



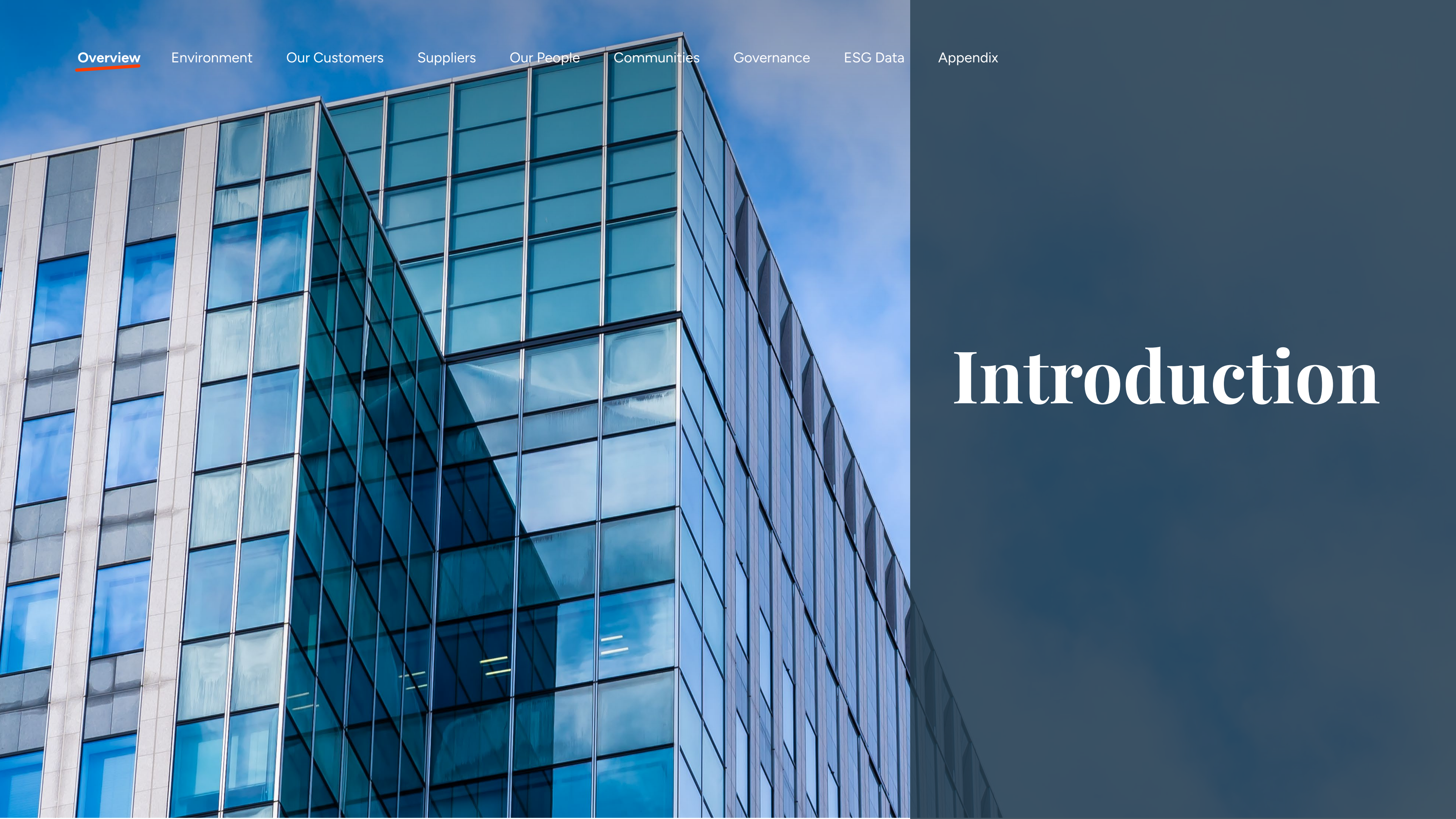
Aden Services China

Sustainability Report 2024



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Introduction

Message from the President



Joachim POYLO
Co-founder & President

The global sustainable development movement is profoundly reshaping the built environment. As a major contributor to carbon emissions, the construction sector accounts for 40% of lifecycle greenhouse gas emissions, along with significant shares of electricity consumption, waste generation, and water usage.

We recognize that the way the built environment is managed, from design-build to operational-maintenance, from asset optimization to data-driven decision-making, will have a decisive impact on global sustainability goals.

As a practitioner of change in the industry, Aden has always fulfilled its dual responsibility with a full lifecycle perspective: minimizing the environmental footprint while maximizing social value creation. Through a systematic strategy, we have integrated this commitment into core processes such as customer asset management, low-carbon facility operations, sustainable supply chain construction and end-to-end process optimization.

We have always been aligned with the essential purpose of the built environment, which is also the original intention of Aden: to serve people. The built environment directly affects the quality of 90% of human activity and determines community vitality, work effectiveness and health and well-being. Therefore, Aden's sustainable development practice always adheres to the core principle of "people-oriented" and is committed to the deep integration of technological innovation and humanistic care.

This report details the key milestones in the implementation of Aden Services (China) ESG strategy in 2024:

- > Enabling carbon neutral transformation with Integrated Facilities Management (IFM) expertise
- > Building transparent traceability management systems through digital solutions
- > Leading industry best practices with governance innovation

We are encouraged by the progress made and look forward to the 2025 strategic blueprint. I would like to pay tribute to all our partners and members of our Aden team for their vision and determination to accelerate the industry's progress towards a sustainable future.

Let us continue to collaborate with purpose, gather the momentum of change, and advance together on this journey—writing a new chapter of a more resilient and human-centered built environment.

Sincerely
Joachim POYLO

Spotlight of 2024 Sustainability Performance

Environment

Scope 1 Greenhouse Gas (GHG) Emissions

35.95

tCO₂

Scope 2 GHG Emissions

340.07

tCO₂

GHG Emission Intensity (Scope 1+2)

0.0024

CO₂/10,000 CNY of revenue

Energy Consumption Intensity

0.0049

MWh/10,000 CNY of revenue

Weight of Recyclable Packaging Materials

1.1 tons

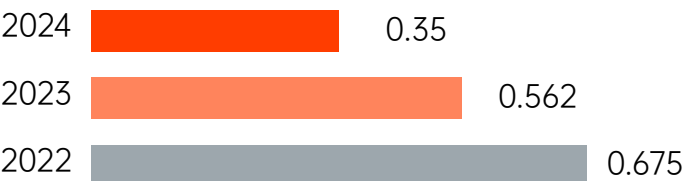
Number of Incidents Penalized for Violating Environmental Laws & Regulations

0

Social

Ensuring the Safety of Employees

Direct Workforce LTIFR (Lost Time Injury Frequency Rate)



Total Hours of Employee Occupational Health and Safety Training

49,936hours

Employee Occupational Health Examination Rate

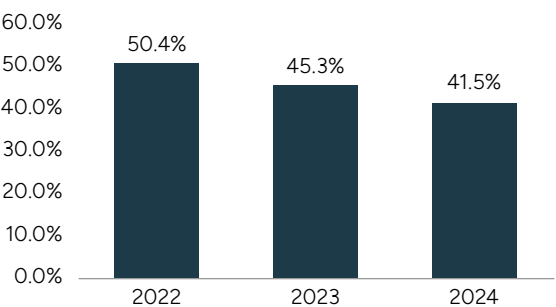
100%

Employee Coverage of Occupational Health and Safety Training

100%

Building A Diverse and Inclusive Workplace

2022-2024 Percentage of Female Employees Per Year



Per Capita Training Hours for Employees

16.70hour

Number of People Participating in Charity Events

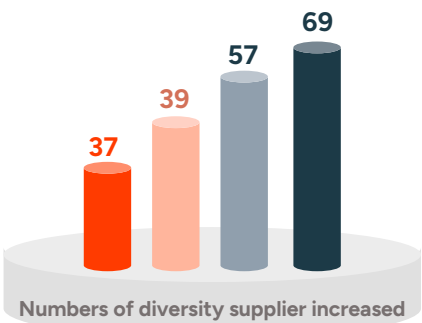
300+

Percentage of Suppliers Evaluated in Environmental, Labor and Ethics Performance

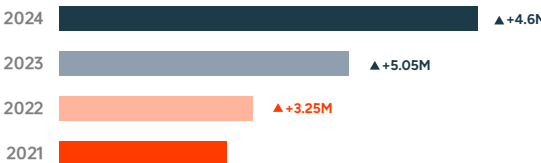
100%

Diverse Supplier Sourcing

+12 suppliers | +4.6M



Volume of diversity supplier increased



Corporate Governance

Coverage of Employees Trained on Business Ethics Issues

100%

Number of Confirmed Corruption Incidents/Corruption Prosecutions during the reporting period

0

Total Number of Substantiated Complaints Received regarding Privacy Violations (customers, employees, suppliers) during the reporting period

0

ESG Recognitions and Honors

Recognitions

		Rating	Rating Results			Rating	Rating Results
		CDP (Carbon Disclosure Project) Climate Change Questionnaire	B			EcoVadis Sustainability Rating	Committed Badge

Honors

Prize-Awarding Institution	Award Name
YiCai	Science and Technology for Good
Huxiu	Opportunities in Clean Technologies
The 14th Philanthropy Festival	Model Enterprise of Sustainable Development in 2024
CCI France China	Sustainable Innovation & Circularity Award
U.S. Green Building Council	Leadership in Energy and Environmental Design (LEED) Gold Certification
Shanghai United Media Group & Jiemian News	Shortlisted for the 2024 ESG Pioneer 60 Award



About Aden Services China

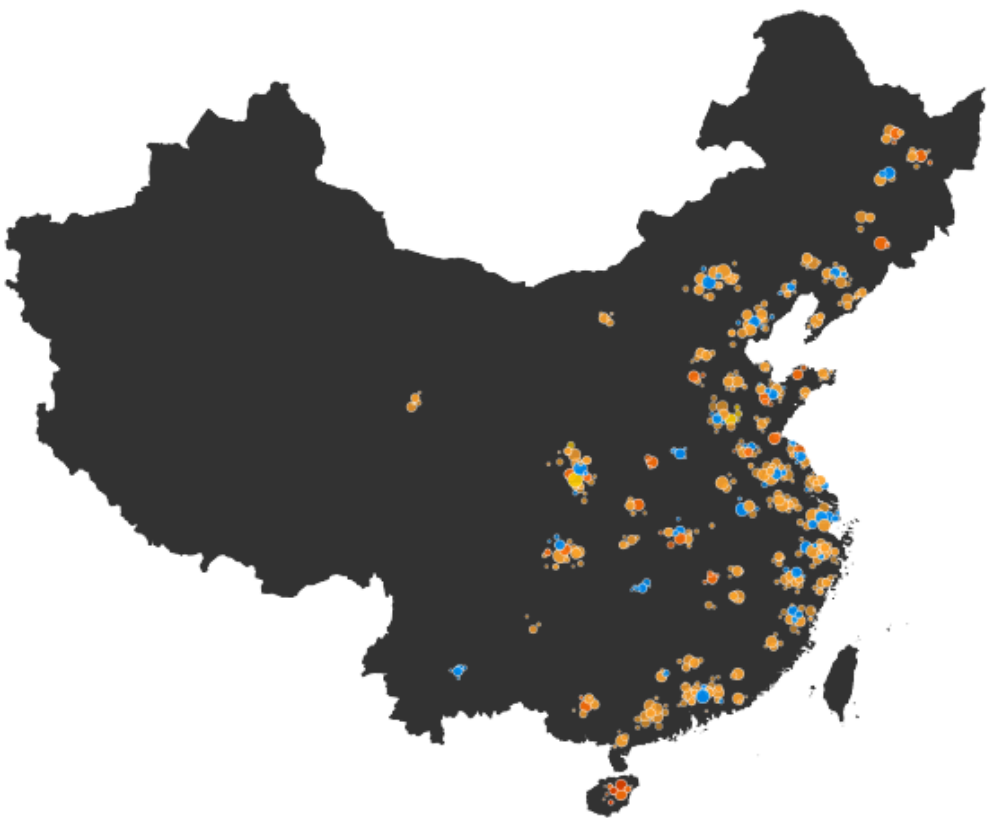
Aden Services China is an important part of Aden Group's global facilities and asset management services. Since its establishment in 1999, Aden has been deeply engaged in the China market with Shanghai as its headquarters. The Company currently employs 9,991 professionals and provides comprehensive services to more than 1,500 multinational companies and local customers.

As an industry innovator, Aden Services China has always been committed to promoting the modernization transformation of the private sector, assisting customers to implement ESG strategy through digital solutions and achieving China 2030/2060 double-carbon goal. Its core businesses include technology asset management, digital integrated management of soft services and catering services.

At the same time, Aden Services China relies on the ecological advantages of Aden Group to integrate the resources of the following four strategic business units:

- > Akila-Digital Twin with ESG Data Platform
- > Aden Energy-Energy Management and Renewable Energy
- > NXpark -New Infrastructure for Innovative Industries
- > Digital Engineering- BIM Design, MEP Engineering, Carbon Life Cycle Assessment, Asset Performance Simulation

At present, Aden Services China has established a service network covering more than 80 cities, with 6 regional hubs. It also works closely with Aden's Asia Pacific and global affiliates, including Vietnam, Indonesia and remote site service teams, to provide cross-border support to Southeast Asia, Central Asia and Africa.



Main Business Areas of Aden

Facility Management

We provide Integrated Facilities Management (IFM) strategies and solutions, operating in facilities management consulting, integrated software services, cleaning and security services, technical facilities management and workplace management.

Food Services

Our offerings include technical design and consulting, high-end and mass catering, as well as modular coffee bar design and operation.

Aden Services China - factsheet

HQ Address

218 South Xiangyang Road, Xuhui District, Shanghai

Primary service

Facilities management, catering services, industrial technical services, building technical services

Primary Operating Locations

+80 cities in China, including Shanghai, Zhejiang, Jiangsu, Anhui, Jiangxi, Shandong, Fujian, Beijing, Tianjin, Inner Mongolia, Hebei, Henan, Hubei, Hunan, Guangdong, Guangxi, Hainan, Heilongjiang, Jilin, Liaoning, Qinghai, Shaanxi, Chongqing, Sichuan, Guizhou, Yunnan, etc.

Total Number of Employees: 9,991

Industrial Technical Services

We provide predictive and preventive maintenance, repair and refurbishment, value-added retrofits and upgrades, flight and remote operations, failure modes, impact and criticality analysis and risk assessment services.

Building Technical Services

A full range of building technology services covering building engineering, IT infrastructure, HVAC, lighting, video security and elevator maintenance.

ESG Management

ESG Management System

Aden has built a company-wide sustainability framework and management mechanism based on ESG, committed to the sustainable transformation of the built environment, and focused on the "four pillars"-reducing environmental impact, empowering our employees, healthy development and continuous innovation, aiming to effectively promote ESG practices.

Aden Sustainable Development "Four Pillars" and Topics

Minimize Environmental Impact

- Environmental Management System
- Climate Change Mitigation and Adaptation
- Energy Management
- Packaging
- Water Resources and Wastewater Management
- Waste and Emission Management
- Food Waste
- Supply Chain Management

The Four Pillars



Empower Our People

- Employee Rights and Benefits
- Occupational Health and Safety
- Diversity, Equality and Inclusiveness
- Talent Recruitment and Retention
- Employee Training and Development

Continuous Innovation

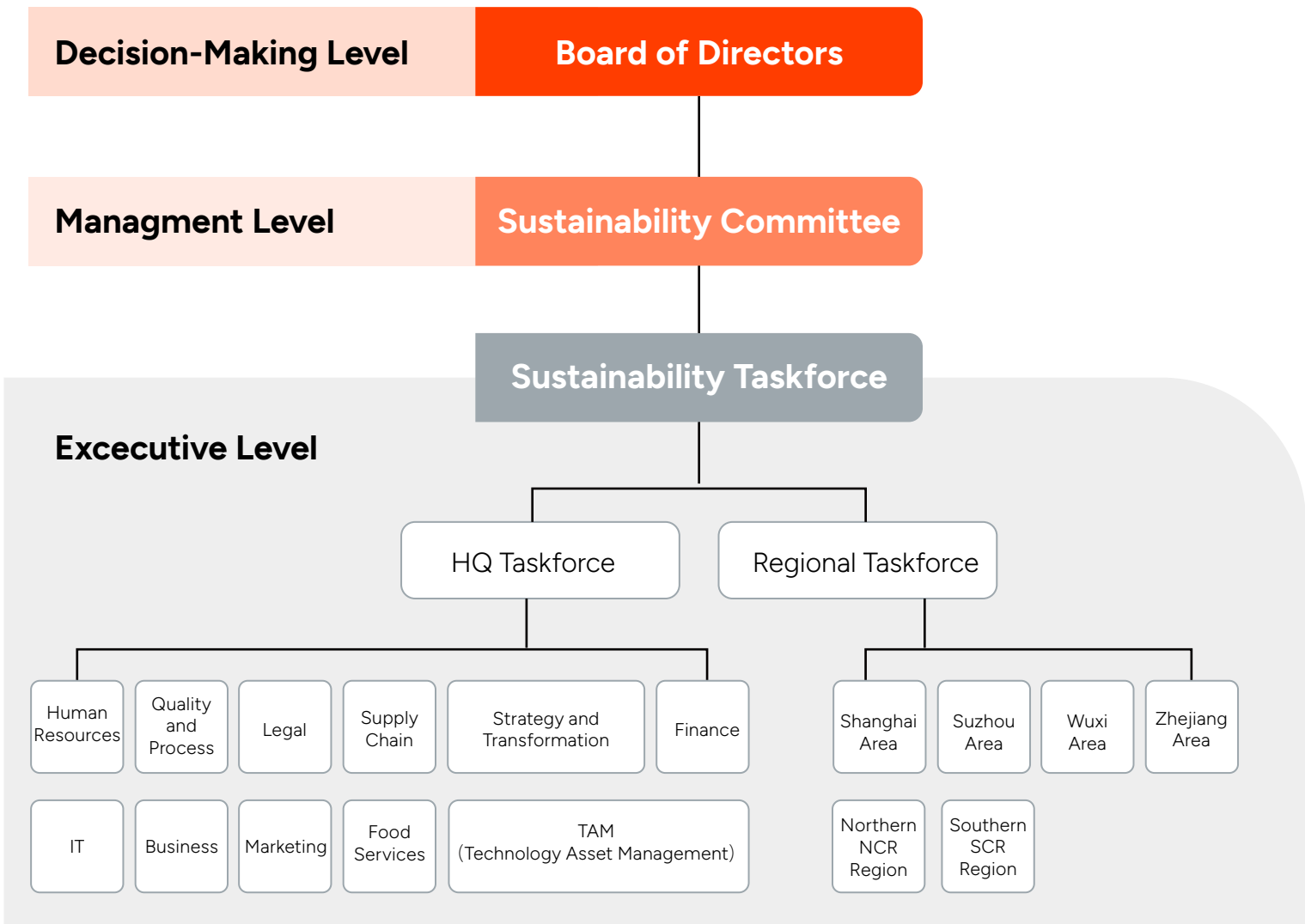
- Nutrition and Health Opportunities
- Innovation and Technology

Responsible Business

- Food Quality and Safety
- Customer Service Management
- Compliance
- Business Ethics
- Corporate Governance

The Board of Directors of the Company is responsible for formulating overall strategic planning; its subordinate Sustainable Development Committee is responsible for the specific implementation of ESG key projects, supervising the results and regularly feeding back to the Board of Directors; at the same time, sustainable development working groups are formed by all business departments of the headquarters and major regions across the country to ensure coordinated management from top to bottom, achieving comprehensive coverage and efficient operation.

Aden Sustainability Management Framework



ESG Governance Body	Role	Responsibility
Board of Directors	Strategic Oversight & Decision-Making	• Strategy formulation: discuss ESG vision and strategy to ensure sustainable development. • Risk management: Review ESG risks to ensure effective response. • Performance Approval: Approves true and accurate sustainability reports to drive performance improvement. • Oversight Decision Making: The Board monitors ESG performance and exercises final decision making authority.
Sustainability Committee	ESG Management & Coordination	• Strategic supervision: review the ESG vision and mission of the Company, formulate and supervise medium and long-term strategic planning, and promote the implementation of ESG management policies and company objectives. • Objective monitoring: monitor the achievement of ESG objectives of the Company. • Risk assessment and management: Assessing and managing ESG risks. • Annual report co-ordination: • Co-ordinating the Company's annual sustainability report.
Sustainability Taskforce	Implementation & Execution	• Coordination and Reporting: Coordinate business modules under the leadership of ESG Office, collect ESG performance data and report ESG matters to the Committee. • Objective management: implement ESG objectives, plan projects, communicate with stakeholders. • Report preparation: Participate in the preparation of the Company's annual sustainability report.

The Aden Sustainability Committee organizes formal meetings at least once a year to communicate and resolve ESG-related issues, risks and response strategies, ensuring that the Committee works in a standardized and efficient manner and provides solid support and guidance for the Company's sustainable development strategy.

Aden 2024 Sustainability Committee Meeting: Driving Sustainable Growth

In June 2024, in order to enable the leadership team to play a central role in corporate ESG, Aden held the annual summary meeting of the Sustainability Committee and the Future Strategic Planning Workshop, which defined the Company's sustainability roadmap for 2024-2025. And formally established the Company's 2024-2025 sustainable development strategic blueprint. During the meeting, we put forward to deeply integrate ESG concept into the overall governance structure of the Company, and systematically prevent the spillover and transmission of potential risks in each link of the value chain by optimizing the management organization system and strengthening the performance monitoring mechanism.



Building an ESG Culture

Aden actively improves its ESG comprehensive management level, actively shapes and strengthens ESG management concept through innovative measures, and vigorously promotes the cultivation and development of ESG professionals within the enterprise.

Starting at the management level, Aden integrates ESG concepts into the Company's strategic planning and daily operations through demonstration by senior leaders, ensuring that decisions take into account their impact on the environment, society and corporate governance. During the reporting period, the Board of Directors reviewed and approved the 2023 Aden Services China Sustainability Report and the 2024 Group Sustainability Committee Framework and other key documents. In December 2024, Mr. Francois Amman, co-president of Aden Group, won the Magnolia Award by the Shanghai Municipal Government, which demonstrated the high recognition of Shanghai City Government for Aden's continuous promotion of sustainable development of the built environment.

In parallel, Aden collaborates with internal and external resources to carry out multi-level and multi-dimensional ESG training programs for all employees. These trainings not only cover ESG fundamentals, international standards and best practices, but also focus on improving employees' practical skills and problem-solving skills. By the end of 2024, more than 16,000 employees worldwide had participated in the ESG Moment.

ESG Moment Project

In 2024, Aden launched an innovative ESG Moment training project to deeply integrate sustainability concepts into corporate operations and employees' daily lives by setting up 5-10 minutes of ESG theme learning and discussion sessions prior to daily meetings and professional training. In 2024, the project selected and trained 29 ESG ambassadors, covering all regions and business departments across the country, and led all employees to practice around six core themes such as energy conservation and emission reduction and green office.



Material Issues Management

Aden attaches great importance to material issue management and regards it as the basic reference for ESG management. The Company carries out analysis on material issues every year, and selects high-material issues according to the analysis process of identification, investigation and review, which serve as reference for information disclosure in this report and provide important basis for formulating sustainability strategies. In 2024, the Company adjusted and optimized five issues based on the comprehensive assessment of the importance of the issues in the previous year, comprehensively considering the business background, policy and regulatory guidance, issue risk analysis, ESG leading practices in the industry and expert advice.

Material Issues Assessment Process

Establishment of Communication Goals

To enhance communication with stakeholders through the disclosure of information in the sustainability report, Aden has set communication goals related to presenting the company's ESG achievements, obtaining feedback from stakeholders, and improving risk management and operational capabilities.

Identification of the ESG Issues

Based on the analysis results of business development and importance in previous years, combined with recognized sustainable development goals and standards (SDGs, GRI standards), the company identified and determined the substantive issue library for this year, covering 22 issues within the three categories of E, S, and G. The company clarified the definitions and boundaries of each issue based on its own operational reality.

