

GANGYU SMART URBAN SERVICES HOLDING LIMITED  
**港譽智慧城市服務控股有限公司**

(Incorporated in the Cayman Islands with limited liability)

(Stock Code: 265)



**2024**

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

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## ABOUT THIS REPORT

Gangyu Smart Urban Services Holding Limited (the “Company”, together with its subsidiaries as the “Group”, “Gangyu”, or “we”) is pleased to present its annual environmental, social and governance report (the “ESG Report”). This ESG Report intends to convey the Group’s visions, commitments, policies, and performances relating to material environmental, social and governance (“ESG”) issues. In doing so, our valued stakeholders will gain a better understanding of the Group’s sustainability progress and direction, encouraging us to improve continuously.

### Reporting Scope

The scope of this ESG Report is determined by the financial threshold and materiality level to the Group’s ESG performance. Unless otherwise specified, the ESG Report covers the year ended 31 December 2024 (the “Year” or “2024”) and focuses on the Group’s following businesses and operations in the People’s Republic of China (the “PRC”) and Hong Kong Special Administrative Region of the PRC (“Hong Kong”):

Business/Operation	Principal subsidiary/subsidiaries
Property Management Services (“PMS”) Segment	Hebei Gangyu Smart Property Management Services Company Limited* (河北港譽智慧物業服務有限公司) (“Gangyu PMS”) and its subsidiaries Shijiazhuang Jiayan Business Management Company Limited* (石家莊嘉言商業管理有限公司) (“Jiayan”) Shijiazhuang Jiaxun Business Management Company Limited* (石家莊嘉勛商業管理有限公司) (“Jiaxun”)
Environmental Hygiene Segment	Gangyu Smart Environment Services (Beijing) Company Limited* (港譽智慧環境服務(北京)有限公司) (“Gangyu EHB”) and its subsidiary
Integrated Development Segment	Hebei Tu Men Travel Development Limited* (河北土門旅遊開發有限公司) (“Tu Men Travel”)
Headquarters	Gangyu Smart Urban Services Holding Limited

\* denotes an English translation of the Chinese name for identification purpose only.

Among the above business segments, the PMS segment accounted for 60.8% of the Group’s total revenue, while the environmental hygiene segment accounted for 37.5% of the Group’s total revenue. The Group recognises the significance of these segments and intends to focus on these segments in its future development. As such, this ESG Report mainly discloses the ESG practices of the Group’s PMS segment and environmental hygiene segment. Meanwhile, the Group’s integrated development segment at Tu Men Travel and daily operations in the headquarters are deemed to have frequent interactions with its important stakeholder groups such as clients, investors, as well as regulatory bodies, and thus the ESG information of these two segments are also included in this ESG Report. The reporting scope of this ESG Report is consistent with the reporting scope of the ESG Report for the year ended 31 December 2023 (“2023”).

## ABOUT THIS REPORT

### Reporting Framework

This ESG Report is prepared in accordance with the “mandatory disclosure requirements” and the “comply or explain” provisions of Appendix C2 Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) as set out in the Main Board Listing Rules (the “Listing Rules”) of The Stock Exchange of Hong Kong Limited. It adheres to the “Materiality”, “Quantitative”, “Balance” and “Consistency” reporting principles.

### Reporting Principles

**Materiality:** The structure of this ESG Report is based on the materiality of the Group’s environmental and social issues. Following the stakeholder engagement process and materiality assessment, the Group’s material ESG issues were identified and the result was reviewed and confirmed by the Board. For further details, please refer to the sections headed “Stakeholder Engagement” and “Materiality Assessment”.

**Quantitative:** This ESG Report is prepared in accordance with the ESG Reporting Guide with key performance indicators (“KPIs”) included to demonstrate the Group’s ESG performance in a quantitative manner. Information on the standards, methodologies, assumptions and/or calculation references, and sources of key conversion factors used for KPIs is stated wherever appropriate.

**Balance:** Information published in this ESG Report is compiled based on existing policies, practices, and official documents or reports, with the aim of providing an unbiased overview of the Group’s performances and areas of improvement.

**Consistency:** The scope of reportable business segments in this ESG Report is based on the Group’s current business performance and future focus. In order to allow for meaningful comparisons of ESG data over time, if there are any changes in the scope, calculation methodologies, references, KPIs used, or any other relevant factors or statements affecting a meaningful comparison with previous ESG reports, the Group will make explanatory notes to the corresponding section hereof.

### Contact and Feedback

The Group constantly strives to optimise its sustainability practices, performances, and disclosure. Your feedback on this ESG Report and our approach to sustainability is highly valued. If you have any questions regarding this ESG Report or the Group’s performance in sustainable development, please feel free to contact us through the following channels:

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By Post:	Room B03, 29/F, Tower 1 Admiralty Centre, 18 Harcourt Road, Admiralty, Hong Kong
By Phone:	(852) 3590 6280
By Facsimile:	(852) 3590 6290
By Email:	ir@gangyu.com.hk

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## ABOUT GANGYU

Since its establishment, Gangyu has regarded the national development agenda as its direction for development. It endeavours to meet the public's needs, promote economic development, and facilitate social harmony by exploring and conducting businesses that refine the standard of living. The Group aims for the highest, strives to become better, and aspires to overcome all obstacles and difficulties, while realising the innovative and healthy development of the industry.

### Business Overview

During the Year, the Group principally engaged in the following businesses:

#### PMS Segment

The Group has commenced its PMS segment in the PRC since mid-May 2021. Gangyu PMS and its subsidiaries, Jiayan and Jiaxun are principally engaged in the provision of property management and leasing services for residential and commercial properties in the Hebei Province, the PRC. Gangyu PMS and its subsidiaries are the Group's flagship companies on the property management operations, which possess certifications of the ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems, and ISO 45001 Occupational Health and Safety Management Systems. Benefiting from its comprehensive strength and service quality, Gangyu PMS won various awards during the Year. During the Year, apart from improving the service quality of its existing projects covering properties such as hospitals, colleges, residential buildings, and government buildings, Gangyu PMS and its subsidiaries have put effort in operating scale expansion .

#### Environmental Hygiene Segment

The increasing awareness of environmental protection and health in the PRC provides ample development opportunities for the environmental hygiene industry. Hence, the Group continued to develop its environmental hygiene segment. As of 31 December 2024, the Group certain secured environmental hygiene service projects across different cities of Hebei Province, the PRC.

#### Integrated Development Segment

Tu Men Travel owns and operates a tourist attraction and cultural spot in Shijiazhuang City, Hebei Province, the PRC.

### Risk Adaptation

Risks including financial, operational, as well as other ESG-related ones, are promptly and properly managed through the Group's robust risk assessment procedures. Steered by the Group's internal audit team, potential risks are identified based on periodic industry, business, and market analysis. Corresponding mitigation and adaptation plans are subsequently formulated. For more information regarding our risk assessment procedures and the responsibility of the internal audit team, please refer to the section headed "Sustainability Governance". Looking forward, the Group will continue to enhance its risk management mechanism, so as to effectively manage risks that may affect its development.

The PRC government's long-term supportive policies on property management and environmental hygiene industries pave a healthy way for the Group's property management segment and environmental hygiene segment. The Group strives to develop and expand its PMS segment and environmental hygiene segment steadily through organic growth, bidding of new projects, as well as strategic acquisitions and cooperation. Meanwhile, the Group will maintain stable operation and growth for its integrated development segment.

## ABOUT GANGYU

### Awards and Recognitions

Gangyu has always upheld the highest industry standards and endeavoured to be the pioneer in the industries that it operates in. During the Year, the Group has received awards and recognitions from various institutions, affirming its efforts in high-quality service and community contribution.

Award Name	Awarding Institution
2024 China's Property Business Services Hundred Enterprises (二零二四中國物業企業服務力百強企業)	CRIC (Shanghai) Information Technology Co., Ltd. (上海克而瑞信息技術有限公司) & Beijing Zhongwu Research Association Information Technology Co., Ltd. (北京中物研協信息科技有限公司)
2024 Services Residential Benchmark Project* (二零二四年度服務力住宅標杆項目)	CRIC (Shanghai) Information Technology Co., Ltd. (上海克而瑞信息技術有限公司) & Beijing Zhongwu Research Association Information Technology Co., Ltd. (北京中物研協信息科技有限公司)
2024 Services Public Construction Benchmark Project* (二零二四年度服務力公建標杆項目)	CRIC (Shanghai) Information Technology Co., Ltd. (上海克而瑞信息技術有限公司) & Beijing Zhongwu Research Association Information Technology Co., Ltd. (北京中物研協信息科技有限公司)
2024 Excellent Projects of China Property Management* (二零二四中國物業管理卓越標杆項目)	CRIC (Shanghai) Information Technology Co., Ltd. (上海克而瑞信息技術有限公司) & Beijing Zhongwu Research Association Information Technology Co., Ltd. (北京中物研協信息科技有限公司)
2024 Environmental Hygiene Work Outstanding Team in Zhangjiakou City* (張家口市二零二四年度環境衛生工作 優秀班組)	Zhangjiakou City Urban Administrative and Law Enforcement Bureau* (張家口市城市管理綜 合行政執法局)
2024 Leading Companies in Property Management Industry in Hebei Province* (二零二四年度河北省物業管理行業 先進單位)	Hebei Property Management Institute* (河北省物業管理行業協會)
2024 Famous Provincial Capital Brand on Property Management in Shijiazhuang City* (二零二四年度石家莊市物業管理省會知名品牌)	Shijiazhuang City Property Management Association* (石家莊市物業管理協會)

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## OUR APPROACH TO SUSTAINABILITY

The Group is committed to promoting sustainable development while creating value and opportunities for society, businesses, and stakeholders. Therefore, the Group has set up a robust sustainability governance structure that aligns with its business strategy to transition towards a sustainable future. Facilitated by annual stakeholder engagement exercises, materiality assessment, and other tailor-made measures regarding ESG improvement, the Group enhances its resilience in this ever-changing time by mitigating risks and seizing opportunities. The Group actively integrates the considerations for sustainability into its business development, striving to accelerate its sustainability journey and enhance its ESG performance.

### Sustainability Governance

At Gangyu, its robust and pragmatic sustainability governance practices are fulfilled through various parties, including the board of directors (the “Board”), the internal audit team, and departments of different functions. All of the involved personnel possesses relevant expertise and skills to make informed decisions and are committed to keeping abreast of ESG updates.

#### The Board’s Statement

The Board is the highest decision-making and management authority, which bears collective responsibility for managing ESG-related performances of the Group. The Board oversees all ESG-related matters in daily operations, including the identification, evaluation, and management of ESG-related risks and opportunities. The Board also reviews the Group’s sustainability strategy at least annually and makes adjustments to live up to stakeholders’ expectations while meeting the requirements of regulators. During the Year, the Board reviewed the progress of the qualitative and quantitative targets formulated, ensured the targets were achievable, as well as remained practicable for the Group’s operations.

#### The Internal Audit Team

The Group’s robust sustainability governance practices are indispensable for an effective risk management system. Established by the Board and consisting of qualified accountants and senior management, the internal audit team is responsible for formulating audit plans periodically and ensuring that the audit programmes cover key internal control areas of key operating subsidiaries. Such audit plans are then reviewed by the audit committee of the Company (the “Audit Committee”) at regular intervals.

#### Departments of Different Functions

The departments of different functions execute ESG-related policies and assist in data collection. Key management personnel report to the Board on their findings, decisions, and recommendations relating to ESG issues at least annually. Every department of the Group participates in the coordination and implementation of appropriate policies and measures in its daily operations to realise the Group’s policies and strategies on ESG issues.



