



明源雲集團控股有限公司

MING YUAN CLOUD GROUP HOLDINGS LIMITED

# 2021年度環境、社會與管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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深耕數字科技 · 引領產業升級

Focusing on digital technology consistently to lead industrial upgrading



## ABOUT THE REPORT

Ming Yuan Cloud Group Holdings Limited (hereinafter referred to as “Ming Yuan Cloud”, the “Company” or “we”) is pleased to announce the 2021 Environmental, Social and Governance Report (hereinafter referred to as the “Report”). Based on the principles of materiality, quantitative, balance and consistency, the Report focuses on disclosing and demonstrating the philosophy, significant progress and effectiveness of the Company in fulfilling its environmental, social and governance (hereinafter referred to as “ESG”) responsibilities in 2021, so as to enhance the understanding and confidence of all stakeholders in the Company and encourage the Company to improve environmental, social and governance performance in a sustainable way.



## Scope of the Report

Unless otherwise specified, the policies, statements and data disclosed in the Report cover the actual business scope of Ming Yuan Cloud Group Holdings Limited. The reporting period is from January 1, 2021 to December 31, 2021 (the “Year”). The currency used in the Report is RMB.



## Reporting Standard

The Company prepared the Report in accordance with the Environmental, Social and Governance Reporting Guide (hereinafter referred to as the “ESG Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited, so as to ensure clear presentation of the ESG issues concerned by stakeholders, with quantitative and comparative significance. The Company has complied with the “comply or explain” provisions set out in the ESG Guide.

Principle		Response of the Company
Materiality	The issues covered in the Report should reflect the significant impacts of the Company on the economy, environment and society, or substantially affect the scope of assessment and decision of stakeholders.	Through continuous communication with stakeholders, and based on the development strategy of the Company as well as the industry and business conditions, the Company identifies current material sustainable development issues.
Quantitative	Key performance indicators (KPIs) disclosed in the Report should be measurable to evaluate and validate the performance of ESG policies and management systems.	The Company has quantitatively disclosed and narrated in words the information on KPIs of the Year.
Balance	The Report should provide an unbiased picture of the positive and negative aspects of the performance of the Company, so as to make a reasonable evaluation on the overall performance.	The Report elaborates the achievements made and challenges faced by the Company on the sustainable development issues that have a significant impact on the business, and discloses relevant quantitative information to facilitate reasonable analysis and comparison.
Consistency	The Company should use consistent disclosure principles for the preparation of the Report so that stakeholders can analyze and evaluate the performance of the entity over time. The entity should explain any changes to the methodologies.	The Company will ensure the scope of disclosure and reporting methodologies used in the Report are generally consistent every year.



## Source of Data and Reliability Statement

The data used in the Report are all from the official documents, statistical reports and relevant public information of Ming Yuan Cloud. The Board of Directors of the Company (the “Board”) is responsible for the authenticity, accuracy and completeness of the content in the Report.



## Confirmation and Approval

Upon confirmation by the management of the Company, the Report was approved by the Board on March 28, 2022.

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# YEARBOOK ON SUSTAINABLE DEVELOPMENT


## Milestones in 2021

- established the Property Management Cloud to provide digital solutions for intelligent property management;
- completed the merger and acquisition of Woxiang Technology to constantly develop the digitalization of real estate business;
- opened a new chapter of strategic cooperation in 2021 to expand the “friend circle” of Ming Yuan Cloud;
- held the first Quality Summit, with the participation of 500+ real estate companies;
- launched the 2021 Real Estate Digital Management Innovation Summit and released digital management solutions, which covered 600+ real estate companies in 10 cities;
- held the 24th anniversary ceremony of the Company, with 7,000 online viewers; and
- held the first online Real Estate CEO Summit in 2021 and officially announced our new mission and vision.

### Economic Performance

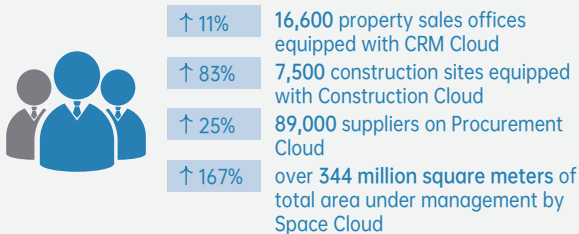
 Total assets  
RMB 6,972.8 million

 Total Equity  
RMB 5,930.2 million

 Revenue  
RMB 2,184.5 million

### Performance Highlights

Customer growth




We focus on digital technology consistently, and our customer volume continue to grow

### Employment

 Employees  
4,247

 Total training hours  
115,936 hours

 Number of R&D Staff  
2,123

\* As of December 31, 2021, unless otherwise stated.

### External ESG Recognition



Ming Yuan Cloud was first included into the MSCI ESG Ratings in 2021 with the rating of A, showcasing the outstanding performance of the Company in the ESG field. The rating results showed that Ming Yuan Cloud outperformed its global peers in the fields of information security and corporate governance and that our services will enable the Company to seize opportunities from the clean technology market.