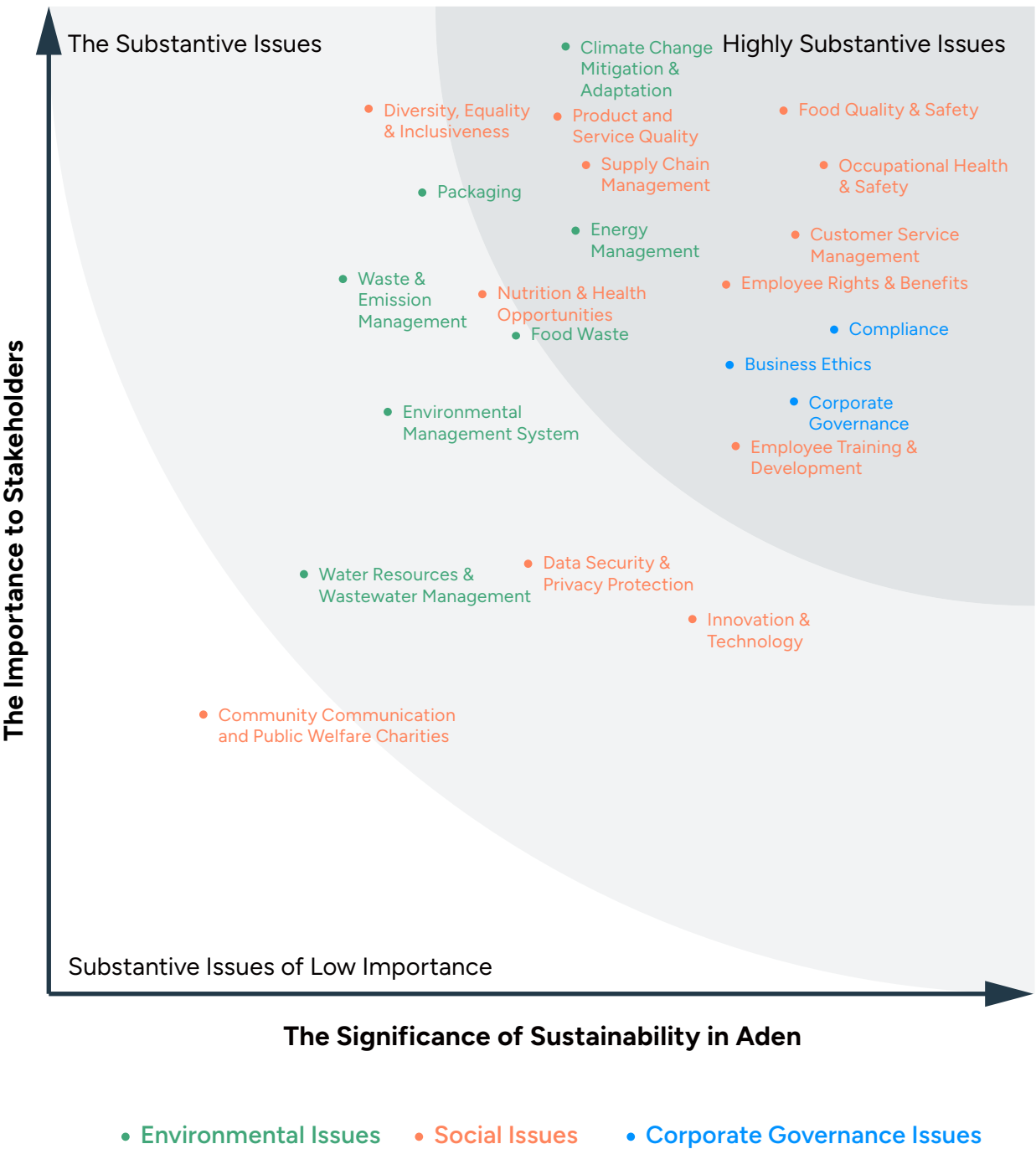
Issue Materiality Assessment

By integrating best practices from the same industry and expert analysis, the company evaluated the significance of 22 issues and compiled this year's substantive issue assessment matrix.

Issue Review and Approval

The Company's Sustainability Committee reviews the opinions of stakeholders and the results of the importance assessment, discusses with the board of directors and determines the key points for reporting disclosure. Finally, these are disclosed in the annual sustainability report.

Aden’s 2024 Materiality Matrix



Stakeholder Communication

Aden attaches great importance to effective communication with various stakeholders and comprehensively evaluates the potential impact of operational activities on all stakeholders. The Company has identified six core stakeholder groups and listened carefully to and deeply understood their needs and expectations through diversified communication channels. In order to establish positive interaction with these stakeholders, Aton ensures unimpeded flow of information through various forms such as websites, media releases, conference exchanges, report sharing, and events.

Aden's Key Stakeholders and Communication Methods

Key Stakeholders	Material Issues	Communication and Response
Government and Regulatory Authorities	• Compliance • Business ethics • Climate change mitigation & adaptation • Energy management • Environment management system • Waste & emission management	• Agency visits • Policy implementation • Government communication • Information disclosure and other
Shareholder and Investors	• Corporate governance • Compliance • Business ethics • Innovation & technology	• General meeting of stockholders • Periodic report • Sustainability Report • Investigate and survey • Teleconferencing • Other exchange activities, etc.
Customers	• Food quality & safety • Food waste • Product and service quality • Packaging	• Products exhibition • Customer research • Technical seminar

Key Stakeholders	Material Issues	Communication and Response
	- Nutrition & health opportunities - Supply chain management - Customer service management - Data security & privacy Protection - Climate change mitigation & adaptation	- Customer hotline - Customer satisfaction surveys, etc.
Employees	- Occupational health & safety - Employee rights & benefits - Employee training and development - Diversity, equality & inclusion - Data security & privacy Protection	- employee satisfaction survey - Staff meetings (headquarters, regions) - Internal mail traffic - Employee activities and training - trade union activities - OneVoice employee intranet - ESG Moment Monthly Topic Sharing - annual Sustainability Report
Partners (suppliers, local industrial associations, universities, etc.)	- Supply chain management - Product and service quality - Food quality & safety - Occupational health & safety - Data security and privacy Protection - Innovation & technology - Climate change mitigation & adaptation - Waste & emission management - Water resources & wastewater management	- Supplier quality/safety/responsible management assessment and audit - Supplier training - Telephone communication - Irregular visits - Industry exhibition - Industry training - Exchange meeting and other

Key Stakeholders	Material Issues	Communication and Response
Community, Public and Media etc. (NGOs, charitable and social organizations, media, etc.)	- Innovation & technology - Product and service quality - Food quality & safety - Occupational health & safety - Community communication and public welfare charity	- Exchanges and visits - Information disclosure - Activity participation - Questionnaire survey - Community volunteer activities - Social welfare projects

Advancing the UN Sustainable Development Goals

In its commitment to global sustainability, Aden has deeply integrated the UN Sustainable Development Goals (SDGs) into its corporate value chain, ensuring strategic and operational alignment with worldwide sustainability priorities. Through cross-departmental collaboration and a thorough assessment of the company’s industry context and material issues, we have evaluated the impact and contributions of our value chain toward the SDGs. As a result, all 17 goals have been established as key focus areas for 2024.

SDGs	Aden's Actions
	Create employment opportunities, offer skills training, and support community development programs to improve livelihoods of vulnerable groups.
	Promote healthy eating in food services and support food security and nutritional improvement through community partnership projects.
	Promote occupational health and safety at all operations and project sites to safeguard employee health and well-being. Strict food safety and quality, committed to providing customers with safe, delicious, nutritious food, to ensure the health and well-being of the public.

SDGs	Aden's Actions
	Cooperate with schools and public welfare organizations all year round to provide skills training and educational resources for employees and communities. Pay attention to education equity and quality, establish long-term cooperative relationship with DongLifeng MeiKangJian School, etc., and devote ourselves to providing rich social practice opportunities for children and adolescents with moderate and severe intellectual disabilities to assist their personal growth and social integration. We attach great importance to the improvement of employees 'comprehensive quality, and build a training system for all employees covering multiple dimensions such as general skills, cultural awareness, professional skills, competence and leadership to help employees improve their personal value.
	Committed to promoting gender equality in the workplace and ensuring fairness in recruitment and promotion policies. Support the construction of diversified supplier base and actively reduce gender discrimination.
	Promote water-saving measures and water recycling in office space and project site operations to ensure the sustainable use of clean drinking water and sanitation facilities.
	Promote clean energy use and energy efficiency for customers through policy initiatives such as renewable energy projects and energy management optimization invested by Aden Group.
	Provide a safe and fair work environment for employees and drive sustainable economic growth through innovative business models.
	Drive sustainable innovation in the construction industry, guided by digital solutions such as the Akila platform and green building technologies of the Aden Group. Provide green services and sustainable production solutions to help customers improve production efficiency and reduce negative environmental impact.
	Support the construction of a diversified supplier base to reduce gender and religious discrimination Reduce social inequalities and create greater opportunities for vulnerable groups through inclusive policies and community support projects.

SDGs	Aden's Actions
	Actively implement intelligent facility management and green building solutions of Aden Group to help sustainable development of cities and communities. By the end of 2024, the energy data recording and analysis of 15 offices have been successfully completed, and the carbon footprint management mechanism has been initially established.
	Promote efficient use of office space and project site resources and strengthen waste management to reduce resource waste in operations and promote circular economy. Assist clients in achieving sustainable resource management and developing circular economy. Build a perfect supplier ESG management system to promote the continuous standardization of supplier ESG management.
	Make greenhouse gas inventory an important task and systematically promote company-wide greenhouse gas inventory every year. Support customers to proactively address climate change and reduce environmental impact by leveraging the Aden Group's renewable energy investments and energy-saving technologies such as NX Park and Aden Energies. The Company integrates "carbon reduction" into the sustainable diet system, pays attention to the source and production process of ingredients, and gives priority to low-carbon footprint ingredients; at the same time, in the service mode, encourages customers to bring their own tableware and provide degradable packaging materials to reduce carbon emissions in the catering process in multiple dimensions.
	Protect water resources and marine ecosystems by reducing plastic use and promoting environmentally friendly cleaning products in cleaning operations.
	Promote green space construction when building office space. Identify and assess the risks, impacts and dependencies of company operations on biodiversity, taking into account the recommendations of the Task Force on Nature-Related Financial Disclosures (TNFD), and provide a foundation for managing nature-related risks and impacts, including on terrestrial ecosystems.
	Support justice and institution-building through compliance management, implementation of anti-corruption policies and transparent operations. Conduct employee business ethics training, and commit to establishing honest, fair and just business relationships with suppliers and partners.
	Working with all stakeholders, including customers, suppliers, communities and international organizations, to drive the achievement of sustainable development goals.

Environment

01

1.1 Environmental Management

Aden recognizes the critical role of environmental management in sustainable business growth. It strictly abides by the Environmental Protection Law of the People's Republic of China , as well as all applicable environmental laws and regulations in the countries and regions where it operates. Through effective implementation and enforcement of environmental protection measures, Aden continuously enhances its environmental management capabilities.

The Company has formulated and implemented a series of management documents such as Environmental Factor Identification and Evaluation Procedures, Noise Pollution Prevention and Control Management System, Solid Waste Management System, Sanitation and Cleaning Management System, Electricity Saving Management System and Water Saving Management System. During the reporting period, the Health, Safety, Environment and Quality (HSEQ) Policy was issued to implement various management systems in operation activities to ensure that environment-related risks are effectively controlled. The Company and its subsidiaries are subject to ISO 14001:2015 environmental management system supervision audit every year. The Company also conducts regular internal environmental audits to identify areas for improvement and drive continuous enhancement of its environmental performance.

ISO 14001:2015 Environmental Management System Certification (Partial)



The Company’s operations have no significant adverse environmental impact, and neither Aden nor its subsidiaries are classified as key pollutant-emitting entities. In 2024, the Company received no administrative or criminal penalties related to environmental protection and was not subject to any government-ordered corrective actions, production suspensions, relocations, or closures. Furthermore, the Company faced no major environmental litigation, and no material assets were sealed, detained, frozen, mortgaged, or pledged due to environmental issues.

Our Environmental Targets

Greenhouse Gas Emission Reduction	Commit to reduce total Scope 1 and Scope 2 emissions by 42% and Scope 3 emissions by 25% by 2030, with 2021 as the base year, and achieve carbon neutrality in direct operations by 2050. Plan to set scientific carbon targets over the next three years and submit them to the Science-Based Carbon Targets initiative (SBTi) for validation.
Energy Consumption	Reduce energy consumption by 42% by 2030, with 2021 as the base year.
Water Conservation	Reduce water consumption by 10% by 2030, with 2021 as the base year.
Waste Management	Increase waste recycling rate by 25% by 2030 with 2024 as base year.
Chemicals Management	Source 80% of chemicals from environmentally preferred options by 2028, with 2024 as the base year.

1.2 Climate Change

In response to the challenge of global climate change, world leaders adopted the landmark Paris Agreement in 2015, which aims to limit global temperature rise to 2°C and strive to limit it to 1.5°C. The 29th UN Climate Change Conference (COP29) in November 2024 further accelerated the pace of global climate action, underscoring the need for countries to deepen their commitments to reduce emissions and strengthen international cooperation to effectively address the increasingly urgent climate crisis. In alignment with these efforts, Aden actively supports the Paris Agreement and continues to advance its climate governance and management strategies, with a focus on measurable greenhouse gas reductions and environmental protection.

Metrics and Targets

Based on the greenhouse gas accounting results, Aden set Scope 1, Scope 2 and Scope 3 greenhouse gas emission reduction targets for 2030 and 2050 with 2021 as the base year.

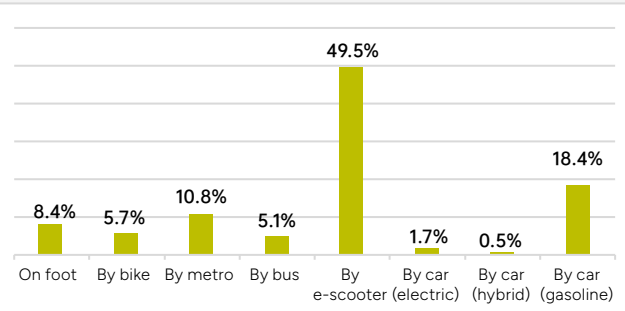
	2020	2025	2030	2035	2040	2045	2050	2055
Greenhou se Gas	Drive partner carbon emissions reductions through carbon reduction initiatives and incentives					Achieve net-zero emissions from direct operations		
Scope 1 + Scope 2	Achieve 42.3% carbon reduction Scope 1 + Scope 2 (direct operations)							
Score 3	Achieve a 25.2% carbon reduction in Scope 3 (purchased goods and services + business travel)							

Aden's Climate Change Goals (Short- and Long-Term)

Aden has established a dedicated greenhouse gas (GHG) management team supported by a targeted budget to systematically advance GHG accounting. Since 2021, the Company has conducted annual group-wide GHG inventories. Beginning in 2023, Aden has utilized the Akila Management Platform to collect and calculate GHG data for selected subsidiaries, progressively digitizing and standardizing energy and emissions management. At the same time, the Company discloses carbon emission information every year, reports the progress of emission reduction targets to stakeholders, and continuously improves the transparency of information disclosure. Since 2023, the Company has responded to CDP climate change questionnaire for two consecutive years, achieving a B score—exceeding the global industry average. Furthermore, Aden integrates climate change response strategies into business decisions and sustainability objectives, actively engages in external climate initiatives, and promotes climate change risks internally, raising awareness and attention of employees and the public on climate change.

Employee Daily Commute Survey

In July 2024, Aden conducted its first internal survey to better understand employee commuting patterns. The survey, which attracted over 650 participants, revealing that 80% of employees nationwide used green commuting options or new energy vehicles on weekdays throughout 2023. This findings provide valuable data support for the Company's greenhouse gas emission accounting. Moving forward, the Company will continue to optimize the data collection mechanism and management measures for greenhouse gas accounting.



Aden China Employees Commuting Habits by Percentage of Employees (2023)

Employee Training on Climate Change and Actions

In June 2024, the Company organized climate change training for ESG training leaders across all levels of the organization—from headquarters to regional offices and customer sites. These leaders are now actively engaging their teams to identify practical measures for reducing greenhouse gas emissions in daily operations and employee lifestyles. The Suzhou region delivered particularly outstanding results: a total of 2,243 employees participated in the learning sessions and discussions, resulting in 23 actionable proposals. These included turning off lights during lunch breaks, adopting meat-free Wednesdays, reducing the number of trash bins by half, and increasing the green commuting rate to 95%. These initiatives are helping embed low-carbon practices into everyday operations.



Climate-Related Training with Project site staff

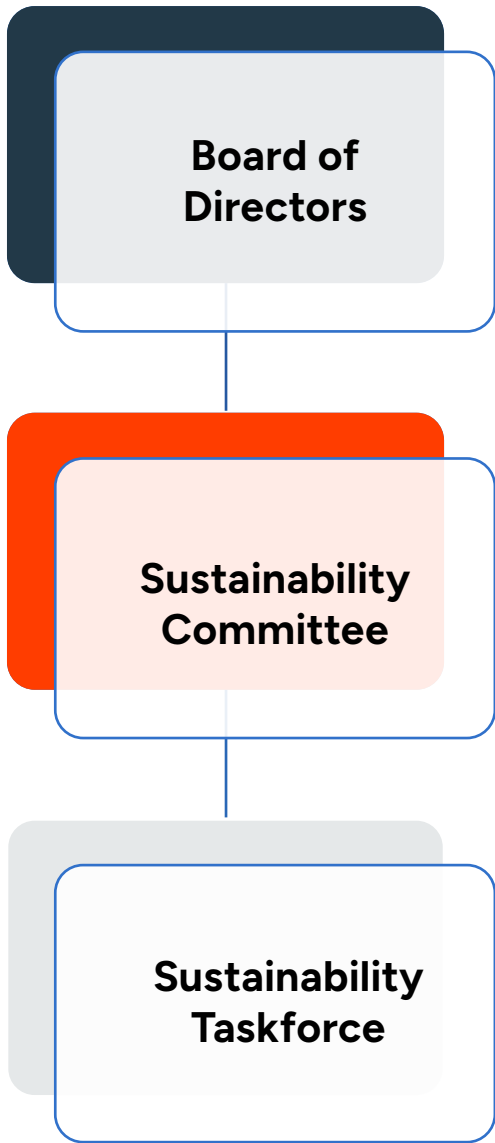
Governance

Aden recognizes the critical importance of climate change governance and is committed to continuously enhancing its internal management mechanisms to improve the effectiveness of climate change governance. The Company has established a top-down, collaborative and efficient climate governance system, aiming to contribute to addressing climate change challenges through scientific management. The Company has established a climate governance structure consisting of the Board of Directors, the Sustainability Committee and the Sustainability Taskforce.

As the highest decision-making body, the Board of Directors maintains ongoing oversight of climate change strategies, integrating both transition risks and physical risks associated with climate change into major decision-making processes.

Acting as the central governing body for climate governance, the Sustainability Committee prioritizes carbon emission reduction and climate change response as sustainable development priorities and reports to the Board as priority issues; reviews and approves climate-related targets and follows up on their implementation; and determines and manages budgets and resource allocations for climate-related issues.

The Sustainability Implementation Group is responsible for collecting comprehensive resource consumption data from all operating sites and integrating them to provide detailed data support for the Sustainability Committee. It also assists in conducting in-depth analyses of climate-related risks and opportunities to provide scientific evidence for corporate climate decisions.



Strategy

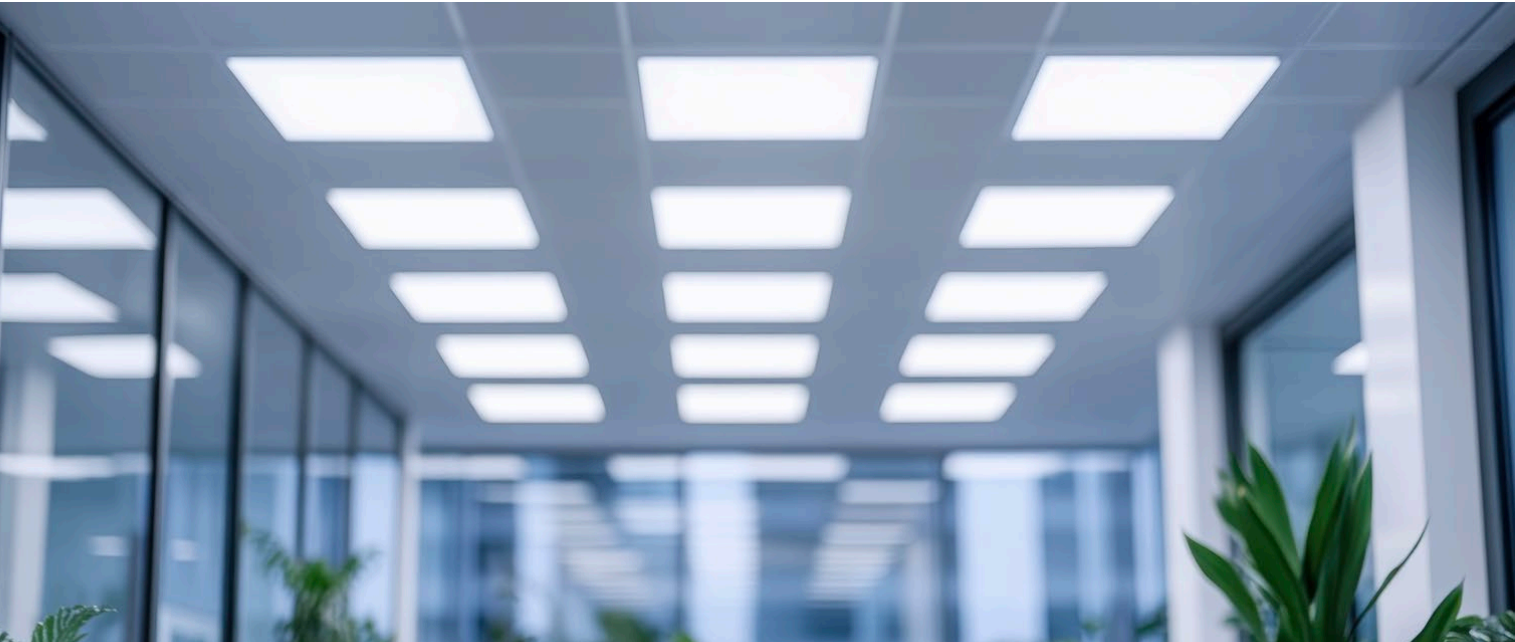
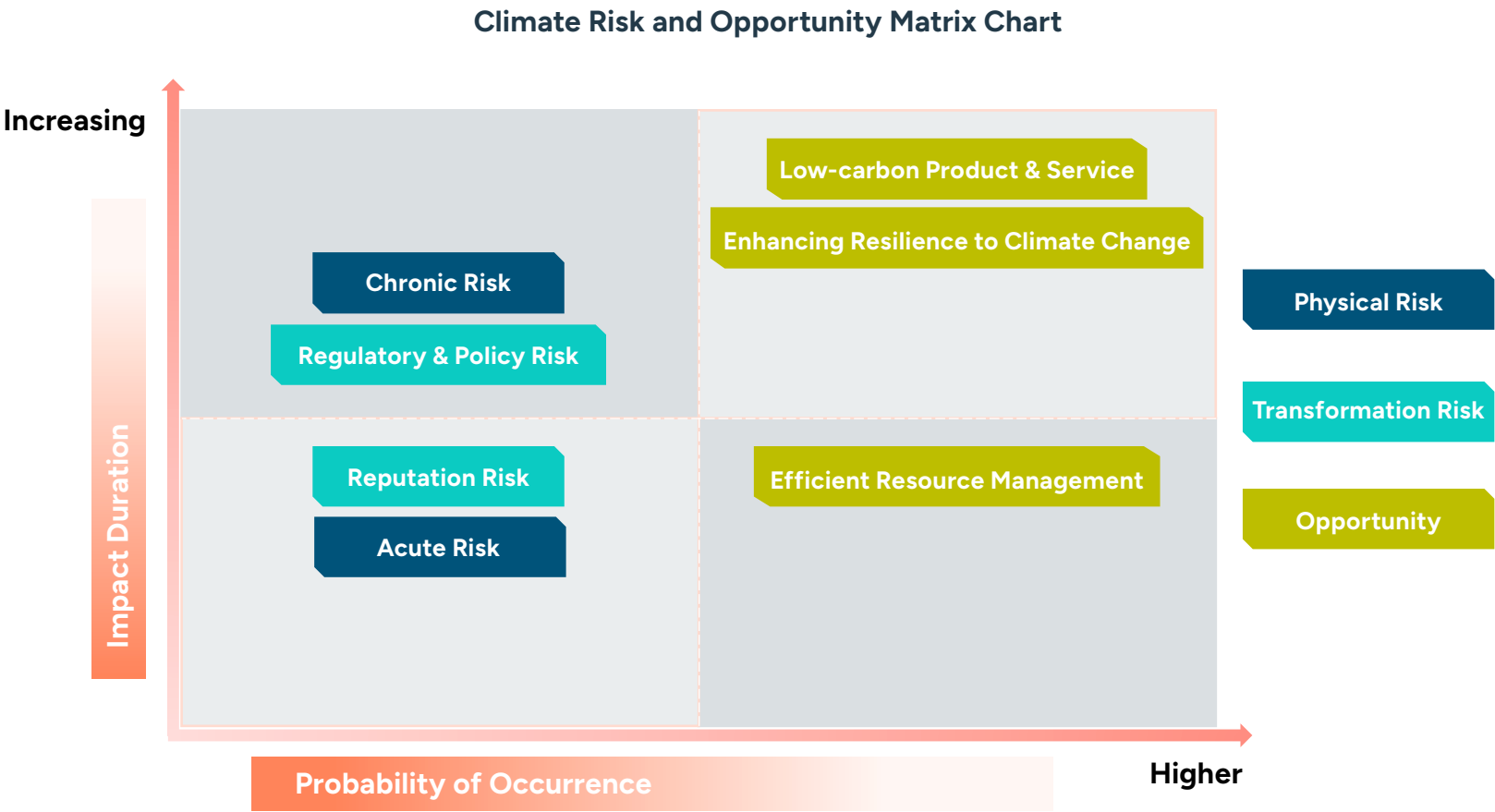
The Company refers to the recommendations of the Working Group on Climate-Related Financial Information Disclosure (TCFD), systematically carries out climate risk identification, and formulates key climate risk response strategies and improves climate risks through climate risk response, risk impact path analysis, financial impact assessment and scenario analysis. Ability to respond.