## OUR APPROACH TO SUSTAINABILITY

### Sustainability Strategy

Sustainability has become imperative for companies due to changing perspectives around the world. It is becoming even more critical for companies to address the gap between understanding and operating by embracing sustainable business practices. At Gangyu, we believe that having a clear sustainability strategy complements the Group's sustainable business practices. Our corporate spirit is further embodied through our sustainability strategy that is formulated based on the Group's vision and values, focusing on the following three major aspects.

#### Create Value for Society (Operations, Environment, Community)

- Uphold sustainable ideology to facilitate eco-friendly, sustainable, and responsible property management, environmental hygiene and tourism services
- Leverage industry resources and experiences to participate in philanthropy and improve social welfare

#### Create Benefits for the Enterprise (Business, Operations)

- Uphold highest business ethics to build and maintain a robust governance system that aligns with expectations of stakeholders
- Strengthen business portfolio to continuously expand business structure and enhance operational standards

#### Create Opportunities for People (People)

- Value industry talents and cultivate responsible employees to build an elite team
- Construct a professional platform for employees to develop and thrive in their careers



## OUR APPROACH TO SUSTAINABILITY

### Stakeholder Engagement

Stakeholder engagement is a priority and an integral part of the Group's business operations and corporate development, as it helps to translate stakeholders' views, expectations, and needs into organisational goals.

Based on the significance of each party and their influence on the Group, multiple stakeholder groups, including our investors and shareholders, customers, suppliers, employees, government and industry bodies, and the community were identified as important stakeholder groups. The Group maintains communications with its stakeholders to help itself assess the ESG decisions and the impact on internal control mechanisms, as well as understand and respond to their needs and expectations. These stakeholder groups were engaged through various engagement channels during the Year.

Stakeholder Group	Engagement Channels
Investors and Shareholders	<ul style="list-style-type: none"><li>• General meetings</li><li>• Interim and annual financial reports</li><li>• Website of Gangyu</li><li>• Announcements and circulars</li><li>• ESG Surveys</li></ul>
Customers	<ul style="list-style-type: none"><li>• Newsletters</li><li>• Corporate hotline, emails, social media platform and website</li><li>• ESG Surveys</li></ul>
Suppliers	<ul style="list-style-type: none"><li>• Meetings and correspondences</li><li>• ESG Survey</li></ul>
Employees	<ul style="list-style-type: none"><li>• Video conferences</li><li>• Performance appraisals</li><li>• Sponsored training and development</li><li>• Meetings and correspondences</li><li>• ESG Surveys</li></ul>
Government and Industry Bodies	<ul style="list-style-type: none"><li>• Compliance reports</li><li>• Correspondences</li></ul>
Community	<ul style="list-style-type: none"><li>• Charity and voluntary activities</li></ul>

During the Year, the Group also conducted an annual ESG-specific stakeholder engagement exercise to ensure our existing ESG priorities, strategies, and policies align with the expectation of stakeholders. For more information regarding the engagement results, please refer to the section headed "Materiality Assessment" in this ESG Report.

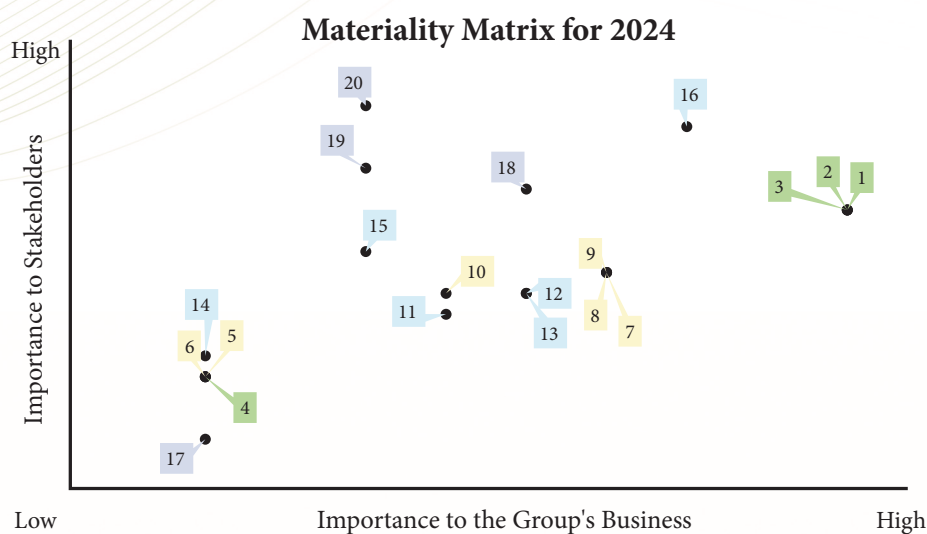
## OUR APPROACH TO SUSTAINABILITY

### Materiality Assessment

To ensure the comprehensiveness of our annual ESG-specific stakeholder engagement exercise, the Group continued to engage an independent sustainability consultant to conduct result analysis. A 3-step approach was adopted to assess the materiality of ESG issues in the Year. The materiality assessment helped to identify and evaluate sustainability issues that are most material to the Group and its stakeholders, as well as to determine the coverage and structure of the ESG Report.

Identification	<p>A list of potential material issues was identified with reference to the following sources:</p> <ul style="list-style-type: none"><li>• Previous ESG reports from Gangyu</li><li>• External industry benchmarking</li><li>• The Global Reporting Initiative Standards</li></ul> <p>The criteria for the selection of material ESG issues include whether the issue has a substantial impact on the assessments and decisions of stakeholders, and whether it reflects the Group’s significant environmental and social impacts. A list of 20 material issues were subsequently identified and defined.</p>
Prioritisation	<p>A standard survey was distributed to key stakeholders to ensure a consistent and systematic evaluation of material issues. They were tasked to rate the relative importance of identified ESG issues and express their views on the Group’s ESG aspects through open-ended questions. A total of 43 stakeholders participated in the survey during the Year.</p>
Validation	<p>The Board and management reviewed and confirmed the list of material issues for disclosure in this ESG Report. The survey results were analysed to identify ESG issues that were of great importance to the Group, which were then plotted in the materiality matrix below to represent stakeholder expectations and importance to Gangyu’s business.</p>

## OUR APPROACH TO SUSTAINABILITY



Our Environment	Our Operations
Our Business	Our People and Community

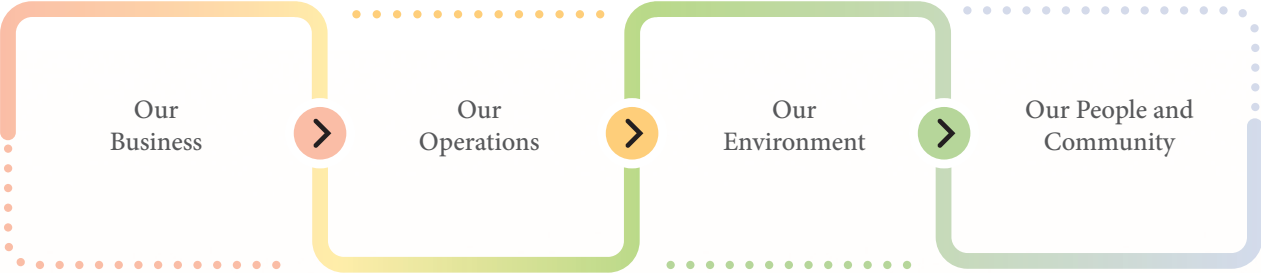
Tier 1 – Material		Tier 2 – Moderately Material		Tier 3 – Less Material	
1	Waste and Emission Management	7	Health and Safety of Property Owners	4	Green Office Practice
2	Energy and Resource Consumption	8	Property Owners Satisfaction and Communication	5	Supply Chain Management
3	Climate Change Adaptation	9	Safety and Hygiene of Tourist Attraction Facilities	6	Green Product and Living Concept Promotion
16	Laws and Regulations Compliance	10	Customer Experience of Tourist Attractions	14	Customer Information and Privacy Protection
		11	Child Labour and Forced Labour Prevention	17	Community Engagement and Donations
		12	Equal Opportunities, Diversity and Anti-discrimination		
		13	Anti-corruption		
		15	Intellectual Property Right Protection		
		18	Occupational Health and Safety		
		19	Training and Development		
		20	Employee Remuneration and Benefit		



## OUR APPROACH TO SUSTAINABILITY

The matrix and table present the results of the materiality assessment. The matrix reflects the relative importance of each ESG issue towards the Group’s economic, environmental, and social impacts against stakeholder assessments and decisions. It allows us to understand the intricate relationship between the two and make appropriate decisions.

In the materiality assessment, an average score was used to assess the general importance of each aspect. Through this exercise, ESG issues were prioritised to determine a report structure that balances stakeholder interests and expectations. The report structure for this Year is hence shown below:



## OUR BUSINESS

### Laws and Regulations Compliance

Legal compliance is of prime importance for the Group to safeguard its brand value and reputation, whilst securing the interests of all relevant stakeholders. Failure to comply with laws, rules, and regulations governing our operations can result in significant risks to the Group. Hence, we are committed to complying with the Listing Rules, as well as all relevant laws and regulations across different operational jurisdictions.

During the Year, there were no major amendments of relevant laws and regulations that had a significant impact on the Group and the Group is not aware of any material non-compliance with any laws or regulations that have a significant impact on itself, especially in relation to the following aspects:

- Air and greenhouse gas (“GHG”) emissions, discharges into water and land, and generation of hazardous and non-hazardous waste;
- Compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare;
- Provision of a safe working environment and protection of employees from occupational hazards;
- Prevention of child and forced labour;
- Health and safety, advertising, labelling, and privacy matters relating to products and services provided, as well as methods of redress; and
- Bribery, extortion, fraud, and money laundering.

## OUR BUSINESS

Laws and regulations include but are not limited to the following:

### **Our Business**

#### ***Hong Kong***

- Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong);
- Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong);
- Trade Marks Ordinance (Cap. 559 of the Laws of Hong Kong);
- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong);
- Companies Ordinance (Cap. 622 of the Laws of Hong Kong);
- Competition Ordinance (Cap. 619 of the Laws of Hong Kong); and
- Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong).

#### ***The PRC***

- Patent Law of the People's Republic of China;
- Anti-Unfair Competition Law of the People's Republic of China;
- Anti-Monopoly Law of the People's Republic of China;
- Interim Provisions on Banning Commercial Bribery;
- Advertising Law of the People's Republic of China;
- Regulatory Measures on the Sale of Commercial Houses;
- Administrative Measures for Real Estate Brokerage;
- Administrative Ordinance on Development and Management of Urban Real Estate;
- Administrative Measures for Commodity House Leasing; and
- Law of the People's Republic of China on the Protection of Minors.

### **Our Operations**

#### ***The PRC***

- Production Safety Law of the People's Republic of China;
- Regulation on Realty Management;
- Tourism Law of the People's Republic of China; and
- Law of the People's Republic of China on the Protection of Consumer Rights and Interests.



## OUR BUSINESS

### Our Environment

#### *Hong Kong*

- Motor Vehicle Idling (Fixed Penalty) Ordinance (Cap. 611 of the Laws of Hong Kong);
- Product Eco-responsibility Ordinance (Cap. 603 of the Laws of Hong Kong);
- Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong);
- Noise Control Ordinance (Cap. 400 of the Laws of Hong Kong);
- Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong); and
- Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong).

#### *The PRC*

- Regulations on Environmental Management of Construction Project;
- Environmental Protection Law of the People's Republic of China;
- Law of the People's Republic of China on Environmental Impact Assessment;
- Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste;
- Water Pollution Prevention and Control Law of the People's Republic of China;
- Atmospheric Pollution Prevention and Control Law of the People's Republic of China ;
- Law of the People's Republic of China on Prevention and Control of Environmental Noise Pollution;
- Emission Standards for Odor Pollutants (National Standard GB 14554-93);
- Emission Standard for Community Noise; and
- Standards for Drinking Water Quality of China.