# HONORS

## Awards and Honors in 2021



Champion Award for SaaS Solutions Providers of 2021 China's Real Estate Industry



Champion Award for Enterprise-grade PaaS of 2021 China's Real Estate Value Chain



Most Influential Digital Service Provider of 2021 SaaS Application Conference



Benchmark Award of 36Kr WISE 2021 Enterprise Services Gold List in Terms of Digital Innovation



36Kr Digital Service Provider for Future City



Innovation Award of 2021 Domestic Enterprise-grade PaaS Platform



2021 Excellent Digital Enterprise Provider issued by jnexpert



2021 Best Employer Award of Knx X Awards



Most Worthwhile Employer of the Year issued by Maimai



Top 50 Leading Real Estate Technology Enterprises issued by KPMG China

# Technical certification



Kunpeng Technology Certification of Huawei Cloud



PK System Product Compatibility Certification



Blockchain Service Network (BSN) Qualified Developer Certificate



Product Compatibility Certification of CECLOUD



CAICT Evaluation and Certification for Data Management Platforms



CAICT Business Intelligence (BI) Evaluation and Certification for Analytical Tools

# Lists and Ratings

Top 500

2021 Shenzhen Top 500 Enterprises List

Top 100

2021 Top 100 Leading Enterprises in IT Application Innovation issued by China Internet Weekly

Top 10

2022 China TOP 10 Most Expected Real Estate Smart Value Digital Chain Management issued by China Proptech Research



## Ecological Partners



- 1. Unity Award of Huawei Cloud Guangdong Ecological Partners Summit
- 2. Excellent Cloud Native Technology Partner Award of Huawei Cloud
- 3. Best Cloud Solution Partner of Huawei Cloud
- 4. 2021 Emerging Partner of Huawei Cloud SaaS Starlight Project
- 5. IBM GEO Excellence Award Top Build Partner
- 6. 2021 Excellent Partner of Enterprise WeChat
- 7. 36Kr WISE 2021 Market Activity CVC TOP50
- 8. IRSC Best Capital Market Communication Award

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# ESG GOVERNANCE

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Since its establishment, the Company has been pursuing and implementing the concept of sustainable development. While expanding our businesses, we proactively fulfill the environmental and social obligations and earnestly honour our commitments to stakeholders. In line with the corporate mission of "focusing on digital technology consistently to lead industrial upgrading", the Company focuses on the development and operation of digital solutions in the real estate industry, and is committed to improving the operation efficiency of the real estate industry with digitalization, thereby reducing the consumption of environmental and social resources and enhancing the industry's capabilities to resist risks.

In addition to constantly enhancing its own ESG governance capabilities, the Company attaches great importance to the common progress of upstream and downstream stakeholders, and focuses on the ESG difficulties and pain points in the real estate industry. We embed corresponding solutions in the research, development and innovation of products and services, and apply digital tools to encourage the industry to fulfill environmental and social responsibilities, thus promoting the sustainable development of the whole industry.

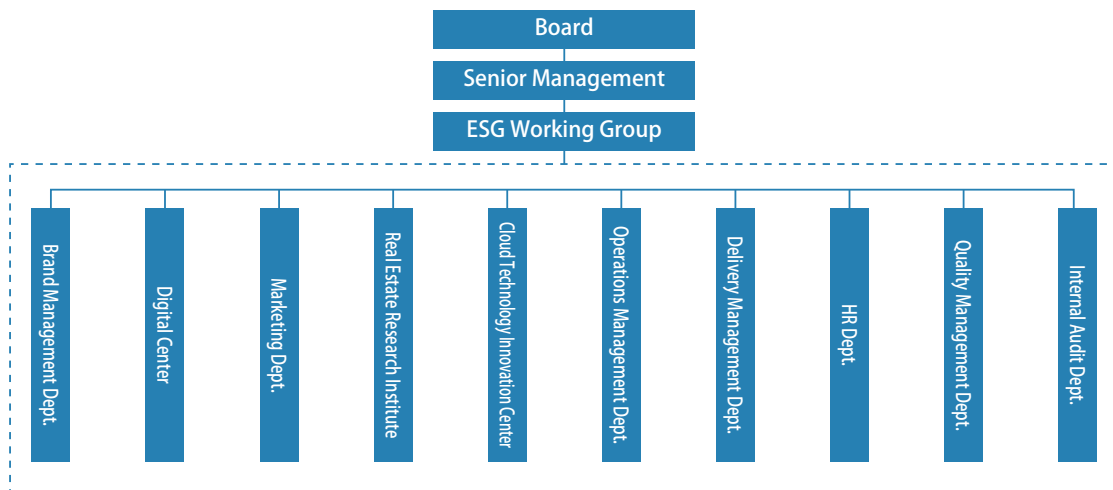
# ESG Governance Concept

When formulating the ESG governance framework of the Company, we fully review our own status of sustainable development. Based on the expectations of stakeholders and under the guidance of the United Nations Sustainable Development Goals (SDGs), we have defined the sustainable development concept of the Company and continued to explore the opportunities of sustainable development.



