

Beijing Enterprises Holdings Limited

Policy of Stakeholder Engagement

I. Background and Goals

Beijing Enterprises Holdings Limited (hereinafter referred to as “BEHL” or “the Company”) fully recognizes that stakeholders are essential partners in the sustainable development of the Company. Their reasonable appeals and collaborative participation are of great importance to the implementation of the Company’s strategy, risk prevention and control, and the creation of social value. The Company has therefore formulated the *Stakeholder Engagement Policy* (hereinafter referred to as “the Policy”) to comprehensively integrate stakeholder engagement into its operational management, taking it as a key measure to build trust and realize mutually beneficial outcomes.

As the top decision-making and supervisory body for stakeholder engagement, the Board of Directors of BEHL guides the coordinated execution of related work across all business units, so as to ensure that stakeholder concerns are effectively addressed, thus contributing to the coordinated development of the Company and the broader society.

II. Applicable Scope

This Policy applies to BEHL and all of its domestic and overseas subsidiaries. Business partners, including suppliers, are also encouraged to comply with the Policy.

III. Stakeholder Identification and Scope

1. Definition of stakeholders

The stakeholders of BEHL mainly involve investors and employees, as well as communities and local parties affected by the Company's operations, which include, but are not limited to, residents, users, community organizations, suppliers, regulators, and industry associations involved in the Company's various business segments, including gas, beer, environmental services, and water services. These stakeholders are closely linked to the Company's operations, and their rights, interests, and expectations have a significant impact on the sustainable development of the Company.

2. Identification of vulnerable groups

BEHL gives full consideration to the lifestyles and living habits of local residents by integrating the identification of vulnerable groups into the core stakeholder identification process. Special care is provided to the elderly, children, persons with disabilities, and other vulnerable groups to minimize the negative impacts and disruptions that business operations may bring to local communities. Each business unit should accurately identify the following vulnerable groups during operations and include them within the scope of targeted care and support:

- Economic aspect: Low-income households and economically disadvantaged groups.
- Physical and health aspect: Elderly individuals, children, persons with disabilities, and patients with chronic illnesses.

- Social rights aspect: Groups lacking legal recognition or whose rights and protections are insufficient.

IV. Principles for Stakeholder Management

Each business unit may implement customized management mechanisms for local stakeholders, while observing the following principles:

1. Transparent information disclosure

Actively communicate project plans, operation progress, and potential impacts through public reports, official website updates, and offline briefings.

2. Building trusting relationships

Hold open days on a regular basis to allow stakeholders to visit operations and ensure fair responses to their concerns.

3. Integrating concerns into decision-making

Hold forums at key project stages to engage community and vulnerable group representatives, review their suggestions, and integrate feasible ones into plans.

4. Long-term collaborative development

Conduct community co-development and public welfare activities based on business characteristics to engage stakeholders in value creation.

V. Core Procedures and Implementation Framework

1. Community and stakeholder impact assessment

Each business unit should conduct impact assessments across the

full project lifecycle, including early planning, construction, and post-operation stages. At key project milestones, we should actively solicit the opinions of community residents, vulnerable groups, local organizations, and other stakeholders to fully identify potential social, environmental, and economic impacts, as well as to detect risks and opportunities in a timely manner. By establishing a regular and structured feedback mechanism, BEHL head office aims to create a transparent and responsive collaboration system that safeguards stakeholder rights and enhances social acceptance and sustainability of projects.

2. Communication channels

Following the principles of efficiency, openness, honesty, inclusiveness, transparency, and diversity in communication, the Company engages stakeholders through a comprehensive and systematic identification and participation mechanism. It maintains effective interaction with shareholders, investors, and employees via multiple channels, including online and offline meetings, performance roadshows, and bilingual websites and announcements. Business units may also establish dedicated hotlines, service points, and online platforms for local communities and users, and regularly conduct stakeholder training and briefings to ensure smooth communication, prompt feedback, and timely understanding of stakeholder expectations and demands.

3. Stakeholder capacity building

To improve communication effectiveness, the Company and its business units provide regular training and policy briefings for

stakeholders, offer multilingual tools and guidance, and set up dedicated support channels for vulnerable groups. We also use on-site visits, online sessions, and hotlines to continuously strengthen stakeholders' understanding and collaboration.

4. Regular review and issue tracking

The Company conducts regular stakeholder satisfaction surveys and dedicated meetings to identify and address concerns. Meanwhile, it works to improve the complaint tracking and feedback process, define handling deadlines and accountable parties, and provide real-time updates to ensure issues are fully resolved.

5. Coverage across all operations

All operational units are required to develop localized stakeholder engagement procedures that align with their business, based on the core procedures and implementation framework.

VI. Complaint-filing Mechanism

1. Complaint-filing channels

BEHL provides multiple, transparent channels for complaint filing, including email, phone, mail, and on-site visits. Channel information is published on the company website and community notices.

2. Complaint handling process

The complaint handling process involves acceptance, investigation, follow-up, feedback, and archiving, ensuring timely and fair resolution under supervision.

VII. Supplementary Provisions

This Policy shall come into force as of the date of being approved by the Board of Directors. Each member company shall formulate detailed implementation rules on this basis. BEHL will review the Policy at least once a year, and revise it in line with the changes in national laws and regulations of the countries where it operates and international conventions.