### Our People and Community

#### *Hong Kong*

- Labour Relations Ordinance (Cap. 55 of the Laws of Hong Kong);
- Employment Ordinance (Cap. 57 of the Laws of Hong Kong);
- Employment of Children Regulations (Cap. 57B of the Laws of Hong Kong);
- Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong);
- Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong);
- Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong);
- Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong);
- Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong);
- Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong);
- Family Status Discrimination Ordinance (Cap. 527 of the Laws of Hong Kong); and
- Race Discrimination Ordinance (Cap. 602 of the Laws of Hong Kong).

#### *The PRC*

- Labour Law of the People's Republic of China;
- Labour Contract Law of the People's Republic of China;
- Social Insurance Law of the People's Republic of China;
- Regulation on Work-Related Injury Insurances;
- Special Rules on the Labour Protection of Female Employees;
- Law of the People's Republic of China on the Prevention and Control of Occupational Disease;
- Law of the People's Republic of China on the Protection of Women's Rights and Interests;
- Law of the People's Republic of China on the Protection of Minors; and
- Trade Union Law of the People's Republic of China.

#### *Other*

- The United Nations Convention on the Rights of the Child (UNCRC).

## OUR BUSINESS

### Anti-corruption

The Group is committed to conducting business honestly, ethically, and with integrity. In general, the Group adheres to a strict Code of Conduct that includes provisions for bribery, extortion, fraud, and money laundering. All forms of bribery, corruption, and extortion are strictly prohibited in the Group. Employees are also prohibited from advising or dealing in any transactions that may give rise to potential conflicts of interest. The Group's senior management regularly monitors changes in regulations and best practices to ensure the continued effectiveness of the Code of Conduct. In 2024, no legal cases initiated or concluded regarding corrupt practices were brought against Gangyu or its employees.

The Group recognises that unethical or unlawful acts or practices in the provision of PMS not only jeopardise property owners' interests, but also affect the quality of the services provided or even generate possible safety hazards to property owners. Therefore, our Human Resources and Administration Department\* (人力行政中心) has established and implemented the Integrity Commitment\* (廉潔承諾書), which governs the operations in PMS segment in the PRC. As stipulated in the policy, employees must uphold a prudent attitude when carrying out their duties. Without prior permission from the Group, soliciting, accepting, or offering any advantages, from or to our clients, suppliers, or any persons having a business relationship with the Group, is strictly prohibited. Those who violate the commitment will be summarily dismissed and may be liable to further legal consequences.

Intending to enhance anti-corruption awareness within the organisation, the Group has adopted various measures to further incorporate anti-corruption principles into its corporate culture, including arranging anti-corruption training to its directors and management-level employees to share knowledge on proper conduct, anti-corruption best practices, and prevention of unethical behaviour. In 2024, Gangyu PMS organised a total of 37.5 hours of training to familiarise its employees with their corresponding responsibility regarding anti-corruption and business ethics under applicable laws and regulations.

The Group has implemented a robust whistle-blowing policy as part of its commitment to upholding business ethics and integrity, with a specific focus on preventing corruption, extortion, and money laundering. To ensure effective reporting of such incidents, the Group provides dedicated reporting channels, including email at [ir@gangyu.com.hk](mailto:ir@gangyu.com.hk), for employees or stakeholders of the Group to report any suspected cases of corruption confidentially. Employees are strongly encouraged to utilize these channels and promptly report any relevant concerns.

Upon receiving a report, the chairman of the Audit Committee assumes responsibility for handling the complaint and conducting a thorough investigation. The chairman of the Audit Committee ensures that the entire process is carried out with the utmost confidentiality to protect the identity of the reporting individual(s). If deemed necessary, the case may be escalated to all Board members for further examination and decision-making, ensuring appropriate actions are taken to address the reported concerns.

Furthermore, the chairman of the Audit Committee is responsible for periodically providing reports on the complaints received and the status of the follow-up actions. This ensures transparency and accountability throughout the process, demonstrating the Group's commitment to addressing potential wrongdoing and maintaining a culture of ethical conduct. The implementation and effectiveness of the whistle-blowing policy will be monitored and reviewed regularly by the Audit Committee.

## OUR BUSINESS

### Child and Forced Labour Prevention

Since the Group respects labour rights, it has constructed a legal and ethical employment system to safeguard employees' rights and interests. The Group strictly prohibits child labour, forced labour, and any other unlawful forms of labour employment, and has established a series of internal precautionary measures to prevent such activities from occurring. Prior to formal employment, the Group's Human Resources and Administration Department conducts a thorough background check on all prospective candidates, and requires them to provide relevant documents such as identification cards for verification purposes. In order to prevent forced labour, the Group strictly monitors the working hours to prevent any unauthorised overtime work. The official working hour is detailed in the Employee Handbook\* (員工手冊) of each business segment. Any overtime work needs to be approved by management in advance and compensation will be given.

If anyone is found providing false information or a false identity during the recruitment, the Human Resources and Administration Department would rectify the situation at the first instance and terminate the recruitment procedure immediately. The case will subsequently be reported to relevant regulators and recorded by the Group. If child labour or forced labour is found as a result of a breach of the recruitment procedure and criteria, the Group will immediately stop the work of the involved individuals and provide the necessary assistance accordingly.

### Intellectual Property Right Protection

Due to its business nature, the Group is not involved in any manufacturing, research or development activities. Hence, the Group reckons its risk of the intellectual property (the "IP") infringement is relatively low. Nevertheless, the Group respects and protects the IP rights of industry peers and business partners, including but not limited to trademarks, patents, and copyrights. During the Year, the Group was not aware of any infringement – (i) by us of any IP rights owned by third parties, or (ii) by any third parties of any IP rights owned by us.

### Private Information and Privacy Protection

The Group is obliged to safeguard all confidential information of every party. Employees are forbidden to disclose any confidential information about the Group and its clients under any circumstances, including customer and other business parties' information, internal activities, techniques, and operating practices. Relevant policies are implemented to prohibit employees from using such information for dealings in securities in any markets or for any personal gains. Confidentiality must be retained even after the employee leaves the Group. Those who improperly use or disclose business secrets and confidential information will be subject to disciplinary actions, including summary dismissal.

To protect customers' privacy, the management should ensure the personal data collected by employees is adequate but not excessive for the purpose for which it is collected. Personal data such as national identity numbers, addresses, and financial details are common information to be collected in the property management and tourism industry. The Group is dedicated to treating all collected data confidentially and ensuring only designated staff can access those data. The information is not kept longer than necessary after they fulfilled their respective purposes. Meanwhile, the Group strives to enhance privacy protection in its PMS segment, environmental hygiene segment, and integrated development segment. Hence, the Group monitors the conduct of all relevant parties in these business segments with reference to the local applicable laws and regulations to set up said policies.

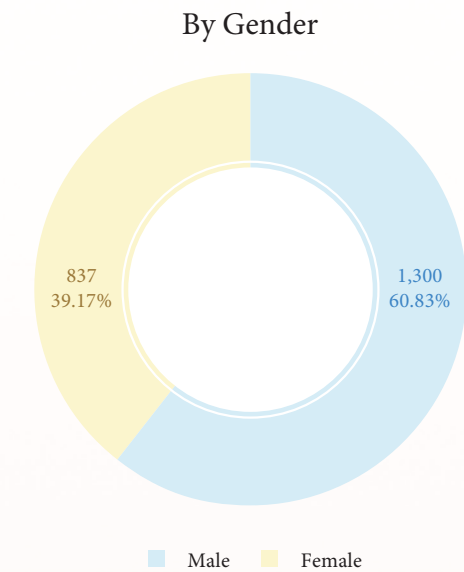


OUR BUSINESS

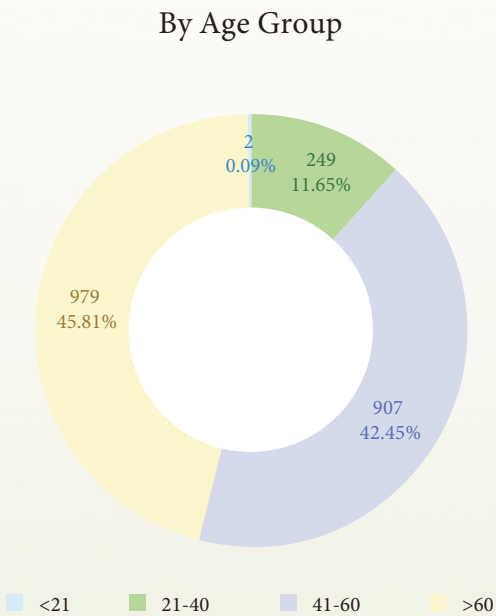
Equal Opportunities, Diversity and Anti-discrimination

As an equal opportunity employer, the Group guarantees a diversified and inclusive workplace that is free of discrimination. We pride ourselves in being a competence-based employer by evaluating our candidates and employees based on objective criteria, individual performance, and merit. Such practice prevents the occurrence of unfair and unjust treatment to employees or job candidates on the grounds of gender, age, race, disability, social identity, marital status, and religion, among others, which envisions the Group to establish an inclusive working environment where employees’ cohesion is strong. The charts below show the total workforce by gender and age group as at 31 December 2024:

By Gender:



By Age Group:



## OUR BUSINESS

Unlawful harassment of any type, including sexual, disability, and racial are strictly forbidden at Gangyu. The Group has set up systems to support female employees through pregnancy, childbirth, and breastfeeding periods. We have also implemented appropriate mechanisms in the Employee Handbook\* (員工手冊) to prevent and prohibit sexual harassment towards our female employees. Furthermore, a grievance system is also in place for employees to raise any concerns, including but not limited to unjust treatment, unfair work arrangements, or wrongful application of regulations. All complaints will be treated impartially and promptly by each Department Head, as well as the Human Resources and Administration Department and the Administration Manager.

## OUR OPERATIONS

### Service Responsibility

With an aim to thrive as a well-known enterprise, Gangyu instills the spirit of remarkable craftsmanship in every facet of its operations. The Group is involved in various industries ranging from cultural tourism to property management, all of which require customer-centric principles to sustain success. Therefore, the Group refines its operations with reference to international standards, improves service quality by considering clients' needs, and enhances supply chains by engaging with suppliers in an ESG-responsible manner.

The Group actively monitors the quality of its products and services with its internal control process, and maintains ongoing communication with its customers to ensure mutual understanding while fulfilling customers' needs and expectations. To offer excellent and trustworthy service, the Group scrutinises each detail in its operations and ensures it is in line with the well-established management system. The Group aims to apprehend customers' needs and expectations, and strives to continuously improve the quality of its products and services.

### PMS Segment

In the PMS segment, the Group has always aimed to surpass the expectations of property owners and tenants by developing systematic management approaches and consistent operational procedures to ensure the highest standards of service quality. The Group hopes to earn the trust of property owners and tenants by leveraging its professionalism, meticulousness, and enthusiasm. The Group also believes that responding to clients' requirements and needs in a fair, transparent, and timely manner could drive improvement and achieve outstanding service quality.

Besides, the Group has established an accountability system by requiring its employees to sign the Statement for Environmental Sanitation Work\* (環境衛生工作責任狀) so as to foster employees' sense of responsibility. The statement covers a series of measures, such as the rural domestic waste disposal system implemented to improve the living environment and quality of life of citizens.