# ESG Governance Structure

We have established a top-down three-level ESG governance structure to support the sustainable development governance of the Company. The Board is responsible for supervising environmental, social and governance issues with the assistance of the senior management. The ESG Working Group, consisting of multiple functional departments, is responsible for implementing the specific ESG management work and submitting reports and feedback to the senior management on a regular basis.





## Supervision by the Board

As the leadership of ESG management, the Board assumes full responsibility for the ESG strategy and reporting of the Company. It is responsible for supervising the revision and implementation of the Company's ESG-related strategies, and allocates resources to ensure effective operation of the ESG risk management.

Meanwhile, the Board and the senior management determine ESG issues that have a significant impact on investors and other stakeholders, identify relevant risks and opportunities, and review and formally sign the annual ESG report to disclose such issues. Relevant functional departments of the Company are responsible for implementing the specific work under the ESG strategy, supervising the progress of ESG work, arranging the persons in charge to regularly collect statistics and relevant quantitative indicators and data, so as to provide an information basis for the Board and the senior management to review the ESG management progress and the disclosure of ESG report.

## Communication with Stakeholders

In order to better respond to stakeholders' expectations on the Company, we continue to improve the communication mechanism with stakeholders such as shareholders, investors, employees, customers, suppliers, governments and the public, and actively establish communication platforms to collect opinions and suggestions from all stakeholders on the sustainable development of the Company. Through joint review of the importance of ESG aspects to the Company, we continue to improve the Company's ESG strategy and seek to achieve common value with all stakeholders.

Type of Stakeholders	Focus of Attention	Communication and Response
Governments and regulatory authorities	<ul style="list-style-type: none"> <li>Compliant operation and tax payment in accordance with law</li> <li>Respond to national policies</li> <li>Project cooperation</li> </ul>	<ul style="list-style-type: none"> <li>Constantly improve the management of corporate compliance</li> <li>Implement relevant requirements of national policies</li> <li>Promote employment</li> </ul>
Investors and shareholders	<ul style="list-style-type: none"> <li>Financial performance</li> <li>Corporate transparency</li> <li>Sustainable profitability</li> <li>Information security</li> <li>Protection of rights and interests</li> </ul>	<ul style="list-style-type: none"> <li>Improve profitability</li> <li>Regularly publish reports</li> <li>Improve the management of market value</li> <li>Enhance the management of information security</li> <li>Hold meetings of shareholders</li> </ul>
Customers	<ul style="list-style-type: none"> <li>Diversified products</li> <li>Product reliability</li> <li>User privacy</li> <li>Service quality</li> </ul>	<ul style="list-style-type: none"> <li>Invest in product innovation</li> <li>Optimize the quality of products and services</li> <li>Strengthen privacy security</li> <li>Improve service quality</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Protection of employee rights</li> <li>Performance and promotion</li> <li>Diversified employment</li> <li>Employee care</li> </ul>	<ul style="list-style-type: none"> <li>Improve the remuneration and welfare system</li> <li>Establish a clear career promotion mechanism</li> <li>Foster the culture of equality</li> <li>Diversify employee benefits</li> </ul>
Suppliers and partners	<ul style="list-style-type: none"> <li>Industry communication</li> <li>Anti-corruption</li> <li>Fairness and justice</li> </ul>	<ul style="list-style-type: none"> <li>Cooperation and negotiation</li> <li>Build a clean supply chain</li> <li>Promote daily communication</li> </ul>
Communities/ social welfare organizations	<ul style="list-style-type: none"> <li>Community engagement</li> <li>Charity and public welfare</li> </ul>	<ul style="list-style-type: none"> <li>Participate in community activities</li> <li>Carry out public welfare projects</li> </ul>

# Materiality Assessment

In order to gain an in-depth understanding of key concerns of stakeholders on the Company's ESG work, the Company has assessed key ESG issues to constantly improve the Company's ESG management and relevant information disclosure. During the Year, the Company continued to organize and carry out materiality assessment, which combines the business development, industry characteristics and national policies with the expectations of stakeholders. Through close communication with stakeholders, feedback, industry analysis and other methods, the Company has assessed and prioritized the important issues of the Year.

## The following three steps have been mainly taken for the materiality assessment of the Year



### Identify ESG issues

Update the ESG issues in 2021 based on the Company's business development and industry characteristics and with reference to ESG Guide.



