentiality and security management, such as the “Personal Privacy Management System”, “System User Management System”, “Information System Security Management System”, “Administrative Guidelines for Employee Office Network Management”, “Confidentiality Management System”, “Archives Management System”, etc., continue to promote the establishment of information security management system, and provide support for the implementation of system authority management, system problem handling and emergency response, network security, server storage facility management, data backup and recovery, etc. Providing clear guidance to ensure safe, orderly and stable operation of the system and prevent application risks.

## Environmental, Social and Governance Report

During the Year, the Group did not receive any complaints regarding leakage of customer information or infringement of customer privacy.

The Group attaches great importance to data security, properly handles all data provided by customers, employees and business partners, and has formulated a number of data security-related measures as follows:

- 1 requiring relevant departments to regularly repair and maintain the infrastructure required for providing services, such as software and hardware equipment, communication equipment, information systems, etc.;
- 2 strengthening website security capacity facilities through regular information security inspections and penetration tests;
- 3 adopting a strict confidentiality system in which only the system administrators can access the data;
- 4 strengthening the education of Internet access personnel in various departments, and encourage employees to establish confidentiality awareness, legal awareness, responsibility awareness, self-discipline awareness, and civilized Internet access;
- 5 establishing the system log tracking, recording and review system to technically discover and solve security loopholes.

The Group investigates the information security situation and will impose corresponding penalties based on the severity of information security violations. If it constitutes a crime, it will be handed over to the judicial authorities to investigate the relevant responsibilities according to law. We have also opened multiple reporting channels for owners to complain or provide opinions and suggestions. We promise to review the issues involved and respond as soon as possible.

### Responsible Marketing

The Group strictly complies with the requirements of laws, regulations and industry standards such as the Advertising Law of the People's Republic of China, and conducts business in strict compliance with the principles of comprehensiveness, compliance and effectiveness. In order to further strengthen the group's content release and management using new media platforms, promote the standardization of information collection, review, and release work in each subordinate unit, ensure the authority, timeliness and accuracy of released content, and optimize the operation and maintenance of each unit's new media platform and management efficiency, the Group has formulated policies such as the "Informatization Project Management System", "Brand and Trademark Management System", "VI Standard Management System", "We-Media Management System", and "Brand Unannounced Inspection Standards" to ensure the standardization of information dissemination. We strictly review all publicly released marketing information, including product brochures, promotional leaflets, social media posts and marketing materials, based on the principles of being correct, truthful and not exaggerated. The Group ensures that the information released is legal, compliant, true and reliable, accurately describes the Group, products or services, prevents inaccurate or exaggerated promotional content, and prevents owners from being misled, thereby effectively protecting the legitimate rights and interests of owners.

The Group also supervises the implementation of media management of units at all levels, and while promoting business and brand value, strives to ensure that the Group's trademarks are properly protected and not abused. In addition, we will refute or announce false information or information that may mislead owners, take legal measures to resolve illegal activities involving owners and Groups, and effectively safeguard the legitimate rights and interests of owners and Groups.

### Intellectual Property Protection

The Group encourages employees to actively innovate while respecting and protecting the value of intellectual property rights, and strictly abides by the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China, and the Tort Liability Law of the People's Republic of China. ", formulate and implement internal management regulations and policies such as the "Confidentiality Management System" and "Trademark Management System" to protect all developed technologies, standardize the application, registration, use and file management processes of intellectual property rights, and facilitate the company's business development and daily Operations and other guarantees are provided. In order to avoid infringing the existing intellectual property rights of others, we require employees to sign the "Letter of Commitment to Use Genuine Software". The Group will investigate the status of intellectual property rights, and if any intellectual property infringement is discovered, penalties will be imposed depending on the severity of the case. The Group strengthens monitoring and investigation of infringements of the Group's intellectual property rights, so as to promptly detect and deal with infringements and effectively protect the Group's various software copyrights, patents and trademarks.

As of the end of this reporting period, the Group had registered 156 trademarks, 23 registered copyrights, and 5 registered domain names.

### Talent Team Building

The Group protects the legitimate rights and interests of its employees, strives to create a healthy, safe and comfortable working environment and atmosphere for employees, and complies with the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the relevant labor and social security regulations of the People's Republic of China on the Special Protection of Underage Workers, the Provisions on the Prohibition of Child Labor, and the Law of the People's Republic of China on the Protection of Minors. We also provide a series of clear management systems in terms of employment, benefits, promotion, talent training, occupational health and safety, etc., so that employees and New Hope Service can develop harmoniously. The Group advocates a diverse and inclusive working atmosphere and provides employees with different cultural backgrounds with a working environment of mutual respect, mutual understanding and mutual integration. Our employees cover all age groups, and we continue to optimize the employee structure to promote a reasonable distribution of employees in terms of age, gender, geography, etc., so that the group has sufficient human resources for development.

### Talent Introduction

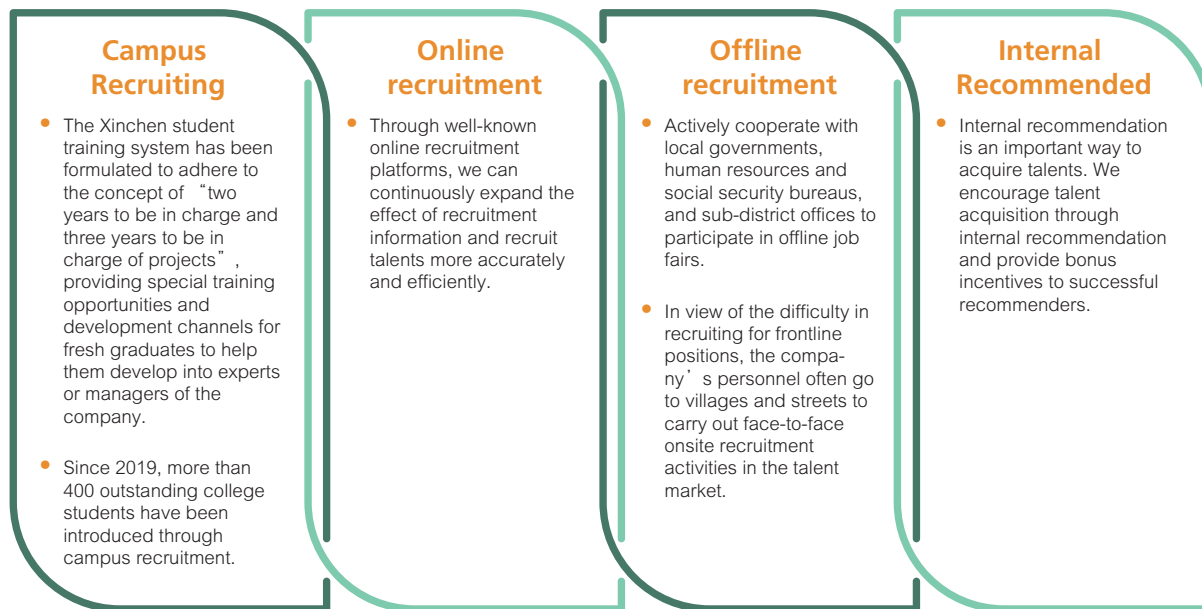
The Group takes the initiative to acquire and absorb outstanding external talents based on its business needs. In accordance with the requirements of the Company's "Employee Handbook" and "Recruitment Management Regulations", it attracts talents through a series of diversified measures. These measures include posting job information in multiple recruitment channels at the same time, encouraging internal employees to recommend outstanding talents and providing incentives for internal referrals, introducing talents to outstanding companies in the benchmark industry, and regularly updating talent maps, etc. Through the above measures, the Company's recruitment capabilities will be improved and a solid talent foundation will be laid for the Company's good operations.

At the same time, the Company has a complete interviewer certification system and recruitment process. Each recruiter and interviewer must have professional interviewing skills, study relevant laws and regulations, and pass assessment and certification before they can take up the job. Certification is required twice a year. The number of certified interviewers this Year is 158. After a new employee passes the interview, we will strictly review the authenticity of the employee's qualifications to ensure the quality of talent use. Before new employees join the Company, we will ask them to provide personal identity and information certification documents, and review the applicant's valid identity certificate in all aspects of employee recruitment, employment approval, and employment registration.



## Environmental, Social and Governance Report

As of December 31, 2023, the Group employed a total of 4,031 employees at its operating sites within the reporting scope, covering diverse positions such as property management, life services, commercial operations, and catering, and actively promotes social employment. Our detailed employee distribution data can be found in the “Appendix 1: Sustainability Information Summary” section of this Report.