Impact Analysis of Climate Risks and Opportunities

Risk and Opportunity Type	Descriptions on Risks and Opportunities	Potential Impact		
		Impact Duration	Value Chain Affected	Financial Impact
Physical Risks				
Acute Risk	Extreme weather such as typhoons, floods and prolonged droughts can lead to water and power outages, damage to facilities and traffic jams. The severity and frequency of extreme weather events directly affect a company's ability to serve customers.	Short-medium term	Downstream	Cost increases/ Revenue decreases
Chronic Risk	Long-term changes in climate patterns (rain, snow, hail, etc.) can have negative impacts on natural resources such as crops, forestry and insects, leading to changes in the growing season, geographical location, yield and distribution of species. Therefore, it will affect the cost of procurement and transportation of the Company's comprehensive food services.	Medium to long term	Upstream, direct operation	Cost increases

Risk and Opportunity Type	Descriptions on Risks and Opportunities	Potential Impact		
		Impact Duration	Value Chain Affected	Financial Impact
Transitional Risks				
Reputational Risk	Stakeholders such as customers are increasingly concerned about Aden's actions and performance in addressing climate change, and failure to meet stakeholder' expectations due to the Company's failure to take active actions will result in damage to the Company's market image and reputation.	Short-medium term	Marketing, sales	Revenue decreases
	Climate-related regulatory requirements are tightening, and companies need to meet legal and regulatory requirements in their operations and respond to emerging regulations in advance.	Medium to long term	Direct operation	Cost increases
Regulatory and Policy Risk				
Opportunities				
Low-Carbon Products and Services	Under the background of China's "dual carbon" goal, customers, partners and other stakeholders are increasingly inclined to choose green and low-carbon products and services, and social demand is further increased. Continuous development and provision of low-carbon products and services enables companies to better adapt to market demand, seek more customers, and achieve revenue growth.	Long-term	Downstream, marketing, Sales	Revenue increases
Efficient Capital Source Management	Measures such as energy management, water conservation and material recycling in the operation process can improve resource efficiency, reduce the consumption of electricity and water resources, improve the utilization rate of electronic equipment and other items, and reduce operating costs.	Short-medium term	Direct operation	Cost decreases
Improving Resilience to Climate Change	Improving a company's resilience to the effects of severe climate can improve the stability of the Company's operations and create more space for seizing climate opportunities.	Long-term	Direct operation	Cost decreases

Impact Analysis Visualization of Climate Risks and Opportunities



1.3 Energy

Energy Management

Aden places high priority on energy management and is committed to reducing energy consumption and improving energy efficiency. To support these goals, the Company has formulated the Energy Management System and the Electricity Saving Management System. Our direct energy consumption stems primarily from gasoline used in company-owned vehicles, while indirect consumption comes mainly from purchased electricity. During the reporting period, we encouraged employees to adopt energy-conscious habits in their daily work - such as turning off electrical equipment when not in use - to collectively promote energy conservation and emission reduction and achieve sustainable development.

Main Energy Types and Their Usage Scenarios

Energy Type		Main Usage Scenarios
Direct Energy	Natural Gas	Dormitory
	Gasoline	Operation of Company-Owned Vehicles
Indirect energy	Purchased Electricity	Offices

Energy Conservation Measures at Aden Offices

- Lighting Upgrade**

> Energy-efficient LED lighting has been installed throughout all office areas.
- Smart Meeting Rooms**

> Motion-activated lighting systems are now operational in every meeting room at headquarters.
- HVAC Optimization**

> Air conditioning operation is now precisely scheduled to match occupancy, minimizing energy waste while maintaining comfort.
- Digital Twin Management Platform**

> A real-time digital twin of the headquarters building enables continuous energy monitoring and data-driven insights to support energy conservation.
- Computer Power Management**

> All company computers are set to enter sleep mode after three minutes of inactivity, significantly reducing idle power consumption.

Energy Management Training

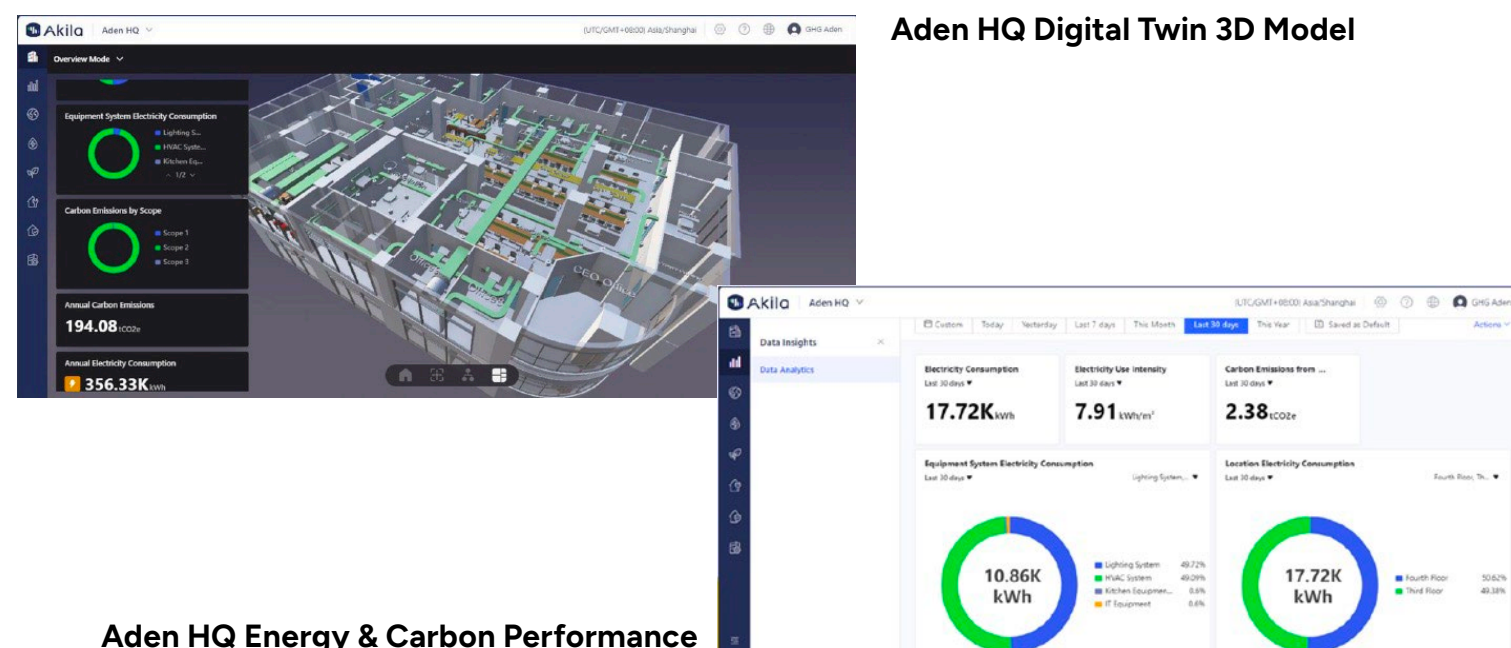
In August 2024, Aden carried out energy management training nationwide, mobilized by ESG training director, and promoted to each region and customer site layer by layer. The Wuxi area of the Company performed well, with a total of 2,860 employees actively participating in planning and implementing energy-saving initiatives such as the use of window insulation materials, the implementation of paperless offices, and the installation of infrared sensor switches. By the end of 2024, these measures had helped Wuxi reduce energy consumption by 6,000 kWh.



Digital Energy and Carbon Management

To accelerate the digital transformation of its energy management and advance low-carbon operations, Aden partnered with Akila in 2023 on a greenhouse gas emissions accounting initiative (the "Aden-Akila GHG Project"). This solution has been implemented across 15 office sites nationwide, where each location uploads energy and waste data via the Akila platform. This enables real-time monitoring of both energy consumption and carbon emissions. This digital management tool streamlines the collection and organization of carbon emissions data. Leveraging automated analysis and visualization technologies - including digital twin technology, automated IoT data collection, and Power BI analytics - it provides Aden with critical insights into emissions levels and trends across its major office locations. Furthermore, the Company developed a 3D digital twin model of its headquarters on the Akila platform, allowing for real-time monitoring, forecasting, and optimization of the building's operations.

After more than a year of implementation, Aden has successfully completed energy data recording and analysis for all 15 offices spanning 2023-2024. This comprehensive dataset not only provides valuable experience in carbon footprint management but also establishes a robust data foundation to inform future low-carbon development strategies.



Water Resources and Wastewater Management

The Company relies primarily on municipal water supplies for its water use and does not involve significant direct or indirect water resource impacts resulting from water intake, consumption, drainage or changes in water storage. The Company has formulated the Water Conservation Management System and other systems, and continuously enhances employees 'awareness of water conservation through daily communication and extensive publicity.

Water-saving measures include the installation of sensor-activated faucets in office restrooms and the placement of conservation reminders in high-usage areas such as pantries and washrooms. These initiatives encourage all employees to participate actively in collective water conservation efforts.

Office Water Conservation Initiatives

Smart Sensor Faucet	> Automatically controls water flow to prevent waste and eliminate continuous running.
Foaming Hand Sanitizer	> Reduces both soap and water usage compared to traditional liquid hand soap.
Leak Detection and Repair	> Regular plumbing system inspections to detect and repair leaks in a timely manner. > Ensures rapid response to water leaks with immediate dispatch of maintenance staff.
Employee Awareness	> Displays water-saving posters to boost employee consciousness about conservation.

No industrial wastewater is generated from the Company's operations. All office and domestic effluents are discharged into the municipal sewage network connected to the operating sites.

Packaging

Aden focuses on source-level control of packaging materials, reducing consumption throughout the entire process—from food processing and packaging to end-user delivery. We promote the use of degradable and reusable tableware in food service operations.



Reduction

Beginning at the procurement stage, Aden has optimized packaging specifications for condiments such as bean paste, canned goods, and granulated sugar—shifting from small retail packages to bulk formats. This restructuring of package sizing has effectively reduced material usage.

Replacement

The Company actively replaces traditional plastic products with environmentally friendly alternatives. Preferred materials include fully biodegradable plastic cups, bamboo pulp paper, as well as recyclable options such as glass bottles and Tetra Pak® packaging. These efforts help minimize the environmental impact of single-use, non-degradable items. During the reporting period, Aden spent RMB 99,810 on degradable materials, purchasing a total of 193,330 units.

Recycling

To encourage resource circularity, Aden promotes the use of reusable tableware across catering operations. We also offer reusable cups for sale and have introduced an incentive program that rewards customers for bringing their own cups or utensils.



Green Warehouse and Logistics

Aden is committed to green transportation through the optimization of delivery methods and route integration. By reducing delivery frequency, shortening transport distances, and transitioning from single-point to multi-point distribution, we enhance efficiency while minimizing environmental impact.

Centralized Distribution via Hub Warehouse	We consolidated multi-supplier and multi-route deliveries into a centralized hub model, significantly improving distribution efficiency.
Quality Assurance & Delivery Frequency Optimization	We shifted from daily deliveries to a hybrid model: daily deliveries for fresh items, and weekly deliveries for dry goods such as grains, oils, and noodles. This approach reduces trip frequency without compromising food quality.
Multi-Stop Bulk Shipments	Distribution routes were optimized through the use of large vehicles for multi-stop deliveries, replacing less efficient single-stop trips with smaller trucks.

Supporting Customer Environmental Goals with Optimized Food Transport

In 2024, one of Aden’s food services projects undertook a comprehensive review of its distribution network in support of global carbon reduction goals. The project transitioned from a fragmented model involving five suppliers to a streamlined, centralized warehouse system. Through further operational refinement, weekly delivery runs were reduced. These measures optimized the food transport solution and enabled the customer to achieve a reduction of 9,685 kgCO₂e in Scope 3 emissions.

1.4 Waste

Waste and Emissions

Aden has formulated management systems such as Solid Waste Management System, Chemical Safety Management Procedure and Sanitation and Cleaning Management System to ensure the proper handling of all emissions and waste generated through our operations.

All company vehicles and fuels are procured in compliance with regulatory standards for motor vehicle emissions to ensure that exhaust pollutants remain within legal limits.

Solid waste is divided into either general or hazardous. Our offices are equipped with sorting bins for recyclables, hazardous materials, food waste, and other general waste. All waste is collected by type and either recycled or handed over to certified third-party providers for treatment, significantly minimizing environmental impact.

In 2024, the Company received no penalties or sanctions related to exhaust gas or waste emissions.

Category	Types of Emissions/Waste	Treatment Measures
Exhaust Gas	Nitrogen oxides, particulate matter, sulfur dioxide	Encourage employees to travel by public transport and reduce the use of official
Solid Waste (General)	Packaging materials Kitchen waste, other household waste	Sorted per Classification and Code of General Solid Waste (GB/T 39198-2020), collect paper products, plastics, etc. and sell them Regularly collected and treated by certified agencies
Solid Waste (Hazardous)	Printer cartridges, waste lamps, batteries, waste electronics	Disposed according to the National Hazardous Waste List (2021) via dedicated bins and certified providers

Waste Reduction and Recycling Initiatives

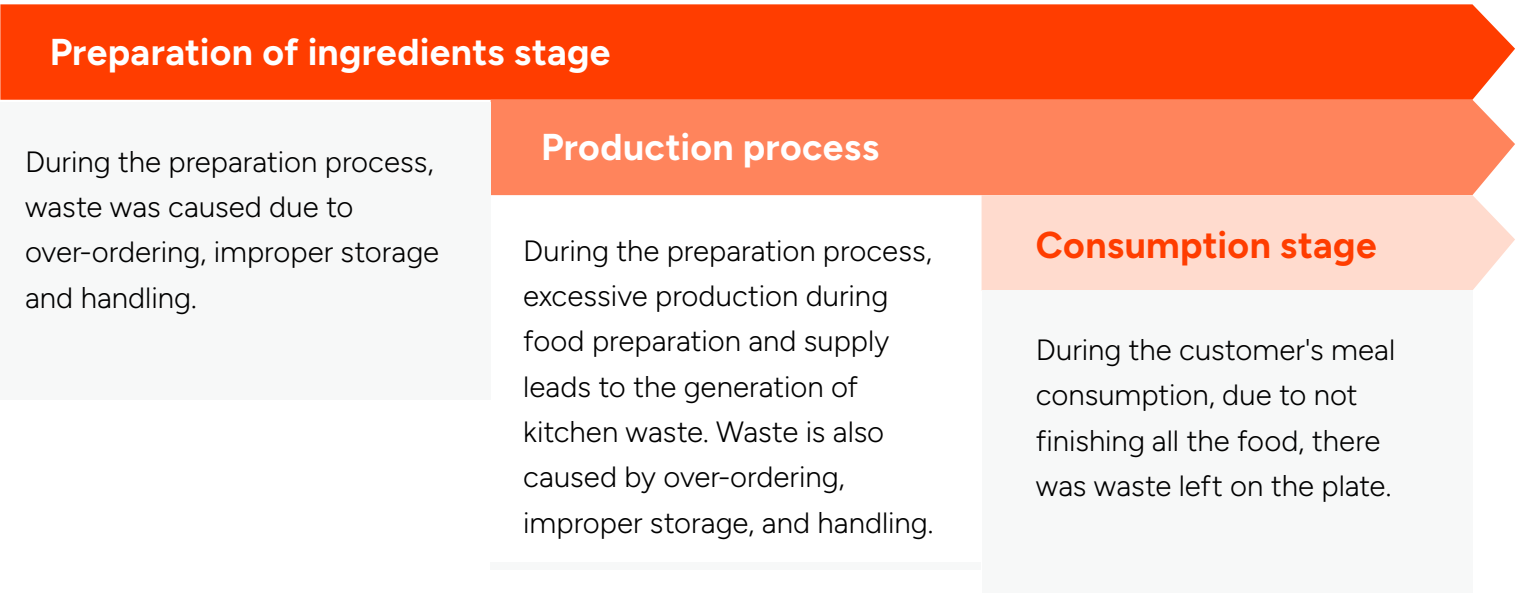
Paperless Office	> Promotion of e-signature systems to reduce printing of contracts and documents. > Reduce printing with shared platforms (e.g., Microsoft 365). > Conference materials are distributed electronically, avoiding printing > Shared printers to centralize and reduce device usage > Replacing paper-based processes with online systems, including the promotion of ERP (Enterprise Resource Planning), CRM (Customer Relationship Management) and online IT (Information Technology) work order submission systems. In 2024, the Company continued to promote the use of online information systems, eliminating paper documents circulating among departments, and effectively promoting the implementation of low-carbon office initiatives.
Managed Color Printing	> Color printing permissions are restricted to reduce unnecessary paper and ink consumption. > Double-sided printing is set as the default option to encourage paper saving.
IT Hardware & Office Equipment Reuse	> Functional computers, monitors, mice, and other devices are redeployed across departments to extend their service life..
Decommissioned Computer Recycling	> End-of-life computers are handled by certified third-party recyclers to ensure environmentally sound disposal.
Reduction of Disposable Tableware	> Encourage employees to bring their own cups and cutlery. > Reusable mugs are provided and regularly cleaned by office services, reducing dependency on disposable alternatives.

Food Waste

Aden implements end-to-end waste management both internally and for clients, with kitchen waste handling being a key component of our integrated food services. The disposal of kitchen waste is one of the key tasks in the Company's integrated food services. The Company is committed to continuously reducing food loss and waste, taking food loss and waste prevention and response measures at the front end, and ensuring that all kitchen waste generated at the back end is handled in compliance. The Company has formulated the Food Services Operation Manual and the Food Waste Prevention and Management System, which clarify scientific management methods such as food loss and waste, kitchen waste disposal, etc.

Aden conducts a comprehensive analysis of its integrated food services and has identified three key stages where food loss and waste occur: preparation, production, and consumption. In response, the company develops and implements targeted measures to prevent and reduce waste across these stages, continuously improving resource efficiency.

Aden’s Food Loss and Waste Generation



1. Preparation & Procurement Waste

This category includes waste generated during the initial handling of ingredients before cooking begins. It encompasses trimmings like fat from meat, bones, peels, stems, and outer leaves from vegetables, as well as any products that have expired in storage before they could be used.

2. Unsold & Overproduced Waste

This refers to wholesome, fully-prepared food that was cooked but never served to a customer. It typically results from overestimation of demand, fluctuating customer numbers, or food that has been held too long under heat lamps to meet quality standards.

3. Consumer Plate Waste

This is the food that reaches the customer's plate but is not consumed. It includes leftovers, scraps, and uneaten portions, often resulting from large portion sizes, personal preference, or a diner being too full to finish their meal.

Aden’s Approach to Food Loss and Waste

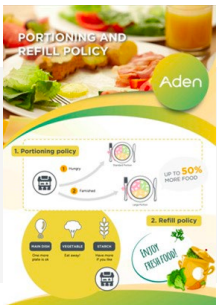
Step	Response Measures	Responsible Team/Personnel
Food Preparation	The Company uses accurate demand forecasting and inventory management to reduce unnecessary waste, and is committed to preparing only the ingredients needed to avoid overstocking.	Director of food & Beverage Integrated Services, Head of Strategic Operations, Supply Chain, Strategy & Transformation
Production	Rationing services are provided to ensure appropriate portions and avoid over-preparation. Batch cooking is adopted to better align with actual demand.	Catering Operations Specialist
Consumption	The Company organizes promotional and practical activities to reduce food waste at project sites to raise awareness of food waste among employees and customers. The concept of “reasonable portions and on-demand eating” is encouraged to instill waste reduction behaviors. During the reporting period, the Company conducted statistics on daily plate waste and advocated customer action through activities such as “Clean Plate” competitions.	Project Site Operations Manager

The Company ensures proper disposal of kitchen waste generated in the course of comprehensive food services. In Shanghai, the Company actively responded to the strict management requirements of Shanghai City on waste classification. The Company has signed a cooperation agreement with the Municipal Waste Management Center, which is responsible for the removal and classification of domestic waste (including kitchen waste and other domestic waste) of the Company. While ensuring the accuracy of waste classification, the intermediate links such as communities and parks are omitted to realize efficient transportation and treatment of waste.

Kitchen Waste Data of Aden Food Services School Project (Partial) (Unit: ton)

Year	2024	2023	2022	2021
Total 1	196.30	181.05	113.18	131.65

1. Due to the temporary closure of project sites for several months due to the epidemic situation, the annual data of 2022 is smaller than the actual data; since the data of 7 project sites are counted from September 2021, the annual data of 2021 is smaller than the actual data. In the future, the Company will continue to improve the scope and collection mechanism of data statistics.



School "Eat Moderately" Awareness Campaign Posters School Cafeteria Sorting & Tray Recycling Bins

Taking Action Against Waste: Turning Surplus into Love through Charity Donations

Aden maintains a long-standing commitment to reducing food waste through action at every level. In 2024, during an activity on a school project, the Company's operations team identified a batch of unopened high-quality baby food through monitoring and analysis of inventory. Acting quickly, the team collaborated with school staff and teachers to distribute 16 boxes of baby food to families in need. The remaining 45 boxes were personally delivered by Aden staff to an orphanage in Pudong. This effort not only prevented material waste and supported inventory reduction but also extended warmth and care to the community, reflecting Aden's dedication to social responsibility and meaningful service.

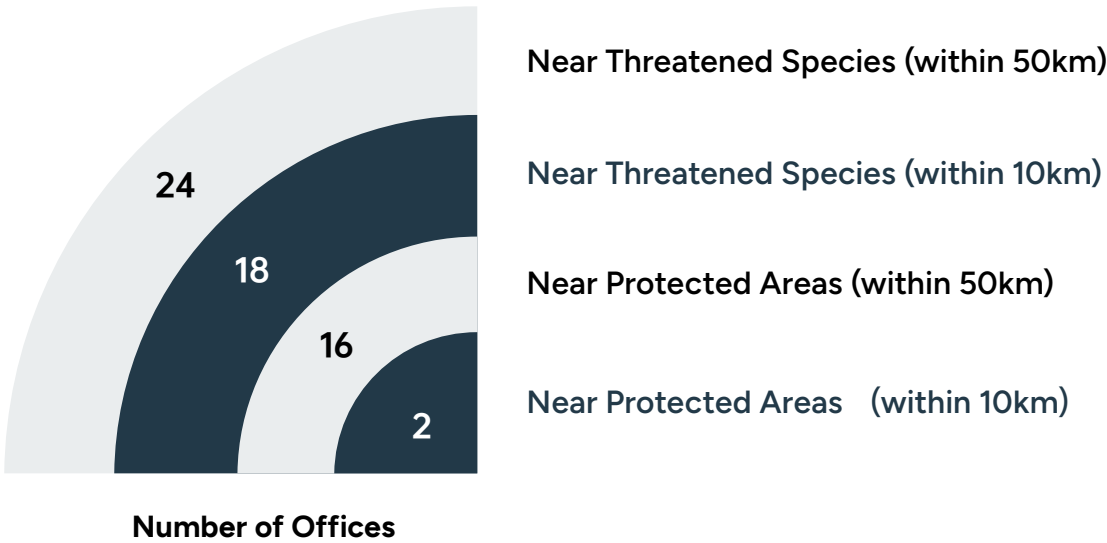


1.5 Biodiversity

Aden strictly complies with relevant national environmental regulations and policies, and actively promotes biodiversity conservation. Guided by the recommendations of the Taskforce on Nature-related Financial Disclosures (TNFD), the company identifies and assesses its dependencies, impacts, risks, and opportunities related to nature. During the reporting period, the Sustainability Committee of the Company conducted risk identification and analysis on biodiversity issues using the LEAP approach. By introducing the Biodiversity Impact Assessment (BIA) and the Integrated Biodiversity Assessment Tool (IBAT). This has established a foundation for enterprises to identify, assess and manage risks and opportunities related to nature, helping the Company's sustainable development and promoting biodiversity conservation.

Moving forward, the Company plans to further improve the use of biodiversity assessment tools and extend these evaluations across the value chain. These efforts aim to further reduce the negative impact on the natural environment, and contribute to the promotion of ecological protection.

Office Biodiversity Impact Assessment



- > Due to the overlapping operation areas in some regions, a total of 6 major regions and 21 cities were actually analyzed, covering 24 offices.
- > Analysis at both 10 km and 50 km zones to assess the impacts and risks of facility and farm operations on biodiversity across different scales.
- > Inclusion of species classified as endangered by the IUCN Red List, China's Red List, or protected under the Wildlife Protection Law of the People's Republic of China in endangered species statistics; inclusion of areas near national nature reserves, national parks, world heritage sites and world protected areas in the conservation zone statistics.

Our Customers

02

2.1 Service Safety & Quality

Aden understands that quality management is an integral part of a successful integrated facilities management solution. The Company has always strictly complied with the Product Quality Law of the People's Republic of China and other relevant laws and regulations, and is committed to building quality management capability covering the whole process, so as to continuously improve service quality.

During the reporting period, the Company and its subsidiaries have passed ISO 9001:2015 quality management system certification. And set quality management objectives every year, regularly carry out reviews, and actively explore improvements in quality management. Aden strives to fully meet customer expectations while ensuring that the Company's service quality has strong market competitiveness.

At present, the Company through project quality management, supplier quality management, customer service quality management, quality management audit, quality training, etc., to achieve service and product life cycle quality management.

Quality Management System and System Established by Aden	
Establish a quality management system ISO 9001: 2015 Quality System	Establish a quality management system Formulate management system documents such as "Document Management Operating Procedures", "Management Review Control Procedures", "Internal Audit Control Procedures", "Correction and Prevention Control Procedures", "Nonconforming Product Control Procedures", "Target and Indicator Control Procedures", and "Information Exchange, Consultation and Communication Control Procedures"

Aden Life Cycle Quality Management System	
Project Quality Management	The company has established a quality inspection operation procedure. Through on-site quality inspections of projects, problems existing in on-site service management can be promptly identified and corrected, ensuring that service management complies with standards and regulations. For security services in facility management services, all security personnel have received human rights policy training. The training content covers not using degrading physical force measures and prohibiting discriminatory behaviors, ensuring that when performing security tasks, human rights are not violated due to excessive use of violence.
Supplier Quality Management	Constantly improve the quality system of suppliers, establish admission standards based on supplier types, conduct quality assessment and performance evaluation, and ensure and enhance the quality of their products and services through means such as supplier capability training and supplier incentive plans. For the products and services provided by suppliers, it is required to provide certifications or qualifications that comply with national and industry standards. Safeguard the safety and health of relevant personnel, such as chemicals must have a chemical safety technical specification (Material Safety Data Sheet, MSDS), and food must provide corresponding licenses.
Customer Service Quality Management	Establish a sound customer service quality management system and make continuous efforts to enhance customer satisfaction.
Quality Management Audit	The quality management system is regularly audited and improved from four aspects: internal review, risk assessment, audit and continuous improvement, to ensure its effective operation.
Quality Training	Establish a quality management training system at the company level, department level, and project team level, and conduct quality training through a combination of online and offline methods, covering all employees of Aden.