### Determine the materiality of ESG issues

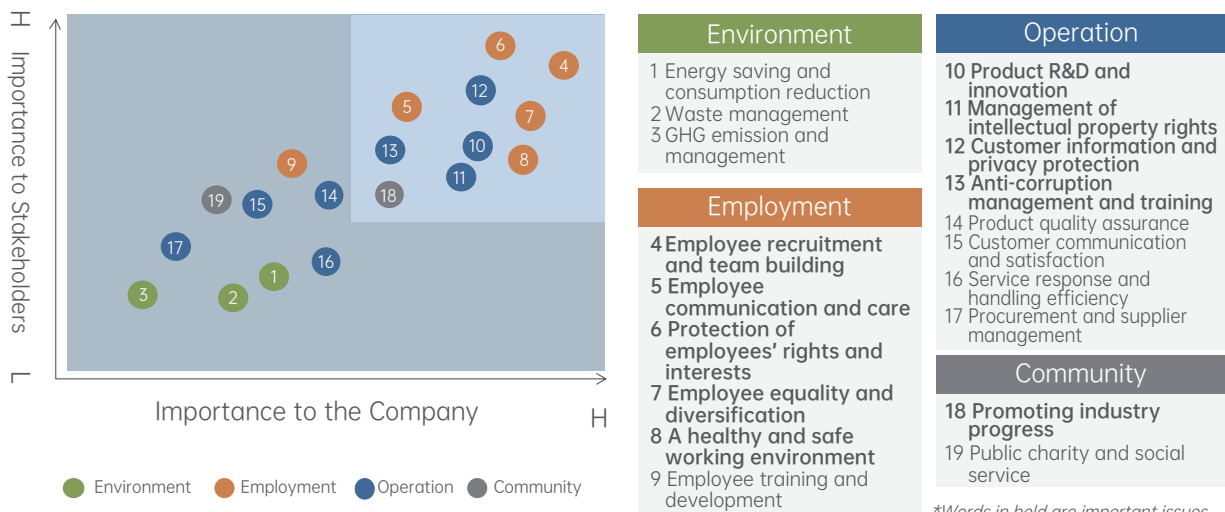
Understand the appeals and expectations of different stakeholders based on the communication with the management, employees and other stakeholders in our daily operations, and conduct interviews with departments of the Company in relation to key issues following comparing benchmarks of peer companies and trend analysis, so as to determine the ranking and prepare the materiality matrix of important issues.



### Feedback and communication

Discuss and determine the highlights to be disclosed in the Year's ESG report, and determine key areas of the Company's future ESG work according to the materiality assessment results.

## The materiality matrix and ranking of ESG issues in 2021 are as follows



Based on the results of the stakeholder survey in 2021, the Company continues to use the 19 ESG issues identified in 2020, of which employment and operation are the aspects mostly concerned by stakeholders of the Company. Such issues cover employment management related issues, including employee recruitment and team building, protection of employees' rights and interests, and employee equality and diversification, as well as product responsibility related issues, including customer information and privacy protection, and product R&D and innovation. The Company will continue to pay attention to such issues in our future ESG management, and focuses on disclosing relevant content in this Report.

# OUR PRODUCTS

## Our Products: Focusing on Digital Technology Consistently to Lead Industrial Upgrading

As a leading service provider of digital solutions for the real estate value chain in China, the Company adheres to the corporate mission of "focusing on digital technology consistently to lead industrial upgrading" and the business philosophy of helping customers succeed. We are committed to providing excellent digital solutions and products for real estate development and operation companies, so as to work with our partners to promote the digital upgrading of the real estate value chain. Currently, the Company has developed a strategic layout with the enterprise-grade PaaS platform - Skyline PaaS Platform as the foundation for independent digital innovation, with the core ERP solutions as the digital base, and with enterprise-grade SaaS products such as Construction Cloud, CRM Cloud and Space Cloud as the pillar. We are committed to helping the refined and digital operation of companies related to the real estate value chain.

The Company regards "openness and win-win" as an important cornerstone of business development, and comprehensively integrates the industry resources and ecological capabilities, so as to continuously provide software products and digital solutions that represent the best practices of the industry and empower the industry. We build a communication platform for real estate companies through a series of activities such as online live broadcasts, China Real Estate CEO Summits, and access to benchmarking enterprise, so as to establish the new ecosystem of the real estate industry.

In the meantime, the Company attaches great importance to the ESG needs of the real estate industry, and designs solutions and products from the perspective of sustainable development. We are committed to enhancing the steady operation and risk management capacities of enterprises and helping them fulfill environmental and social responsibilities, so as to promote the sustainable development of the industry.