### Environmental Hygiene Segment

The initial success of the Group's environmental hygiene segment is backed up by its supreme quality of service. Recognising that long-term development depends on clients' support, the Group strives to build and maintain customer confidence. The Group's services abide by the Environmental Hygiene Service Contract\* (環衛服務合同). Meanwhile, the Group takes the view that responsible operational management throughout the supply chain and service delivery is key to ensuring that the services provided are of top quality, morally upright, and environmentally conscious.

### Integrated Development Segment

Adhering to the principle of "putting customers first", the Group's integrated development segment is dedicated to providing the best travel experience for a wide range of customers by understanding their needs throughout their journey. The Group has been working closely with its suppliers and employees to ensure that the services provided meet the expectations of its visitors and customers. The Group has set up various channels to collect visitors and customers' comments and recommendations, so as to improve the quality of its service and make it more personalised, convenient, and comfortable.



## OUR OPERATIONS

### Client Health and Safety

The definition of health and safety in the PMS segment, environmental hygiene segment, and integrated development segment encompasses the physical conditions of facilities, the hygiene of the operating sites, as well as clients' mental health. To protect its employees and clients, the Group actively identifies material risks regarding health and safety in its offices, managed properties, and cultural spot, and develops specialised measures to alleviate relevant impacts. There were no work-related fatalities occurred in the past three years (including 2024). Besides, there were no work-related injuries and associated lost days of work.

### PMS Segment

As the PMS segment possesses management rights over a wide range of properties with diverse clientele, different health and safety risks including fires and uncertain weather conditions were identified and they may jeopardise the Group's service quality. Hence, the Group has made relentless efforts to establish and implement preventive measures to mitigate identified risks, so as to safeguard its clients' health and safety.

Regarding fire safety, the PMS segment focuses on the management of electric bikes in the managed properties. The Group has designated areas for electric bike parking and introduced safe charging facilities that meet national safety requirements. In order to mitigate potential accidents caused by the inappropriate use of electric bikes, the Group has also actively promoted user manuals for electric bikes to highlight the importance of safety through community announcements, as well as online and offline channels.

As the impacts related to climate change are becoming more apparent, the Group recognises that potential extreme weather conditions such as flooding and extremely cold weather may threaten its property owners' and tenants' lives. Therefore, the PMS segment has set up a flood prevention team that is responsible for formulating emergency plans, monitoring the implementation of relevant measures, as well as maintaining prevention facilities and draining infrastructures during summer. Meanwhile, the PMS segment has formulated the following comprehensive guidelines for employees to realise safe operations and productions in winter:

#### Step 1: "Nine Prevention" Inspections

Prior to winter, the PMS segment carries out safety inspections on nine aspects, including anti-freeze, anti-skid, fire and explosion prevention, poisoning and suffocation, leakage prevention, electric shock prevention, falls from height, mechanical injury accidents, and traffic accidents.

#### Step 2: Improvement on Safety Production Plan

By identifying the risks encountered in production operations, the PMS segment improves the safety production plan for winter on aspects such as organisational structure, technical measures, responsibility and accountability, as well as facilities and equipment.

#### Step 3: Emergency Drills

The PMS segment actively organises emergency drills with themes of safety production in winter for its employees, including but not limited to the identification of common hazard sources in winter and the preparation of corresponding emergency plans.

#### Step 4: Safety Awareness Enhancement

The PMS segment organises various forms of safety production training to ensure that employees are familiar with operating procedures and technical knowledge, so as to enhance their safety awareness in winter.

#### Step 5: Adjustment on Patrol Schedule

The PMS segment strictly implements the roving and shift inspection schedule, with an aim to effectively and promptly identify potential seasonal hazards when patrolling in winter. For those potential risks found in patrols, a risk evaluation and result monitoring procedure would be carried out.

## OUR OPERATIONS

### Environmental Hygiene Segment

The Group is devoted to the provision of high-quality cleaning and waste management services. The Group's high cleaning standards are maintained through the training of workers and the use of equipment. The Group places great emphasis on quality control and management system which includes procedures for quality checks. Employees are instructed to conduct on-site quality inspections and client reviews regularly. Substandard performance can then be addressed by swift follow-up actions.

During the Year, the Group has strived to provide preferential appointments to businesses that adopted effective safety management systems and passed the Occupational Safety and Health Council's rigorous safety audit when picking third-party service providers. The Group upholds high level of professionalism and is obliged to provide customers with exceptional disinfection and cleaning services to meet their needs.

### Integrated Development Segment

In order to ensure the health and safety of tourists and the hygiene conditions in the cultural spot, various measures including increased frequency of cleaning and disinfection routines, as well as specialised training for employees are implemented to uphold stringent health standards. The Group has also established clear communication channels to disseminate important health and safety information to both tourists and employees. Notably, these measures were designed to create a secure and hygienic environment for visitors during their cultural experience.

### Client Experience

The Group endeavours to satisfy ever-increasing client expectations, and thereby achieve long-term business sustainability. In our PMS segment, environmental hygiene segment, and integrated development segment, providing exceptional client experience is one of the most crucial factors that enhances clients' satisfaction. In order to ensure that clients feel valued and heard, the Group is also committed to delivering wholehearted experiences and services that are reliable, empathetic, and responsive.

### PMS Segment

The PMS segment is committed to becoming the most trusted and reliable service provider for its property owners and tenants. The Group treasures every client and aims to provide excellent services to enhance their satisfaction. To this end, the Group safeguards the health and safety of property owners and tenants, trains its employees to be more customer-centric, as well as provides 24-hour standby assistance to address customers' needs in a timely manner. The Group has strictly educated its employees to answer incoming calls within 3 tones and respond to clients' concerns politely. If there are any issues that cannot be handled immediately, designated staff should arrange another timeslot with clients accordingly. Moreover, for hospitals under the PMS segment, cleaning staff is on call 24-hour to carry out medical waste disinfection whenever needed. The Group's determination to serve its clients wholeheartedly is demonstrated by the quality of services and the responsible follow-up actions.

In the unlikely event where we receive a complaint, we would reference the Complaint Handling and Return Visit Management Procedure\* (投訴處理與回訪管理規程) ("Procedure"), which was drafted, updated, and implemented by the Business Management Department\* (業務管理部), to carry out follow-up actions. As outlined in this Procedure, the Group first categorises the received complaints based on seriousness. Different personnel including regional directors, department managers, and general employees would then be assigned to handle the complaint cases accordingly. Complaint records are documented in our Complaint Result Analysis Report\* (投訴分析報告) and further plotted into charts by the end of each month. During the Year, the Group did not record any material complaints relating to the PMS provided.

## OUR OPERATIONS

### Environmental Hygiene Segment

The Group is dedicated to becoming a dependable environmental hygiene service provider to our clients. The Group truly believes that customers' feedback is valuable and vital to the improvement of future performance. With this regard, the Group has established a complaint hotline for customers to express their comments. The Group welcomes clients to submit their complaints directly and communicate with its employees if clients have any dissatisfaction.

For more severe situations, for instance, whenever an incident reported poses safety or health risks to our clients, the management will be notified immediately. Then, the Group will send out inspectors to verify and settle the issues promptly. The Group strives to address incidents effectively to prevent the situation from worsening. Internally, management shall evaluate the causes of the incident and come up with solutions to avoid similar scenarios from happening in the future. The management is also responsible for following up on the case with written feedback to clients and checking the progress of improvement. During the Year, the Group did not receive any material complaints relating to the environmental hygiene services provided.

### Integrated Development Segment

Our integrated development segment highly values tourist experience and strives to push the envelope of service excellence based on their feedback. Apart from the series of improvement measures towards the mitigation of health and safety risks of tourists, the Group provides a number of communication channels for tourists to raise their concerns and complaints. Through our online media platforms, tourists can voice out their opinions regarding their experience and satisfaction level. The survey aims to collect tourists' opinions on different aspects such as the product and service quality, hygiene conditions in the cultural spot, and potential areas for improvement. All feedback is properly recorded by our Customer Service Department\* (客戶服務部) and serves as a reference for future improvements.

In order to ensure all complaints are handled in a proper and efficient manner, the Group has three different complaint channels in place. Tourists can raise their complaints through letters, hotlines, or in-person interviews. Should a complaint be received, employees shall transfer the complaint to the management, as well as provide clients with an effective mechanism to lodge and manage their complaints. All complaints are systematically recorded and filed for follow-up and future reference. Relevant employees are then responsible for evaluating each complaint, investigating the possible causes, and formulating and adopting solutions to ensure corrective and preventive actions have been implemented. During the Year, the Group did not receive any material complaint cases relating to the customer service and tourist experience.

### Supply Chain Management

The Group acknowledges the importance of supply chain management, as its efficiency would enable the Group to reduce costs and enhance the quality of services. Therefore, the Group has formulated the Gangyu Procurement Procedure and assigned relevant personnel to manage its supply chain in an ESG-responsible manner. The supplier evaluation system helps the Group to incorporate green elements into its procurement practices, so as to promote environmentally preferable products and services. The criteria of selection cover aspects of product quality, social responsibility, business ethics, professional qualification, market reputation, and peer feedback, in addition to elements of commercial interest. In particular, the Group prioritises supplier with good performance in environmental protection and social responsibility when picking a new supplier.

Management approaches in our PMS segment, environmental hygiene segment, integrated development segment, and headquarters are further customised to align with their respective business natures and specific functions. The numbers of suppliers of each business segment are specified in the section "ESG Performance Table".

## OUR OPERATIONS

A 5-step procurement process approach in supply chain management is adopted by all businesses to ensure suppliers are trustworthy and legitimate.

Step 1	Step 2	Step 3	Step 4	Step 5
Receive quotations from our service providers by phone, email, or WeChat	Apply for management approval through the internal administration system	Obtain management approval	Confirm quotations with service providers	Make timely payments by invoice to all service providers

With this approach, the Group ensures that the supplier selection process is able to attract the most qualified suppliers while the assessment and decision making is carried out within a fair, transparent, and consistent framework. Failure to follow these procedures will result in disapproval of the service providers.

The major suppliers of the Group's headquarters are various service providers who provide services including but not limited to consultancy and financial auditing. In the integrated development segment, the major suppliers are product suppliers and vendors in the cultural spot, which directly supply goods and services to the Group. All vendors are selected through a competitive bidding process. The bidding process aims to increase the competitiveness of the vendors, avoid preferential treatments, and enable the Group to receive the best offers. Once interested vendors send their bids to the Group for consideration, the Group will carefully evaluate them to identify the most qualified vendors. A contract will be signed and implemented between the Group and vendors upon confirmation.

At the PMS segment, the Group has an Annual Supplier Performance Evaluation Programme\* (年度供應商履約評估方案) in place. As stipulated in this programme, all major suppliers related to construction, materials and equipment supply, as well as service outsourcing must undergo a thorough evaluation annually. As shown below, different aspects are assessed according to the product category of suppliers.

Construction Project	Materials and Equipment Supply	Service Outsourcing
<ul style="list-style-type: none"> <li>Quality Management</li> <li>Cost Control</li> <li>Project Efficiency</li> <li>Project Coordination</li> </ul>	<ul style="list-style-type: none"> <li>Product Quality Assurance</li> <li>Cost Control</li> <li>Delivery Efficiency</li> <li>Communication Efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Management</li> <li>Quality Management</li> <li>Data Management</li> <li>Cost Control</li> <li>Ethical Governance</li> </ul>

Based on the evaluation results, qualified suppliers are further categorised into three levels (i.e. A-, B- and C-level) according to their score. To ensure the quality of its supply chain, the Group prioritises business collaboration with A-level suppliers and will terminate business relationships with unqualified suppliers.

## Environmental and Social Risks along the Supply Chain

Through the above-mentioned supplier engagement and evaluation processes, the Group closely monitors the environmental and social practices of suppliers while evaluating the associated potential risks. The Group gives priority to suppliers who have established a sound environmental management system and demonstrated good labour practices to minimise environmental and social risks. The Group provides suggestions to suppliers and may terminate contracts if the suppliers fail to address situations that seriously harm the environment and society.