In 2024, the Company carried out a total of 1,845 training sessions on product quality and safety for new employees, on-the-job employees, employees in key positions and engineers, covering ISO 9001 quality system, work responsibilities, service awareness, service etiquette, food quality, safety and nutrition, etc.

Aden's Services Recognized by Many Customers

Xi'an Jingdiao Precision Company

2024 Excellent Supplier



Public Security Administration Bureau of Xi'an City Public Security Bureau

Excellent Security Practitioner in 2024



Samsung (China) Semiconductor Co., Ltd

Outstanding Staff Award



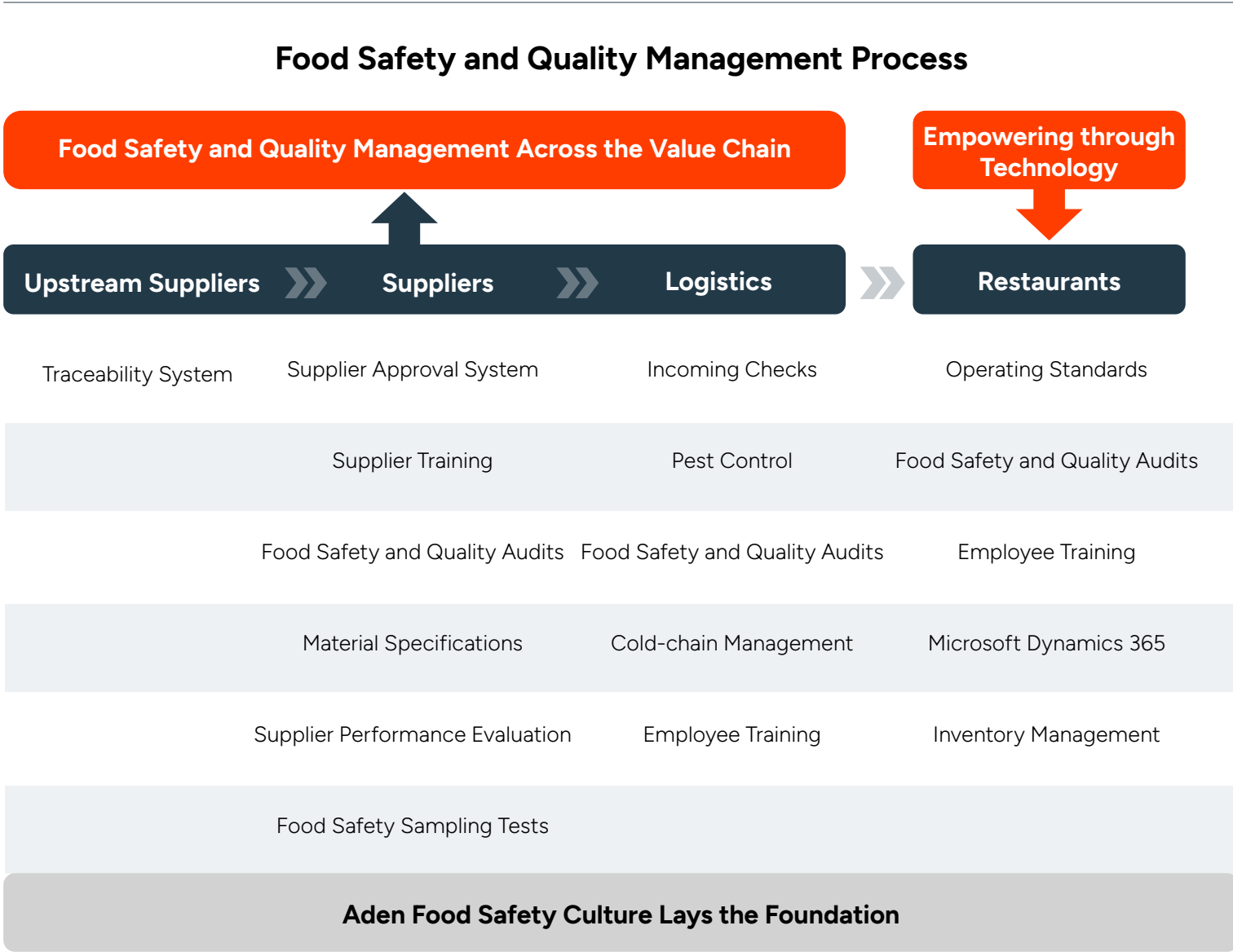
Huili School

China Team Award



2.2 Food Safety

Aden strictly adheres to food safety and quality, and is committed to providing customers with safe, delicious and nutritious food. The Company strictly abides by the Food Safety Law of the People's Republic of China, establishes a food safety and quality management system running through the whole value chain, and comprehensively supervises and guarantees the establishment and implementation of food safety management systems and standards.



Aden Food Quality and Safety Governance Framework



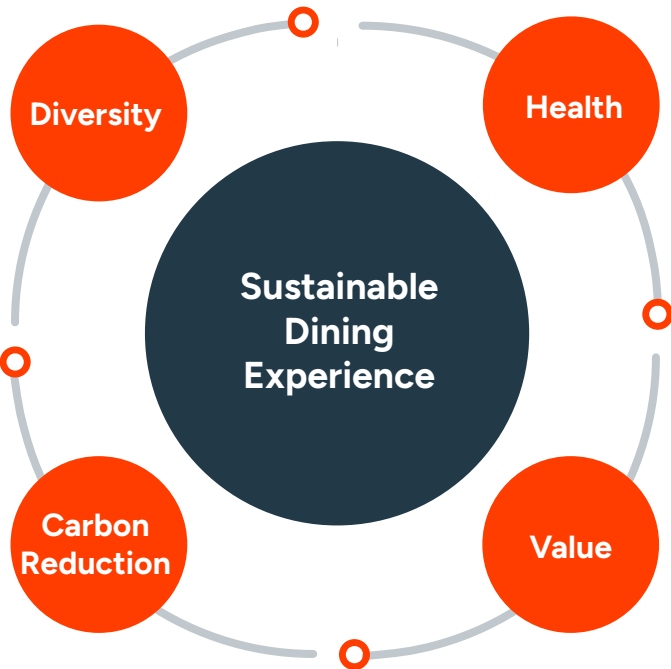
Aden's integrated food service has been widely recognized by customers. Aden fulfills its food safety commitments, implements full-process safety traceability of food, truthfully records and saves key information such as incoming inspection, transportation inspection, and food supply, and uses information technology to continuously optimize the food safety traceability system.

The Company has established a comprehensive prevention mechanism and response strategy for food safety incidents, and has conducted special training for all employees of Integrated Food services. After receiving complaints or information, the Company immediately conducts preliminary understanding of the situation, reports to the superior, and initiates crisis handling procedures to ensure food safety and continuously improve customer satisfaction. During the reporting period, the Company had a total of 0 food safety incidents.

2.3 Nutrient & Health

In Aden's food services, the Company upholds a deep concern for the health and well-being of its customers and a firm belief in promoting sustainable development. With extensive reference to Dietary Guidelines for China Residents (2022 Edition) issued by China Nutrition Society, Balanced Diet Pagoda for China Residents and relevant guidance documents and regulations of Food and Dietary Supplement issued by USFDA, the Company provides delicious and healthy dishes for customers through scientific design of diversified menus, implementation of healthy cooking technology and integration of low-carbon practices, and helps customers move towards healthier lives.

In 2024, the Company incorporated "carbon reduction" into the sustainable diet system, from the food end to the service end, realizing the optimization of the whole process. While providing delicious and delicious dishes, the Company pays more attention to the source and production process of ingredients, giving priority to low-carbon footprint ingredients; at the same time, in terms of service mode, customers are encouraged to bring their own tableware and provide degradable packaging materials, so as to reduce carbon emissions in the catering process in multiple dimensions and promote green catering ecological construction.

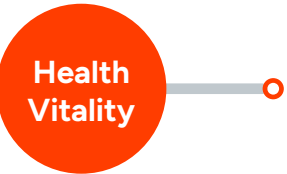


Dimensionality

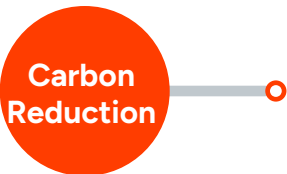
Measures



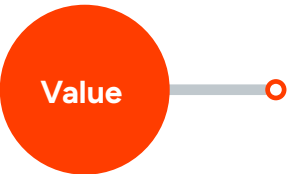
- > Offering a variety of meat, seafood, a variety of staple foods and a rich selection of beverages and seasonal fruits
- > Customized diversified nutrition menu for pregnant women, unwell children, hospital patients, etc. to meet the needs of different groups



- > Use non-GMO cooking oil
- > Adopt healthy cooking methods
- > Chefs receive quarterly dietary knowledge training, learn the skills of making low-salt, low-oil and low-sugar dishes, and innovate and improve dishes according to nutrition and health principles.
- > Promote nutrition knowledge and scientific cooking through media platforms (Weixin Official Accounts) to help customers establish healthy eating habits



- > Launch plant-based, low-calorie meals, reduce beef options
- > Promote seafood and poultry and increase the proportion of these proteins in meals
- > Optimize portion sizes, encourage smaller portions, reduce consumption and waste
- > Reduce or eliminate the use of disposable tableware altogether



- > Menu design closely follows market hot spots and selects seasonal solar terms raw materials
- > Invite guest chefs to add project features
- > Nutritional experts guide procurement, ingredients and processing to ensure that menus meet nutritional standards
- > Cooking classes and nutrition lectures are offered in school projects



Aden and a team of chefs from renowned Lebanon restaurants in Shanghai organize Mediterranean cuisine feasts in school projects



School Project Organizes Thai Food Feast



Edible Pigments Cookies Drawing Art Events



Coffee Print Charity Donation Campaign

2.4 Customer Service

Adhering to the concept of customer first, Aden is committed to providing high standards of service and improving the quality of service in an all-round way. The Company has established a sound customer service system in all business lines, covering sales services, customer communication activities and other contents.

2024 Aden Customer Communication Main Work

Sales Service:

- > Perfect domestic service network: set up technical support, service hotline and mailbox, timely response to customer needs;
- > Professional service team: customer demand-oriented service model, set up a professional customer service team to provide customers with professional and timely service.

Customer Communication Activities:

- > Through participation in exhibitions, business forums, etc., to demonstrate the Company's high-quality services and innovative achievements, and to explore optimized solutions with customers to promote industrial transformation and sustainable development;
- > Join IFMA (International Facility Management Association), ULI (Urban Land Institute), EUCCC (European Union Chamber of Commerce and Industry), French Chamber of Commerce, British Chamber of Commerce, etc. for regular exchange of industry organizations.

Customer Satisfaction Management:

The Company surveys customer satisfaction in two ways:

- > Visit customers regularly to collect customer comments on the Company;
- > Annual comprehensive customer satisfaction survey and follow-up.

Customer Privacy Protection:

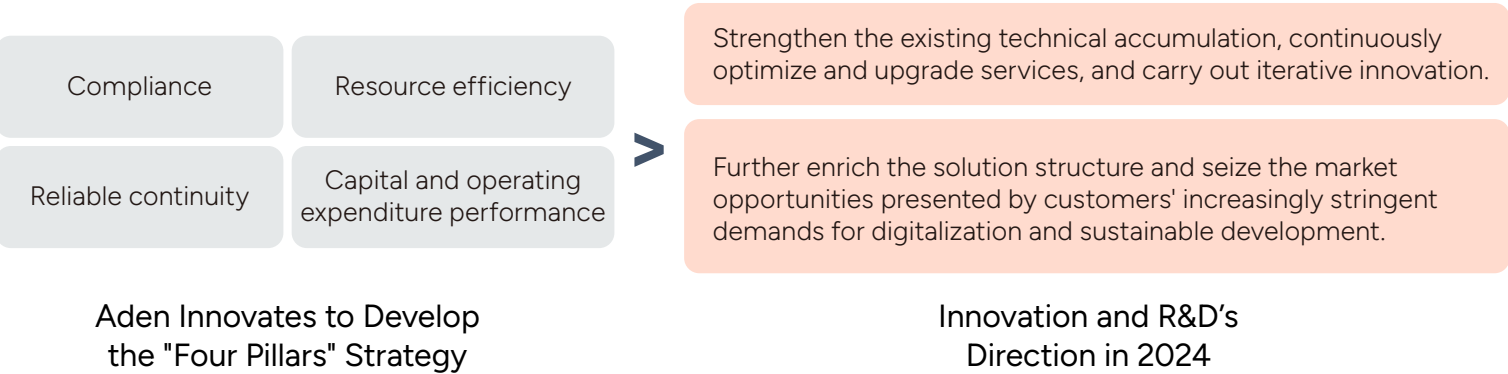
- > Maintain customer information security by establishing a complete information security management system.

Aden Customer Complaint Handling Process

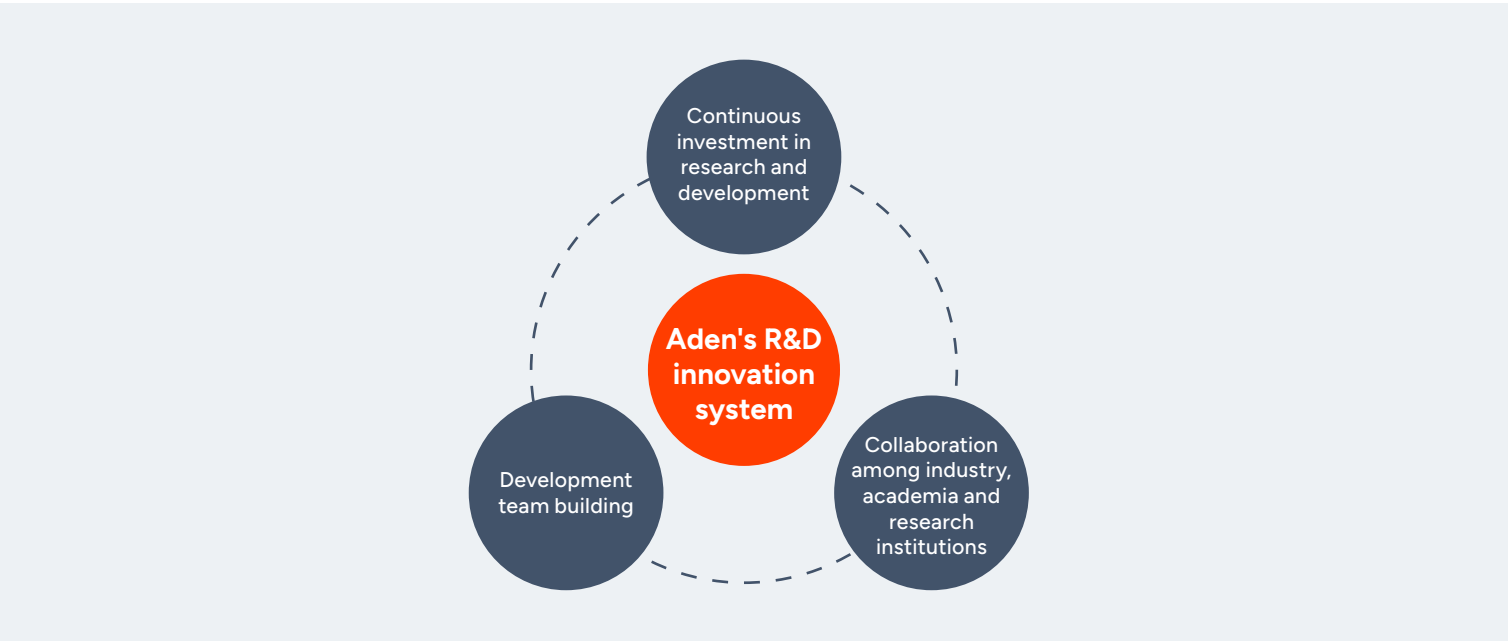


2.5 Innovation

Aiming at the Company's facilities management services, food services, industrial technical services and construction technical services, the Company is guided by market demand, continuously promotes R & D and innovation, and strengthens technological advantages. By creating a R&D innovation system and laying out medium and long-term technology reserves, the Company laid a solid foundation for maintaining its leading position in the industry.



Aden R & D Innovation System



Development Team Building	The Company continues to expand the R & D team, and strives to cultivate a high-quality and high-level R & D team with independent thinking ability, market understanding, R & D
Continuous Investment in Research and Development	The Company vigorously invests in product technology research and development, and establishes a mechanism that combines research and development markets and applications to promote high-quality development of the industry.
Industry-University -Research Cooperation	The Company pays attention to industry-university-research cooperation, actively establishes various forms of cooperation and cooperation with universities and scientific research institutes, strengthens exchanges and cooperation with domestic and foreign counterparts, effectively organizes and utilizes social resources for enterprise innovation services, and promotes the development and innovation of industrial technology.

During the reporting period, the Company achieved results in R & D innovations including driving the business shift to digital reporting and operational monitoring, relying on direct access to digital records to manage compliance, and increasing the share of predictive maintenance. These breakthroughs are based on the combination of digital platform, Internet of Things and artificial intelligence technology, effectively enhancing operational efficiency and risk prevention and control capabilities, and injecting new momentum into sustainable development.



Suppliers

03

3.1 Supply Chain Management

Aden builds a supply chain compliance management system based on international liability standards and domestic regulations. The Company strictly abides by international initiatives and laws and regulations such as the International Labor Organization Convention, Ten Principles of the United Nations Global Compact, Civil Code of the People's Republic of China and Bidding Law of the People's Republic of China, and carries out effective full-process management for suppliers to prevent and control supply chain risks.

At the supplier collaborative governance level, the Company requires key suppliers to sign the Environmental Health and Safety (EHS) Agreement and the Supplier Social Responsibility Code of Conduct before conducting business with the Company, commit to comply with all applicable laws and regulations, and consciously fulfill corporate social responsibility and environmental responsibility. The Company has established management documents such as the Sustainable Procurement Policy to conduct standardized management of the whole process from the aspects of supplier admission, evaluation and examination.

Environmental and Social Responsibility Issues Involved in Supplier Access and Assessment

Labor Management	Business Ethics	Environment	Health and Safety
> Prohibition of forced labor > Zero tolerance for child labor > Anti-discrimination > Prohibition of harassment and abuse > Prohibition of forced labor > Wages and benefits > Appeal mechanism	> Compliant operation > Anti-commercial bribery > Intellectual property > Fair trade	> Environmental permitting and reporting > Preventing pollution and saving resources > Waste management	> Occupational safety > Emergency preparedness > Occupational injuries and diseases

Sustainable Procurement Management at Aden

Supply Chain System Construction	> Formulate Supplier Environmental Health and Safety (EHS) Agreement and Supplier Code of Conduct for Social Responsibility, covering relevant standards such as labor management, business ethics, health and safety, environment and compliance management system, and require all suppliers to sign Supplier Environmental Health and Safety (EHS) Agreement and Supplier Code of Conduct for Social Responsibility. > The Group formulates management documents such as the Sustainable Procurement Policy, and conducts standardized management of the whole process from the aspects of supplier access, evaluation and examination.
Supply Chain Risk Identification and Assessment	Supplier Access: > In the supplier admission stage, the Company requires all potential suppliers to fill in the Supplier Selection Form according to the requirements of international standards such as ISO 22000, ISO 9001 and ISO 14001, local labor and environmental laws and regulations, and the Company's Supplier Management Selection Regulations, and judges the supplier qualification through internal multi-party audit. > The assessment indicators of Supplier Screening Form include human rights protection (including prohibition of child labor and forced labor), whether it is a multi-supplier, environmental protection certification and measures, business ethics and integrity, etc. > Add external query interface in supplier management system to improve supplier corruption and related transaction risk investigation level. Supplier Audit: > The Procurement Department shall evaluate the performance of suppliers every year, establish supplier social responsibility files, and archive the evidence and records of supplier evaluation results and improvement measures. > Distribute the Supplier CSR Questionnaire and Supplier Integrity Questionnaire every year to investigate and understand suppliers 'practices in environmental and social responsibilities, and identify, review and evaluate possible risk points of existing suppliers through regular on-site audits.
Supplier Sustainability Performance Appraisal	> Include environmental protection and other indicators into supplier performance appraisal. > Incorporate labor human rights indicators into supplier performance appraisal, including: labor relations compliance, anti-discrimination and anti-harassment, prohibition of child labor and forced labor, reasonable working hours, etc. > Provide incentives for suppliers with excellent social responsibility performance, including: preferential consideration for peer recommendation, preferential participation in bidding under equal conditions, introduction of more products or services, etc. > For suppliers whose performance evaluation results are unqualified, issue rectification plans for non-conformities and urge them to rectify. > For those suppliers who are still unqualified after rectification, we will urge them to further improve by suspending procurement and suspending cooperation. If they still do not meet our requirements after examination by the Company, the company will terminate their cooperation.
Supplier Employee Opinion Survey	> Through telephone calls, questionnaires, on-site audit interviews, etc., we listen to the opinions of suppliers' employees on whether the working environment is safe, whether safety training is provided, whether the salary is satisfactory, whether the work intensity is excessive, whether the working hours comply with labor regulations, and suggestions.

In terms of supplier sustainability capacity building, b regularly conducts on-site audits of suppliers and conducts sustainability related training for key suppliers. In 2024, the Company completed annual audits of 37 suppliers and conducted business ethics training for 11 suppliers.



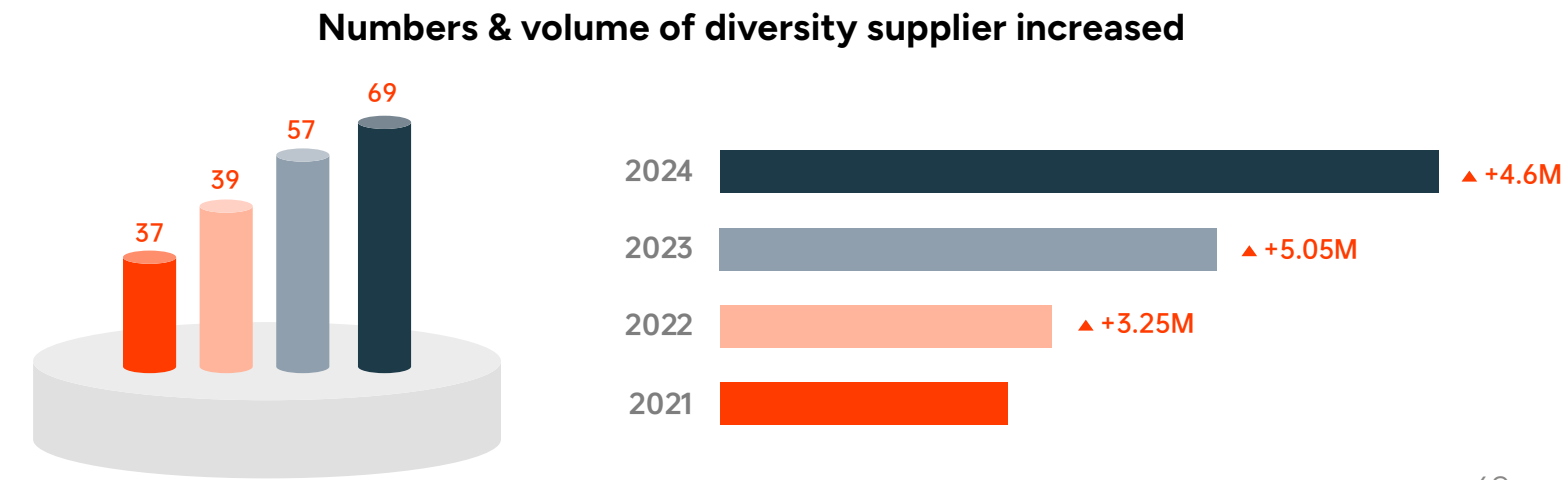
Supplier Training

3.2 DE&I

Aden is committed to creating a diversified supply chain that actively supports the development of small businesses, minority groups and other disadvantaged groups, thereby promoting equitable distribution of economic and social development. The Company incorporates supplier diversity into its annual procurement policy and promotes it in internal training. In order to establish a diversified supplier selection mechanism, the Company has also formulated relevant policies to encourage the procurement department to actively seek diversified suppliers, and at the same time, to enhance employees 'awareness and attention to cooperation with diversified enterprises.

The Company pays more attention to diversified suppliers in the supplier access process. For example, in the supplier audit table, add sub-items to the types of female start-up enterprises and veterans enterprises to ensure that more diversified enterprises become suppliers of Aden.

Since 2021, the Company has demonstrated continuous growth in the number of diversified suppliers and collaborative spending. The number of diversified suppliers increased steadily from 37 in 2021 to 69 in 2024. The procurement amount also increased significantly during the same period, with procurement expenditure in 2024 increasing by RMB4.6 million compared with the previous year. This result not only highlights the Company's tireless efforts to support small businesses and vulnerable suppliers, but also fully demonstrates that the implementation of supply chain diversification policies has effectively promoted the equitable distribution of the economy.