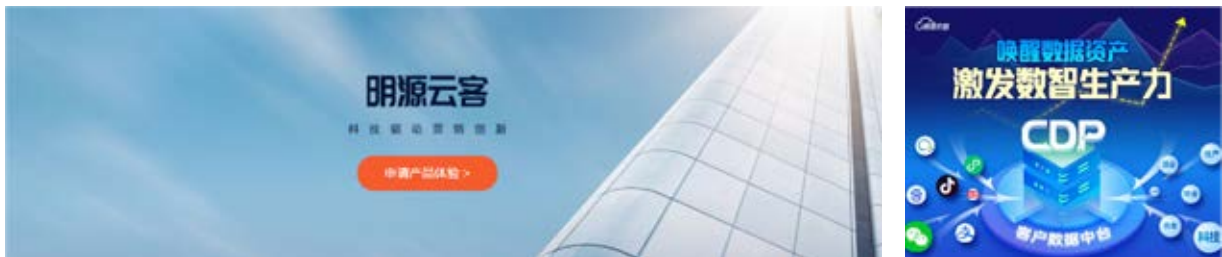


# INTELLIGENT PRODUCTS

## 1 Software as a Service (SaaS) Business

### Ming Yuan CRM Cloud

Ming Yuan CRM Cloud focuses on the marketing field and the online and intelligent applications of external collaboration, and provides property developers with intelligent digital tools for the whole marketing process, thereby helping developers simplify the process, improve efficiency, reduce costs, reshaping the marketing scenarios of the real estate industry, and promoting the advanced development of China's real estate marketing. As a pioneer and leader of intelligent real estate marketing, Ming Yuan CRM Cloud, combining intelligent software and hardware and based on big data, provides four intelligent applications namely intelligent dissemination, intelligent channel, intelligent sales site and intelligent transaction, which forms a complete and new ecology of intelligent sales site and promotes the intelligent transformation of the traditional sales sites.



In the future, Ming Yuan CRM Cloud will continue to empower property developers with multi-level digital marketing solutions, and deepen our cooperation with property developers to become the first-choice partner for the digital property marketing.

### Ming Yuan Construction Cloud

As a leader in the digitalization of real estate engineering and customer service, Ming Yuan Construction Cloud focuses on the engineering field to provide real estate developers with SaaS products and services for the full-life-cycle online management of engineering construction and delivery. It is committed to applying digital technology to help real estate developers hold on to the bottom line of quality and reputation among property owners, improve quality and operational efficiency, and reduce costs and risks. Currently, Ming Yuan Construction Cloud has provided digital management solutions covering the whole process from house construction, acceptance inspection, handover to move-in and maintenance.



In the future, Ming Yuan Construction Cloud will establish an industry construction platform, which will upgrade its development strategy towards the real estate development, operation and services and meet diversified needs of customers based on investment, construction and operation. In addition, Ming Yuan Construction Cloud will further focus on engineering quality and customer services, and provide flexible assemble solutions for different customer groups, covering internal inspection, access for property owners, formal delivery, customer risk control, daily inspection, process acceptance, material acceptance, routing inspection and assessment, customer satisfaction and other segment scenarios.

## ■ Ming Yuan Procurement Cloud

As a leading direct platform for real estate procurement, supply and demand, Ming Yuan Procurement Cloud provides a cloud procurement platform for internal and external collaboration and data empowerment, which offers online procurement and marketing SaaS products to developers and suppliers respectively. It can effectively match the upstream and downstream resources along the industry chain, thus helping developers and suppliers realize more direct, efficient and transparent online procurement, reduce transaction costs and enhance the efficiency of procurement.



During the Year, Ming Yuan Procurement Cloud has built a collection of selected suppliers and a high-quality supplier list for centralized procurement, providing an initial supply database for ERP and customers. In the future, Ming Yuan Procurement Cloud will expand its developer recruitment platform and the number of developers through recruiting new developers and manually identifying their needs, which will provide business opportunities for suppliers via accurate promotions as well as application reports and monitoring, thereby enhancing their value perception and renewal rate. In addition, Ming Yuan Procurement Cloud will offer a supplier management solution covering primary screening database and formal database for a better product experience, so as to enhance experience and efficiency of sourcing and recruitment.

## Ming Yuan Space Cloud

Ming Yuan Space Cloud is committed to assisting customers in the intelligent asset management and refined asset management operation. Focusing on asset management and asset operation, we have launched products such as property right manager, intelligent management and risk control radar, in an effort to help enterprises rapidly integrate resources, optimize operational efficiency, create operational characteristics and enhance the reputation and revenue of asset operation. The Asset Management Cloud, its core product, focuses on the asset management, asset operation and property management of state-owned spaces, which covers various business patterns such as the real estate, land, infrastructure and natural resources, with a view to driving the growth of existing assets value through data intelligence. The product lines of Property Management Cloud are developed based on the Skyline PaaS Platform, and are currently in the trial promotion stage. The Company will make large-scale promotion of them in the property management industry in due course. In 2021, Space Cloud totally managed various types of properties of over 344 million square meters.



In the future, Ming Yuan Space Cloud will coordinate the business planning, report business indicators and analyze business achievements, so as to provide full-cycle assets management, optimize business layout and enhance operational efficiency. In addition, Ming Yuan Space Cloud will help increase the occupancy rate, reduce vacancy losses, prevent and control contract risks, ensure rental revenue, shorten collection period, and enhance collection efficiency. It will also provide mobile inspections for multiple scenarios, offer one-stop recording of compliance information, and intelligently identify operational compliance risks to maintain asset safety.