Diverse recruitment channels

### Rights Protection

The Group is committed to creating an “equality and inclusive” working atmosphere. We oppose discrimination in the workplace, strictly abide by relevant laws and regulations in the region where we are located, including those for operating in the mainland, and implement and apply corresponding internal systems. The Group guarantees that employees will never be treated differently in terms of employment, salary, and promotion based on social status such as religion, gender, nationality, race, marital status, etc., and ensures that the entire process of talent management is open and transparent, and that employees enjoy equal opportunities.

We focus on the employment needs of individuals with disabilities, veterans, and women. The company strictly abides by laws and regulations such as the “Law on the Protection of Disabled Persons” and “Case Study on Disabled Persons”, and actively recruits a certain proportion of disabled people. Currently, there are 28 disabled people on the job, and a total of 212 veterans were recruited this year. In terms of female employment, a total of 1,929 women were recruited this Year. Currently, women account for 42% of management positions (manager level and above) in the Group. The Company ensures to provide equal employment and development opportunities to women.

## Environmental, Social and Governance Report

The Group is actively involved in protecting labor rights and eliminating the use of child labor. The Company strictly implements the national laws and regulations such as the Prohibition on the Use of Adoption Regulations, and has a zero-tolerance attitude towards child labor and any form of forced labor, which has been written into the “Employee Handbook”. In addition, if any violation of labor standards is discovered, such as the mistaken employment of underage workers, we will take relevant measures from the perspective of protecting the legitimate rights and interests of workers and will immediately report and register it to the relevant labor administration department. The Group establishes labor relations based on the principles of fairness, legality, equality, voluntariness, honesty and trustworthiness, and signs an internship agreement, labor contract or employment contract with each employee based on the nature of their work. Employees whose contracts have expired should renew their contracts in a timely manner. The “Employee Handbook” developed by the Group has mentioned the resignation, termination of employment relationship and dismissal procedures. When employees request to leave, relevant personnel will meet with them to understand the reasons for their departure.

In addition, the Group does not advocate forced labor practices such as overtime, nor does it advocate overtime due to low efficiency or error correction. We eliminate forced labor. All employees of the Group are employed on a voluntary basis without any deception or coercion. We have clearly listed the prohibition of forced labor in the “Employee Handbook” and listed the working hours of various working hours so that every employee can clearly understand their working hours and rights. In the Company, most employees work according to standard working hours. The working hours of the standard working hour system are from Monday to Friday, with an average working time of 40 hours per week. Saturday and Sunday are legal rest days, and employees enjoy sufficient rest time and personal space. We encourage employees to plan their work and life appropriately to maintain good working conditions and quality of life.

During the Year, the Group did not employ child labor or forced labor.

### Salary and Benefits

The Group implements a comprehensive remuneration management system and pays according to performance and contribution under the premise of legality. The Company encourages high performance, high contribution and high income. The Group has formulated a complete remuneration and welfare system and implemented internal systems such as the “Employee Handbook” and “Employee Performance Management System” to ensure employee welfare. In order to establish an incentive and restraint mechanism suitable for operation and management, fully mobilize the enthusiasm, initiative and creativity of employees, promote the realization of the Company’s strategic goals, establish a sound evaluation system, and continuously improve performance levels, we provide competitive salaries to enable employees having the opportunity to receive above-market rewards for their outstanding performance or contributions. The Group adopts performance incentives to provide employees with market-competitive remuneration returns. This allows us to remain competitive in the market while also recognizing the efforts and dedication of our employees. In 2023, the Company revised and issued a new “Remuneration and Welfare Management Measures”, which further clarified the principles of remuneration and benefits, the remuneration structure and related commission and bonus payment rules, ensuring the external competitiveness and internal fairness of the Company’s remuneration.

## Environmental, Social and Governance Report

In accordance with relevant laws and regulations, the Group keeps abreast of the dynamics and needs of employees, and on the basis of ensuring statutory benefits, provides employees with a number of corporate benefits as follows:



provide all employees with various social insurance benefits, including pension insurance, unemployment insurance, maternity insurance, work-related injury insurance, medical insurance, personal accident group insurance and other insurance benefits and housing provident funds



provide various holiday benefits, such as national statutory holidays, sabbatical leave, personal leave, sick leave, work injury leave, marriage leave, maternity leave, annual leave, etc.



provide various benefits such as holiday benefits, employee condolences, birthday benefits, etc.



provide annual employee physical examination, heatstroke prevention and cooling and other labor benefits



provide further education, training and education opportunities and benefits



hold various activities for our employees, such as corporate culture festival, festival activities and employee in-house purchase festival

This Year, New Hope Service built a cultural experience system to enhance employees' sense of belonging and honor and enhance employee experience. A total of more than 300 activities were carried out, such as New Year's Day, Mid-Autumn Festival activities, birthday parties, coolness in summer, warmth in winter, May 25 new server launch commemorative event, August 18th Happy Day, etc., covering more than 9,000 people. The rate is 100%. The following is a review of some of the key employee activities held by the Group this Year:



"818" Happy Day



Employee Happy Day



New Year's Day activities



Bring coolness in summer

## Talent Development

New Hope Service attaches great importance to the selection and training of talents, and regards “running hand in hand to share corporate value” as one of the core values of New Hope Service. To this end, the company has formulated scientific and complete talent development systems such as the “Training Management System” to provide employees with broad room for improvement and a fair development platform. The company pays attention to the development of each employee. We encourage employees to improve their professional or management capabilities through their own efforts, and evaluate employees’ suitability for the job based on job vacancies. After the appointment and dismissal process, employees will be adjusted to appropriate positions. Therefore, New Hope Service attaches great importance to the cultivation of talents, provides guidance in various regions, strengthens the ability of talent cultivation and employee training, cultivates external and internal lecturer resources, and better delivers key talents to the enterprise. The Group’s employee training can be divided into three categories, including new employee induction training, internal training and external training.

Types of training	Introduction
 <p data-bbox="225 1009 454 1069"><b>Onboarding training for new employees</b></p>	<p data-bbox="595 890 1262 987">The Company will give a detailed introduction to new employees on job responsibilities, work procedures and work standards, so as to facilitate the development of the work.</p>
 <p data-bbox="248 1375 432 1401"><b>Internal training</b></p>	<p data-bbox="595 1116 1299 1142"><b>We have three main categories of internal training as follows:</b></p> <p data-bbox="595 1181 1299 1278">Company system and operation skills training: systematic training for various management systems, operation skills and processes.</p> <p data-bbox="595 1310 1353 1440">Cohesion training for the Company’s employees: according to the Company’s corporate culture and the status of the employees, various forms of training activities such as employee seminars, reading and sharing clubs are carried out.</p> <p data-bbox="595 1472 1254 1569">Management experience sharing and case analysis: the experience sharing and case studies from each business unit are organized.</p>
 <p data-bbox="245 1763 435 1789"><b>External training</b></p>	<p data-bbox="595 1662 1374 1759">In order to meet the needs of business development or the improvement of employees’ abilities, the Company dispatches or agrees to employees to participate in training activities organized by external training institutions.</p>

# Environmental, Social and Governance Report

## New Hope Service Academy

New Hope Service relies on the internal learning management organization-New Hope Service Academy, takes the digital learning platform as the medium, and is supported by a complete talent development system, comprehensive curriculum and teaching system to create a talent training system with New Hope Service's characteristics. New Hope Service Academy is positioned as strategic advancement, cultural implementation, talent output, and high-level professional, with "sharing, growth, and service" as the concept. Each branch undertakes talent training in headquarters and regions and the digital learning platform comprises of online and offline learning.

During the Year, New Hope Service organized 6,885 online training sessions, in which a total of 79,039 trainees received 12,839 hours of trainings carried out by 713 lecturers. And we conducted 86,211 on-site trainings, trained 93,238 people with a total of 10,886 hours.

Based on the career development path and competency model of employees, New Hope Service Academy has created the following systematic talent training programs:

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



2023 Headquarters new employee training

**Case:**  
**“Talent Cultivation Program” Sandbox Training Camp**



The “Talent Cultivation Program” is a key talent training program dedicated to fully empowering echelon talents in the Company’s property management system. Through a standardized and systematic training model, it selects, trains, and delivers mature project leaders for the Company. The 2023 “Talent Cultivation Program” graduation training camp was launched as scheduled from September 25th to 27th. A total of 49 trainees from the seven major regions gathered in Chengdu to start a three-day learning journey.

At the training camp, students learned the basic financial knowledge necessary to run a business, the meaning behind each indicator, etc. In addition, each student plays the roles of the Company’s CEO, sales director, financial director, production director, human resources director, etc., and participates in the Company’s business production and market competition by simulating the company’s actual operations.