## OUR ENVIRONMENT

Gangyu unwaveringly respects the environment when carrying out business activities. Working towards green and low-carbon operations across all business segments and determining to be a responsible corporate citizen, the Group stays aligned with the environmental protection agenda of the PRC and endeavours to facilitate the fulfilment by adopting multiple environmental policies. The Group recognises that its operations may have given rise to adverse environmental impacts. To this end, the Group actively identifies its environmental impacts, including waste, emissions, energy, and other resource consumption. Meanwhile, the Group pays attention to impacts stemming from emerging environmental issues such as climate change.

### Environmental Targets

Starting from 2021, the Group announced its long-term environmental targets. Based on different environmental aspects, the Group has established both quantitative and qualitative targets listed below:

Business Segment	Time Period	Target	Progress
PMS Segment	From 2022 onwards	Establish a data recording system to record the amount of domestic waste generated in the office	In progress. The Group conducted studies to investigate the approach to establishing the data recording system to record the amount of domestic waste.
		Ensure at least 50% of new electrical appliances purchased each year carry energy efficiency labels	No new electrical appliances in 2024 and will strive to continue the progress.
	From 2024 onwards	Maintain GHG emissions intensity (by area) no greater than 2021 base year (0.02 tonnes of carbon dioxide equivalent ("tCO <sub>2</sub> -e")/m <sup>2</sup> )	The GHG emissions intensity (by area) was approximately 0.03 tCO <sub>2</sub> -e/m <sup>2</sup> in 2024. The Group is committed to enhancing its energy efficiency to meet the target.
Environmental Hygiene Segment	From 2024 onwards	Maintain GHG emissions intensity (by area) no greater than 2023 base year (9.63 tCO <sub>2</sub> -e/m <sup>2</sup> )	The GHG emissions intensity (by area) was approximately 9.71 tCO <sub>2</sub> -e/m <sup>2</sup> in 2024. The Group is committed to enhancing its energy efficiency to meet the target.
		Maintain energy consumption intensity (by area) no greater than 2023 base year (49,173.11 kWh/m <sup>2</sup> )	The energy consumption intensity (by area) was approximately 46,354.08 kWh/m <sup>2</sup> in 2024. Met the target in 2024 and will strive to continue the progress.



## OUR ENVIRONMENT

Business Segment	Time Period	Target	Progress
Integrated Development Segment	From 2022 onwards	Maintain GHG emission intensity (by area) no greater than 2019 base year (0.05 tCO <sub>2</sub> -e/m <sup>2</sup> )	The GHG emissions intensity (by area) was approximately 0.03 tCO <sub>2</sub> -e/m <sup>2</sup> in 2024. Met the target in 2024 and will strive to continue the progress.
		Maintain energy consumption intensity (by area) no greater than 2019 base year (58.19 kWh/m <sup>2</sup> )	The energy consumption intensity (by area) was approximately 48.97 kWh/m <sup>2</sup> in 2024. Met the target in 2024 and will strive to continue the progress.
	From 2023 onwards	Apply the garbage classification system to all garbage disposal stations in the cultural spot of Tu Mun Travel	In progress. The Group conducted studies to investigate the approach to applying the garbage classification system.
Headquarters	From 2022 onwards	Establish a data recording system to record the amount of domestic waste generated in the office	Met the target in 2024 and will strive to continue the progress.
		Maintain GHG emission intensity (by workforce) no greater than the 2019 base year (0.31 tCO <sub>2</sub> -e/person)  Reduce energy consumption intensity (by workforce) no greater than 2019 base year (382.39 kWh/person)	The GHG emission intensity (by workforce) and energy consumption intensity (by workforce) were approximately 0.80 tCO <sub>2</sub> -e/person and approximately 1,204.37 kWh/person respectively in 2024. The Group is committed to enhancing its energy efficiency and promoting energy conservation to meet the targets.

Since the Group strives to enhance its environmental performance, it has implemented various mechanisms to achieve the aforementioned goals. All wastes, air emissions, wastewater, and noise have been tested and are well within regulatory requirements. In the unlikely event of receiving any environmental-related complaints, the Group will proactively investigate and rectify all problems promptly.

## OUR ENVIRONMENT

In order to better assess the Group's environmental performance, its data collection mechanism is reviewed and enhanced at the beginning of each business year. Regular external inspections are also conducted to supplement internal evaluation. The Group truly acknowledges its obligation to reduce the adverse environmental effects of its operations and has taken active steps to establish pertinent policies, so as to achieve sustainable development and provide long-term values for its stakeholders and community.

### Waste Management – Hazardous Waste

Due to the business nature, the Group did not generate a significant amount of hazardous waste during the Year. Hence, no data was recorded nor were related targets set. However, the Group has established guidelines for governing the disposal of hazardous waste to comply with relevant environmental laws and regulations. In case there is any unusual hazardous waste generated, the Group will follow the internal guidelines and engage a qualified waste collector to handle them.

### Waste Management – Non-hazardous Waste

Although the Group engages in various types of services, waste was mainly generated in office setting. Our office operations generated non-hazardous waste including domestic waste, paper, and water bottles. All non-hazardous waste was properly handled and disposed of by authorised third parties. During the Year, our offices of headquarters, PMS segment, environmental hygiene segment, and integrated development segment consumed approximately 0.01, 15.99, 0.04, and 0.01 tonnes of paper respectively (2023: 0.01, 14.85, 0.05, and 0.07 tonnes).

The Group acknowledges that the inappropriate treatment of waste would damage the ecosystem. Therefore, the Group has formulated special procedures and general guidelines on waste management according to the hierarchy principle of “reduce, reuse, recycle, and replace”, with the objectives of minimising the negative environmental impacts and ensuring that the emissions are handled responsibly.

- Set duplex black and white as the default setting for printing and photocopying;
- Utilise recycled paper or both sides of paper for internal documents and other purposes, such as note-taking;
- Digitalise internal documents to encourage a paperless workplace culture;
- Encourage customers to use e-invoices and e-statements;
- Purchase reusable stationery and consumables;
- Return large water-refilling bottles to suppliers for reusing purposes;
- Return all used ink cartridges to suppliers for recycling purposes;
- Separate recyclable waste from waste to be disposed of at the landfill; and
- Educate employees about waste reduction at source and waste separation.

## OUR ENVIRONMENT

### PMS Segment

The PMS segment only involves office operations, resulting in the majority of waste generated being paper. To minimise its environmental impact, the Group has already implemented the aforementioned waste management measures in the workplace.

### Environmental Hygiene Segment

In addition to the waste generated in the office, the provision of the environmental hygiene services also produced other non-hazardous waste. As a result of the frequent usage of detergents, disinfectants, and other cleaning agents, a certain amount of plastic containers and cleaning tools were generated and disposed of. Hence, the Group adopts bulk purchases of detergents with larger volumes to reduce the number of containers being disposed of. During the Year, the Group did not keep records on the quantity of plastic containers utilised for cleaning products, including detergents, disinfectants, and other cleaning agents, that were subsequently discarded. Nevertheless, the Group is committed to advancing its waste management practices and will work on developing a comprehensive data collection system for tracking plastic waste generated by its cleaning products.

### Integrated Development Segment

Waste in the cultural spot at Tu Men Travel was mainly categorised into domestic waste, sewage sludge, food waste, and waste-activated carbon. Domestic waste, food waste, and sewage sludge were handled properly by a professional third party regularly, whilst waste-activated carbon was collected by our supplier every two months for recycling and reusing purposes. All garbage and waste storage areas were cleaned in a timely manner and kept dry. Furthermore, as iterated in our contract with our supplier, waste oils including edible oils, discarded animal oils, and vegetable oils from our kitchens were recycled. During the Year, the total amount of waste oil recycled was approximately 400.00 kilograms (2023: approximately 630.00 kilograms).

### Sewage Discharge

At Gangyu, all our operations abide by the relevant laws and regulations on wastewater discharge. Wastewater was directly discharged into the municipal sewage pipeline network for processing, therefore, the amount of water consumed by the Group can be used to represent the wastewater discharge volume. The Group is aware that direct discharge of wastewater, which is generated at the environmental hygiene segment and integrated development segment, might cause adverse environmental impacts. Therefore, the following practices have been implemented in these segments:

### Environmental Hygiene Segment

The use of cleaning chemicals and disinfectants contributed to the wastewater discharge of the Group. To minimise environmental impacts, on-site employees are required to follow standard water pollution control procedures such as dilution of wastewater before discharge to ensure that wastewater being discharged into the municipal sewage system comply with local laws and regulations.

### Integrated Development Segment

At Tu Men Travel, wastewater stemmed directly from domestic sewage and washrooms. Accordingly, the Group sets up onsite wastewater purification and processing facilities, which are equipped with activated carbon absorption and ultraviolet (“UV”) photolysis purification equipment for volatile organic compounds (“VOC”) treatment. After the purification process, water is returned to a clean water tank, which is then reused for irrigation or washroom flushing purposes. To address safety concerns, the recycled water is tested periodically for contaminants to ensure safe and sustainable use. In addition, drinking water is also tested periodically by a professional third party to ensure our employees’ and tourists’ health and safety.

## OUR ENVIRONMENT

### Air Emissions

During the Year, the operations of PMS segment, integrated development segment, and environmental hygiene segment involved mobile vehicles and on-site facilities that generated air emissions including nitrogen oxides (“NOx”), sulphur oxides (“SOx”), and particulate matter (“PM”). In particular, our environmental hygiene segment required the use of fleets, whilst the cultural spot at Tu Men Travel possessed the use of on-site wastewater purification and processing facilities. Despite having excellent activated carbon absorption and UV photolysis purification equipment for VOC treatment, such on-site facilities inevitably emitted chemicals including ammonia, hydrogen sulfide, and odour. To ensure that the Group complied with regulatory requirements, the on-site facilities have passed multiple rounds of testing.

### GHG Emissions

Owing to its business nature, the Group’s GHG emissions were largely derived from two categories of GHG emissions, namely direct (Scope 1) GHG emissions and energy indirect (Scope 2) GHG emissions. Scope 1 GHG emissions primarily came from fuel combustion of stationary sources and mobile vehicles, which emitted GHG such as carbon dioxide, methane, and NOx. Meanwhile, the source of Scope 2 GHG emissions was the use of purchased electricity for business operations.

To reduce adverse consequences of air and GHG emissions on the environment, the Group ascertains that its emission practice complies with relevant laws and regulations, and has implemented the following initiatives:

- Plan routes in advance to optimise fuel consumption;
- Switch off the engine whenever the vehicle is idle;
- Conduct vehicle inspection and maintenance by qualified personnel regularly to ensure performance and efficiency; and
- Plant trees at the cultural spot.

### Energy Consumption

Energy consumption by the Group was mainly attributed to the use of purchased electricity, including the electricity consumed by the headquarter, PMS segment, environmental hygiene segment, and integrated development segment. During the Year, the PMS segment, environmental hygiene segment, and integrated development segment also purchased petrol and diesel to power their vehicles in daily operations.

Aligning with the global sustainability agenda towards energy conservation, the Group has proactively taken the following measures to monitor and reduce energy usage.

- Use natural lighting and energy-saving lighting system;
- Opt for electrical appliances and electronic devices with higher energy efficiency;
- Pre-set thermostat of air-conditioner at room temperature of 25.5° C;

## OUR ENVIRONMENT

- Switch off unnecessary lighting and idle electronic appliances;
- Inspect electronic appliances to ensure efficiency;
- Telecommute, for example holding online conferences to avoid business travel, whenever possible; and
- Enhance employees' awareness of resources conservation by posting banners and organising other educational workshops.