## 2 Enterprise Resource Planning (ERP) Business

Based on its accumulation in the industry and cutting-edge research, the Company has independently developed digital Cloud ERP, which covers core businesses including operation, bidding and procurement, costs, expenses, sales, planning and operation, investment revenue, and business analysis products. With focus on the income, expenditure and profit of enterprises as well as value areas such as business standardization, process and internal control and implementation, it can help build digital-agile real estate enterprises.



In the future, Ming Yuan Cloud ERP will establish innovative digital applications, including building a special material procurement platform for enterprises to realize the process management of material procurement and the accumulation of process data; connecting companies, factories and construction sites to realize the online digital control of material supply; aggregating big data of enterprise suppliers to provide dynamic supplier labels and profiles and standardized interface capabilities; and offering more mature online contract signing and filing based on SaaS model to more customers. Ming Yuan Cloud ERP will continue to promote transformation and upgrading, accelerate the development of digital business products, and enhance large-scale promotion and delivery capabilities.



### 3 Skyline PaaS Platform

As the infrastructure for digital transformation, Ming Yuan Cloud · Skyline PaaS Platform integrates the four characteristics of "ecology, dual-mode, high efficiency and intelligence", which forms an enterprise-grade no-code or low-code PaaS platform based on the architecture of dual-mode IT, cloud native technology and hybrid cloud. With over 20 years' accumulation of technology and best practices, Ming Yuan Cloud provides real estate enterprises with their own digital ecology relying on aPaaS Capacity, iPaaS Capacity, bpmPaaS Capacity, DaaS Capacity and Technology Innovation.



Ming Yuan Cloud · Skyline PaaS Platform continues to develop five suite products namely aPaaS, iPaaS, bpmPaaS, BI&Big Data and BPA&Portal to empower IT teams of our customers and ecological partners and meet individual needs of customers. The Skyline PaaS Platform will also serve as the foundation of industrial construction platform, provide an integrated PC and mobile platform, and create a one-stop collaborative production environment for products and projects, which supports the project development in the expansion of and customized new models on Construction Cloud, Property Management Cloud and Space Cloud.



Enterprise-grade PaaS Platform

## Topic: Responsible solutions to encourage the real estate industry to fulfill environmental and social responsibilities

As a leading service provider of digital solution for the real estate value chain in China, we are committed to developing high-quality products and providing excellent digital solutions and products for real estate development and operation companies. While offering high-quality services to promote the development of real estate enterprises, we are also committed to providing responsible solutions to enhance the capacities of real estate enterprises to respond to internal and external risks from multiple dimensions and encourage them to fulfill environmental and social responsibilities.

### Supporting green and ecological construction

#### Green Real Estate

During the Year, the Company has signed a strategic cooperation agreement with Landsea Green Properties Co., Ltd. to establish a comprehensive strategic digital partnership. We provide digital operation strategies, intelligent customer services and other solutions to Landsea with focus on construction and life quality. We help the green renovation of existing "Landsea Home" villas and large flats, improving health index and living comfort while reducing the total energy consumption. The Company empowers Landsea with green technologies to transform from the traditional asset-heavy mode to the asset-light mode and a diversified layout based on the comfort of property owners.

#### Ecological City

With focus on product quality assurance, the Company has developed digital tools such as mobile house inspection for China Railway Culture and Tourism, which helps the development of diversified and comprehensive eco-city projects and also supports its ecological restoration, targeted poverty alleviation, urbanization and intelligent city operation. Leveraging the three-level joint development of land development, product development and operation management, China Railway Culture and Tourism lays a good foundation for urban development, continues to improve urban functions, and maintains a sound operation of public spaces and supports the systems of eco-cities. While constantly vitalizing the urban development, these digital tools can provide a better product quality and living experience, and promote regional tourism and urban construction.

## Bringing social values for enterprises

### **Creating a transparent bidding and procurement environment**

The Company provides digital procurement solutions for enterprises, which are based on scientific and digital procurement and supervision system. Therefore, enterprises can reserve supplier resources through open biddings, so as to improve procurement efficiency, realize the whole-process paperless contact and online collaboration, accumulate bidding materials, ensure data security and compliance, and avoid corruption in the procurement process. During the Year, about 3,800 real estate enterprises and 89,000 suppliers carried out business on the Procurement Cloud Platform, through which the platform helped them achieve their operational goals of efficient procurement and sunshine procurement.