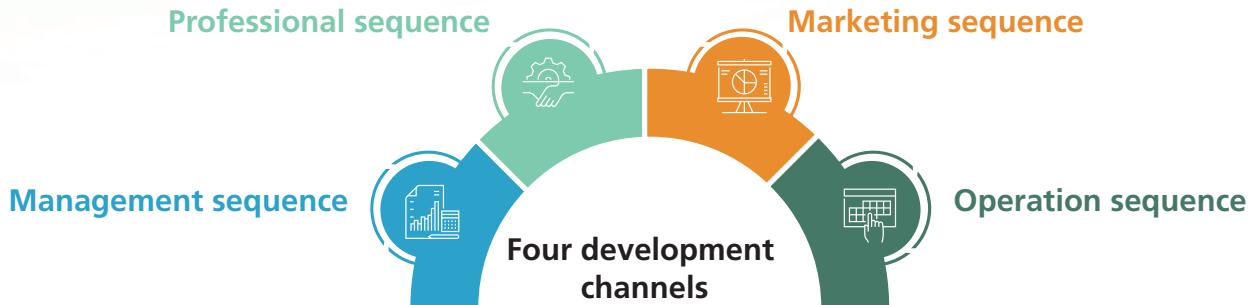
After experiencing more than ten New Hope Service Academy trial exercises, two periods of online good course learning, and two periods of offline intensive training, the trainees have achieved certain results at the ideological level, behavioral level, and management level. Improvements and breakthroughs have provided the company with a reserve of high — quality project leaders.



2023 “Talent Cultivation Program” Sandbox Training Camp

**Development Channel**

With a view to motivating our staff and enriching our talent pool for strategic development, the Group provides broad career development space for talents, including vertical and horizontal development. In terms of vertical development, we provide four development channels of management sequence, professional sequence, marketing sequence and operation sequence and assign employees to the appropriate sequence according to their ability, quality, development potential and development willingness. Taking into account the different developmental wishes of our employees, we not only promote employees within a position sequence according to the requirements of the position level, but also provide horizontal development, so that employees can access platforms and opportunities for cross-sequence development between different sequences. For promotion, employees can progress along one pathway or adjust it as the direction of development changes. We have also established a comprehensive approval process whereby employees are required to complete a Probationary Period/Pay Increase/Position Adjustment Assessment Form for application and initiate online approval.



Four development channels

## Employees' Care

The Group has always advocated harmony in interpersonal relationship, and believes that employees will build sincere friendships by working together. Efficient communication is the foundation of the Group's employment system. The Group attaches great importance to listening to the opinions of employees, enhances humanistic care and psychological counselling for employees, and hence enhances employees' cohesion and sense of belonging. We have a human resources department as the main responsible agency for employee relations and communication, which will provide employees with assistance in improving job satisfaction, labour security, occupational psychological counselling and grievance handling.

At the same time, we also take great importance to employees' opinions on the Company's business and management, and will ask them through regular and irregular interviews or surveys. Employees can give feedback based on their own real thoughts without any concerns. In addition, employees can actively express their ideas through other effective channels, and these opinions and suggestions will be considered by the Group in the decision-making process of operation and management. In order to achieve the purpose of full communication, we regularly inform employees of the Company's recent operation and management information through specific channels. This information not only helps employees to further understand the Group, but also helps employees with their personal growth by analysing and judging this information. Following are examples of the chief executive meetings held during the Year: In 2023, we organized a total of ten "Walk with Light" executive dialogue meetings, covering more than 50% of employees, and more than 60 people were on the front line of management.



"Walking with Light" Executive Dialogue

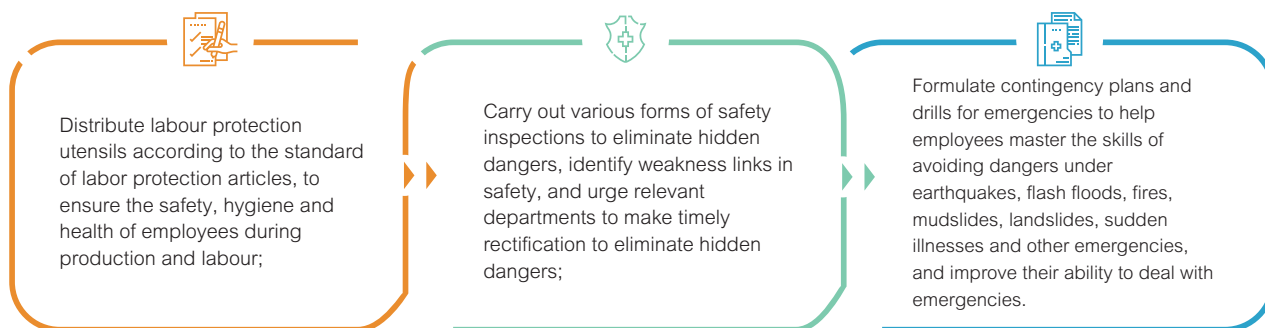
Since 2019, the Company has conducted employee satisfaction surveys every year. Employee satisfaction is the company's long-term direction. In 2023, the overall employee satisfaction rate exceeded 95%.

## Employees' Occupational Safety

The Group pays great attention to the occupational health and safety of employees. We strictly implement the national laws and regulations such as the Work Safety Law of the People's Republic of China, the Fire Protection Law of the People's Republic of China and the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, formulate and regularly promote the compliance of the Company's Work Injury Response Measures, Work Manual and other systems and standards, and operate in strict accordance with the law and regulations. The Company obtained the occupational safety management system certification on October 26, 2023, and the relevant property management services comply with the national occupational health and safety management system standards.

In order to ensure the health and safety of employees, the Group organizes medical examination and daily health care activities for employees to take care of their own health conditions. We urge employees to pay attention to their own health, and actively adopt various initiatives such as safe and civilized construction inspections, safety education and training, and fire drills to ensure employee safety. When an occupational accident occurs, the Company is specially responsible for caring and express solicitude, follow-up medical treatment, identification, disability discovery, payment of benefits etc. At the same time, we will analyse and recognise the reasons for the occurrence of the accidents. In addition, if employees are injured on the job and are identified as a work-related injury, they will receive work-related injury leave during the period of receiving necessary medical treatment. For those with a longer medical treatment period for work-related injuries, in order to grasp the employee's work-related injury situation, the employee is required to submit the medical diagnosis data of the designated hospital to the Company before the end of each month. We also purchase group accident insurance for employees in engineering, customer service, discipline and other departments.

The Group has developed the following measures to enhance the occupational health and safety of its employees by strengthening labor protection and enhancing the self-protection ability and safety awareness of employees:



During the high temperature period in summer, southern China and some other regions are affected by the subtropical high pressure system and remain in high temperature, and some areas even suffer extremely hot weather. For example, Guangxi Province has issued its first high temperature red warning signal for the Year. We protect the health of our employees by providing them with considerate care in many ways, such as offering cooling packages, heat relieving beverages, refreshing products and fruits, to add a cool feeling to the employees working under the high temperature.

In the past three years (including the current year), the Group has had no work-related fatalities. During the Year, the number of work-related injuries in the Group was 5, resulting in a total loss of 400 working days. We will continue to carry out occupational safety education, consolidate occupational safety responsibilities, conduct safety hazard investigations and accident emergency drills from time to time, and try to avoid similar situations from happening.



## ENVIRONMENTAL ASPECT

### Green Environment Protection

The Group closely response to the country's green development strategy. We are very determined to choose the low carbon development path, and pay close attention to the negative impact it may have on the natural environment during its operation, insist on coexisting and co-maintaining with the environment. We strictly comply with the Environmental Protection Law of the People's Republic of China, the Water Pollution Prevention and Control Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, and other laws and regulations. By continuously improving the environmental management measures, optimizing environmental management system, we strive to create a sustainable society in which humans and nature coexist in harmony. We have implemented relevant internal systems to reduce energy and resource consumption and waste discharge during the operation of the Group, so as to contribute to the green development of society.

As a property management company, the Group has no significant negative impact on the environment and natural resources. We take our own actions to mitigate climate change, protect biodiversity, prevent soil and water pollution and maintain a healthy and sustainable ecology. At the same time, we actively promote awareness of environmental protection among our property owners, staff and other stakeholders. The Group spreads a regional environmental culture of caring for green plants, recycling resources, and separating waste through nationwide green promotion activities, with the goal of creating a green eco-home. During the Year, the Group had no violations of relevant laws and regulations regarding environmental protection.

### Emissions Reduction

Energy consumption from property management is the main source of greenhouse gas emissions of the Group's operation. In order to minimize the adverse impact on the business and the environment, the Group is committed to reducing greenhouse gas emissions during its operations. The Group has incorporated policies and procedures to encourage energy conservation throughout its operation, and relevant measures to reduce carbon emissions will be further elaborated in the section of "Use of Resources" in this Report. Total greenhouse gas emissions from the business operation in Mainland in 2023 were 50,191.93 metric tons of carbon dioxide equivalent. Among them, the greenhouse gas emissions mainly come from the purchased electricity, the Scope 2 (energy indirect greenhouse gas emissions). The remainder comes from the fossil fuel combustion for power generators and automotive factories, the Scope 1 (direct greenhouse gas emissions). This year, the total emissions of greenhouse gases (Scope 1 and Scope 2) showed a downward trend compared with the previous year, and increased compared with the total emissions in 2021. The Board and management of the Group have reviewed the environmental targets set last year. We must actively review and implement the Group's emission reduction measures in the future to get closer to the target. The Group will actively implement our energy saving and greenhouse gas emission reduction measures, aiming to maintain or gradually reduce greenhouse gas (Scope 1 and Scope 2) emissions on the basis of 2021.