3.3 Procurement Team Management

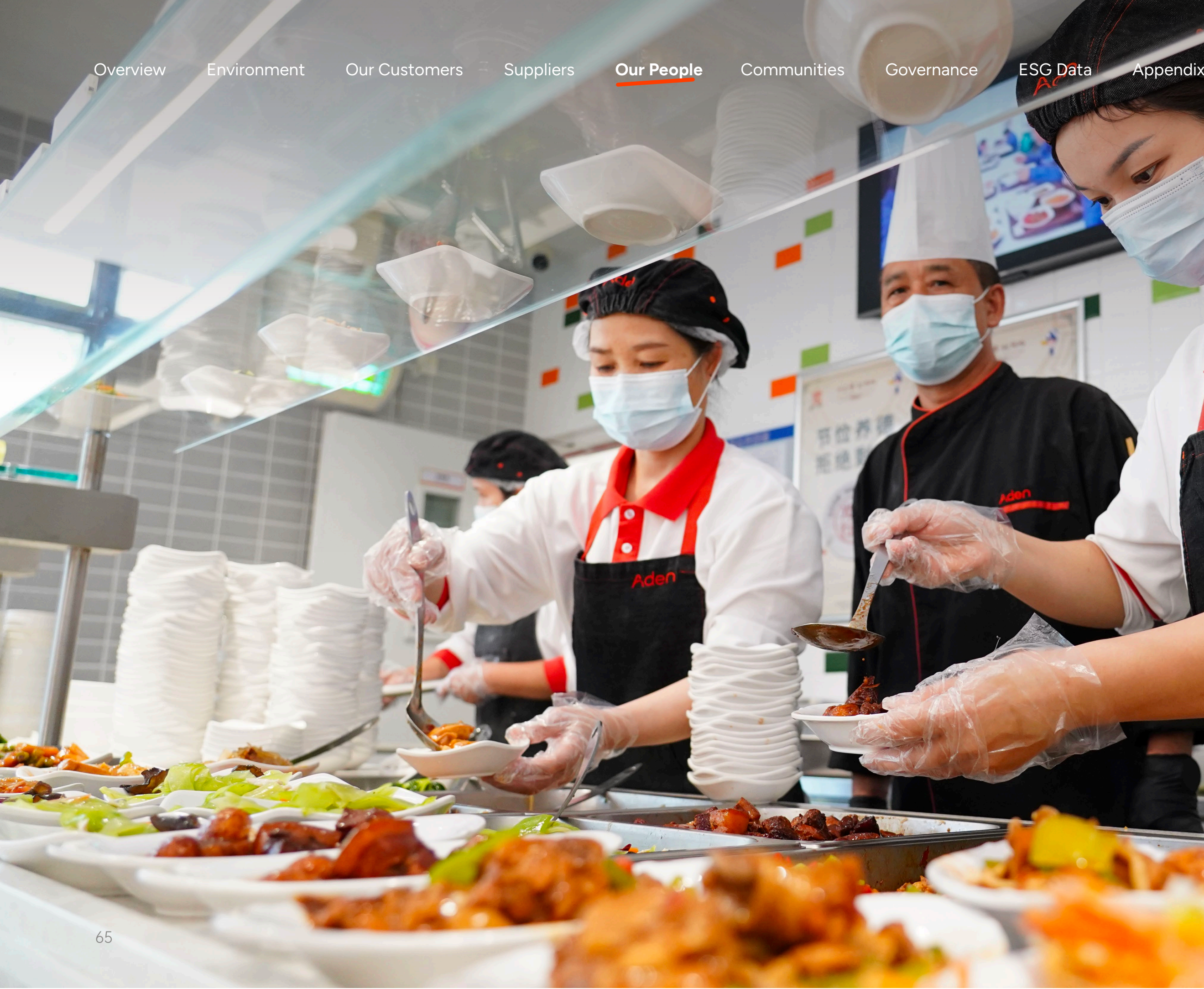
Through general education on sustainable governance and special training on sustainable supply chain, we continuously strengthen the business ethics awareness of procurement personnel and enhance the sustainable procurement ability of procurement personnel. As at the end of the reporting period, a total of 13 procurement staff of the Company participated in sustainable procurement training.

We incorporate ESG governance objectives into our procurement staff performance appraisal to motivate procurement staff to actively implement sustainable procurement actions.



ESG Training for Procurement Staff





Our People

04

4.1 Rights and Benefits

4.1.1 Labor Human Rights Risk Management

Aden adheres to the people-oriented culture, upholds and abides by international initiatives and standards such as the Universal Declaration of Human Rights, the Declaration of Fundamental Principles and Rights at Work of the International Labor Organization, and the Ten Principles of the United Nations Global Compact. Strictly abide by the Labor Law of the People's Republic of China, Labor Contract Law of the People's Republic of China, Employment Promotion Law of the People's Republic of China, Law of the People's Republic of China on Protection of Women's Rights and Interests, Law of the People's Republic of China on Protection of Minors, Social Insurance Law of the People's Republic of China and other laws and regulations, formulate and issue labor policies of the Company, continuously improve working conditions and employee welfare, and protect employees' human rights.

The Company formulates and implements system documents such as Employee Manual, Policy of Working Hours, Days off, Holidays and Leave, Employee Compensation Management System, Management System for Prevention of Multiple Discrimination and Harassment, Remedy Procedures for Child Labor or Forced Labor Incidents, etc. to standardize the management of recruitment and dismissal, salary and promotion, working hours and holidays. The system applies to all employees, including full-time employees, contract employees and any other types of employees.

Training on Labor and Human Rights

In combination with the Company's Employee Handbook and internal system promotion, Aden regularly carries out training on labor and human rights topics such as Diversity, Equality and Inclusion (DE&I) and prohibition of child labor and forced labor for all employees, ensuring that employees understand and abide by relevant policies and enhance their awareness and ability of human rights protection. As at the end of the reporting period, employee participation in labor and human rights training reached 100%.

Risk Assessment and Control

We embed human rights and labor risk management into daily operations. Potential employment risks—including child labor, forced labor, discrimination, and harassment—are identified and assessed through a structured process. A dedicated human rights and labor risk register is maintained to facilitate targeted risk control strategies.

The Company conducts regular reviews of human rights risk controls, refining strategies and enhancing management systems based on internal audit outcomes. During the reporting period, 100% of Aden's operating sites underwent labor and human rights risk assessments.

Supplier evaluations and audits also incorporate labor and human rights criteria. Through due diligence, we identify and address human rights risks across the supply chain, reinforcing sustainable and ethical sourcing practices.

Complaints and Reporting

Aden encourages employees to complain and report violations of basic human rights. Employees experiencing unfair treatment may raise concerns orally or in writing with their supervisor, the HR department, or senior management. Physical suggestion boxes, dedicated phone lines, and email channels are also available for reporting labor rights violations.

Employees can give feedback through the above channels on issues related to child labor, forced labor, fair employment, harassment, discrimination, protection of vulnerable groups, and welfare safeguards, etc. The Company classifies and summarizes the collected employee communication contents, and formulates corresponding follow-up plans according to the type and urgency of communication matters to ensure that relevant problems are improved in time. In addition, in order to better protect employees' privacy, the Company has established internal management practices to ensure that communication matters are only known to the receiving personnel and relevant personnel. In 2024, no labor and human rights complaints—including those related to child labor, forced labor, discrimination, or harassment—were reported.

4.1.2 Prohibition of Child Labor and Forced Labor

Aden strictly prohibits the use of child labor and all forms of forced labor. The Company has issued policies against such practices, which are integrated into all stages of employee management—from recruitment and employment to separation. During the reporting period, there were no incidents of child labor and forced labor occurred in the Company.

Prohibition of Child Labor

The Company strictly prohibits the employment of child labor in any form. We have established an age identification checklist for candidates and use legal means to verify identity documents to ensure the authenticity of candidates' declared ages. In addition, we ensure that there is no misuse of child labor in the Company through sampling inspection and internal audit. During the reporting period, all regular employees of the Company were verified to be over 18 years of age.

Child Labor Remediation Measures

In the event that child labor is identified, Aden will immediately remove the affected minor from work and notify local labor authorities. The Company will cover all costs related to health examinations and any necessary medical treatment, contact the minor's guardian, and arrange and fund their safe return home. Aden also commits to providing financial support for the completion of the minor's compulsory education.

Prohibition of Forced Labor

Aden does not engage in or tolerate any form of forced labor, including but not limited to prison labor, bonded labor, debt servitude, slavery, trafficking, compulsory work, or any practice that restricts freedom of movement. We also require the same standards from all suppliers and subcontractors.

The Company strictly abides by relevant laws and regulations of the country or region where it is located, and has formulated recruitment and resignation standard management procedures and makes them public; we choose legal and compliant recruitment channels, prohibit the seizure of employee identification documents, and prohibit the collection of deposits, recruitment fees, medical examination fees and other fees during the recruitment process; We clearly communicate the terms and conditions of employment in language that workers can understand, sign labor contracts with employees on an equal and voluntary basis, and ensure that all work is voluntary; during work, we strictly prohibit corporal punishment, coercion or any form of verbal, physical, psychological and gender punishment; We respect the right of employees to terminate their labor contracts legally and freely, and employees are free to leave their jobs according to standard procedures on the premise of reasonable notice. During the reporting period, all employees of the Company signed formal labor contracts or labor agreements according to law.

Remedies for Victims of Forced Labor

- > Full payment of wages for the period of forced labor and compensation in accordance with relevant laws.
- > Reimbursement of medical costs and compensation for emotional distress.
- > Provision of immediate medical care and professional psychological counseling.
- > Access to vocational training and employment support to facilitate social reintegration.
- > Legal assistance and cooperation with judicial authorities to hold perpetrators accountable.

4.1.3 Diversity, Equality& Inclusion (DE&I)

Aden actively integrates the values of diversity, equity, and inclusion (DE&I) across all aspects of employee management—including recruitment, employment, performance evaluation, role and salary adjustments, promotions, and career development. We foster interaction and collaboration among individuals and groups across different genders, races, ages, religious beliefs, marital statuses, and other backgrounds, creating an environment that stimulates innovation and strengthens organizational synergy.

We maintain a Zero-Tolerance policy toward all forms of discrimination and harassment. Through policy communication and training programs, we guide employees in identifying related risks in daily operations and strengthen self-discipline and peer accountability. During the reporting period, there were no confirmed incidents of discrimination or harassment within the Company.

Aden ensures transparency by clearly communicating to all employees the policies, criteria, and procedures related to recruitment, hiring, position placement, compensation, and promotion.

In the process of employee recruitment, remuneration, training and promotion opportunities, we strictly implement the principle of fairness and do not discriminate or treat employees unfairly due to age, gender, marital status, ethnicity, nationality, religion or sexual orientation.

In order to ensure the professionalism and impartiality of recruitment and promotions, the Company selects and certifies interviewers through a rigorous screening process complemented by specialized training and evaluation, and follows the avoidance principle during the interview process. Interviewers who have relatives with candidates/promotion parties are not allowed to participate in the interview process.

The Company firmly opposes workplace harassment and protects employees from any harassment, threats and intimidation at work. We incorporate anti-discrimination and anti-harassment into new employee induction training to ensure that all employees understand the Company's management policy on equal employment and anti-harassment at work upon induction. During the reporting period, all new employees of the Company received relevant training on harassment identification and prevention.

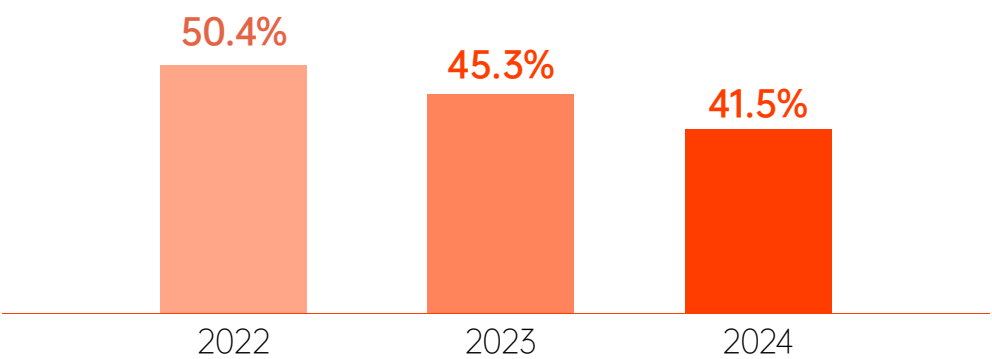
In case of discrimination or harassment related incidents, the Company will intervene quickly, investigate truthfully according to relevant systems, provide professional psychological counseling to the victims, and give corresponding punishment to the injuring party.

The Company encourages mutual understanding and communication among employees of different nationalities, regions, nationalities and cultural backgrounds. In order to help employees adapt to the diversified cultural environment, the Company holds annual staff meetings and organizes group building activities from time to time to build smooth communication channels.

Protection of Female Employees' Rights and Interests

Aden pays close attention to the rights and career development of female employees and actively creates a working environment that supports women's growth. By the end of 2024, the Company had 4,149 female employees and 5,842 male employees, accounting for 41.5% of the total number of employees.

Aden's Female Employee Ratio (2022-2024)



The Company strictly enforces local laws and regulations to provide fair and equitable employment opportunities and promotion opportunities for female employees, as well as maternity leave, breastfeeding leave, maternity check-up leave and child-care leave in line with local policies. The Company pays attention to the rights and interests of female employees and provides corresponding protection for female employees during pregnancy, childbirth and lactation. The Company's office space is equipped with maternity rooms to meet the infrastructure needs of pregnant and lactating female employees.



"Shine Her power, the Most Beautiful Half of the Sky" Theme Poster

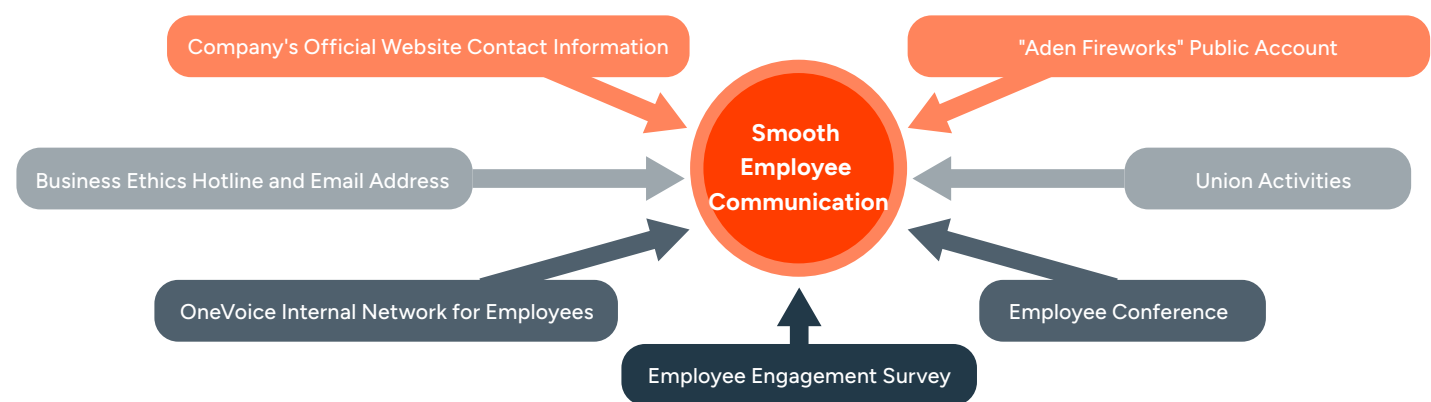
Caring for Special Groups

Faced with the increasing trend of social aging, the re-employment of retirees has become the new normal. Aden actively conforms to the changes of social development, actively provides re-employment opportunities for retirees, and provides diversified and personalized training while protecting employees' rights and interests, and actively creates conditions for retirees to re-employment. As of the end of December 2024, Aden's retirees accounted for 17.6% of all direct employees; among outsourced, dispatched and flexible employees, the number of retirees accounted for 37.8%.

Aden pays close attention to minority/disadvantaged groups such as disabled people and ethnic minorities, and strives to provide them with equal employment and career development opportunities. During the reporting period, the Company provided employment for 81 persons with disabilities.

4.2 Employee Communication

Aden actively listens to employees' voices and establishes a diversified employee communication and feedback mechanism to ensure that employees can easily express their demands and safeguard their legitimate rights and interests. The Company strives to build a smooth and transparent communication environment through various forms of communication platforms such as the Company's official website, Weixin Official Accounts, internal email, business ethics hotline and email (see "Business Ethics" section for details), employee "One Voice" intranet, employee conference, employee engagement survey, trade union, etc.



Aden has established a union, all employees have the qualification to join the union, and the Company respects the independent wishes of employees to participate in the union. On behalf of employees, the trade union of the Company conducts collective negotiation/negotiation with the Company on salary and welfare, working conditions and working environment, and signs the Collective Contract and subsidiary special collective agreement, which covers all employees of the Company.

Aden holds employee congress every year to protect employees' right to know, participate, express and supervise, give full play to the democratic management and democratic supervision role of employee representatives, and protect employees' legitimate rights and interests. For the formulation and modification of systems related to employees' rights and interests, such as working hours and holidays, safety production, occupational health, employee training, employee compensation, etc., the Company will submit them to the employee representative assembly for consultation, and will formally implement them after being voted and approved by the employee representative assembly. During the reporting period, the Company held 1 employee representative meeting.

To gain insight into employee needs, Aden conducts employee engagement surveys every 1-2 years. In April 2023, the Company officially launched the "From Excellent to Excellent: Employee Engagement Program", which surveyed all employees' work engagement, expectations and improvement suggestions through anonymous questionnaires, with a participation rate of 97.4%. The survey results show that the employee engagement score is 57.92%, which is equivalent to the average level in China Aon Hewitt model. Based on the survey results, Aden not only successfully held employee engagement webinars, but also organized workshops at various office locations to comprehensively analyze employee recommendations covering salary and benefits, working time flexibility, physical and mental health, training development, internal communication and other aspects. Finally, the Company formulated a three-dimensional action plan of "learning and development", "internal communication" and "workplace happiness", totaling 26 items, including:

Learning and Development:
16 Action Plans

Internal communication:
6 action plans

Workplace Happiness:
4 Action Plans

These plans are being implemented in phases, with 11 actions completed by 2023 and 15 actions completed by 2024. In addition, the Company has promoted three long-term programs across the years, including employee activities, public welfare projects, and psychological care and counseling services, to continuously improve employee satisfaction and sense of belonging.

Aden Headquarters and Regional Staff Meetings

As one of the action plans for the "internal communication" dimension, in August 2024, Aden held staff meetings in all regions of China to encourage employees to actively speak and communicate. At the meeting, colleagues from all regions held in-depth discussions around challenges and opportunities, brainstorming and seeking strategies, aiming to overcome difficulties, seize opportunities and work together to achieve the 2024 goal.

4.3 Compensation and Benefits

4.3.1 Compensation Management

Aden's compensation and benefits principle is to provide fair, attractive and motivating compensation to help employees improve their purchasing power and quality of life. Reward contributors to the Company through annual individual goal setting and performance evaluation, attract and retain talent while helping the Company better achieve its overall goals.

We have formulated internal norms such as the Employee Compensation Management System and adopted broadband compensation. The establishment of salary standards is not only related to the position of employees, but also related to their professionalism, competence and potential. In addition to the normal compensation paid to employees, we also provide monthly and annual performance-based bonuses to all employees.

Aden Compensation Policy

- > Legal: Policies are based on compliance with relevant national policies, laws and regulations and company management systems.
- > Fairness: is the purpose of the compensation system, employees only think that the compensation system is fair under the premise, it is possible to produce a sense of identity and high satisfaction, the incentive effect of compensation can be fully reflected.
- > Competition: To acquire truly competitive talent, companies must have an attractive compensation system that is competitive in the industry.
- > Motivation: The responsibility and enthusiasm of employees should be stimulated through the salary system.
- > Economy: In consideration of the Company's bearing capacity, profits and reasonable accumulation, reasonable allocation of labor resources, too high or too low will bring negative impact to the Company.

Promoting Pay Equity

We publicize and implement the Company's remuneration policy to all employees, conveying the Company's remuneration structure and standards, remuneration adjustment procedures and methods, etc., to ensure the transparency, fairness and impartiality of the remuneration policy.

Quantitative and measurable performance evaluation criteria and standardized evaluation procedures are established to ensure that the performance evaluation process is fair and to avoid biased or unconscious discrimination in compensation allocation.

We provide support such as nursing time and childcare subsidies to employees (especially female employees) during child-rearing period to help employees who temporarily leave their jobs due to family reasons such as childbirth return to work smoothly, avoid career interruption and reduce salary gap.

The Company pays employees monthly, transfers salaries to employees' personal bank accounts on monthly pay days, and sends salary details to employees through an internal network system.

Pay Adjustment

Aden has formulated policies such as the "Compensation Inventory Guidelines" to comprehensively evaluate (inventory) the Company's operating conditions, national and local compensation policies, GDP growth rate & consumer price index growth rate, market salary increase trend and forecast, etc., and make overall adjustment to employee compensation. In addition, in case of personal position change, outstanding performance and significant contribution, the Company will adjust the salary of the employee individually.

Working Hours

The Company has formulated policies such as Working Hours, Rest Days, Holidays and Leave, etc. According to the provisions of relevant laws and regulations, in combination with post characteristics and the Company's business needs, different working hours systems are implemented for different positions, including standard working hours system, variable working hours system or comprehensive working hours system. We clearly stipulate the corresponding working hour system according to the position of employees in the labor contract. Due to the needs of production and operation, the working hours may be extended after consultation with the trade union and the employee himself. Generally, the extended working hours shall not exceed 1 hour per day; under special circumstances, the extended working hours shall not exceed 3 hours per day or 36 hours per month under the condition of ensuring the health of the employee. The Company shall pay overtime wages to employees in full and on time according to law.

4.3.2 Welfare Care

Aden provides a comprehensive welfare system for employees, adding supplementary benefits and special benefits on the basis of statutory fixed benefits, and constructing a multi-level and all-round welfare guarantee mechanism. Among them, the Company sets special benefits for employees at the project site, such as free employee dormitory or housing subsidy, free working meal, full attendance award, seniority award and other awards. In addition, the Company organizes rich recreational and sports activities for employees, continuously enriches the cultural life of employees and creates a harmonious working atmosphere.

Mandated Benefits	> Statutory benefits such as social insurance and housing provident fund > Provide employees with paid annual leave, statutory holidays, marriage leave, funeral leave, paternity leave and breastfeeding leave according to law
Daily Welfare	> Commercial insurance, supplementary medical insurance > The Company provides daily high temperature subsidies, holiday condolences, etc. > The Company holds employee dinners and sports activities from time to time to enrich employees 'lives and enhance team cohesion
Special Welfare	> Project site to set up special employee benefits

New Year's Celebrations at Aden Headquarters

On December 31, 2024, Aden headquarters held a New Year celebration with the theme of "walking with Egypt, winning with Egypt", officially bidding farewell to 2024 and welcoming 2025 full of hope. Continuing the successful experience of last year, the Company once again held a flea market, employees actively participated, more than 200 people participated, the event sold idle items raised a total of 3,910 yuan, of which 10% donated to Dong Li Feng Mei School to convey love and responsibility. In addition, cross-departmental team games added a lot of fun to the event and further promoted collaboration and communication among colleagues.

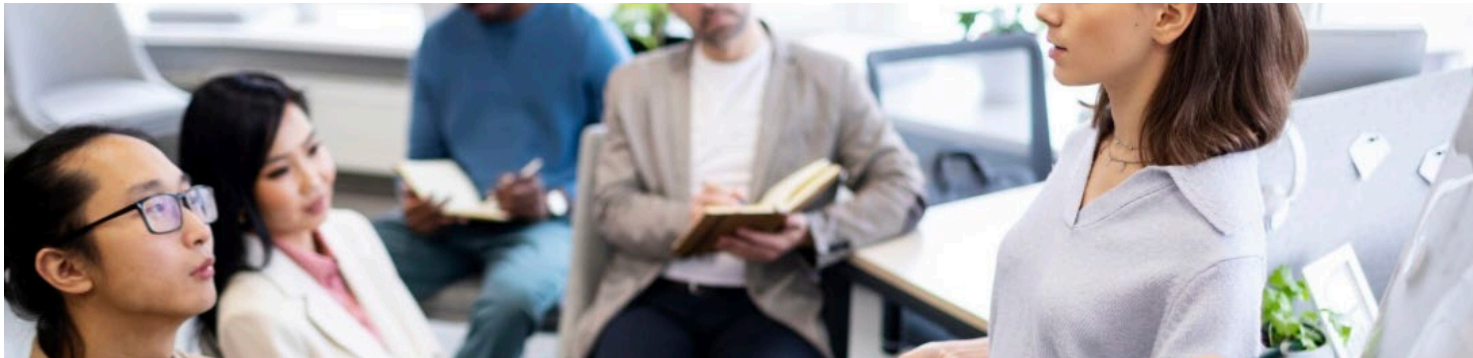


4.4 Training and Development

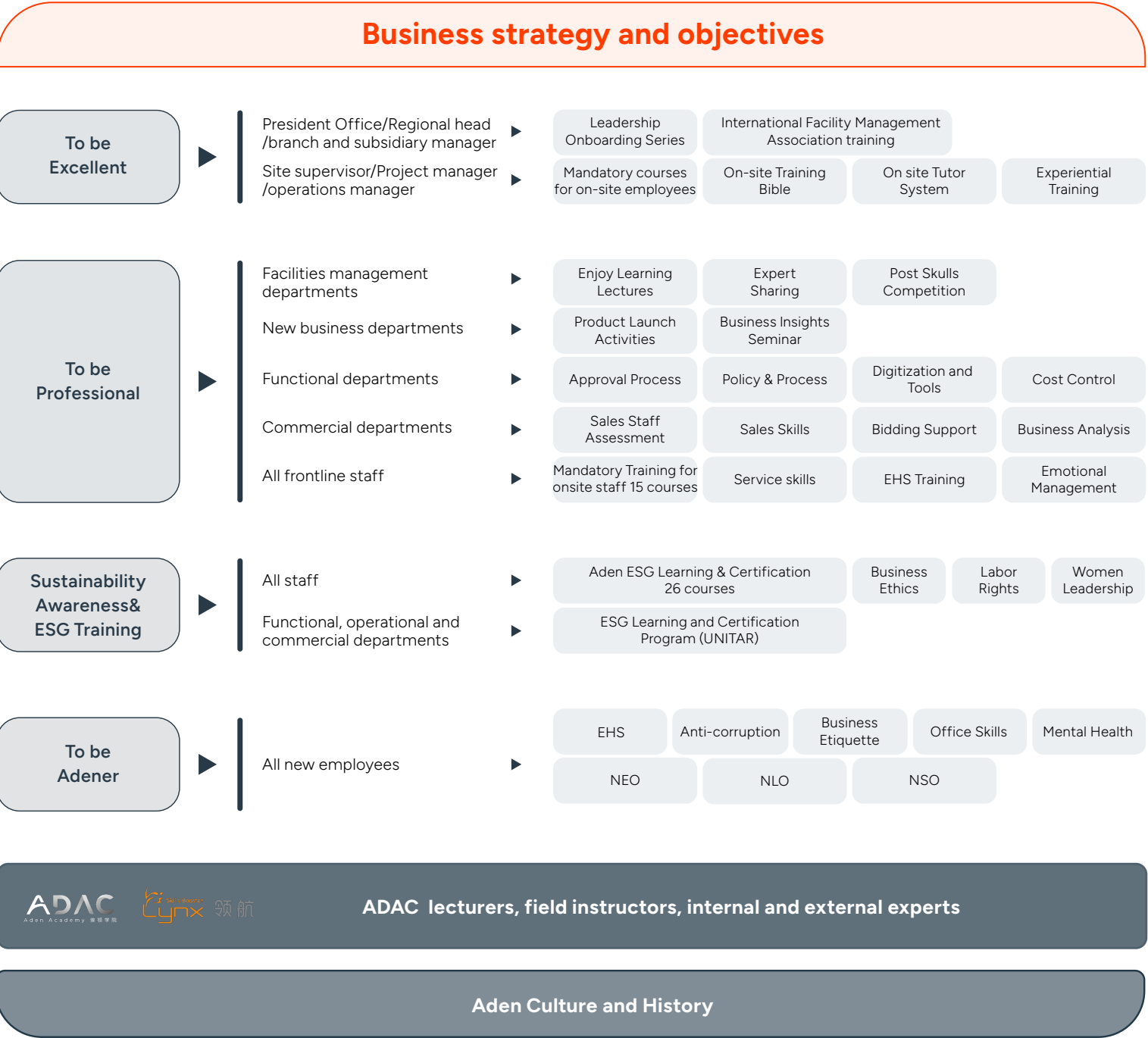
4.4.1 Staff Training

The Company attaches great importance to the improvement of employees 'comprehensive quality, and has formulated systems such as the "Aden Group Training Management System", "Talent Promotion and Development System", "Management and Training Plan", "Tutoring System" and "Internal Talent Flow Project Introduction and Process Policy", systematically planned the training system for all employees, and formulated diversified training plans for all employees within the Group and strictly implemented them. Training effectiveness is evaluated through monthly training reports and training audits.