### **Enabling property companies to provide efficient services for property owners**

The Company is committed to empowering property management companies in building intelligent communities. Relying on cloud computing and other technologies, it can realize intelligent calculation and offer a unified management of full-type and full-cycle fees through platform-based collection and mobile payment, thus reducing handling fees, ensuring accurate collection amount, enhancing the payment and work efficiency, and effectively shortening the settlement cycle. We provide online applications for property charge scenarios, which greatly promote the diversified development of property companies and the construction of intelligent communities, and help property companies to provide more considerate and convenient services for property owners.

### **Improving commercial real estate services for merchants and consumers**

The Company is committed to providing standardized operation services for commercial real estate companies, and connecting employees, tenants and consumers. We provide digitalized operation products covering the whole scenarios and the entire life cycle of commercial real estate, which empower shopping malls with standardized process operation, accelerate the establishment of digital systems for our members, shorten the preparation time of marketing activities, and increase the frequency of activities. In the meantime, the Merchant Management System of the Company can also provide timely response in the business management, enabling shopping malls to provide refined operations based on the characteristics of consumers, accumulate consumer flows and meet consumer needs in a timely manner.

## Improving internal operational efficiency

### Improving management efficiency

The Company empowers the purchase, selling and interaction models of the real estate industry with new technologies, and shapes digital workforces with digital technologies. Our RPA online signing robot, designed for online contract signing, can provide 100%-accurate and 24/7 automated online signing services for real estate companies. During the Year, a number of real estate companies have applied RPA online signing robots in the digital management of online signing, which ensures efficient coordination of personnel, machine and process, meets diversified needs of customers, and fully realizes the optimization of personnel efficiency, upgrading of experience and cost reduction and efficiency improvement.



### Enhancing response to industry risks

Relying on cutting-edge mobile Internet and big data technologies, the Company intensifies the research and innovative application of full-scenario online intelligent customer services, helping real estate companies to comprehensively upgrade digital risk control systems. While implementing the concept of risk control, we establish agile and comprehensive risk control strategies and gradually upgrade the value of customer services, so as to successfully boost the core competitiveness of intelligent risk control.



### Improving operational efficiency

The Company develops a digital project management platform for real estate companies to improve the life-cycle project management from commencement to product delivery, implement engineering specifications and standards, and enhance on-site operation capabilities by standardizing quality management and tracking project progress. Therefore, the workload of standard presentation decreases by approximately 20%. Paperless office reduces the internal workload by approximately 30%, and the efficiency of image progress reporting increases by 20%. It can also provide visible and checkable site management, control risks in advance, and accumulate process results in the case database of enterprises that provides a basis for the data analysis and decision-making of projects and companies and improves the comprehensive operational efficiency of the Company.

### Supporting the liquidation and revitalization of state-owned assets

The Company has established a digital management platform for the liquidation, revitalization and appreciation of assets concerned by state-owned enterprises. The platform covers various property types including commercial offices, commercial properties and industrial parks, which provides the online management of assets and leasing business and ensures the accurate entry of financial information and output of statements, timely write-offs and the stability of online due fee payment reminder. Through breaking communication barriers among investment promotion, operation and financial departments, it can help state-owned enterprises to improve asset liquidation, process standardization and digital transformation, effectively prevent the loss of state-owned assets, and promote the value growth of existing assets.



## Focusing on hot social issues

### Implementing national policies

The Company has reached a strategic cooperation with Shenzhen Notary Office to jointly develop an online housing selection platform by way of "notarization plus technology". It can ensure no queues or gatherings when selecting houses, and prevent internal transactions, extra fees and other housing speculation actions, so as to achieve the social objectives of "stabilizing expectations,