The following table shows the air pollutants and greenhouse gas emissions during this Year:

Air pollutant emissions	Unit	2023
Nitrogen Oxides (NO <sub>x</sub> )	kg	220.79
Sulfur Oxides (SO <sub>x</sub> )	kg	44.02
Particulate Matter (PM)	kg	26.49

## Environmental, Social and Governance Report

Greenhouse gas emissions	Unit	2023
Direct greenhouse gas emissions (Scope 1)	tCO <sub>2</sub> e	415.49
Greenhouse gas removed from newly planted trees (Scope 1)	tCO <sub>2</sub> e	65.02
Indirect greenhouse gas emissions (Scope 2)	tCO <sub>2</sub> e	49,841.46
Total greenhouse gas emissions (Scope 1 and 2)	tCO <sub>2</sub> e	50,191.93
Greenhouse gas emission intensity per employee (Scope 1 and 2)	tCO <sub>2</sub> e/employee	19.10
Greenhouse gas emission density per square meter (Scope 1 and 2)	tCO <sub>2</sub> e/square meter	<0.01

### Waste Reduction

We are committed to reducing, recycling and properly handling waste to reduce the environmental impacts due to our operation. Our goal is to ensure the waste is properly disposed in accordance with the local waste disposal regulations by working with various stakeholders. The Group's waste is mainly office and domestic waste, construction waste, food waste, medical waste and hazardous waste generated during the management service, which are managed by a series of documents of procedures. Hazardous waste consists of used toner cartridge and used batteries which are handled by qualified contractors. While non-hazardous waste consists of general office and household waste. Our daily waste is mainly generated in the properties by our tenants, residents, customers, etc. The Group appoints a third-party qualified waste treatment contractor to collect general waste from properties and directly send to landfills for proper disposal of different types of domestic waste. In terms of the construction waste, the Group strictly abides by the local urban management regulations to properly handle the construction waste left by the property owner of some projects under management, to ensure a comfortable living environment for the property owner.

The projects under management of New Hope Service insist on carrying out garbage classification activities on a regular basis, including the introduction of garbage classification kiosks with wash basins, four classification points in the main square, the establishment of a garbage classification voluntary persuasion team, classified transportation and disposal of garbage resources, continuous publicity and promotion and landing of garbage Sorting activities, etc., effectively cultivate garbage sorting habits and protect the parks environment.

The Group's board of directors and management have reviewed the environmental goals set in 2022. The density of waste generation has increased due to the addition of new on-site projects this Year, which has resulted in more waste emissions. We will continue to implement the Group's measures in material conservation and waste classification, with the goal of maintaining or gradually reducing the density of waste generation based on 2021.

## Environmental, Social and Governance Report

The Group has implemented a number of waste reduction measures during its operations, including in its parks and offices, as follows:

### Regarding the park

- ✓ place banners, posters and notices in prominent positions to promote the correct way of sorting household waste to the residents;
- ✓ set up waste classification stations, and arranges personnel to guide the correct waste classification;
- ✓ plan a disposal area for large-scale waste, decoration waste and construction waste in the garden;
- ✓ conduct daily inspections, including the sanitation and classification of waste collection points;
- ✓ help the owners to gradually establish the awareness of waste recycling, and develop the habit of distinguishing different types of waste.

### Regarding the office

- ✓ encourage employees to use both sides of the paper, make whole use of paper and reduce waste paper;
- ✓ try to use OA, Lark and other online systems electronically for resource transmission and file processing;
- ✓ black and white printing is preferred for document printing;
- ✓ except for the paper with confidential information, all waste paper is sent to waste paper recycling companies for recycling;
- ✓ the air conditioner can only be turned on when the average temperature in summer reaches 30 degrees Celsius. The cooling temperature should be set not lower than 26 degrees Celsius. Close the windows when turning on the air conditioner;
- ✓ turn off the computer monitor when you leave your seat for a short period of time, and turn off the computer when you are out for a long time;
- ✓ replace all disposable drinking cups, wooden chopsticks, etc. with non-disposable items such as ceramic drinking mugs and reusable tableware to reduce waste;
- ✓ put water-saving and electricity-saving posters in the office area to raise employees' awareness of environmental protection responsibility and to ensure efficient use of energy.

## Environmental, Social and Governance Report

The following table shows the amount of hazardous waste and non-hazardous waste generated this year:

Waste generation	unit	2023
Total generated hazardous waste	kg	310.10
Hazardous waste intensity(per employee)	kg/employee	0.12
Total generated non-hazardous waste	tonne	5,194.52
Non-hazardous waste density (per employee)	tonne/employee	1.98

This Year, due to the increase in new projects entering the site, the amount of waste generated from related decoration materials increased. Hazardous waste mainly refers to decoration-related waste such as paint buckets, and non-hazardous waste mainly includes domestic garbage and decoration-related waste. The increase in waste generation is due to the specific circumstances of the project and will not increase year-round.

### Use of Resources

There are two major uses of resources of the Group — energy and water. Energy management is our priority in practicing green development. The Group continuously strives for increasing its energy efficiency. In addition, the Group continues to utilize water resources with high efficiency in daily operations, and reduces water use as much as possible while ensuring service quality and daily operation. During the Year, we did not encounter any water supply problems. Moreover, the Board and the management of the Group have reviewed the targets related to environmental aspects set in 2022. The electricity and water consumption intensity have increased. We must actively review and implement the Group's electricity and water conservation measures in the future to get closer to the goal. We will continue to actively implement our electricity and water conservation measures, aiming to maintain or gradually reduce electricity and water consumption intensity on the basis of 2021.

The table below shows the amount of each resource and energy used during the Year:

Use of resources	Unit	2023
Paper consumption	kg	17,132.17
Paper consumption intensity (per employee)	kg/employees	6.52
Total water consumption	Thousand cubic meters	1,818.82
Total water consumption intensity (per employee)	Thousand cubic meters/ employee	0.69
Total water consumption intensity (per square meter)	Thousand cubic meters/ square meters	<0.01

Energy consumption	Unit	2023
Total electricity consumption	MWh	85,468.44
Total electricity consumption intensity (per employee)	MWh/employee	32.52
Total electricity consumption intensity (per square meter)	MWh/m <sup>2</sup>	0.01
Natural gas consumption	Cubic meter	78,352.00
LPG consumption	kg	2,610.00
Petrol consumption	Liter	11,122.72
Diesel consumption	Liter	24,134.61
Total energy consumption	MWh	123,033.84
Total energy consumption intensity (per employee)	MWh/employee	46.82
Total energy consumption intensity (per square meter)	MWh/square meter	0.01

# Environmental, Social and Governance Report

## Energy Conservation Measures

The main energy consumption involved in the operation of the Group is electricity. In order to achieve the goals of energy conservation and emission reduction, and reasonably utilize resources and energy, the Group's commercial properties implement various measures during the operation, for example, install sealing strips on doors and windows to avoid the leakage of temperature-regulated air; requirements for temperature control in office areas: the minimum temperature is 26 degrees Celsius in summer, and the maximum temperature is 20 degrees Celsius in winter; keep lights clean to maximize their energy efficiency; install motion sensors in places that are not frequently used; use high energy-efficient lights (such as T5 fluorescent lamps and light-emitting diodes), use induction energy saving lamp in underground garages; and publish notices of energy saving and emission reduction measures, and put up posters to enhance the awareness of it. In addition, we have also effectively improved energy efficiency by purchasing and replacing equipment with higher energy efficiency.

## Water Conservation Measures

The water resources required for the Group's daily operation come from the government's water supply, which are mainly for daily services, properties, offices and plantation. We have taken various measures during our operations to reduce water consumption.

To reduce water wastage, we have installed pressure conversion heads for faucets in the washroom sink to avoid wasting water due to splashing, and regularly check water meter readings to see if there is any hidden water leakage. This Year, we adjusted and modified the water levels of flushing tanks in more than 3,000 bathroom stalls to prevent overflow, and it is estimated that we have saved more than 9,800 tons of water.

In terms of improving water efficiency, we use faucets with water-saving labels; reduce water pressure to the lowest possible level; implement innovative technologies such as energy-saving introduction of air-conditioned water; and reuse of water resources. This Year, we adjusted the water output of bathroom sinks in various commercial office buildings and project staff dormitories across the country, saving approximately 6,000 tons of water.