In terms of training system, Aden continuously optimizes the training system by means of online and offline cooperation and complementary internal and external training. The Company has built a training system covering multiple dimensions such as general skills, cultural awareness, professional skills, competence and leadership. The training targets cover all employees, including full-time employees, labor dispatch employees, part-time employees, etc. Considering that 95% of the employees are front-line employees of the project, the Company specially prepares training materials such as "Aden Business Skills Manual" and "On-site Management Training Manual", and formulates "Aden Field Employee Compulsory Course Plan" to provide employees with on-line and off-line methods, including induction, professional literacy, code of conduct, work safety, traffic safety and labor human rights. (covering diversity, equality and inclusion DE&I), teamwork, stress management, communication skills and other professional courses of systematic learning.



Aden's Training and Development System



In order to facilitate employees to obtain training materials more efficiently, the parent company established "Aden Academy" on the Lynx digital learning platform. Aden College is mainly composed of Aden regional training teams, experts and certified lecturers, responsible for coordinating the planning of Aden staff training development, improving training system, training organization implementation and effect evaluation. The platform currently offers 1,206 internal learning courses and materials and 1,020 external workplace general learning courses, fully covering the learning needs of employees 'workplace development. Aden's "Essential General Training" covers mandatory courses for employees, and all new employees must complete the training before they can start work. In addition, Aden College organizes all-staff learning activities and conducts pilot learning competitions every year to further promote the construction of Aden learning organizations.

By the end of December 2024, the Company had completed 5,984 training courses covering management ability, professional technology, safety production, general occupational ability, environmental protection, energy and climate, laws and regulations, labor human rights and other fields. Completed offline training: 125,615 person-times, a total of 137,979 hours, offline training staff training coverage rate of 82%; pilot online learning per capita completed 5.9 hours. During the reporting period, the training coverage rate of new employees who completed courses such as Employee Handbook, EHS Training, Aden Anti-Corruption and Corruption and Aden Social Responsibility was 69%.

From July 2023 to the end of 2024, the Company has completed the production and promotion of six Pocket Books, including Security Skills Manual, Meal Preparation Skills Manual, Cleaning Skills Manual, TAM Skills Manual, Service Etiquette Manual and Safety Knowledge Manual, to the region. By the end of 2024, the Company's training coverage rate for on-site front-line employees reached 90%, and the per capita training hours of compulsory courses were 2.9 hours.

In May 2024, the Company officially launched the "ESG Moment" project, focusing on six core issues: climate change, food quality and safety, energy management, emissions and waste management, occupational health and safety, and charity. The project was carried out on a monthly basis, and special actions were implemented in stages from June to November, sharing best practices among regions and selecting "ESG Most Contributing Representatives" employees, with remarkable results.

Representative Employees Who Contribute Most to ESG in the "ESG Moment" Project in 2024

Outstanding ESG Ambassadors



Bruce Wang

We're committed to reducing carbon emissions, supporting renewable energy, and promoting eco-friendly lifestyles. At GSUZ, we actively advance ESG practices every day.



Cape Guo

Using digital tools for facility management, we boost operational efficiency and cut energy waste while adopting green energy to lower carbon emissions. Helping clients achieve their ESG goals is our mission.



Even Zhu

At GWUX, we focus on energy efficiency and environmental responsibility, turning our commitment to sustainable development into real actions.



Stanley Hao

By aligning IT with our ESG goals and prioritizing occupational health, we're enhancing work efficiency and quality through modern IT solutions.



Sandy Zhu

At GSHA, we live the ESG philosophy through environmental campaigns, initiatives for the disadvantaged, and upholding the company's sustainability standards.

4.4.2 Career Development

Aden has formulated employee promotion management policies and systems, established vertical and horizontal employee career development channels, clarified promotion standards, assessment methods and implementation processes, committed to building a transparent and fair promotion mechanism, dedicated to creating career development opportunities for all employees, expanding the space for employees to realize their personal values, and promoting the synchronous development of employee growth and the Company's development planning goals.

Leap and Growth: Aden's Global Talent Training Case

Ms. Yang Yangyang joined Aden Overseas in October 2008 as Business Development Officer and Administrative Officer in Congo (DRC), Africa to start her career. In 2009, based on his ability potential and personal development vision, he was transferred to the Personnel Department of Shanghai Headquarters, starting as a Human Resources and Administration Specialist. This post adjustment spanning half of the world is a vivid embodiment of Aden's "people-oriented" talent concept-the Company always takes employees 'ability and development direction as the core, breaks through geographical restrictions, and matches the most suitable growth platform for talents. Since then, she has experienced a step-by-step growth of Human Resources Director (2012), Senior Human Resources Director (2013), Human Resources and Administration Manager (2014), and was promoted to the head of the Human Resources Shared Service Center in 2022. Over the past 17 years, Aden has continuously empowered him to move from executive to strategic management through customized training programs. She also made important contributions to the development of the Company, such as leading the

construction of Aden personnel system and promoting the digital transformation of human resources, which greatly improved the efficiency of the Company's personnel work. Its growth track not only confirms the professional cultivation of individuals in the field of human resource management, but also highlights the unique value of Aden talent training mechanism-creating global development opportunities for employees and realizing win-win situation of personal growth and organizational effectiveness improvement.



Ms. Yang Yangyang has a meeting with the team

Leap and Growth: Aden's Global Talent Training Case

Mr. Dong Qing started his career in August 2002 as Assistant Chef of Suzhou Branch. After being tempered by the operation positions of chef, site manager and project manager, the Company keenly captured its business potential, supported its transformation as business development specialist in 2008, promoted to business development department manager in only three years and won the overall sales champion in China for three years. Aden's "functional transition" training mechanism appears here: through systematic job rotation and customized training, employees can break through professional boundaries and realize compound ability construction. In 2011, he moved to track management, starting from trainee manager of Nanjing Branch, successively serving as deputy general manager and general manager of Changzhou Branch, and promoted to executive director of Wuxi District in 2024. Twenty-four years of deep cultivation, starting from the front line of catering, experienced experience in operation, business, management and other fields, and finally grew into a regional executive. This career path across functional boundaries vividly interprets Aden's talent concept of "borderless development."

With the long-term talent strategy, Aden forges grass-roots employees into regional leaders not only to achieve personal career ideals, but also to cast the core kinetic energy of sustainable development of the enterprise, so as to realize the ecological win-win situation between talents and organizational system.



Mr. Dong Qing signed a business contract with a customer

4.4.3 Performance Management

Aden has established a full performance appraisal system linking employee growth with individual performance and enterprise business performance, and the coverage rate of employees participating in performance appraisal is 100%.

We require managers at all levels to work with subordinates to set clear, clear and challenging goals and to provide effective guidance and support to employees in their actual work. We regularly conduct performance appraisal for each employee, and the appraisee feeds back the work performance and main performance problems in this performance appraisal cycle to the appraiser. The appraiser objectively evaluates the work of the appraisee by interview, affirms the achievements, points out the deficiencies, puts forward improvement opinions and suggestions, helps the appraisee formulate performance improvement measures, discusses and formulates the objectives and plans of the next appraisal cycle.

Employees who disagree with the results of performance appraisal can communicate with their direct superiors and department leaders. If they fail to reach an agreement in communication, they can appeal to higher management.

We take the results of performance appraisal as the basis for measuring employees' work achievements, professional abilities, salary adjustment, post allocation, promotion, evaluation and title evaluation, and give fair evaluation and fair return to employees' value contribution.

Internal Rotation

According to the ability, work performance and business needs of employees, Aden arranges employees to move between departments and positions of the Company after soliciting their personal wishes, so as to better help employees give full play to their potential and improve the necessary skills for career development; the personnel department of the Company releases the vacancy information within the Company from time to time according to the business development and job requirements, and all employees of the Company can voluntarily apply for and compete for posts.

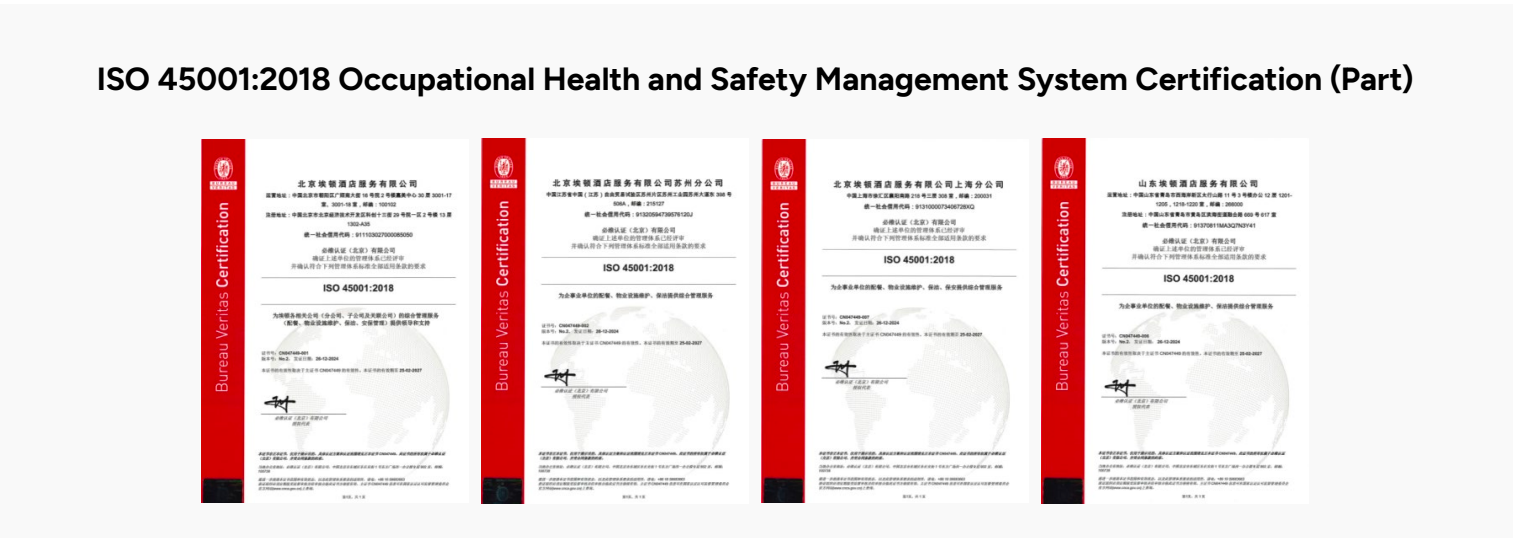


4.5 Health & Safety

4.5.1 Occupational Health and Safety Management System

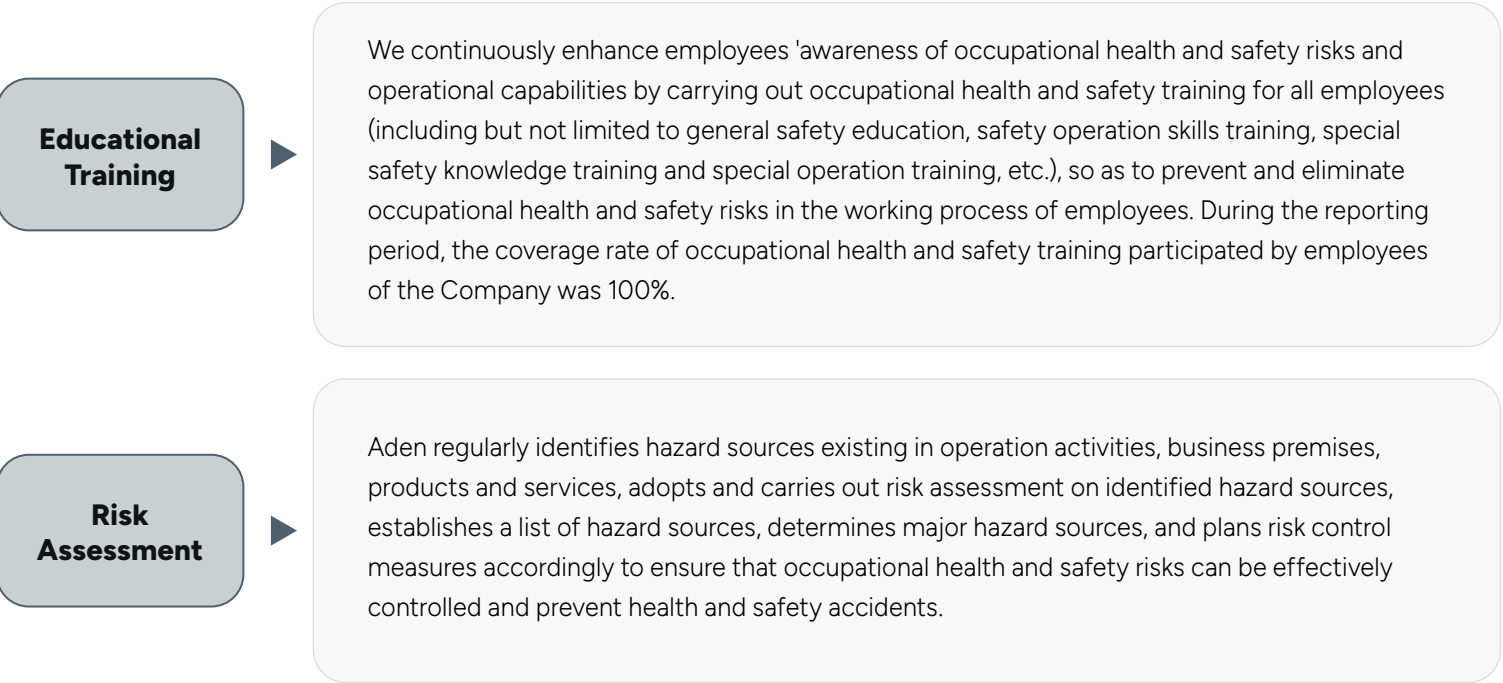
Aden always puts the health and safety of employees in the first place. In the office operation and project site operation, Aden strictly abides by the Safety Production Law of the People's Republic of China, Regulations on Occupational Health Management in Workplaces and other relevant laws and regulations. At the same time, with reference to the American Occupational Safety and Health Standards (OSHA) and other recommended standards, a sound management system has been established and a continuous improvement of health and safety management system has been established. In order to continuously improve the management level, the Company actively carried out ISO 45001:2018 certification, promoted the systematization, standardization and internationalization of health and safety management, and effectively guaranteed the life safety and occupational health of employees

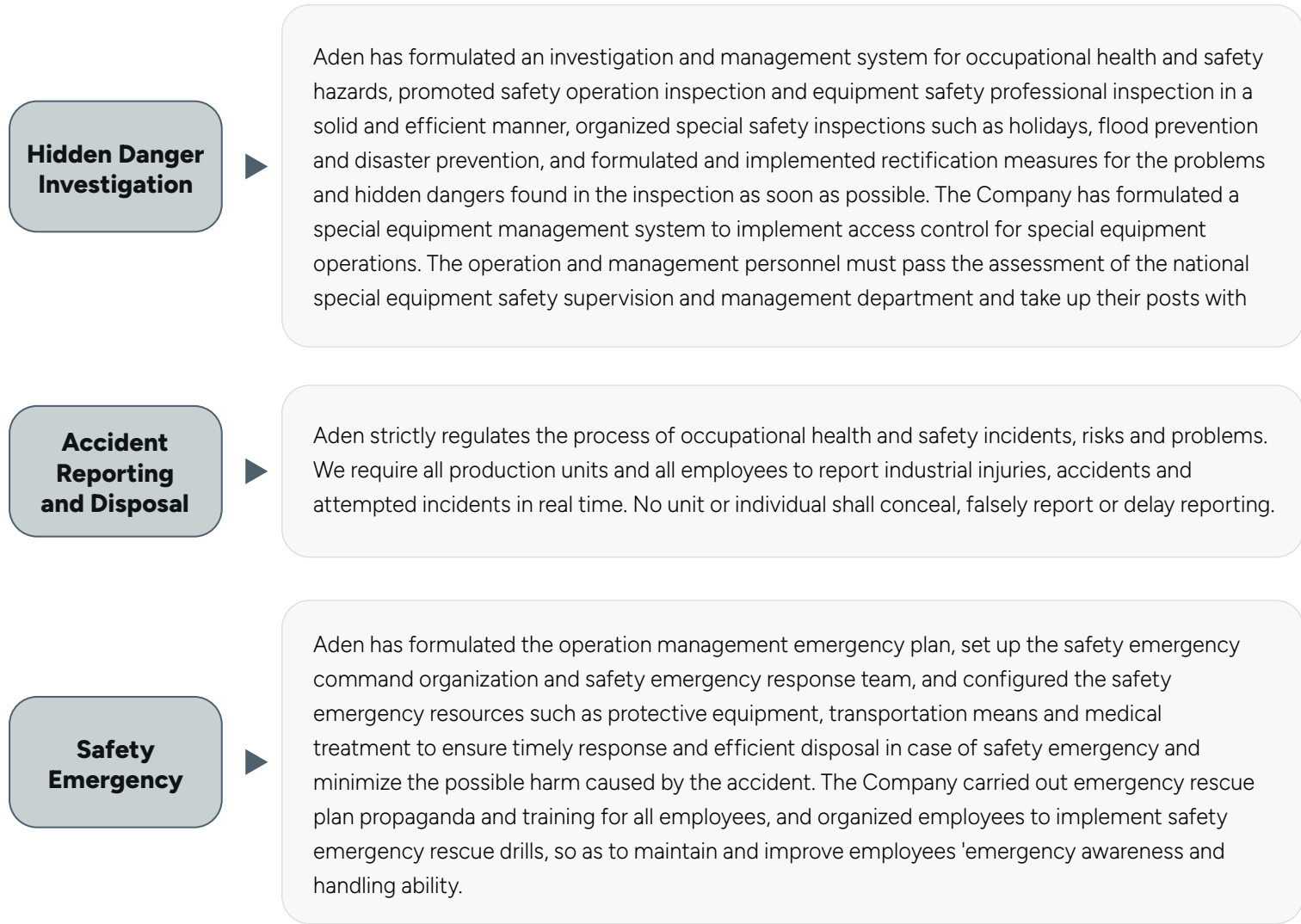
Aden Occupational Health and Safety Management	
Management Objectives	0 SIF (serious incidents and fatalities), 0 LTI (loss of working time due to industrial accidents), 0 environmental accidents, 0 occupational diseases, 0 fires
Management Approach	Aden Group Quality, Health, Safety and Environment Policy (QHSE Policy)
Management System	> The Company has passed ISO 45001:2018 occupational health and safety management system certification, and no safety accidents with serious injuries or more occurred throughout the year. The Company has formulated Hazard Source Identification and Risk Assessment Control Procedure, EHS Reporting and > Incident Management Procedure, EHS Training and Qualification Management Procedure, Emergency Plan and other systems.
Train	All new personnel and personnel with post changes must receive three-level safety and environmental protection education (three-level education for service points, two-level education for business areas and one-level education for the Company), and pass the examination before taking up their posts. Level III safety report education training includes fire safety training.



4.5.2 Occupational Health and Safety Risk Management

Aden implements occupational health and safety risk management through regular employee training, EHS risk assessment, safety inspection and hidden danger investigation.





Emergency Drill for People Trapped in Elevators



Practice of Hazardous Chemical Standard Operation



Fire Fighting Drill

4.5.3 Occupational Health Management

Aden strictly abides by the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases and other laws and regulations, establishes and improves the occupational health management system, systematically identifies occupational health risks in the operation management process, earnestly implements corresponding prevention and protection measures, and practically guarantees the occupational health of employees.

Occupational Health Hazards Identified by Aden and Measures		
Link	Occupational Health Hazards	Move
Office operations	—	> Establishment of staff counselling rooms > The office is equipped with a first aid kit, equipped with common medicines > Office equipped with automatic external defibrillator (AED) first aid kit > Level III Safety Reporting Education Training 
Project site operations (facility management services, industrial technical services, building technical services)	Grinding wheel dust, talc dust, welding dust, noise, carbon monoxide, nitrogen oxides, ammonia, hydrogen sulfide, leakage of dangerous chemicals, etc.	> Employee labor protection articles wearing management > Workplace safety review > The factory is equipped with exhaust facilities for dust and chemical collection and ventilation > Engineering noise reduction > Occupational health examination for employees > Level I safety report education and training: pilot platform safety courses, project point offline safety training
Project site operation (comprehensive catering service)	High temperature, noise, slippery floor, oil smoke, cutting injury, burns, electric shock, etc.	> Management of labor uniforms and protective equipment > Workplace safety review > Kitchen equipped with ventilation equipment such as range hood > Kitchen equipped with air conditioning, fans and other cooling equipment > First aid kit at project site > Level I Safety Reporting Education Training: Online and offline training for food service employees to ensure that employees are proficient in operating and maintaining equipment



Communities

05

5.1 Industrial Cooperation

Leveraging its specialized expertise, Aden facilitates communication and cooperation in the integrated facilities management industry, strengthening collaboration across sector. Through interaction with government agencies, active participation in various economic forums, business summits and industry association activities, the Company demonstrates strong industry leadership and commitment to sustainable development, and continuously expands its cooperation network. This cooperation not only helps technological innovation, resource sharing and market expansion, but also promotes the sustainable development of the facility management industry.

Government Agency Interaction

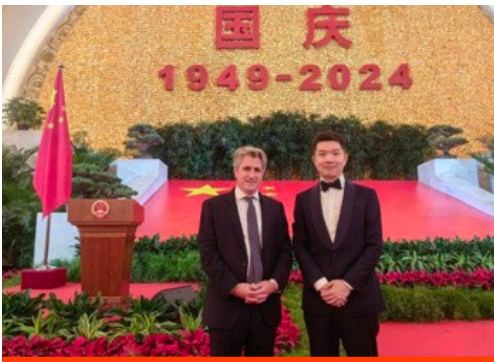
- In 2024, the Company was mainly involved in activities such as the National Day reception of the Shanghai Municipal Government, the World Cities Day event, and the awarding ceremony of the "Magnolia Memorial Award" in Shanghai.
- The China main venue event of the 2024 World Cities Day was jointly organized by the Ministry of Housing and Urban-Rural Development, the Shanghai Municipal Government, and the United Nations Human Settlements Programme. Mr. OBRY, the Chief Innovation Officer of Aden Group, and Mr. Jiang Dewei, the Strategic Director, were invited to attend and share experiences in optimizing building energy, as well as to be interviewed by mainstream media. The group received a written appreciation from the Shanghai Municipal Government for its outstanding contributions.

Industrial Cooperation and Exchange

- Aden actively participates in economic forums and business summits, sharing its service capabilities while showcasing the Company's innovative measures and solutions in reducing carbon emissions and improving the ESG performance of the construction industry, thereby promoting industry exchanges.
- In 2024, the Company mainly participated in events such as the awarding ceremony of the China-Europe Infrastructure Construction Exchange Conference, further expanding its international perspective and demonstrating its commitment to sustainable development.

Participation of Industry Associations

- Aden actively joined several industry organizations and chambers of commerce, maintaining close communication and cooperative relationships with them. These organizations include the China Administrative Alliance, the Shanghai Association of Foreign-Invested Enterprises, the French Chamber of Commerce, and the British Chamber of Commerce, among others.
- To enhance cooperation, Aden has long established partnership relationships with high-level institutions such as the Zhejiang International Joint Business School (ZIBS).
- In 2024, the Company established partnerships with the Global ESG Leadership Association of Colombia, the Shanghai Yangtze River Delta Innovation Research Institute (SYDII), and the Singapore SCALA Consulting Company, marking a more solid step forward in promoting industry cooperation and talent cultivation.