### Water Consumption

The Group has established a set of water management policies and procedures to minimise water wastage in the operations. Water is consumed mainly for sanitation and hygiene purposes, as well as for gardening at Tu Mun Travel. The Group purchased water from local utilities and did not encounter any issues in sourcing water during the Year. For all operations, the Group has taken the following measures to ensure responsible water consumption:

- Measure and monitor office water usage regularly to maintain water efficiency and identify water leakage;
- Make timely rectifications in cases of abnormal water consumption; and
- Avoid waste of drinking water due to expiration by limiting the amount of bottled drinking water in a single purchase.

### Packaging Materials

The Group did not consume any significant amount of packaging materials due to its service-based activities.

### The Environment and Natural Resources

The Group's operations did not directly involve the use of natural resources or cause any serious pollution to the environment. The impact on natural resources and the environment from the Group's operations was therefore insignificant. Nevertheless, as a socially responsible corporate, the Group is fully committed to evaluating and mitigating the potential negative impacts of its business operations on the environment. The Group identifies controllable environmental elements in its activities and services that have adverse impacts on the environment through its ESG-related management policies and monitoring system, including but not limited to air pollution, water pollution, consumption of energy and resources which are elucidated above, and other environmental issues.

### Noise Control

The operations of the cultural spot at Tu Men Travel inevitably generate noise. To ensure noise stemming from wastewater processing facilities, heat exchange stations, water pump rooms, electric switch rooms, and traffic is within acceptable levels, Tu Men Travel has undergone and passed all necessary noise monitoring tests. The Group is aware of the noise disruption to the nearby regions, and thus has adopted several measures to minimise its influence. The Group has opted for low-noise equipment for fans and water pumps, as well as installed mufflers, sound insulation covers, basic vibration reduction, and soft connections for pipes in strategic locations.



## OUR ENVIRONMENT

### Climate Change Adaptation

Climate change is accelerating on the global level due to the intensification of human-caused GHG emissions. The impacts stemming from climate change on organisations could vary based on different business models and operational locations. The uncertainty of impact scope, type, and timeframe requires organisations to take appropriate and prompt responses incorporating their own business features. To this end, Gangyu has conducted a climate-related risk assessment on the identification and mitigation of significant climate-related issues which have impacted or may impact the Group.

The climate-related risk assessment was conducted with reference to the recommendations of the Task Force on Climate-Related Financial Disclosures, and has categorised potential risks into physical and transition risks. During the identification of physical risks, geographical regions and corresponding weather patterns were the primary factors we focused on. Regarding transition risks, we scrutinised our supply chain, daily operations, and business model to determine potential risks.

By utilising a climate-related risk heat map, we scored the above climate-related risks from two perspectives – severity and frequency. The scores for each risk were relatively low and suggested that we currently do not have any material short- and mid-term risks. Nevertheless, we will actively explore mitigation measures to further eliminate the impact of low-level risks. The result of the assessment was reviewed and confirmed by the management. The risks mainly stem from the following dimensions:

Physical Risk	Possible Impact
Acute risks, such as extreme weather events	The increased intensity of extreme weather conditions may cause severe damage to buildings and create electricity shortages, resulting in disruptions to business operations and losses of revenue and capital.
Chronic risks, such as rise in mean temperature and change in rainfall patterns	Heavy rain and rising sea levels may lead to flooding, which could damage structures and facilities. This may impair the value of our managed properties and increase maintenance costs.  Higher level of energy consumption at our properties to maintain the room temperature at a comfortable level under heatwaves, which will result in higher operating costs.
Transition Risk	Possible Impact
Policy risks	More stringent policy requirements from the government and official institutions regarding climate change, emission regulations and reporting requirements, which may potentially increase operating costs.
Market risks	Amid increasing market demand, we may need to incorporate more climate-resilient elements into new developments, and continually enhance the performance of existing services. The related financial risks include increase of research and development cost and shift of customer preferences.

## OUR ENVIRONMENT

In view of the above risks, the Group has developed strategies for mitigating and responding to them across its value chain. The Group has been monitoring its GHG emissions to meet locally enforced environmental requirements. The Group has also established clear long-term sustainability visions, strategies, and objectives. In which, the Group has set the goal to maintain or reduce its overall GHG and pollutants emissions for different operations from 2022 onwards and approach to the national goal of decarbonisation. The emission reduction targets are set to enhance our capability for monitoring and cushioning the potential impacts of climate change on our business in the future, avoiding sudden increases in relevant compliance costs when the emission standards become tightened in the future. Moreover, the Group regularly monitors existing and emerging trends, policies, and regulations relevant to climate and is prepared to alert the top management where necessary to avoid cost increments, noncompliance fines, or reputational risks due to delayed response.

### Incident Management Mechanism

Through the establishment of the incident management mechanism, the Group aims to deal with all incidents arising in a timely manner. In case of unpredictable incidents, the Group strives to take control of the situation swiftly and efficiently in accordance with the incident handling procedure, including incident detection and recording, investigation and analysis, resolution and incident closure.

### PMS Segment

Our property management teams maintain close contact with employees, tenants, and local communities regarding adverse weather. The Group has formulated relevant guidelines and ensured employees are well-prepared for emergencies with regular training. During extreme weather events, our property management teams offer immediate emergency support to all managed properties to mitigate adverse impacts.

### Environmental Hygiene Segment

Emergency guidelines which prepare workers for events including extreme weather are implemented in our operations. To mitigate the effects of hot weather, the Group ensures employees are well-trained to make necessary shift arrangements to reduce the risk of heat stroke. Meanwhile, our sites are equipped with adequate cooling facilities and drinking water.

### Integrated Development Segment

During the Year, Tu Men Travel adopted the following mitigation measures in response to extreme weather events:

- Dredge the river and purchase flood control facilities and equipment;
- Provide relevant drills and training to employees;
- Cancel recreational activities that may pollute the atmosphere such as firework shows; and
- Perform daily maintenance on equipment such as lightning rods.

# OUR PEOPLE AND COMMUNITY

Gangyu strives to cultivate both professional skill sets and high moral characters in its employees. The Group believes talents would facilitate the growth of the Group, maximise its profit, and enhance its social responsibility as a corporate citizen. Hence, the Group prioritises the health and safety of its employees. To further increase employees’ satisfaction and attract talents, the Group provides all-rounded professional training and competitive remuneration packages to its employees, as well as utilize employee satisfaction survey to gather opinion. The Group also extends meticulous care from employees to the community. In the post-pandemic era, the Group is dedicated to increasing community participations to forge a harmonious society.

## Occupational Health and Safety

Gangyu strives to construct a safe and secure working environment. To this end, the Group has formulated various internal policies and guidelines on the prevention, mitigation, and handling of emergencies, as well as the protection of the health and safety of our employees. In order to deepen employees’ understanding of the actual practices and responses towards occupational health and safety in daily operations, the Group has formulated the 5S Visual Management System\* (5S目視化管理制度) and has adopted it in the operations in the PMS segment, environmental hygiene segment, as well as the integrated development segment. Originating from Japan, the 5S of this workplace organisation system refers to five Japanese words: seiri (整理), seiton (整頓), seisō (清掃), seiketsu (清潔), and shitsuke (素養), which means “sort”, “set in order”, “shine”, “standardise”, and “sustain” in English. This system aims to encourage employees to maintain an organised workspace so that tasks can be performed efficiently, effectively, and safely. In specific, this system focuses on putting everything where it belongs to and keeping the workplace clean, which makes employees perform their work duties without wasting time or risking injury. In addition, the Group has formulated comprehensive health and safety enhancement and monitoring procedures at different operating sites to protect both its employees and clients. For more information, please refer to the subsection “Service Responsibility” under the section “Our Operations”.

Regarding the office operations, the Group thoroughly examines daily operations to spot potential office-based occupational hazards. For the headquarter, the Group has adopted the following office safety measures and guidelines:

### Safety Measures and Guidelines

- Prohibit smoking in office areas;
- Place first aid kits at noticeable areas and maintain them regularly;
- Conduct fire drills regularly; and
- Provide clear and comprehensive guidelines to all employees on how to handle typhoons and rainstorm warnings, accidents, and work-related injuries.

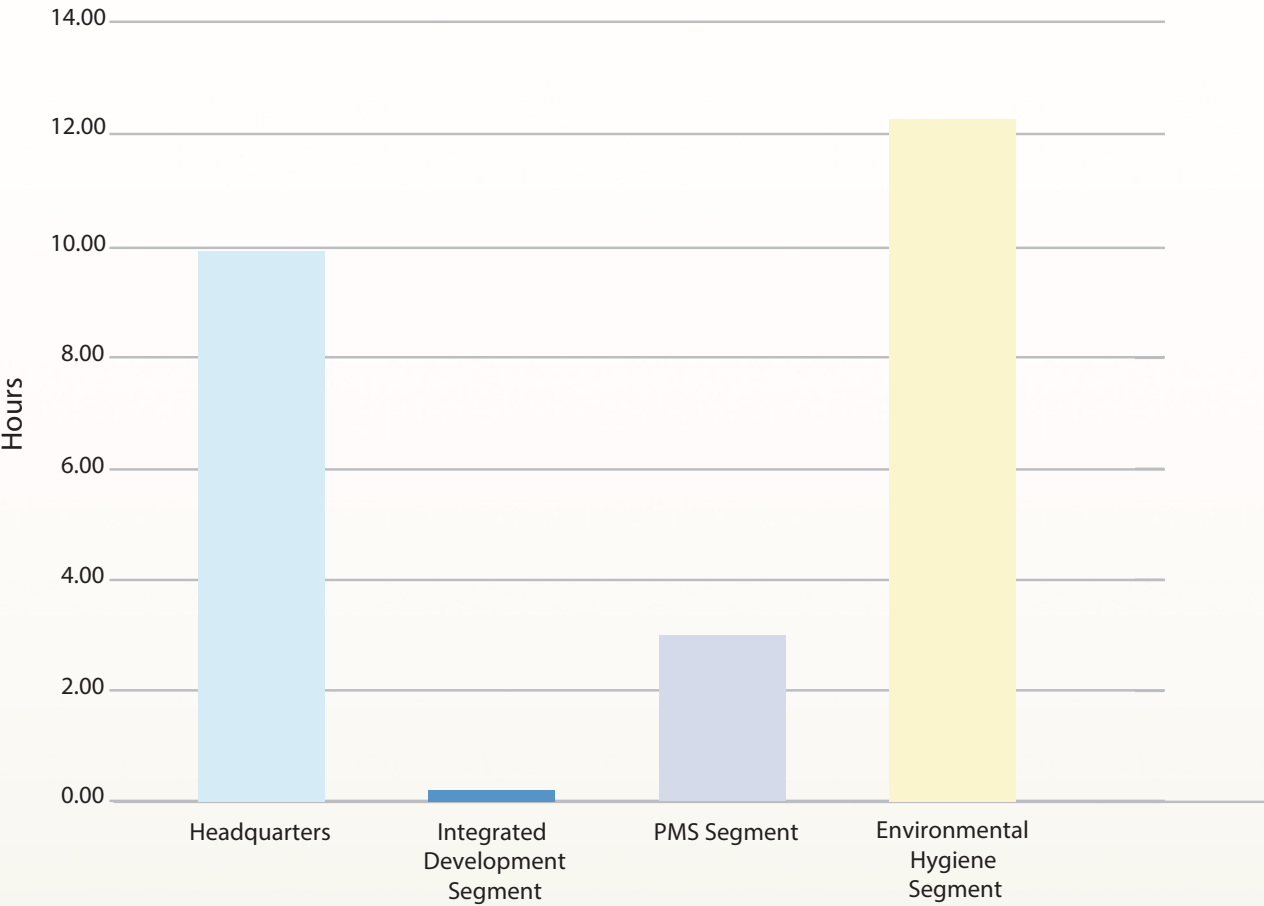
The Group endeavours to maintain an excellent work injury and fatality record. No work-related fatalities occurred between 1 January 2022 and 31 December 2024. If there are any work-related accidents, sickness or injuries, employees shall be compensated.