We will also publish notices of water conservation measures, and put-up relevant posters to promote water conservation with a view to raising employees' awareness to save water.

### Case:

"Wangjinshan Compound" in the Sichuan Region was rated as "the 18th batch of water-saving communities in Sichuan Province"



In December 2023, the Sichuan Provincial Department of Housing and Urban-Rural Development announced the list of the 18th batch of water-saving communities. The Wangjinshan Courtyard under the management of New Hope Service was successfully established as the 18th batch of water-saving communities in Sichuan Province and became the first batch of water-saving communities in Chengdu. It is the only provincial-level water-saving community in Xinjin District of the city.

There were approximately 360 residents in Wangjinshan Courtyard Community in 2023, with a total water consumption of 17,786 tons, and per capita daily water consumption of approximately 138 liters, exceeding expectations to achieve the goal of per capita daily domestic water consumption of no more than 140 liters.

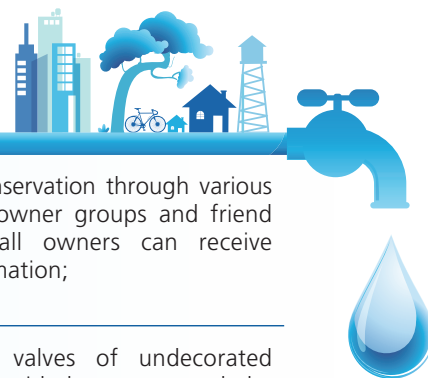


In order to actively cooperate with the creation of water-saving communities, our property service center has set up special water-saving publicity newspapers and periodicals in the customer service center, posted promotional posters at the door of the unit, and set up special promotional materials at the community gate. Volunteers provide community water-saving publicity and customer service. The central housekeepers come to promote water conservation knowledge to help park owners develop awareness of water conservation.



Community water conservation activities

### THE MAIN WATER-SAVING MEASURES WE TAKE IN WANGJINSHAN COMMUNITY ARE AS FOLLOWS:



- 01 Post water conservation posters at the door of each unit in the community, and door personnel will promote the property to owners entering and exiting;
- 02 Promote water conservation through various methods such as owner groups and friend circles, so that all owners can receive promotional information;
- 03 Check and conduct statistical analysis on water meters in public areas every day, and handle abnormal situations such as leakage and so on in a timely manner;
- 04 Close the water valves of undecorated households to avoid losses caused by excessive indoor pressure breaking through the plugs;
- 05 When using water for greening in public areas, check the weather forecast in advance. If it will rain in the last three days, wait until it rains and then re-water according to the amount of rain;
- 06 Community greening water uses a quick water valve;
- 07 The community mop pool uses quick-boiling faucets;
- 08 The secondary water supply equipment room shall be inspected once a day and maintained once a month;
- 09 Based on the slope of the community, use the terrain advantages to collect rainwater for irrigation and greening;
- 10 Public parking spaces in the park adopt ecological parking spaces.



## Dealing with Climate Change

With the launch of “carbon peak” and “carbon neutrality” targets, we proactively responded to the national call to study these targets, align ourselves with the industry’s best practices and combine them with our own business practices to gradually improve the emergency response mechanism in response to extreme weather, so as to make a contribution towards addressing climate change. In line with the nationwide trend of green and low-carbon and zero carbon transformation, the Group intensified its efforts in the assessment and discussion of climate change and reduced potential negative impacts associated with climate change risks while seizing the opportunity to achieve green development.

The Group has made good use of resources and energy through measures such as taking more care for vegetation, watering green spaces, energy conservation and emission reduction, with a view to reduce the impact of climate change during operation. In terms of measures to deal with physical risks, we regularly organize emergency drills for employees such as flood control and typhoon prevention to ensure that they can protect the safety of owners and the normal operation of the Group with a quick emergency response and handling capabilities in the event of unexpected disasters. In terms of measures to deal with physical risks, we keep track of the latest laws and regulations, with reference to international standards and industry characteristics and development trends. The Group reviews the business operations on a regular basis, and based on the existing risk management system, identifies the physical risks and transition risks associated with climate change that may have a significant impact on the Group with corresponding countermeasures in place.

Risk Type	Risk description	Countermeasures
<b>Physical Risk</b>	Emergency risks (e.g. flooding, super typhoon, storm surge, extreme rainfall)	<ul style="list-style-type: none"> <li>Review the impacts of extreme weather to the business and develop emergency plans for it</li> <li>Conduct disaster escape drills for employees and proprietors</li> <li>Improve adaptability of employees during disaster via training</li> </ul>
	Chronic risks (such as extreme hot weather, rising sea levels)	<ul style="list-style-type: none"> <li>Adopt renewable energy plan</li> </ul>
<b>Transition Risk</b>	Technical risks	<ul style="list-style-type: none"> <li>Regularly review existing property management strategies</li> </ul>
	Market risks	<ul style="list-style-type: none"> <li>Shift to a sustainable product and service regime and consider the climate-related risks and opportunities</li> </ul>
	Policy and regulatory risks (stricter building energy codes, green building goals and standards, report disclosure compliance risks, carbon trading and emission standards)	<ul style="list-style-type: none"> <li>Monitor the latest news on climate change-related environmental policies to avoid unnecessary increases in costs and expenses due to violations of climate-related environmental policies</li> </ul>



## COMMUNITY WELFARE

### Commitment to Giving Back to Society

The Group always insists on placing equal emphasis on development and responsibility. While pursuing excellence, it also actively practices corporate social responsibility and sticks to the corporate mission of “Everyday, Let Happiness Happen”. While developing and expanding our business, we are committed to listening to the voices of the people and passing on our care to our operating gardens. The domestic operating branches of the Group continue to understand people’s livelihood needs through customer questionnaires, daily customer communication, and cooperation with government departments and local organizations, and actively carry out publicity and education, public welfare, voluntary services, community care, etc., participate in the activities about disaster relief, environmental protection, teaching and learning, community welfare, fighting the epidemic, and caring for the disadvantaged groups in the society, using the advantages of property management to create a better life for people and build an inclusive community.

### Community Activities

The following table lists the key reviews of various types of public welfare activities in the Year:

Themes	Activities
<b>Environmental Charity Work in the Year</b>	
<p><b>Sow hope “Pouring” makes a friend</b></p>	<p>On March 4, 2023, Southeast New Hope Service collaborated with Nanhui Street Nature Community and Industrial Bank Wanyuan Road Community Branch to launch the “Hope Botanical Garden” — “The Life of Plants” outdoor class at the Bailu City Wedding Theme Plaza. Under the guidance of the teacher, potted plants such as morning glories, mimosa, and sunflowers were planted to spread the concept of environmental protection during the interaction.</p> 
<p><b>“Adopt a tree to refresh Ludang Lake” Arbor Day campaign</b></p>	<p>The Party branch of New Hope Service Suzhou Branch actively organized, under the guidance of Ludang Community, “Adopt a Tree to refresh Ludang Lake” Arbor Day charity theme event was held at New Hope Jinlin Four Seasons Garden. A total of 20 trees were planted and adopted in this activity. In the future, the Party Branch of Suzhou Branch of the Group will also work with the property management company to regularly track and manage the adopted trees so that the saplings can thrive in the community and contribute to the construction of an ecological community.</p> 



# Environmental, Social and Governance Report

Themes	Activities
<p><b>Garbage classification promotes happiness and people's livelihood</b></p>	<p>The projects under management of New Hope Service insist on carrying out garbage classification activities on a regular basis, including the introduction of garbage classification kiosks with wash basins, four classification points in the main square, the establishment of a garbage classification voluntary persuasion team, classified transportation and disposal of garbage resources, continuous publicity and promotion and landing of garbage Sorting activities, etc., effectively cultivate garbage sorting habits and protect the park environment.</p> <p>Among them, projects such as Xinyue Jincheningdi (新越锦宸名邸), Jinlinfu (锦邻府), Jinyuewan Garden (锦悦湾花苑), Jinlin Shangfu (董麟上府), Huijiangting (汇江庭), and Jiajingyuan (嘉景园) in the communities managed by New Hope Service have successfully established the "Zhejiang Province Provincial High Standards for Waste Classification" "Demonstration Community", Chengdu Jinguang (成都锦官阁), Blue Valley Area C (蓝谷地C区), Hongnangang (红南港) and Jinyue Nanting (锦悦楠庭), won the title of "Chengdu Domestic Waste Classification Demonstration Community".</p> <p>The acquisition of these honors marks that New Hope Service has achieved remarkable results in the field of waste classification, providing strong support for the waste classification work of each managed community. Through training, distribution of promotional materials, gift exchange and other methods, residents' environmental awareness and garbage classification skills have been improved, ensuring that the park's garbage is classified and processed in a timely and accurate manner, and contributing more to building a beautiful city and promoting green development.</p>