Shanghai City Government National Day Reception (Sept 2024)



Paris "China-EU Infra Construction" Theme Exchange Conference (Oct 2024)



YICAI & Economics China CSR List Awards (Dec 2024)



Aden Group Receives Shanghai Government Thank-You Letter



Co-President Mr. AMMAN won Shanghai "Magnolia Award" (Dec 2024)



World Cities Day & 1st Global Urban Sustainable Development Conference Opening Ceremony (Oct 2024)

Aden's Membership in Industry Organizations in 2024 (list)

Join Organization Name	Aden's Role
Administrative League	Member
Shanghai Branch of Administrative League	Co-founder
Shanghai Foreign Investment Association	Member
CCI France China	Member
BritCham Shanghai	Member

5.2

Community Communication and Charity

Aden sees itself as part of the community, strictly abides by the laws and regulations of the places where it operates, and actively establishes meaningful and constructive dialogue with community stakeholders. On the premise of respecting local cultural practices, the Company proactively identifies and collects outstanding problems in community development, and takes actions to respond to reasonable demands of community residents. By continuously strengthening community construction support, we will contribute to local communities and promote the symbiosis and common prosperity of enterprises and communities.

Aden Supports Community Building Initiatives

Cooperation with Government and Non-profit Organizations

>

Regular visits to local communities and governments to conduct communication activities to enhance mutual trust and cooperation

>

Established "Aden Love Public Welfare Base" in Xuhui District of Shanghai City, dedicated to promoting the quality and efficiency of volunteer service in local communities

>

Joined Shanghai Foreign Enterprise Volunteer Service Committee to discuss new models of community activity organization

Public Welfare

>

Since 2023, we have launched the "Half Day Charity" initiative, encouraging all employees to use half day working time every year to devote themselves to local community building, voluntary charity and other activities

>

Organize employees to participate in diversified public welfare activities, such as winter charity market, to convey warmth and love

Promotion of Employment of Vulnerable Groups

>

Focus on disadvantaged and vulnerable groups in local communities, provide them with employment opportunities and facilitate their integration into society

Charitable Donation

>

Actively respond to the assistance programs of the local government, and implement charitable donations every year to give back to the society

Community Knowledge Dissemination

>

Provide employment education assistance to local community personnel, including vocational skills training, youth employment guidance, etc.

>

Provide knowledge training for social groups, such as health knowledge lectures, legal knowledge lectures, etc.

Educational Development

Aden is concerned about the public good of education and firmly believes that education is the cornerstone of social progress. The Company pays attention to education equity and quality, actively builds cooperation platforms, promotes the sharing and dissemination of high-quality educational resources, and helps more groups obtain equal learning opportunities and growth space.

Aden Helps Disadvantaged Children Grow and Integrate

Since 2018, Aden has established a long-term cooperative relationship with Dong LifengMei KangJian School, dedicated to providing rich social practice opportunities for children and adolescents with moderate and severe intellectual disabilities to assist their personal growth and social integration. By the end of 2024, the Company had successfully held 24 themed activities, attracting a total of 157 employees to participate. These activities include festivals such as Dragon Boat Festival and Children's Day, as well as diversified social practice projects aimed at providing vulnerable children with more opportunities to contact society, helping them improve their life skills and social adaptability, and conveying love and hope.



Graduates of DongLiFengMei Held Graduation Practice Activities at Aden Headquarters

Rural Revitalization

Since 2022, Aden has actively responded to the "Rural Assistance Program Together" initiated by Shanghai City Xuhui District Government, contributing to rural development in Yunnan every year. This project not only provides financial support, but also deepens the Company's ties with rural Yunnan. Through close cooperation with local governments, we will assist local agricultural development while recruiting front-line employees locally, create employment opportunities, jointly promote sustainable development in the region, and demonstrate the responsibilities and responsibilities of enterprises in rural revitalization.



Aden Awarded 2024 Donation Certificate

Environmental Advocacy

Adhering to the concept of green development, Aden actively organizes and encourages employees to participate in various environmental protection public welfare activities. Activities such as clothing recycling, mountain climbing, garbage collection and beach dredging not only reduce the burden on the earth, but also aim to spread the concept of environmental protection and stimulate public awareness of the protection of the natural environment. In 2024, the Company organized employees to help reduce carbon dioxide emissions by 2,313.88 kg through recycling clothes.



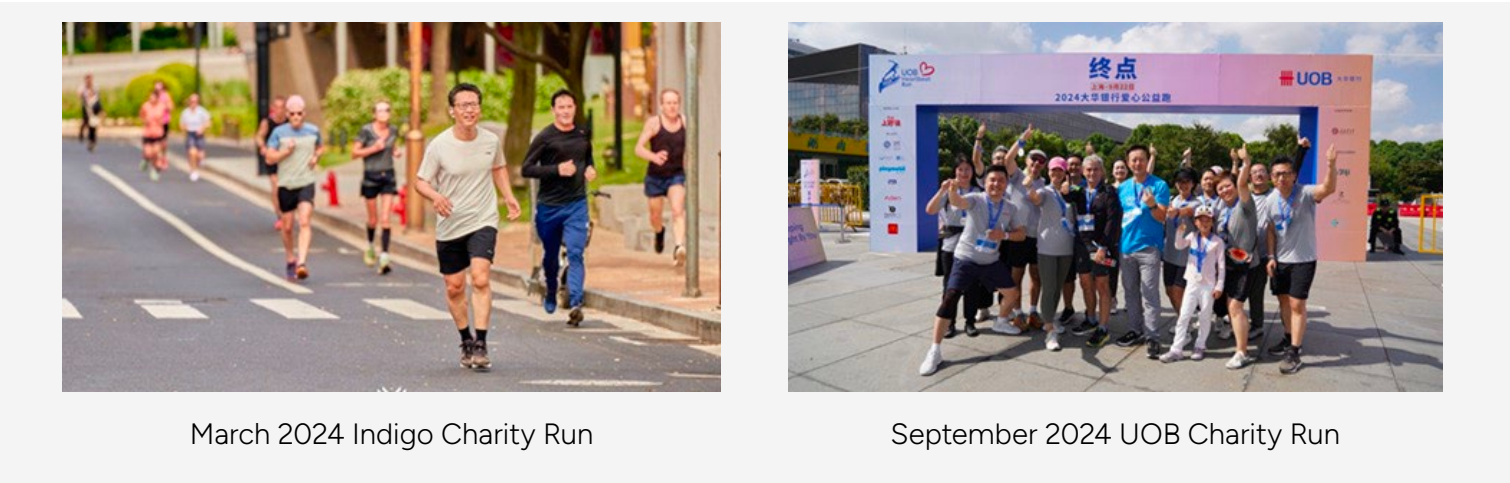
Flying Ants Old Clothes Donation

Suzhou Lingyan Mountain Clean Environment Public Welfare Bank

Wuxi "Green Future Environmental Protection Public Welfare" Activity

Health Public Welfare

Aden actively practices the concept of sports public welfare and closely combines healthy lifestyle with social responsibility by organizing employees to participate in public welfare running activities. The Company appeals to all sectors of society to donate generously to support the education and life of children in remote mountainous areas and special needs, and advocates employees to pursue healthy lifestyles, cultivate positive attitudes towards life, and create a vibrant and caring corporate culture.



March 2024 Indigo Charity Run

September 2024 UOB Charity Run



Corporate Governance

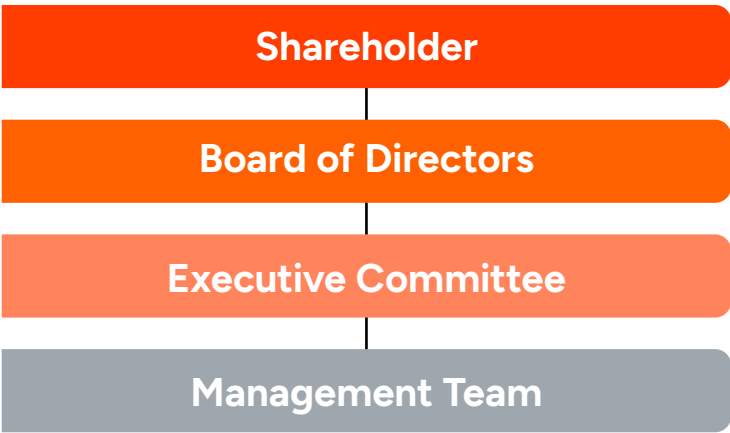
06

6.1 Corporate Governance

Aden abides by the Company Law of the People's Republic of China and other relevant laws and regulations, and formulates the Articles of Association and other management systems. At the same time, the Company has continuously improved its governance structure composed of shareholders, the Board, the Executive Committee and the management, and established a corporate governance mechanism of "clear division of powers and responsibilities, respective duties, mutual coordination and effective checks and balances" to ensure the fairness and scientificity of the decision-making process and provide a solid guarantee for the steady development of the Company.

Aden Corporate Governance Structure

Shareholder	Shareholders are the highest authority of the Company, making decisions on major strategic, financial, capital matters and amendments to the Articles of Association of the Company in accordance with the law, and supervising the Board of Directors.
Board of Directors	The Board reports to shareholders and implements its resolutions, formulates the Company's strategic, financial and capital plans, determines the management structure and appointment and dismissal of senior management, and establishes the Company's basic management system.
Executive Committee	The main duties of the Executive Committee include implementing the resolutions of the Board of Directors and managing the disclosure of information of the Company.
Management	The management performed its duties in accordance with the Company's policies and regulations, strictly implemented the resolutions of the Committee and the Board, and actively promoted business development and internal management.



6.2 Compliance and Risk Management

Aden adheres to the concept of compliant operation. It strictly complies with the requirements of laws and regulations such as the "Company Law of the People's Republic of China", and, in combination with the actual situation of the Company, formulates and improves an internal compliance management system, and ensures its effective operation.

Aden strictly abides by the Anti-monopoly Law of the People's Republic of China, the Anti-unfair Competition Law of the People's Republic of China and other laws and regulations, and works with partners to promote the construction of a fair and just business competition environment by improving internal management systems and governance mechanisms such as fair competition, intellectual property protection and supply chain construction. The Company undertakes to operate lawfully and fairly and, under no circumstances, to engage in activities that may create undue competition. During the reporting period, there were no legal proceedings against companies involving anticompetitive conduct, antitrust and antitrust practices.

Aden established a risk management mechanism to support strategy implementation and integrity construction, clarified the concept and principle of risk management, and the responsibility mechanism of "three lines of defense" to ensure the effective operation of the risk management system. The Company also continued to build and improve internal controls to manage and respond to internal and external risks, ensuring long-term stability and high-quality rapid development of the Company.

Division of Responsibilities for Risk Management

Board of Directors	Organize the preparation of risk management plan and promote the implementation of the plan, and coordinate the daily work of risk management.
Accounting Department	Strengthen the system of punishing and preventing corruption, improve the anti-corruption mechanism, prevent moral hazard, and carry out risk management and internal audit.
Ministry of Law	Strengthen the construction of a system for punishing and preventing corruption, improve the anti-corruption work mechanism, and enhance the ability of legal risk prevention and control.
Human Capital Department	Promote the construction of integrity system for all employees, cultivate the construction of enterprise risk management culture, and create a clean and upright enterprise



6.3 Business Ethics

Aden strictly abides by the Anti-Money Laundering Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China and the Interim Provisions on Prohibition of Commercial Bribery and other laws, regulations and relevant systems, and always regards anti-corruption and anti-commercial bribery as the focus of internal governance.

The Company continuously improves the business ethics management system and system, and adopts active measures and procedures to prevent corruption risks. Internally, the Company established a reporting and punishment mechanism for commercial bribery, regularly provided business ethics training to employees, and strengthened employees' integrity awareness; externally, the Company strengthened the integrity management of suppliers, took anti-commercial bribery control measures, required suppliers to sign the Cooperation and Integrity Agreement, provided business ethics training to new suppliers during the introduction and cooperation process, and incorporated business ethics construction into the annual supplier evaluation system.

For The Company:

The parent company of Aden has formulated the Anti-Corruption Management System of Aden Group, the Management System for Fraud Prevention and Money Laundering of Aden Group, the Anti-improper Competition Management System and the Internal Audit Management System, and constantly improves the business ethics management system. In 2024, the Company updated the gift management method, clearly defined the scope, standards and management requirements of gifts, and standardized the business transaction guidelines in operation activities.

The company abides by the principle of good faith to carry out business activities, responsibly provides partners with objective and complete information on product and service details, transaction conditions, etc. It is strictly prohibited for anyone to seek benefits or damage the interests of others by means of false statements, exaggerated propaganda or intentional misleading.

We do not participate in, assist or condone any form of money laundering. We conduct due diligence on legal compliance, comprehensively grasp key information such as business background, and responsibly verify the correlation between capital transactions and transaction business, so as to avoid ourselves and our business becoming money laundering tools or channels.

For Employees:

Aden issued the Policy Cognition Statement on Business Conduct and Ethics, formulated relevant systems such as the Code of Professional Conduct for Employees of Aden, and clearly defined the regulations that employees should abide by in terms of business ethics. We have signed integrity agreements with all our employees.

The company clearly defines the boundary of conflict of interest, and clearly requires employees not to engage in any part-time or full-time other work or activity that conflicts with the company's interests through the Employee Manual; if employees have conflicts with the company's interests, they should report to their direct supervisors.

In important business links such as capital transaction, contract signing, authorization and licensing, we require employees in relevant positions to verify the identity, qualification and other information of partners responsibly, and raise vigilance to avoid falling into fraud traps.

We require employees to proactively cooperate with anti-money laundering inspections and investigations conducted by internal and external regulatory authorities to safeguard a healthy and safe financial environment.

For Suppliers:

Aden attaches great importance to supply chain business moral risk, requires all suppliers to sign the Supplier Code of Conduct, carries out supply chain business moral risk identification and assessment through questionnaire survey, regular assessment and on-site audit, requires suppliers with obvious/potential risks to make rectification according to supplier assessment/audit results, and establishes and improves supply chain business moral risk control mechanism.



Institutional Improvement



Cultural Development

For The Company:

Aden vigorously promotes the integrity culture of all employees, guides employees to identify with and practice integrity culture, and propagandizes to internal and external stakeholders to jointly fulfill integrity commitments.

For Employees:

Through regular training, publicity and other means, we continuously strengthen employees 'awareness of law and compliance. During the reporting period, integrity publicity and education activities were organized and carried out, covering all employees, with an average training duration of 1.14 hours.

For Suppliers:

During the reporting period, the Company conducted integrity culture publicity and training activities for suppliers, distributed the Supplier Corporate Social Responsibility Questionnaire covering integrity construction to suppliers, and helped suppliers to timely review their own deficiencies and make corresponding improvements through communication and training.

Supervisory Mechanism

- > Provide reporting channels for internal and external stakeholders.
- > Conduct regular business ethics audits and special audits in combination with actual operations.

The Company encourages all employees to report suspected misconduct or illegal behavior within the Company and formulates procedures for investigation and handling of business ethics reports. Employees can report their complaints under their real names or anonymously through the Company ethics hotline, email, written or direct contact with the board of directors.

Aden Business Ethics Report Channel

Hotline: 021-5465 7968-717

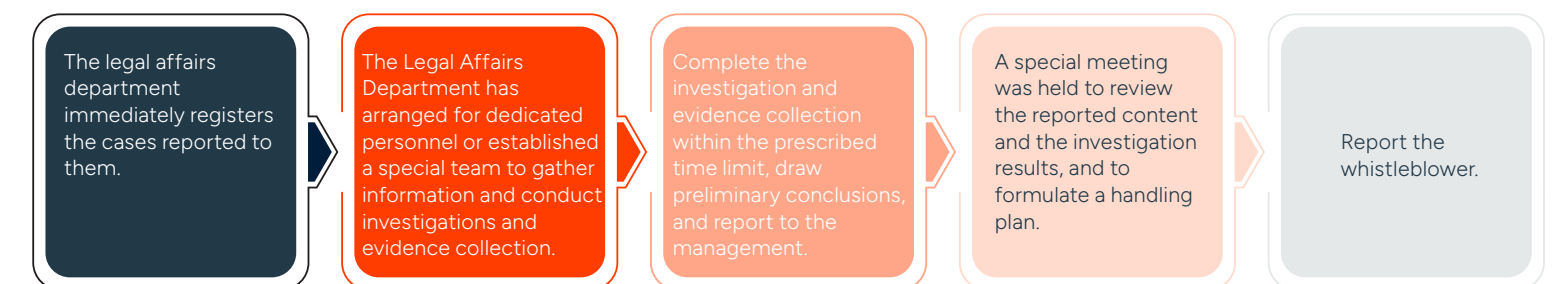
Report Email:

HQ.ethics@adenservices.com

Report Address:

Address: Xiandai Mansion, 218 South Xiangyang Road, Xuhui District,
Shanghai Aden Group Global Headquarters Legal Department

Business Ethics Monitoring and Reporting Procedures



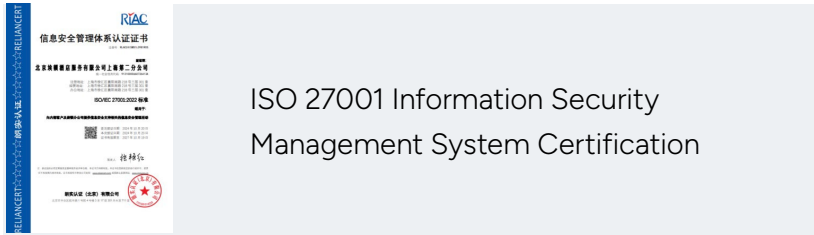
The identity of whistleblowers is kept strictly confidential and the Company undertakes to take appropriate measures to protect whistleblowers from unreasonable dismissal, injury or unfounded disciplinary action. Employees who inflict or attempt harm or retaliation on whistleblowers are subject to disciplinary sanctions up to and including termination of their employment contracts.

In 2024, the Company received no confirmed reports of negative business ethics; there were no confirmed incidents of corruption or commercial bribery; and the Company incurred a total of 0 financial losses due to legal proceedings related to business ethics.

6.4 Data Security and Privacy

Information Safety

The Company attaches great importance to information security and privacy protection, and has established a sound information security management system as early as its establishment. Beijing Aden Hotel Services Co., Ltd. Shanghai Second Branch obtained ISO 27001 information security management system certification in 2021.



Aden firmly abides by the Cybersecurity Law of the People's Republic of China, the Data Security Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China and other laws and regulations to ensure the use and management of authorized information of employees, customers, consumers, suppliers and partners with the strictest legal requirements and the highest ethical standards. We have formulated management documents such as Document Management Procedures, Information Security Risk Management Procedures, Communication and Operation Security Management Procedures, Physical Security Management Procedures and Project Information Security Management Procedures to standardize information security operation processes and ensure information security. During the reporting period, the Company did not have any confirmed information security incidents.

Aden Information Security Management System and Measures

System Management Documents	Internal System Management Documents Document Management Procedure, Information Security Risk Management Procedure, Communication and Operation Security Management Procedure, Physical Security Management Procedure ,Project Information Security Management Procedure, IT Equipment Management System.
	Sign a Confidentiality Agreement The Employee Manual specifies the confidentiality clause of the Company's information.
Information Security Technology	Zero Trust Data Management System Zero Trust Theory. During the reporting period, the Company implemented Multi-factor Authentication (MFA) to strengthen account protection, successfully implemented centralized control (Intune) over most corporate PCs to strengthen endpoint protection, and completed the first two phases of zero-trust architecture.
	Data Encryption System Strengthen the security protection of classified data and prohibit access and access by unauthorized personnel.

Information Security Risk Assessment	Identify and inventory the Company's information assets, assess the importance of information assets and determine their importance levels; Assessing risk levels by identifying and scoring vulnerabilities and threats for each critical information asset; According to the risk acceptance criteria, appropriate control objectives and control methods shall be selected under the premise of considering the balance between control cost and risk, and effective measures shall be taken to reduce the possibility of risk occurrence or reduce the impact caused by risk.	Information Security Risk Assessment Process
	Prevent Information Security Breaches Professional vulnerability management tools are used to regularly detect software vulnerabilities, network vulnerabilities, and configuration errors. Through the deployment of real-time monitoring system, real-time monitoring of network traffic, system operation status, etc., abnormal behavior and potential security threats can be detected in time. By setting thresholds and rules, when the system detects signs of possible internal and external attacks, it immediately sends out early warning messages. For identified vulnerabilities, we organize technicians to repair them in a timely manner.	
Information Security Emergency	Formulate information security emergency plan, set up emergency management team, and deal with information security risks in real time. Establish and smooth feedback channels for information security incident reports, and comprehensively grasp suspicious situations. For confirmed information security incidents, quickly verify and evaluate the content facts, confidentiality level and impact scope of the leaked information, and timely determine response strategies, including but not limited to isolating the source of leakage, cutting off suspicious network connections, enabling backup resources, repairing damaged systems, restoring data backup and suspending business, notifying relevant parties, initiating accountability, etc. After emergency disposal of confirmed information security incidents, the causes and emergency process are analyzed, and emergency plans and information security strategies are optimized and upgraded through duplicate simulation.	
	Supply Chain Information Security Non-disclosure agreements (NDA) are required for new vendors introduced by IT. Information security is included in the scope of supplier due diligence as an important issue during supplier evaluation to ensure data security during cooperation between both parties. Supplier Information Security Protection Training	
Safety Awareness Training for All Staff	Information Security Training The Company regularly publishes announcements on information security knowledge popularization on Viva Engage, an employee communication platform, and regularly uses virtual phishing emails to test employees' safety awareness. The Company adopts online training to carry out information security-related training, covering the identification of telecommunication fraud, common information security incidents, etc.	

Privacy Protection

Aden attaches great importance to the privacy protection of customers, suppliers and employees. When collecting, storing, processing, disseminating and sharing personal data, Aden strictly abides by the provisions of relevant laws and regulations such as the Network Security Law of the People's Republic of China, the Data Security Law of the People's Republic of China and the Personal Information Protection Law of the People's Republic of China.

During the Reporting Year, the Company did not have any incident or law

Network Security Training Series "Prevention of Phishing Email" Was Held on November 27

In order to enhance the network security awareness of all employees in Aden, the IT Department and the Training Department of Aden Headquarters jointly launched a series of network security training courses, including: phishing email prevention, malware, social engineering, insecure networks, password management, privacy disclosure and other related topics.

On November 27, the first network security training series was officially launched at Aden headquarters through online and offline training of Teams, with the theme of "Prevention and Control of Phishing Email." The training was delivered by IT security experts from the headquarters and was aimed at all employees. The content covered background introduction of phishing attacks, common phishing emails, identification and processing, actual cases of phishing emails, and improved actual combat response ability through exercise interaction.



Aden Information Security Management Measures

Full-life cycle control shall be implemented on the generation, identification, storage, protection, retrieval, storage period and disposal of the Company's information system operation records, objective evidence of the operation of the Company's information system and information security management system shall be preserved, and traceable records shall be provided for information security incidents.

Before cooperating with external stakeholders such as customers and suppliers, comprehensively evaluate each other's data security capabilities and reputations, and agree on the boundaries of confidential information exchange, data use scope, data retention time limit and confidentiality measures through full consultation.

According to the position function and work demand of the Company, confidential information access and processing authority is divided at different levels within the Company, and employees' applications for confidential information processing, sharing and retention are processed through online approval system to ensure that confidential information can be effectively managed.

By adopting technical measures such as access control, data encryption, data backup and recovery, etc., data access authority is controlled through identity authentication and authorization, data in storage and transmission is encrypted, and data backup is carried out regularly.

Deploy security monitoring tools to monitor data access and usage in real time to detect abnormal behavior and potential security threats.

Record user actions and audit data operations for traceability and investigation when problems occur.

ESG Data

07

7.1 Environmental Performance

Energy Management

Indicator	Unit	2024	2023	2022	2021
Total purchased electricity	MWh	580.72	548.05	629.38	700.90
Total natural gas consumption	m³	153.00	145.00	127.00	136.00
Total gasoline consumption ¹	L	12,187.52	15,750.00	14,247.74	14,291.44
Total renewable energy consumption	MWh	0	0	0	0
Total comprehensive energy consumption ²	MWh	693.27	693.93	760.67	832.87
	MWh/10,000 CNY				
Total comprehensive energy consumption per million yuan of revenue	of revenue	0.0049	0.0045	0.0048	0.0053

1. Gasoline consumption was significantly lower in 2024 as the Company reduced overall car use nationwide and actively promoted green commuting.
2. The energy consumption of natural gas and gasoline is calculated according to the average low calorific value coefficient in the Guidelines for Accounting and Reporting of Greenhouse Gas Emissions of Enterprises for Power Generation Facilities, by the Ministry of Ecology and Environment; the density of gasoline and diesel oil is 1.30 L/kg and 1.18 L/kg respectively.