OUR PEOPLE AND COMMUNITY

Training and Development

The Group recognises the importance of employees’ development and training in contributing towards productivity in the workplace, job satisfaction, morale, and retention of the employees. Accordingly, the Group is committed to providing the Board and employees with a development platform in which they could harness valuable skills and knowledge. During the Year, the Group provided customised training programmes to the management and employees, based on their positions and duties. For more information regarding the training data, please refer to the section “ESG Performance Table”. The chart below shows the average training hours completed per employee in the Group in 2024:

Average Training Hours Completed per Employee



## OUR PEOPLE AND COMMUNITY

### PMS Segment

The Group strives to provide high-quality and customised training for its employees. Leveraging the Group's well-established training management system, the Group provided various training to raise the awareness of employees regarding industry practices, operational principles, business knowledge, and other aspects that are material to the operations. During the Year, relevant training topics include but are not limited to the following items.

#### Training Topics at PMS Segment

- Anti-corruption and compliance;
- Career development;
- Corporate system and culture;
- Application of the right and responsibility manual;
- Customer satisfaction and enhancement methods;
- Service etiquette and politeness in the workplace;
- Fire safety awareness and knowledge;
- Greening maintenance skills;
- Property fee analysis and charging skills;
- Process flow and night safety;
- Store service management;
- Risk identification process for specific equipment;
- Concepts of dual management;
- New economic law; and
- Laws and regulations for listed company.

### Environmental Hygiene Segment

As a relatively new commenced business of the Group, the Group believes that it is of paramount importance to conduct training programs for all employees. On one hand, training allows employees to understand the basic knowledge of the business, upgrade their skills, and familiarise themselves with their roles and responsibilities. On the other hand, a clearer operational framework provided by training may allow the new business to run smoothly and effectively.

#### Training Topics at Environmental Hygiene Segment

- Safety training;
- Operation training;
- Soft skills training;
- Anti-corruption training; and
- Laws and regulations for listed company.

### Integrated Development Segment

The Group believes that a professional management team could improve employees' service quality in the cultural spot and hence improve tourist satisfaction. During the Year, the Group provided the following training to enhance their management skills and professionalism.

#### Training Topics at Integrated Development Segment

- The Fifth National Economic Census: Input-output survey;
- Flood prevention drill; and
- Laws and regulations for listed company.



## OUR PEOPLE AND COMMUNITY

### Headquarters

Having an effective management team with sufficient expertise is crucial for long-lasting corporate governance. The Group provided the following training to the Board during the Year, with an aim to enhance their understanding of the Listing Rules, corporate governance approaches, as well as other laws and regulations regarding corporate governance.

#### Training Topics at the Headquarters

- Updates on listing rules;
- Rights disclosure;
- Responsibilities of the Board;
- Corporate Governance Code;
- Model Code for Securities Transactions by Directors of Listed Issuers;
- Share Schemes;
- Disclosure of Interests;
- Connected Transaction Rules;
- Enhancement of climate-related disclosure; and
- Annual Investigation and Compliance Report by the Accounting and Financial Reporting Council.

### Employee Remuneration and Benefit

To attract and retain talented individuals, the Group offers competitive remuneration packages to its employees. As outlined in our Employment Contract\* (勞動合同), the remuneration packages include basic salaries, discretionary bonuses, salary adjustments, medical schemes, and provident fund schemes. Employees with higher seniority, including managerial-grade employees or above, are entitled to rental reimbursement schemes, term life insurance, and accidental death and dismemberment insurance schemes. Moreover, the Group also offers paid holidays and leave, including but not limited to annual leave, sick leave, marriage leave, and compassionate leave. All employees employed in Hong Kong are entitled to a maximum of 20 days of annual leave, dependent upon factors such as seniority and years of service. For the subsidiaries of the Company in the PRC, the annual leave entitlement should adhere to the Labour Law of the People's Republic of China.

Apart from the basic salary that aligns with the post-salary system and minimum wage guarantee system, employees from the business development departments of PMS and environmental hygiene segments are entitled to performance bonuses according to their business performance and achievements. At Tu Men Travel, employment practices are governed by the Attendance, Performance, and Salary System\* (考勤、績效、工資制度), which are drafted, updated, and implemented by the Integrated Management Department\* (綜管部門). As stipulated in said policy, employees are entitled to a basic salary and performance salary, subject to the monthly performance assessment results.

Furthermore, the Group aspires to foster work-life balance among its employees, so as to boost company morale, maintain employees' mental wellness, and enhance teams' cohesion. The Group believes a well-bonded team could lead to improved productivity and performance, as well as operational excellence. During the Year, the Group organised various recreational events and activities for employees.

### Community Engagement and Donations

Gangyu has been focusing on sustainable and philanthropic development in the focus areas of protecting community health and well-being. The Group has established relevant policies and actively identified the needs of its community and nation in different aspects and periods. The Group is dedicated to devoting itself to participating in different social welfare undertakings.

## ESG PERFORMANCE TABLE

		2024				2023			
Environmental KPIs	Unit	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment
<b>Air Emissions <sup>1</sup></b>									
NOx	kg	-	1.50	113.24	8,199.34	-	0.90	61.29	7,723.35
SOx	kg	-	0.01	0.18	10.53	-	0.01	0.07	11.59
PM	kg	-	0.14	10.54	667.75	-	0.08	5.71	633.16
<b>GHG Emissions <sup>2</sup></b>									
Scope 1 Emissions	tCO <sub>2</sub> -e	-	1.27	30.04	1,747.55	-	0.87	12.70	1,925.84
Scope 2 Emissions <sup>3</sup>	tCO <sub>2</sub> -e	9.54	533.46	-	-	4.28	686.99	-	-
Total Emissions	tCO <sub>2</sub> -e	9.54	534.73	30.04	1,747.55	4.28	687.86	12.70	1,925.84
Total Emissions Intensity by Workforce <sup>4</sup>	tCO <sub>2</sub> -e/Person	0.80	17.82	0.16	0.91	0.36	14.64	0.07	0.99
Total Emission Intensity by Area <sup>5</sup>	tCO <sub>2</sub> -e/m <sup>2</sup>	0.05	0.03	0.03	9.71	0.04	0.03	0.01	9.63
<b>Energy <sup>6</sup></b>									
Petrol Usage	kWh	-	-	-	792,588.33	-	-	-	934,364.66
Diesel Usage	kWh	-	4,921.35	116,741.79	6,201,967.72	-	3,385.86	49,371.45	6,764,793.26
Natural Gas Usage	kWh	-	-	-	1,349,178.68	-	-	-	2,135,464.45
Electricity Usage <sup>7</sup>	kWh	14,452.38	994,146.00	-	-	6,294.00	1,204,612.00	-	-
Total Energy Usage	kWh	14,452.38	999,067.35	116,741.79	8,343,734.73	6,294.00	1,207,997.86	49,371.45	9,834,622.37
Energy Usage Intensity by Workforce	kWh/Person	1,204.37	33,302.25	637.93	4,363.88	524.50	25,702.08	288.72	5,043.40
Energy Usage Intensity by Area	kWh/m <sup>2</sup>	82.81	48.97	126.89	46,354.08	57.22	59.22	53.66	49,173.11

## ESG PERFORMANCE TABLE

		2024				2023			
Environmental KPIs	Unit	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment
<b>Water <sup>8</sup></b>									
Total Water Usage	m <sup>3</sup>	Not applicable	22,099.00	Not applicable	Not applicable	Not applicable	26,594.00	Not applicable	Not applicable
Water Usage Intensity by Workforce	m <sup>3</sup> /Person	Not applicable	736.63	Not applicable	Not applicable	Not applicable	565.83	Not applicable	Not applicable
Water Usage Intensity by Area	m <sup>3</sup> /m <sup>2</sup>	Not applicable	1.08	Not applicable	Not applicable	Not applicable	1.30	Not applicable	Not applicable
<b>Non-hazardous Waste</b>									
Paper Usage	Tonnes	0.01	0.01	15.99	0.04	0.01	0.07	14.85	0.05
Waste Oil and Food Waste from Kitchen	Tonnes	-	49.36	-	-	-	0.60	-	-
Domestic Waste	Tonnes	0.70	-	-	-	0.24	-	-	-
Total Non-hazardous Waste Generated <sup>9</sup>	Tonnes	0.71	49.37	15.99	0.04	0.25	0.67	14.85	0.05
Non-hazardous Waste Intensity by Workforce	Tonnes/Person	0.06	1.65	0.09	2.09x10 <sup>-5</sup>	0.02	1.43x10 <sup>-2</sup>	0.09	2.56x10 <sup>-5</sup>
Non-hazardous Waste Intensity by Area	Tonnes/m <sup>2</sup>	4.07x10 <sup>-3</sup>	2.42x10 <sup>-3</sup>	0.02	2.22x10 <sup>-4</sup>	2.27x10 <sup>-3</sup>	3.28x10 <sup>-5</sup>	0.02	2.50x10 <sup>-4</sup>

1. The emission factors used to calculate exhaust air emissions are derived in accordance with the Hong Kong Environmental Protection Department's Vehicle Emission Calculation Model (EMFAC-HK Vehicle Emission Calculation) and the United States Environmental Protection Agency's Vehicle Emission Modelling Software – MOBILE6.1.
2. The quantification method of GHG is based on, but not limited to the "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "How to prepare an ESG report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange of Hong Kong Limited and the "Global Warming Potential Values" from the IPCC Sixth Assessment Report.

## ESG PERFORMANCE TABLE

3. The emission factors for Scope 2 emission are derived in accordance with the “Sustainability Report 2023” published by HK Electric Investments and HK Electric Investments Limited and the the 2022 national average grid emission factors of China published by the Ministry of Ecology and Environment of the PRC.
4. As at 31 December 2024, the total of employees of 2,118 employees fell into the reporting scope (as at 31 December 2023: 2,180). Among which, 12 of them worked at the headquarters (as at 31 December 2023: 12), 30 of them worked at the integrated development segment (as at 31 December 2023: 47), 164 of them worked at the PMS segment (as at 31 December 2023: 171) and 1,912 of them worked at the environmental hygiene segment (as at 31 December 2023: 1,950). This data is also used to calculate other intensity data.
5. As at 31 December 2024, the Group had a total gross floor area of approximately 174.52 m<sup>2</sup> associated operations of headquarters (as at 31 December 2023: approximately 110.00 m<sup>2</sup>), approximately 20,400.00 m<sup>2</sup> associated operations of the integrated development segment (as at 31 December 2023: approximately 20,400.00 m<sup>2</sup>), approximately 920.00 m<sup>2</sup> associated operations of PMS segment (as at 31 December 2023: approximately 920.00 m<sup>2</sup>) and approximately 180.00 m<sup>2</sup> associated operations of environmental hygiene segment (as at 31 December 2023: 200.00 m<sup>2</sup>). This data is also used to calculate other intensity data.
6. The unit conversion method of energy consumption data is formulated based on the “Energy Statistics Manual” issued by the International Energy Agency.
7. For part of the PMS segment and the environmental hygiene segment, the electricity consumption was managed by the building management company. Hence, we are currently unable to retrieve any electricity usage records and quantify our electricity consumption.
8. For the headquarters office, part of the PMS segment and environmental hygiene segment, washrooms are shared with other occupants in the building, and the water consumption was managed by the building management company. Hence, we are currently unable to retrieve any water usage records and quantify our water consumption.
9. The data collection scope has expanded to include food waste in 2024, leading to a significant increase in the data of PMS segment in 2024. Also, the data of the integrated development segment in 2023 has been restated to reflect the actual situation.