Themes	Activities
<b>Community Welfare Programmers in the Year</b>	
<p><b>Hope Town explorers</b></p>	<p>In 2023, with the theme of "Hello, explorer", Hope Town started a journey of exploration at the doorstep. It was launched in Chengdu, Wenzhou, Kunming, Dalian and other cities. It lasted for 2 months and carried out a total of 100 + Fun activities, covering more than 20,000 owners, and children can explore, feel and grow in life together.</p> <p>Activities include:</p> <ol style="list-style-type: none"> <li>1. Make friends with delicious food and find exclusive happiness in summer: we provided summer ice powder, popcorn, summer drinks, marshmallows, Dragon Boat Festival rice dumplings and other delicacies;</li> <li>2. Provide children with an immersive exploration of the ocean of knowledge: explored and understood knowledge through plant rubbings, safe interactive classes, firefighting knowledge lectures, close contact with chickens, one-day tour of New Hope Dairy, etc.</li> <li>3. Parents and children interact and spend quality time together: We have planned small games such as blindfolding facial features, parent-child cooperation games, crazy hoops, interactive lottery draws, MINI cabins, etc.</li> <li>4. Accompany your childlike innocence and let your imagination run free: DIY painted kites, DIY crystal babies, creative painting, handmade DIY, dinosaur DIY, etc.</li> </ol> 

# Environmental, Social and Governance Report

Themes	Activities
<p><b>“Jiujiu Festival” is with you to share the warm time</b></p>	<p>2023 Jiujiu Festival activities with the theme of “Original Promise, Beautiful Home” was held in various projects across the country in October. A total of about 60 heart-warming activities have been carried out, with nearly 2,000 people signing up. After the event, the owner satisfaction rate reached 93%, and nearly 300 heart-warming feedback were received.</p> <p>In regions such as Jiangsu, Southern China, Kunming, Southeast, and Sichuan, we designed rich and interesting activities based on local characteristics and owner needs, integrating convenience services, growth care, free clinics, neighborhood gatherings, health sports, care for the elderly, and family photos. Various innovative activities such as special ones allowed the whole family and people of all ages to participate, creating a warm community cultural atmosphere and achieving high customer satisfaction.</p>



## Weiguang Action

In December 2021, we officially released a public welfare brand — “Weiguang Action”. In 2023, New Hope Service continued to strengthen brand linkage and carried out charity donations, volunteer services and other actions in various places to spread the “gleam” of happiness.

Through this brand, we actively participate in urban grassroots governance, hoping to solve some problems of target groups and society. With plan, goal, implementation, feedback and continuous action, we serve different individuals in the society and establish a bond of communication and trust, mutual assistance and co-construction. The following table lists the key reviews of various types of Weiguang Action in the Year:

Themes	Activities
<p><b>“Dedicated to the public and love spreads in the galaxy” cares for autistic children</b></p>	<p>Southeast Region: Participated in an activity to care for autistic children with the theme of “Dedicated to the public and love spreads in the galaxy “. The activity invited 200 autistic families and 100 ordinary children in Wenzhou City to participate. A total of 6,000 boxes of milk and 200 pieces of stationery were donated.</p> 
<p><b>Love and help farmers</b></p>	<p>Eastern China: In Suzhou, we assisted fruit farmers in selling unsalable oranges. By opening an online sales platform, opening up sales channels, making marketing posters, and transmitting sales information to some projects under management, we gained strong support from a majority of owners, property personnel, and New Hope Service employees. A total of 1,480 kilograms were sold in 4 days.</p> <p>Southern China: By connecting local Baise mangoes, dragon fruits, etc., it helped sell 7,955 kilograms of fresh produce.</p> 
<p><b>Asian Games Volunteer Service</b></p>	<p>Eastern China: The 11-member Volunteer Service Team teamed up with the Comprehensive Administrative Law Enforcement Bureau to carry out the “No Cigarette Butts on the Floor” civilized charity campaign, and donated drinking water, sports drinks, milk and other charity materials to effectively facilitate the successful hosting of the Asian Games.</p> 

# Environmental, Social and Governance Report

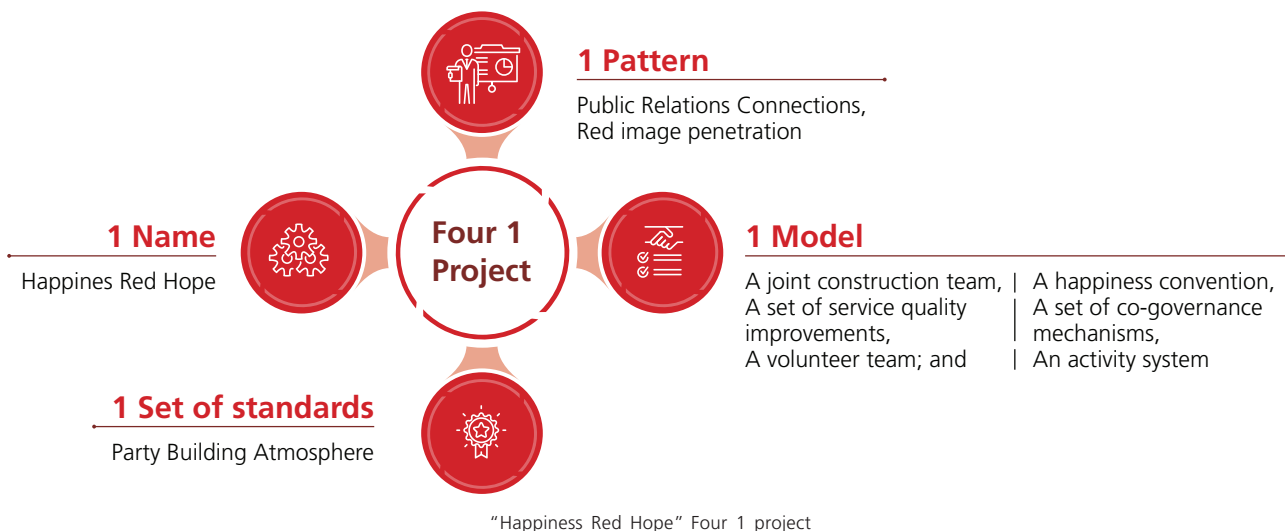
Themes	Activities
<p><b>Love donation, education aid for the disabled, welfare home care</b></p>	<p>251 pieces of charity materials were donated to Xiushan Village in Shuangding Town, Haiyuan Town Central Primary School, Wanli Community in Xinyang Street, and Lishui Town in Foshan, benefiting a total of about 588 people.</p> <p>Kunming Region: Sent charity supplies to Kunming School for the Deaf and Mute, and was awarded the title of “Disabled Aid and Education” public welfare unit by the school; donated 10,000 yuan to the Red Cross to support the development of public welfare undertakings.</p> <p>Sichuan Region: In the name of July 1st Party Building, donated milk and other materials worth about 5,000 yuan to the welfare home.</p>
<p><b>Blood donation</b></p>	<p>In Regions such as Southern China, Southeast China, and Kunming, free blood donation activities are organized all year round. For example, the Southern China has organized voluntary blood donation activities for the fifth time, with the cumulative blood donation amount exceeding 47,000ml.</p>
<p><b>Urban-rural integration</b></p>	<p>Southern China: By jointly launching furniture and home improvement to the countryside consumption season activities, we supported rural residents in purchasing green smart home products, carried out home decoration, and promoted rural consumption upgrades according to local conditions. In addition, before the Spring Festival, activities to express condolences to village cadres and assistance households were carried out.</p>



Themes	Activities
<b>Traffic Safety Day</b>	<p>Southeast China: Together with the Traffic Management Bureau of the Wenzhou Municipal Public Security Bureau, we organised 122 National Traffic Safety Day public welfare activities, with a total of 13 events, establishing New Hope Service as the sole demonstration enterprise for publicity and educational cooperation in Wenzhou.</p> 
<b>Charity volunteer action</b>	<p>Southern China: In "Leifeng month", 9 public welfare activities were carried out, including convenience volunteer services, fraud prevention publicity, and free clinics.</p> <p>North Central Region: A total of 4 Hope Volunteer Club activities have been carried out, with a total of nearly 600 hours of service.</p> <p>North Central Region: Actively provide door-to-door condolences and convenience services for the elderly who are isolated and have limited mobility.</p>  

### "Happiness Red Hope" Party Building

New Hope Service closely follows the New Hope Group's party building policy, and under the theme of "Year of Deep Development", continues to explore the in-depth integration path of party building work and business work, clearly focusing on the "Happiness Red Hope" party building brand, tying the red tie and helping the grassroots governance and achieved remarkable results. It was awarded the title of "Advanced Enterprise in Party Building of Private Enterprises in Sichuan Province" issued by the Sichuan Federation of Industry and Commerce.