Climate Change Mitigation and Adaptation

Indicator	Unit	2024	2023	2022	2021
TTotal GHG emissions ¹	tCO ₂	376.02	372.01	401.01	442.04
Scope 1 GHG emissions ²	tCO ₂	35.95	46.36	42.08	42.31
Scope 2 GHG emissions (location-based) ³	tCO ₂	340.07	325.65	358.94	399.72
Scope 3 GHG emissions ⁴	tCO ₂	-	49,958.06	31,778.30	20,829.70
GHG per 10,000 yuan of revenue (Scope 1+2)	tCO ₂ /Per 10,000 CNY	0.0024	0.0025	0.0028	0.0027

1. Total greenhouse gas emissions are the sum of Scope 1 and Scope 2 emissions. The accounting and reporting of Scope 1, Scope 2, and Scope 3 greenhouse gas emissions are conducted with reference to “The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard” published by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD).
2. Scope 1 GHG emissions are derived from natural gas from the Company's own equipment and gasoline consumed by the Company's vehicles. Among them, the greenhouse gas emission coefficient of natural gas comes from the Guidelines for Accounting and Reporting of Greenhouse Gas Emissions of Enterprises for Power Generation Facilities, and the greenhouse gas emission coefficient of gasoline comes from the Guidelines for Accounting and Reporting of Greenhouse Gas Emissions of Land Transportation Enterprises (Trial).
3. Scope 2 GHG emissions are derived from purchased electricity and are calculated based on electricity consumption data and grid emission factors. 2021-2022 The grid emission coefficient calculated for greenhouse gas emission in annual Scope 2 comes from the grid emission coefficient of 0.5703 tCO₂/MWh specified in the Notice on Doing a Good Job in the Management of Greenhouse Gas Emission Report of Enterprises in Power Generation Industry from 2023 to 2025 issued by the Ministry of Ecology and Environment of China. The grid emission coefficient calculated for greenhouse gas emission in Scope 2 of 2023 comes from the national fossil energy power carbon dioxide emission factor of 0.5942 tCO₂/MWh in 2021 specified in the Announcement of Ministry of Ecology and Environment and National Bureau of Statistics on Issuing Carbon Dioxide Emission Factor of Electric Power in 2021. The grid emission factor calculated for greenhouse gas emissions in Scope 2 of 2024 is derived from the national average carbon dioxide emission factor for electricity in 2022 specified in the Announcement on Issuing Carbon Dioxide Emission Factors for Electricity in 2022 (excluding market-traded non-fossil energy) 0.5856 kgCO₂/kWh.
4. 2021-2023 In the Scope 3 GHG calculation for 2015, the Company identified eight categories out of 15 that were associated with Aden Scope 3 emissions: purchased goods or services, capital products, upstream transportation and distribution, waste generated in operations, business travel, employee commuting, upstream leased assets and investments. The calculation method is based on emission factors from the China Environmental Extended Input-Output (CEEIO) database (2018) (revised for China PPI 2023), the US Environmental Extended Input-Output (USEEIO) model, government greenhouse gas conversion factors from the UK Department for Business, Energy and Industrial Strategy 2023 corporate report and the Beijing City Low Carbon Travel Emission Reduction Methodology (Trial).

Environment Management System

Indicator	Unit	2024	2023	2022	2021
Penalties for violation of environmental protection laws and regulations	CNY	0	0	0	-
Number of incidents penalized for violations of environmental protection laws and regulations	piece	0	0	0	-
Employees’ environmental awareness training Hours of training per capita	hours	1.60	2.54	4.01	2.37
Percentage of employees trained on specific environmental issues	%	100	100	100	100
Percentage of operating sites that have undergone specific environmental risk assessments	%	100	100	100	100
Percentage of premises with ISO 14001 certification	%	71.43	-	-	-

Water Resources Management

Indicator	Unit	2024	2023	2022	2021
Total water consumption ¹	t	3,981.4	100,008	120,403	127,350
Water consumption by water intake source: municipal water supply	t	3,981.4	100,008	120,403	127,350
Water consumption per 10, 000CNY of revenue	t/10, 000 CNY	0.0283	0.6662	0.7582	0.8169

1. 2021-2023 Calculation method of annual water consumption of the Company: refer to GB/T 50331-2002 Standard of Domestic Water Consumption for Urban Residents (2023 Edition), adopt Grade I water consumption quota standard of Shanghai City, and convert according to actual on-duty time of employees.

In 2024, the calculation method of water consumption of the Company was adjusted: accounting was changed to be based on actual water bill data. Since only a few offices have separate water bills, the figures are understated. In the future, the Company will continue to improve the water consumption monitoring system to ensure data integrity and accuracy.

Raw Materials and Packaging Management

Indicator	Unit	2024	2023	2022
Total recyclable packaging materials	t	1.1	1.5	1.1

Emissions and Waste Management

Indicator	Unit	2024	2023	2022	2021
Total Waste Generation	t	211.38	190.66	120.00	136.37
Amount of non-hazardous waste generated	t	211.37	190.63	120.00	136.37
Hazardous waste generation	t	0.0027	0.03	-	-

7.2 Social Performance

Employee Diversity

Indicator		Unit	2024	2023	2022
Total number of employee1			9,991	11,348	13,365
By mode of employment	full-time		9,815	11,170	13,100
	part-time job		176	178	265
By gender	masculinity		5,842	6,209	6,629
	woman		4,149	5,139	6,736
Percentage by sex	masculinity	%	58.5	54.7	49.6
	woman	%	41.5	45.3	50.4
By level of education	graduate students and above		58	58	68
	regular college course		446	455	462
	Junior college and below		9,487	10,835	12,835
By age	under the age of 30		1,944	2,070	2,032
	31-50 years of age		5,183	5,685	6,203
	over the age of 50		2,864	3,593	5,130
Employees from ethnic minorities as a percentage of total workforce		%	2.9	2.8	2.3
Total number of employees with disabilities			81	81	83
new employees			7,649	8,766	9,411
Percentage by sex	masculinity	%	64.2	55.7	50.7
	woman	%	35.8	44.3	49.3
Proportion by age	30 years old	%	44.1	36.6	27.7
	31-50 years of age	%	36.7	37.8	38.4
	over the age of 50	%	19.2	25.6	33.9
Total senior management			19	20	35
by gender	masculinity		16	16	29
	woman		3	0	6
Percentage of women in senior management positions		%	15.8	20.0	17.1

Indicator	Unit	2024	2023	2022
Employees from ethnic minorities as a percentage of senior management employees (excluding board)	%	0	0	0
Incidents of child labor during the reporting period		0	0	0
Total number of incidents of discrimination during the reporting period		0	0	0

1. Compared with Aden China 2023 Sustainability Report, the Company has improved the statistical caliber of employee performance, supplemented and included the data of subsidiaries, subsidiaries and subsidiaries, and systematically revised the historical data from 2022 to 2023.

Employee Rights and Benefits

Indicator		Unit	2024	2023	2022
Total number of employees on parental leave	woman		34	30	20
	masculinity		12	17	11
Total number of employees who returned to work during the reporting period after parental leave	woman		34	27	16
	masculinity		7	15	11
Total number of employees who returned to work after parental leave and were still employed after 12 months	woman		33	24	15
	masculinity		7	15	10
Return rate of employees on parental leave1	woman	%	100	90.0	80.0
	masculinity	%	58.3	88.2	100.0
Retention rate of employees on parental leave2	woman	%	97.1	80.0	75.0
	masculinity	%	58.3	88.2	90.9
Proportion of employees covered by formally elected SRs		%	100	100	100
Proportion of employees covered by collective agreements		%	100	100	100
Ratio of the total annual salary of the highest paid individuals to the median total annual salary of all employees3		%	1775	1971	2165
Unadjusted average gender pay gap4		%	17.5	21.3	28.7
Employee voluntary turnover rate		%	69.7	72.9	73.0
Employee involuntary turnover rate		%	1.7	2.1	3.8
Employee engagement percentage		%	58.1	57.9	-

1. Return rate of employees on parental leave = Total number of employees returning to work after parental leave/Total number of employees due to return to work after parental leave *100%.

2. Retention rate of employees on parental leave = Total number of employees who remained in employment 12 months after returning from parental leave/Total number of employees who returned to work after parental leave during the reporting period *100%.

3. Ratio of total annual salary of the highest paid individual to median total annual salary of all employees = total annual salary of the highest paid individual/median total annual salary of all employees excluding the highest paid individual *100%.

4. Unadjusted average gender pay gap = (average male pay-average female pay)/average male pay *100%.

Staff Training and Development

Target ¹	Unit	2024	2023	2022
Total number of training sessions in the year	persons-times	327,423	432,194	331,161
Employee training coverage ²	%	100	100	100
Training time per persons per year	hours	16.70	19.39	15.67
Average hours of training for male employees	hours	11.63	18.95	13.82
Average hours of training for female employees	hours	11.13	19.92	17.66
Average hours of management training	hours	1.66	13.89	31.99
Total hours of training for mid-level employees	hours	17.89	24.34	43.37
Average hours of training for general staff	hours	11.40	19.36	15.52
Percentage of employees trained in relevant skills	%	100	100	100
Percentage of employees trained on discrimination and harassment	%	100	-	-
Percentage of employees who undergo periodic performance and career development assessments	%	100	100	100

1. Employee training and development indicators cover both online and offline training.

2. Employee training covers induction, professional accomplishment, code of conduct, work safety, traffic safety, DE&I, teamwork, stress management, communication skills, etc. See 4.4.1 Employee Training for details.

Occupational Health and Safety

Indicator	Unit	2024	2023	2022
Percentage of workplaces with employee health and safety risk assessments	%	100	100	100
Percentage of premises with ISO 45001 certification	%	71.43	-	-
Occupational health examination rate	%	100	100	100
Total length of occupational health and safety training for employees	hours	49,963	-	-
Coverage of occupational health and safety training for employees	%	100	-	-
Number of emergency drills	incidents	108	83	32
Number of hours worked	hours	36.75	51.15	42.55
Number of work-related accidents		40	-	-
Death rate due to occupational injuries ¹	%	0	0	0
Number of working days lost due to work injuries	days	214	-	-

1. Death rate due to work injury = Number of deaths due to work injury/Number of hours worked *1,000,000.

Product and Service Quality

Indicator	Unit	2024	2023	2022
Total quality training duration	hours	7,514	52,058	31,237
Quality Training Duration Per Capita	hours/person	2.64	6.44	3.23
Proportion of employees covered by quality training	%	100	-	-
Facilities management services--Percentage of security personnel in security services who have received formal training on company human rights policies or specific procedures and their application	%	100	100	100

Food Quality and Safety (Integrated Catering Services)

Indicator	Unit	2024	2023	2022
Percentage of restaurants inspected by food safety oversight bodies	%	100	100	100
Percentage of children's dietary choices in line with national dietary guidelines for children	%	100	100	100
Percentage of products promoted that comply with national dietary guidelines	%	80	100	100

Supply Chain Management

Indicator	Unit	2024	2023	2022
Total number of suppliers	-	883	1,021	1,187
Proportion of procurement expenditure from local vendors	%	99.8	99.62	96.7
Number of suppliers with significant/potential negative environmental impacts	-	0	0	0
Percentage of suppliers with significant/potential negative environmental impacts who agree to improvements after assessment	%	0	0	0
Percentage of suppliers with significant/potential negative environmental impacts that are assessed for termination	%	0	0	0
Percentage of vendor codes of conduct signed	%	100	100	100
Percentage of suppliers with contracts that include environmental, labor and human rights requirements	%	100	100	100
Percentage of new suppliers screened using environmental and social criteria	%	100	100	100
Proportion of suppliers assessed for environmental, labor, ethics, etc.	%	100	100	100
Percentage of targeted suppliers that have undergone on-site CSR audits	%	100	100	100
Percentage of audited or assessed suppliers engaged in improvement actions or capacity development	%	100	100	100
Percentage of procurement staff trained in sustainable procurement	%	100	100	100

7.3 Corporate Governance Performance

Economic Performance

Indicator	Unit	2024	2023	2022	2021
Total assets	100 million CNY	8.63	8.88	8.14	7.01
Taking	100 million CNY	14.06	15.01	15.88	15.59

Corporate Governance

Indicator	Unit	2024	2023	2022
Total number of members of the Company's highest regulatory body	persons	3	3	5
Number of women in the Company's highest regulatory bodies	persons	1	1	2

Commercial Ethics

Indicator	Unit	2024	2023	2022
Percentage of all sites internally assessed or reviewed for specific business ethics issues	%	100	100	100
Percentage of all sites with ISO 27001	%	14.29	14.29	14.29
Percentage of at-risk trading partners covered by corruption and information security due diligence processes	%	100	100	100
Coverage of employees trained on anti-corruption	%	100	100	100
Number of hours of anti-corruption training received per employee	hours	1.14	1.03	1.16
Proportion of members of governing bodies covered by anti-corruption training	%	100	100	100
Number of hours of anti-corruption training received by each member of the governing body	hours	1.20	0.91	1.05
Number of reports resulting from the whistle-blowing process	cases	0	0	0
Number of confirmed corruption incidents/corruption prosecutions during the reporting period	cases	0	0	0
Total loss of money due to professional integrity related legal proceedings	CNY	0	0	0
Number of operational sites identified as having a significant risk of corruption through risk assessment	-	0	0	0

Information Security and Customer Privacy

Indicator	Unit	2024	2023	2022
Coverage of employees trained in information security	%	100	100	100
Total number of substantiated complaints received regarding violations of customer privacy during the reporting period	cases	0	0	0
Number of confirmed information security incidents	cases	0	0	0
Data breach	incidents	0	0	0

Appendix

Global Reporting Initiative (GRI): Index to GRI Standards

Instructions	Beijing Aden Hotel Services Co., Ltd. reported the information referenced in this GRI Content Index against GRI standards for the period January 1, 2024 to December 31, 2024.
GRI 1 Used	GRI 1: Fundamentals 2021

GRI Standards	Disclosure	Location
GRI 2: General Disclosures 2021	2-1 Organizational details	About Aden China
	2-2 Entities included in the organization’s sustainability reporting	Description of the Preparation of the Report
	2-3 Reporting period, frequency and contact point	Description of the Preparation of the Report
	2-4 Restatements of information	Not Applicable
	2-5 External assurance	Third-Party Assurance StatementStatement
	2-6 Activities, value chain and other business relationships	About Aden Services China
	2-7 Employees	7.2 Social Performance-Employee Diversity
	2-8 Workers who are not employees	7.2 Social Performance-Employee Diversity
	2-9 Governance structure and composition	6 Governance
	2-11 Chair of the highest governance body	6.1 Corporate Governance

GRI Standards	Disclosure	Location
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	6.1 Corporate Governance
	2-13 Delegation of responsibility for managing impacts	6.1 Corporate Governance
	2-14 Role of the highest governance body in sustainability reporting	ESG Management System
	2-16 Communication of critical concerns	ESG Management System 4.2 Employee Communication 6.3 Business Ethics
	2-17 Collective Knowledge of the highest governance body	ESG Management System
	2-22 Statement on sustainable development strategy	Letter from President
	2-23 Policy commitments	1 Environment 2 Our Customers 3 Suppliers 4 Our people 5 Communities 6 Governance
	2-24 Embedding policy commitments	ESG Management System 7.2 Social Performance-Employee Training and Development
	2-25 Processes to remediate negative impacts	ESG management system Stakeholder Communication 2.1 Services Safety & Quality 2.2 Food Safety 4.1.2 Prohibition of Child Labor and forced labor 6.2 Compliance Operations and Risk Management 6.3 Business Ethics 6.4 Data Security and Privacy
	2-26 Mechanisms for seeking advice and raising concerns	2.2 Food Quality and Safety 4.2 Employee communication 6.3 Business Ethics 6.4 Data Security and Privacy

GRI Standards	Disclosure	Location
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	7.1 Environmental Performance-Environmental Management System
	2-28 Membership associations	5.1 Community Communication and Charity
	2-29 Approach to stakeholder engagement	Stakeholder Communication
	2-30 Collective bargaining agreements	4.2 Employee Communication 7.2 Social Performance-Employee Rights and Benefits
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Analysis of Material Issues
	3-2 List of material topics	Analysis of Material Issues
	3-3 Management of material topics	1 Environment 2 Our Customers 3 Suppliers 4 Our people 5 Communities 6 Governance
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	7.3 Corporate Governance Performance-Economic Performance
	201-2 Financial implications and other risks and opportunities due to climate change	7.1 Environmental Performance-Climate Change Mitigation and Adaptation
	201-3 Defined benefit plan obligations and other retirement plans	7.2. Social Performance-Employee Diversity 7.2. Social Performance-Employee Rights and Benefits
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	3.1 Supply Chain Management 7.2 Social Performance-Supply Chain Management
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	6.3 Business Ethics 7.3 Corporate Governance Performance-Business Ethics
	205-2 Communication and training about anti-corruption policies and procedures	6.3 commercial Ethics 7.3 Corporate Governance Performance-Business Ethics
	205-3 Confirmed incidents of corruption and actions taken	6.3 Commercial Ethics 7.3 Corporate Governance Performance-Business Ethics

GRI Standards	Disclosure	Location
GRI 206: Anticompetitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, antitrust and monopoly practices	6.2 Compliance and Risk Management
GRI 301: Materials 2016	301-1 Material used by weight or volume	1.3 Energy-Packaging 7.1Environmental Performance-Raw Materials and Packaging Management
	301-2 Recycled input materials used	1.3 Energy-Packaging 7.1 Environmental Performance-Raw Material and Packaging Management
GRI 302: Energy 2016	302-1 Energy consumption within the organization	1.3 Energy 7.1Environmental Performance-Energy Management
	302-3 Energy Intensity	1.3 Energy-Energy Management 7.1 Environmental Performance-Energy Management
	302-4 Reduction of energy consumption	1.3 Energy-Energy Management-Digital Management of Energy and Carbon Emissions
	302-5 Reduction in energy requirements or products and services	1.3 Energy -Energy Management-Digital Management of Energy and Carbon Emissions
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	1.3 Energy -Water and Wastewater Management
	303-2 Management of water discharge-related impacts	1.3 Energy -Water and Wastewater Management
	303-3 Water withdrawal	7.1 Environmental Performance-Water Management
	303-4 Water discharge	7.1 Environmental Performance-Water Management
	303-5 Water Consumption	7.1 Environmental Performance-Water Management
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	7.1 Environmental Performance-Climate Change Mitigation and Adaptation
	305-2 Energy Indirect (Scope 2) GHG Emissions	7.1 Environmental Performance-Climate Change Mitigation and Adaptation
	305-3 Other Indirect (Scope 3) GHG Emissions	7.1 Environmental Performance-Climate Change Mitigation and Adaptation

GRI Standards	Disclosure	Location
GRI 305: Emissions 2016	305-4 GHG emissions intensity	7.1 Environmental Performance-Climate Change Mitigation and Adaptation
	305-5 Reduction of GHG emissions	1.2 Climate Change-Mitigation and Adaptation-Indicators and Targets
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	1.4 Waste
	306-2 Management of significant waste-related impacts	1.4 Waste
	306-3 Waste generated	7.1 Environmental Performance-Waste and Emissions Management
	306-4 Waste diverted from disposal	1.4 Waste
	306-5 Waste directed to disposal	1.4 Waste
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	3 Suppliers 7.2 Social Performance-Supply Chain Management
	308-2 Negative environmental impacts in the supply chain and actions taken	3 Suppliers 7.2 Social Performance-Supply Chain Management
GRI 401: Employment 2016	401-1 New employee hires and employee	7.2 Social Performance-Employee Diversity 7.2 Social Performance-Employee Rights and Benefits
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	7.2 Social Performance-Employee Rights and Benefits
	401-3 Parental leave	4.1 Rights and Benefits 7.2 Social Performance-Employee Rights and Benefits
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	4.5 Health & Safety
	403-2 Hazard identification, risk assessment and incident investigation	4.5 Health & Safety
	403-3 Occupational health services	4.5 Health & Safety
	403-4 Worker participation, consultation, and communication on occupational health and safety	4.2 Employee Communication

GRI Standards	Disclosure	Location
GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety	4.5 Health & Safety 7.2 Social Performance-Occupational Health and Safety
	403-6 Promotion of worker health	4.5 Health & Safety
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.5 Health & Safety
	403-8 Workers covered by an occupational health and safety management system	4.5 Health & Safety
	403-9 Work-related injuries	7.2 Social Performance-Occupational Health and Safety
	403-10 Work-related ill health	7.2 Social Performance-Occupational Health and Safety
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	4.4 Training and Development 7.2 Social Performance-Employee Training and Development
	404-2 Programs for upgrading employee skills and transition assistance programs	4.4 Training and Development
GRI 405: Diversity and Equal Opportunity 2016	405 - 1 Diversity of governance bodies and employees	4.1 Rights and Benefits 7.2 Social Performance-Employee Diversity
GRI 406: Non-discrimination 2016	406 - 1 Incidents of discrimination and corrective actions taken	4.1 Rights and Benefits 4.2 Employee Communication 7.2 Social Performance-Employee Diversity
GRI 408: Child Labor 2016	408 - 1 Operations and suppliers at significant risk for incidents of child labor	3.1 Supply Chain Management 4.1 Rights and Benefits 7.2 Social Performance-Supply Chain Management
GRI 409: Forced or Compulsory Labor 2016	409 - 1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	3.1 Supply Chain Management 4.1 Rights and Benefits 7.2 Social Performance-Supply Chain Management
GRI 410: Security Practices 2016	410 - 1 Security personnel trained in human rights policies or procedures	2.1 Service Safety & Quality 7.2 Social Performance-Product and Service Quality

GRI Standards	Disclosure	Location
GRI 413: Local Communities 2016	413 - 1 Operations with local community engagement, impact assessments, and development programs	5.2 Industrial Cooperation
GRI 414: Supplier Social Assessment 2016	414 - 1 New suppliers that were screened using social criteria	3 Suppliers 7.2 Social Performance-Supply Chain Management
	414-2 Negative social impacts in the supply chain and actions taken	3 Suppliers 7.2 Social Performance-Supply Chain Management
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	2.1 Service Safety & Quality 2.2 Food Quality & Safety 2.3 Nutrient & Health
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	2.1 Service Safety & Quality 2.2 Food Quality & Safety 2.3 Nutrient & Health
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	6.4 Data Security and Privacy 7.2 Corporate Governance Performance-Data Security and Privacy Protection

SASB Guidelines Index

Topic for Discussion	Disclosure Items and Indicators	Category	Corresponding Sections
Data Security	Ways to Identify and Address Data Security Risks	Qualitative	6.4 Data Security and Privacy
	Policies and practices related to the collection, use, and retention of customer information	Qualitative	6.4 Data Security and Privacy
	(1) The number of data breach incidents, (2) The percentage involving (a) confidential business information of customers and (b) personal data breaches, (3) The number of (a) affected customers and (b) affected individuals	Qualitative	7.2 Corporate Governance Performance-Data Security and Privacy Protection
Employee Diversity and Engagement	The proportion of (1) gender and (2) diverse groups among the following three categories of personnel: (a) senior management (b) non-executive management (c) all other employees	Qualitative	7.2 Social Performance-Employee Diversity
	(1) Employee voluntary turnover rate and (2) Employee involuntary turnover rate	Qualitative	7.2 Social Performance-Employee Rights and Benefits
	Employee engagement percentage	Qualitative	7.2 Social Performance-Employee Rights and Benefits
Business integrity	Ways to ensure career integrity	Qualitative	6.3 Business Ethics
	The total financial loss due to legal lawsuits related to professional integrity.	Qualitative	7.3 Corporate Governance Performance-Business Ethics

Description of the Preparation of the Report

This report is the fourth disclosure of social responsibility information by Beijing Aden Hotel Services Co., Ltd. and its subsidiaries (hereinafter referred to as "Aden China", "Aden", "Company" and "We"), and also the second sustainability report of the Company, which discloses to stakeholders the Company's philosophy, management methods established, work carried out and results achieved in ESG issues during its operation.

Basis of Preparation

This report is prepared with reference to the Global Reporting Initiative (GRI) Sustainable Development Reporting Standards (GRI Standards 2021), the Sustainable Development Accounting Standards Board Foundation (SASB) and the United Nations Sustainable Development Goals (SDGs), as well as key issues of concern for mainstream sustainability ratings at home and abroad.

Scope of the Report

The scope of this report covers Beijing Aden Hotel Services Co., Ltd. and its subsidiaries (referred to as "Aden China," "Aden," "Company," "We").
For convenience of description, "Aden Group" refers to the parent company of Aden China in the report.

Reporting Period

The information in this report covers the reporting period from 1 January 2024 to 31 December 2024. The data in this report cover the reporting period from 1 January 2024 to 31 December 2024. Part of the text information beyond this scope will be explained where it relates.

Data Description About Data

The data and examples in the report are from official records of actual operations of the Company.
The financial data in this report are presented in RMB. Financial data inconsistent with the Company's annual financial report, the annual financial report shall prevail.

Reporting Principles

Significance

The Company will focus on the identified substantive issues of high concern to stakeholders as the focus of this report. The reporting on substantive issues in this report also focuses on the industry and location characteristics of the Company's operations. For details of the analysis process and results of the substantive issues, please refer to the section headed "ESG Management" in this report.

Accuracy

This report is as accurate as possible. Among them, quantitative information measurement has established data caliber, calculation basis and assumed conditions. For quantitative information and explanatory information, please refer to the section headed "7 ESG Performance" in this report.

Balance

The contents of this report reflect objective facts and the information disclosed is impartial. During the reporting period, the Company conducted a search on the objects within the scope of this report through public databases, and did not find any negative events that should be disclosed but were not disclosed.

Clarity

This report is issued in Simplified Chinese/English version. In case of any discrepancy between the two versions, the Chinese version shall prevail. The tables and definitions of professional terms in the report are auxiliary to the contents of the report so that readers can better understand the contents of the report.

Comparability

This report discloses key quantitative performance indicators and discloses historical data where possible. The statistics and disclosure methods of the same indicator in different reporting periods are kept consistent as far as possible. Stakeholders who have any questions about statistics and disclosure can also contact us at MYESG@adenservices.com.

Integrity

The scope of disclosure objects in this report is consistent with the scope of the consolidated financial statements of the Company as far as possible, and the specific contents have been described in detail in the "Reporting Scope".

Context of Sustainable Development

This report discloses information on its impact in the context of sustainable development.

Timeliness

This report is an annual report and the time frame is detailed in the "reporting period". The Company endeavors to publish reports as soon as possible after the end of the reporting year to provide timely information for stakeholders to make decisions.

Verifiability

This report deals with cases and data from the Company's actual operating records or financial reports.

Access to the

This report is published in electronic form and can be viewed online or downloaded from the Company's official website at <https://www.adenservices.com/>.

Guestbook about Us

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Assurance Statement