## ESG PERFORMANCE TABLE

		2024				2023			
Social KPIs	Unit	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment
<b>Workforce</b>									
Total Workforce	Persons	12	30	183	1,912	12	47	171	1,950
<b>By Gender</b>									
Male	Persons	8	24	78	1,190	9	36	71	1,137
Female	Persons	4	6	105	722	3	11	100	813
<b>By Employment Type</b>									
Full-time	Persons	12	28	183	1,912	12	43	171	1,950
Part-time	Persons	-	2	-	-	-	4	-	-
<b>By Employment Category</b>									
Director and C-level Management	Persons	8	-	-	-	8	-	-	-
Senior Management	Persons	1	-	-	2	1	-	-	2
Middle Management	Persons	2	2	31	-	2	7	21	8
General Staff	Persons	1	28	152	1,910	1	40	150	1,940
<b>By Age Group</b>									
<21	Persons	-	-	-	2	-	-	-	1
21-40	Persons	1	6	101	141	1	14	99	160
41-60	Persons	8	24	82	793	9	30	72	940
>60	Persons	3	-	-	976	2	3	-	849
<b>By Geographical Region</b>									
Hong Kong	Persons	6	-	-	-	4	-	-	-
The PRC	Persons	6	30	183	1,912	8	47	171	1,950



## ESG PERFORMANCE TABLE

		2024				2023			
Social KPIs	Unit	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment
<b>Turnover Rate</b>									
Total Turnover Rate <sup>10</sup>	%	50.00	30.00	30.60	42.05	25.00	10.64	16.37	32.67
<b>By Gender <sup>11</sup></b>									
Male	%	50.00	20.83	30.77	35.46	25.00	5.56	12.68	31.49
Female	%	50.00	66.67	30.48	52.91	25.00	27.27	19.00	34.32
<b>By Age Group <sup>11</sup></b>									
<21	%	-	-	-	-	-	-	-	100.00
21-40	%	100.00	50.00	33.66	26.24	100.00	28.57	19.19	45.63
41-60	%	50.00	20.83	26.83	35.31	18.18	-	12.50	25.32
>60	%	33.33	-	-	49.90	-	33.33	-	38.28
<b>By Geographical Region <sup>11</sup></b>									
Hong Kong	%	33.33	-	-	-	50.00	-	-	-
The PRC	%	66.67	30.00	30.60	42.05	-	10.64	16.37	32.67
<b>Training and Development</b>									
Total Training Hours	Hours	119.00	7.00	545.00	23,318.00	59.50	9.00	791.00	13,212.00
Total Training Percentage <sup>12</sup>	%	58.33	100.00	65.57	100.00	58.33	12.77	96.49	100.00
Average Training Hours <sup>13</sup>	Hours	9.92	0.23	2.98	12.20	4.96	0.19	4.63	6.78
<b>The Percentage of Employees Trained by Gender <sup>14</sup></b>									
Male	%	71.43	80.00	40.83	62.24	85.71	66.67	40.00	58.31
Female	%	28.57	20.00	59.17	37.76	14.29	33.33	60.00	41.69

## ESG PERFORMANCE TABLE

		2024				2023			
Social KPIs	Unit	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment
The Percentage of Employees Trained by Employee Category <sup>14</sup>									
Director and C-level Management	%	85.71	-	-	-	100.00	-	-	-
Senior Management	%	-	-	-	0.10	-	16.67	-	0.10
Middle Management	%	14.29	6.67	15.00	-	-	50.00	12.73	0.41
General Staff	%	-	93.33	85.00	99.90	-	33.33	87.27	99.49
The Average Training Hours Completed per Employee by Gender <sup>15</sup>									
Male	Hours	10.63	0.25	3.47	11.93	6.38	0.17	4.44	4.87
Female	Hours	8.50	0.17	2.61	12.63	2.13	0.27	4.76	9.45
The Average Training Hours Completed per Employee by Employee Category <sup>15</sup>									
Director and C-level Management	Hours	12.75	-	-	-	7.44	-	-	-
Senior Management	Hours	-	-	-	18.50	-	-	-	25.00
Middle Management	Hours	8.50	1.00	5.23	-	-	0.57	9.88	26.63
General Staff	Hours	-	0.18	2.52	12.19	-	0.13	3.89	6.67
Occupational Health and Safety									
Work-related Fatality	Cases	-	-	-	-	-	-	-	-
Work-related Injury	Cases	-	-	-	-	-	-	-	-
Lost Days due to Work-related Injury	Days	-	-	-	-	-	-	-	-
Number of Suppliers by Geographical Region									
Hong Kong	Quantity	12	-	-	-	12	-	-	-
The PRC	Quantity	-	64	167	45	-	59	121	110

## ESG PERFORMANCE TABLE

		2024				2023			
Social KPIs	Unit	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment	Headquarters	Integrated Development Segment	PMS Segment	Environmental Hygiene Segment
<b>Product Responsibility</b>									
Product Recalled for Safety and Health Reasons	%	-	-	-	-	-	-	-	-
Product and Service-related Complaints Received	Cases	-	-	-	-	-	-	-	-
<b>Anti-corruption</b>									
Concluded Legal Cases	Cases	-	-	-	-	-	-	-	-
<b>Community Investment</b>									
Resources Contributed	RMB	-	-	-	-	-	-	-	-

10. The total turnover rate is calculated by dividing the number of employees leaving employment during the reporting period by the number of employees as at the end of the reporting period.
11. The turnover rate by specific category is calculated by dividing the number of employees leaving employment in the specified category during the reporting period by the number of employees as at the end of the reporting period in the specified category.
12. The total training percentage is calculated by dividing the total number of employees who took part in training during the reporting period (excluding employees who have left employment) by the total number of employees as at the end of the reporting period.
13. The average training hours is calculated by dividing the total number of training hours during the reporting period (excluding employees who have left employment) by the total number of employees as at the end of the reporting period.
14. The percentage of trained employees by category is calculated by dividing the number of employees in the specified category who took part in training during the reporting period (excluding employees who have left employment) by the total number of employees who took part in training as at the end of the reporting period.
15. The average training hours by category is calculated by dividing the number of training hours for employees in the specified category during the reporting period (excluding employees who have left employment) by the number of employees in the specified category as at the end of the reporting period.

## ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
<b>Mandatory Disclosure Requirements</b>		
<b>Governance Structure</b>		
	<p>A statement from the board containing the following elements:</p> <ul style="list-style-type: none"> <li>i) a disclosure of the board's oversight of ESG issues;</li> <li>ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and</li> <li>iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.</li> </ul>	<p><b>About Gangyu</b> – Risk Adaptation</p> <p><b>Our Approach to Sustainability</b></p>
<b>Reporting Principles</b>		
	<p>A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG Report:</p> <p>Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p> <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be discussed.</p> <p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p>	<p><b>About this Report</b> – Reporting Framework</p>
<b>Reporting Boundary</b>		
	<p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p>	<p><b>About this Report</b> – Reporting Scope</p>

## ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
<b>Aspect 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 GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	<b>Our Business</b> – Laws and Regulations Compliance  <b>Our Environment</b> – Waste Management – Hazardous Waste – Waste Management – Non-hazardous Waste – Sewage Discharge – Air Emissions – GHG Emissions
KPI A1.1	The types of emissions and respective emissions data.	<b>Our Environment</b> – Air Emissions  <b>ESG Performance Table</b>
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	<b>Our Environment</b> – GHG Emissions  <b>ESG Performance Table</b>
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	<b>Our Environment</b> – Waste Management – Hazardous Waste  <b>ESG Performance Table</b>
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	<b>Our Environment</b> – Waste Management – Non-hazardous Waste  <b>ESG Performance Table</b>
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	<b>Our Environment</b> – Environmental Targets – GHG Emissions
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	<b>Our Environment</b> – Environmental Targets – Waste Management – Hazardous Waste – Waste Management – Non-hazardous Waste



## ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
<b>Aspect A2: Use of Resources</b>		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	<b>Our Environment</b> – Energy Consumption – Water Consumption – Packaging Materials
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	<b>Our Environment</b> – Energy Consumption <b>ESG Performance Table</b>
KPI A2.2	Water consumption in total and intensity.	<b>Our Environment</b> – Water Consumption <b>ESG Performance Table</b>
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	<b>Our Environment</b> – Environmental Targets – Energy Consumption
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	<b>Our Environment</b> – Environmental Targets – Water Consumption
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	<b>Our Environment</b> – Packaging Materials
<b>Aspect A3: The Environment and Natural Resources</b>		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	<b>Our Environment</b> – The Environment and Natural Resources
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	<b>Our Environment</b> – Noise Control
<b>Aspect 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.	<b>Our Environment</b> – Climate Change Adaptation
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	<b>Our Environment</b> – Climate Change Adaptation – Incident Management Mechanism

## ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
<b>Aspect 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.	<b>Our Business</b> – Laws and Regulations Compliance – Equal Opportunities, Diversity and Anti-discrimination  <b>Our People and Community</b> – Employee Remuneration and Benefit
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	<b>ESG Performance Table</b>
KPI B2.2	Employee turnover rate by gender, age group and geographical region.	<b>ESG Performance Table</b>
<b>Aspect 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.	<b>Our Business</b> – Laws and Regulations Compliance  <b>Our People and Community</b> – Occupational Health and Safety
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	<b>ESG Performance Table</b>  <b>Our People and Community</b> – Occupational Health and Safety
KPI B2.2	Lost days due to work injury.	<b>ESG Performance Table</b>
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	<b>Our People and Community</b> – Occupational Health and Safety

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Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
<b>Aspect B3: Development and Training</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	<b>Our People and Community</b> – Training and Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	<b>ESG Performance Table</b>
KPI B3.2	The average training hours completed per employee by gender and employee category.	<b>ESG Performance Table</b>
<b>Aspect 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.	<b>Our Business</b> – Laws and Regulations Compliance – Child and Forced Labour Prevention
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	<b>Our Business</b> – Child and Forced Labour Prevention
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	<b>Our Business</b> – Child and Forced Labour Prevention
<b>Aspect B5: Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	<b>Our Operations</b> – Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	<b>ESG Performance Table</b>
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	<b>Our Operations</b> – Supply Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	<b>Our Operations</b> – Supply Chain Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	<b>Our Operations</b> – Supply Chain Management

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Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
<b>Aspect 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.	<b>Our Business</b> – Laws and Regulations Compliance – Private Information and Privacy Protection  <b>Our Operations</b> – Service Responsibility – Client Health and Safety – Client Experience
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	<b>ESG Performance Table</b>
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	<b>Our Operations</b> – Client Experience  <b>ESG Performance Table</b>
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	<b>Our Business</b> – Intellectual Property Right Protection
KPI B6.4	Description of quality assurance process and recall procedures.	<b>Our Operations</b> – Service Responsibility
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	<b>Our Business</b> – Private Information and Privacy Protection
<b>Aspect 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.	<b>Our Business</b> – Laws and Regulations Compliance  <b>Our Business</b> – Anti-corruption
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	<b>ESG Performance Table</b>
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	<b>Our Business</b> – Anti-corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	<b>Our Business</b> – Anti-corruption

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Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
<b>Aspect 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.	<b>Our People and Community</b> – Community Engagement and Donations
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	<b>Our People and Community</b> – Community Engagement and Donations
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	<b>Our People and Community</b> – Community Engagement and Donations  <b>ESG Performance Table</b>