## Firmly follow the correct political direction and carry out in-depth thematic education

### 1. Normalize theoretical arming and strengthen the political construction of the branch

The New Hope Service Party Committee carried out thematic education, strictly implemented the “first issue” system, and organically integrated theoretical study, investigation and research, development measures, review and rectification, etc. In September, a total of 487 people studied “Socialism with Chinese Characteristics for a New Era”, achieving a new leap forward in adapting Marxism to China and the times. In December, we focused on studying the concept of “Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era in Hundreds of Counties, Thousands of Townships and Tens of Thousands of Villages”. On December 17, we organized a viewing of The Magnificent She movie party class guides cadres to learn from the “model of the times” Zhang Guimei’s spiritual character of “loyalty, perseverance, original intention, selfless dedication and mission”, and promotes the theme education to be deeper and more practical.

### 2. Comprehensive ideological guidance and improve the political quality of cadres

New Hope Service comprehensively improves the quality of cadres through going abroad and learning. On April 27, 53 members of the New Hope Service Kunming Party Branch participated in the “Ten Thousand Party Members Entering the Party School” training event organized by the Xishan District Market Supervision and Administration Bureau. On June 28, 27 party members participated in the Wuhou District Property Industry Comprehensive Integrity cultural education organized by the party committee and on-site party education activities at Tianfu Agricultural Expo Park. From July 18 to 21, 38 party members participated in a special training class on party building knowledge for party workers in the property industry across the province organized by the Sichuan Provincial Department of Housing and Urban-Rural Development. In November, party member representatives from the Jiaying Party branch participated in a training course for grassroots party organization secretaries organized in Nanhu District.

### 3. Refine intra-party activities and solidify grassroots party building awareness

In November 2023, more than 300 party members from various branches of New Hope Service studied the important spirit of the third meeting of the Central Committee for Comprehensively Deepening Reforms at a branch venue. In addition, all party members and employees have carried out learning and education nearly a hundred times based on the “Three Meetings and One Lesson”, themed party days and other methods, setting off a learning craze. From October to November, we participated in training sessions and small and micro party classes sponsored by Chengdu Property Management Office, Jinjiang Housing and Building Association, Kunming Xishan District Market Supervision and Administration Bureau and other relevant units to solidify grassroots party building awareness.



### Deeply implement party building actions and innovate to stimulate development momentum

The New Hope Service Party Committee insists on extending the “tentacles” of the party organization to the smallest unit of the project, creating a red grassroots governance demonstration site, and in 2023 clarified the “Four 1 Projects” under the “Happiness Red Hope” party building system. In the same year, the party branches in Chengdu, Kunming and other places were awarded titles such as “Excellent Party Organization” by the Chengdu Building Economy Promotion Association and “Kunming’s Top 100 Community for Grassroots Governance” by the Office of the Social Construction Leading Group of the Kunming Municipal Committee of the Communist Party of China. Wenzhou The Lanjiang Pavilion and Ziyuting projects were selected as the “Annual Provincial Red Property Project” issued by the Zhejiang Provincial Department of Housing and Urban-Rural Development. In addition, an article with the theme “Party Building Leads, Focusing on People’s Livelihood, New Hope Service Creates Happiness “Red Hope”” was published in mainstream media and important party journals, and was reprinted 93 times, with nearly 800,000 views.



### Strengthen the construction of party style and integrity and fully practice the sunshine culture

First of all, New Hope Service Party building and leads league building, and promotes the standardization and institutionalization of Communist Youth League organizations at all levels. It has now formed a “1+7” League branch organizational structure, and in May, it led the Youth League Committee to create the “Youth Party Culture Month” and organized young employees carried out more than 10 series of activities such as theme group days, volunteer services, and visits to red bases.

Secondly, New Hope Service adheres to party building and labor unions, and has established a “996” care system, which has carried out a total of 78 visits to weddings, funerals, and hospitalizations, and 2 visits to employees in need. “Sending coolness in the summer and warmth in the winter” has benefited 100% of frontline employees., employee satisfaction is 95%. At the same time, the New Hope Service Union and its affiliated unions have carried out more than 20 cultural and sports activities such as “818 Employee Happiness Day”, March 8th Women’s Day, and the Running Action.

This Year, New Hope Service also organized party members to participate in the themed activities of “Strengthening Commercial Bribery Control and Protecting the Healthy Development of Private Enterprises”, went to Nanning Prison to carry out warning education activities, and carried out special training on risk control and property laws and regulations, etc., covering Level 2 and above management in total. It employed more than 2,000 people and recovered direct losses of about 380,000 yuan.





## Give full play to corporate mission and responsibility and promote grassroots service construction

Taking the New Hope Service Kunming Party Branch as an example, the Kunming Hope Party and Mass Activity Center takes “party building guidance, space sharing, and diversified services” as its construction concept and convenient service as its purpose to provide more than 300 business negotiations, meetings, and training activities for merchants in Dashanghui; continued to carry out about 40 volunteer services such as community environmental protection, blue-collar care, community charity donations, and veteran care, serving more than 100,000 people.

At the same time, in Kunming, we have participated in and assisted Xishan District Market Supervision and Administration Bureau, Xishan District Government Services Bureau, Xishan District Qianwei Street, district police stations, communities and other departments to carry out various activities 24 times, as the business environment of Yunnan Province. The on-site teaching point has received a total of 8 on-site teaching activities from provinces, cities, districts, and prefectures and counties, with a total of 500 people trained. It passed the acceptance of the Provincial Party Committee Organization Department during the Year and became a provincial-level high-quality business environment teaching line site.



New Hope Service Chengdu Party Branch joins hands with all owners to donate to Chengdu Children's Welfare Home



New Hope Service served the first meeting of the third-party committee



New Hope Service Dashanghui Project Branch joint hands with Anyang Road Community Party Branch to carry out theme party day activities



### “Happiness Red Hope” Party Building Activities

In terms of community grassroots governance, we have been integrating elements of Party governance into community governance, with an aim to promote the construction of grassroots service. The cases of community governance led by us were as follows:

Themes	Activities
<p><b>Renovation of old communities—“New Hope” in Lingou Community</b></p>	<p>In 2023, New Hope Service participated in grassroots social governance, involved in Lingou community services, and improved the community living environment through vehicle microcirculation management, public security, corridor cleaning, facility and equipment services, etc., with a total investment of more than RMB30,000 in service support.</p> <p>In terms of public security and vehicle management, New Hope Service has equipped Lingou Community with 15 security guards to ensure that all entrances and exits are manned 24 hours a day. Patrols are carried out every two hours at night. During the morning peak period, additional personnel are assigned to carry out early delivery services to guide the flow of people and Vehicle order. At the same time, surface parking spaces will be re-demarcated and numbered within the community to guide them in an orderly manner.</p> <p>In terms of demand response and emergency response, New Hope Service provides facility and equipment maintenance services, as well as service lists, quotations and contact information, and follows the entire service process to maximize convenience for residents.</p> <div style="display: flex; justify-content: space-around;">   </div>

# Environmental, Social and Governance Report

Themes	Activities
<p><b>Join forces with Wuxiantou Village to create a party building base</b></p>	<p>Last year, the Wenzhou Branch Committee of the Group and the Wuxiantou Village Branch Committee of Damen Town, Dongtou District, Wenzhou City formed a “Party Organization Co-Building Unit” relationship. In 2023, the two parties jointly built a party building base and beautified the Dongtou Pocket Park, with a total investment of approximately RMB20,000.</p> <div data-bbox="427 571 949 916"></div> <div data-bbox="957 571 1436 916"></div>

## APPENDIX

### Appendix 1: Sustainability Information Summary

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

Environmental Aspect	Unit	2023
<b>Air Emissions<sup>2</sup></b>		
Nitrogen oxides (NO <sub>x</sub> )	kg	220.79
Sulphur oxides (SO <sub>x</sub> )	kg	44.02
Particulate matter (PM)	kg	26.49
<b>Greenhouse Gas Emissions<sup>3</sup></b>		
Direct greenhouse gas emissions (Scope 1)	tonne of CO <sub>2</sub> e	415.49
Greenhouse Gas Removed from Newly Planted Trees (Scope 1)	tonne of CO <sub>2</sub> e	65.02
Indirect greenhouse gas emissions (Scope 2)	tonne of CO <sub>2</sub> e	49,841.46
Total greenhouse gas emission (Scope 1 and 2)	tonne of CO <sub>2</sub> e	50,191.93
Greenhouse gas emission intensity per employee (Scope 1 and 2)	tCO <sub>2</sub> e/employee	19.10
Greenhouse gas emission intensity per square meter (Scope 1 and 2)	tCO <sub>2</sub> e/square meter	<0.01
<b>Waste</b>		
Hazardous waste	kg	310.10
Hazardous waste generated (per employee)	kg/employee	0.12
Total generated non-hazardous waste	tonne	5,194.52
Non-hazardous waste intensity (per employee)	tonne/employee	1.98
<b>Paper consumption</b>		
Paper consumption	kg	17,132.17
Paper consumption intensity (per employee)	kg/employee	6.52
<b>Energy consumption</b>		
Total electricity consumption	MWh	85,468.44
Natural gas consumption	Cubic meter	78,352.00
LPG consumption	kg	2,610.00
Petrol consumption	Litre	11,122.72
Diesel consumption	Litre	24,134.61
Total energy consumption	MWh	123,033.84
Total energy consumption intensity (per employee)	MWh/employee	46.82
Total energy consumption intensity (per square meter)	MWh/square meter	0.01
<b>Water Consumption</b>		
Total water consumption	Thousand cubic meter	1,818.82
Total water consumption intensity (per employee)	Thousand cubic meter/ employee	0.69
Total water consumption intensity (per square meter)	Thousand cubic meter/ square meter	<0.01

<sup>2</sup> Air pollutant emissions are mainly from vehicles under the Group's name. In addition, this is calculated in accordance with Appendix 2 "Guidelines for Reporting Environmental Key Performance Indicators" published by the Hong Kong Stock Exchange.

<sup>3</sup> The Greenhouse Gas Protocol is made by reference to the Greenhouse Gas Protocol published by the World Resources Institute and the World Business Council for Sustainable Development, and the ISO 14064-1 of Greenhouse Gas Emissions Standard by the International Organization for Standardization.

## Environmental, Social and Governance Report

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

Social Aspect	Unit	2023
<b>Number of Employees</b>		
Total number of employees	person	4,309
<b>Total Number of Employees (by Gender)</b>		
Female	person	1,929
Male	person	2,380
<b>Total Number of Employees (by Employee Category)</b>		
Full-time entry-level staff	person	3,868
Full-time middle management	person	418
Full-time senior management	person	23
<b>Total Number of Employees (by Age Group)</b>		
Aged below 30	person	1,338
Aged 30–50	person	2,298
Aged over 50	person	673
<b>Total Number of Employees (by Geographical Region)<sup>4</sup></b>		
Headquarters of New Hope Service	person	171
Sichuan Region	person	1,131
Minyoun Commercial	person	753
Southeast Region	person	363
Kunming Region	person	241
Southern China Region	person	446
Eastern China Region	person	276
Jiangsu-Shanghai Region	person	281
North central Region	person	352
New Foodism	person	54
Total number of others (including Hong Kong, Macao and Taiwan)	person	241
<b>Employee Turnover Rate</b>		
Employee turnover rate	%	28.67%
<b>Employee Turnover Rate (by Gender)</b>		
Female	%	27.10%
Male	%	29.90%
<b>Employee Turnover Rate (by Age Group)</b>		
Aged below 30	%	30.49%
Aged 30–50	%	28.70%
Aged over 50	%	24.64%

<sup>4</sup> Regions are mainly classified based on factors such as different types of businesses of the Group, different stages, and the volume of business in cities.

## Environmental, Social and Governance Report

Social Aspect	Unit	2023
<b>Employee Turnover Rate (by Geographical Region)</b>		
Headquarters of New Hope Service	%	25.65%
Sichuan Region	%	35.59%
Minyoun Commercial	%	14.82%
Southeast Region	%	33.39%
Kunming Region	%	26.75%
Southern China Region	%	27.48%
Eastern China Region	%	33.17%
Jiangsu-Shanghai Region	%	31.63%
North central Region	%	31.78%
New Foodism	%	21.74%
Total number of others (including Hong Kong, Macao and Taiwan)	%	11.4%
<b>Occupational Health and Safety</b>		
Work-related fatalities in the last 3 years (including the reporting year)	person	0
Rate of work-related fatalities	%	0
Lost days due to work-related injuries	day	400
<b>Development and Training</b>		
<b>Percentage of Employees Trained by Gender<sup>5</sup></b>		
Female	%	44.23%
Male	%	55.77%
<b>Percentage of Employees Trained by Employee Category<sup>5</sup></b>		
Full-time entry-level staff	%	89.91%
Full-time middle management	%	9.57%
Full-time senior management	%	0.52%
<b>Average Training Hours of Employees by Gender<sup>6</sup></b>		
Female	hour	43
Male	hour	43
<b>Average Training Hours of Employees by Employee Category<sup>6</sup></b>		
Full-time entry-level staff	hour	43
Full-time middle management	hour	42
Full-time senior management	hour	40

<sup>5</sup> The percentage of employees trained for the Year is calculated as the number of employees trained by each category ÷ the total number of employees trained.

<sup>6</sup> The average training hours of employees for the Year is calculated as the number of employees trained by each category ÷ the number of employees by each category.

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

A. Environmental Aspect			Related Section(s)
<b>A1: Emissions</b>	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 and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Green Environment Protection Emissions Reduction
	A1.1	The types of emissions and respective emissions data.	Emissions Reduction Appendix I: Sustainability Information Summary
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) total greenhouse gas emissions and intensity.	Emissions Reduction Appendix I: Sustainability Information Summary
	A1.3	Total hazardous waste produced and intensity.	Waste Reduction Appendix I: Sustainability Information Summary
	A1.4	Total non-hazardous waste produced and intensity.	Waste Reduction Appendix I: Sustainability Information Summary
	A1.5	Description of emission target(s) set and steps taken to achieve them.	Emissions Reduction
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Waste Reduction
<b>A2: Use of Resources</b>	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources
	A2.1	Direct and/or indirect energy consumption by type in total and intensity.	Use of Resources Appendix I: Sustainability Information Summary
	A2.2	Water consumption in total and intensity.	Use of Resources Appendix I: Sustainability Information Summary
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Use of Resources
	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.	Use of Resources
	A2.5	Total packaging material used for finished products and with reference to per unit produced.	Not applicable, the Group's business does not involve packaging materials

## Environmental, Social and Governance Report

A. Environmental Aspect		Related Section(s)
<b>A3: The Environment and Natural Resources</b>	General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources. Green Environment Protection
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. Green Environment Protection
<b>A4: Climate Change</b>	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. Dealing with Climate Change
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. Dealing with Climate Change
B. Social Aspect		Related Section(s)
<b>B1: Employment</b>	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. Talent Team Building Employees' Care Rights Protection Salary and Benefits
	B1.1	Total workforce by gender, employment type, age group and geographical region. Appendix I: Sustainability Information Summary
	B1.2	Employee turnover rate by gender, age group and geographical region. Appendix I: Sustainability Information Summary
<b>B2: Health and Safety</b>	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. Employees' Occupational Safety
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. Employees' Occupational Safety Appendix I: Sustainability Information Summary
	B2.2	Lost days due to work injury. Employees' Occupational Safety Appendix I: Sustainability Information Summary
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. Employees' Occupational Safety
<b>B3: Development and Training</b>	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Talent Development
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). Appendix I: Sustainability Information Summary
	B3.2	The average training hours completed per employee by gender and employee category. Appendix I: Sustainability Information Summary



## Environmental, Social and Governance Report

B. Social Aspect			Related Section(s)
<b>B4: Labour Standards</b>	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.	Rights Protection
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	Rights Protection
	B4.2	Description of steps taken to eliminate such practices when discovered.	Rights Protection
<b>B5: Supply Chain Management</b>	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Responsible Procurement
	B5.1	Number of suppliers by geographical region.	Responsible Procurement
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Responsible Procurement
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Responsible Procurement
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Responsible Procurement
<b>B6: Product Responsibility</b>	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Creating Excellent Quality Maintaining Customer Relationships with Customers Customer Experience Improvement Maintaining Customer Relationships Information Privacy Protection Adhering to Compliance in Operations
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable, the Group's business does not involve the sale or delivery of products
	B6.2	Number of products and service related complaints received and how they are dealt with.	Maintaining Customer Relationships
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Protection
	B6.4	Description of quality assurance process and recall procedures.	Customer Experience Improvement
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Information Privacy Protection

## Environmental, Social and Governance Report

B. Social Aspect		Related Section(s)	
<b>B7: Anti-corruption</b>	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.	Adhering to Compliance in Operations Business Ethics
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Business Ethics
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
	B7.3	Description of anti-corruption training provided to directors and staff.	Business Ethics
<b>B8: Community Investment</b>	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.	Commitment to Giving Back to Society
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Commitment to Giving Back to Society
	B8.2	Resources contributed to the focus area.	Commitment to Giving Back to Society

新希望服务

NEWHOPE SERVICE

新希望服務控股有限公司

NEW HOPE SERVICE HOLDINGS LIMITED