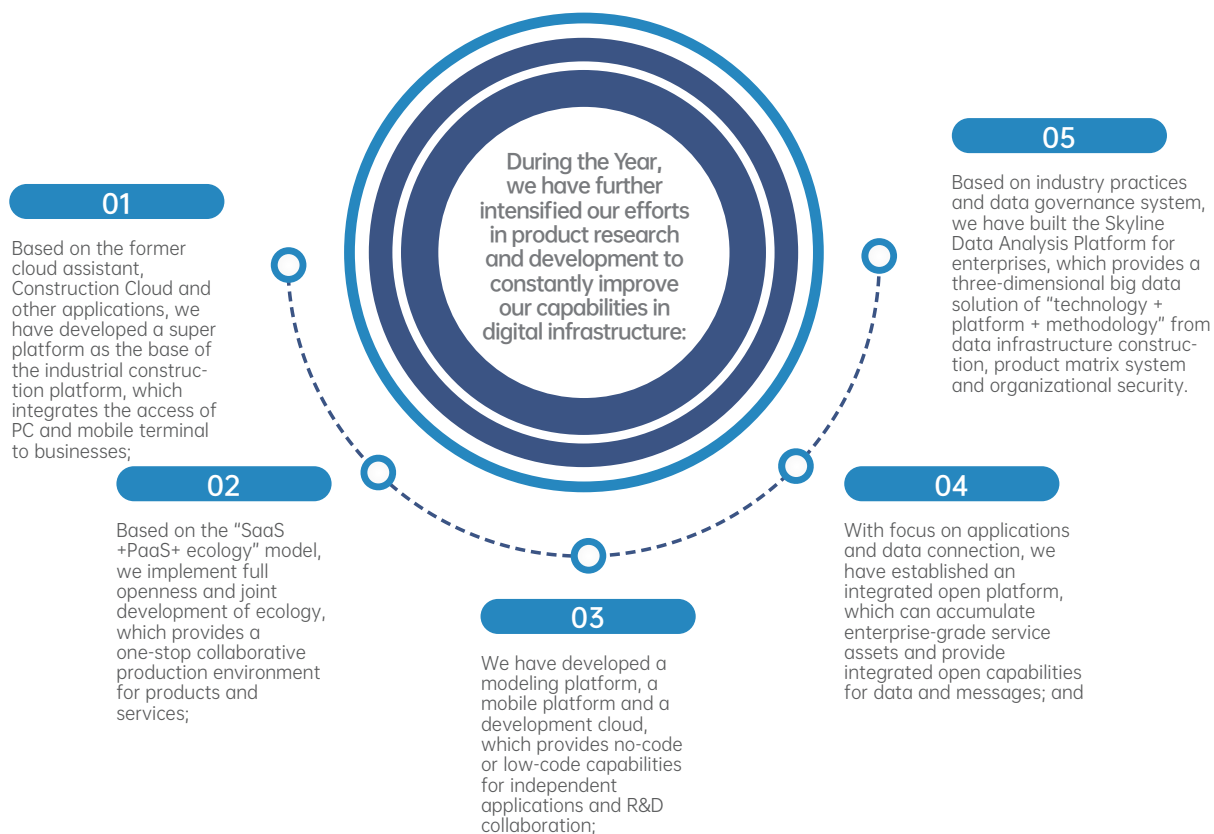
preventing disputes, and neutralizing risks" and implement the policies in relation to epidemic prevention and "houses for living in, not speculating on". Capitalizing on the online property launch tool, the Notary Office makes the whole process online by collecting customer information and reviewing qualification online, screening and targeting prospective customers via online subscription and capital verification, and running an online lottery. In addition, the online property launch tool can also provide open and transparent live-streaming sales to the public in real time to ensure fairness and justice.

### Epidemic control and resource conservation

The Company has launched an online VR mini-program for house viewing, covering real estate projects in 50 cities, which helps the digital marketing of house sales platforms. The Company provides the online real scenes of model houses via virtual modeling, helping real estate enterprises to offer online house-viewing services and avoid gatherings when customers select houses. On the one hand, it helps real estate enterprises cope with the impact of the pandemic and implement epidemic control policies. On the other hand, online model houses can provide the experience of selecting and purchasing houses without travel and reduce the consumption of social and environmental resources.

## Technological innovation

The Company is well aware that technological innovation is essential to the development of enterprises, so that it continues to intensify investment in technology research and development and promote the construction of digital technology facilities. We have held such activities as innovation competitions, internal symposiums and industry communications, with a view to acquiring cutting-edge insights of the industry, breaking from conventional thinking and invigorating innovation capacities. In addition, we attach great importance to the upgrading of its internal research and development system. We continue to upgrade the digital management of research and development and formulate an employee R&D incentive plan to motivate employees' enthusiasm for innovation.



Ming Yuan Cloud · Skyline Data Analysis Platform is leading in data acquisition and processing in the industry. It has received the Special Certification of Basic Capabilities of Business Intelligence (BI) Tools held by China Academy of Information and Communications Technology (CAICT), an endorsement of national qualification, and is fully integrated into the ecosystem of IT application innovation.

In addition, the Company firmly believes that stable and high-quality talents are the driving force of research and development innovation. During the Year, we continued to improve the building of product research and development team, invest in research and development to expand its research and development team, and invigorate internal research and development via diversified activities.





### ▶ Hacker Marathon Competition

In line with the concept of solving practical problems and pursuing creativity, the Hacker Marathon Competition aims to encourage participants to practice and demonstrate the product thinking and technical capabilities, so as to drive the future development of Ming Yuan Cloud like the "Fire of Innovation". During the Year, the 6th Hacker Marathon Competition, jointly held by Ming Yuan Real Estate ERP, Ming Yuan Construction Cloud and other departments, attracted over 800 employees from Wuhan and Shenzhen zones, hitting a new high in the number of participants.



### ▶ Innovation Outcome Show

Innovation Outcome Show is a platform for product teams to display their outcomes and strengths, learn from each other and stimulate their growth. In 2021, a total of 109 teams from Wuhan and Shenzhen participated in the Innovation Outcome Show, and a number of outstanding teams received awards in terms of product innovation, technological innovation, solution innovation, business realization, potential products and dark horse products.



### ▶ Internal Symposium

The bi-annual Internal Symposium aims to help all cloud business departments to share innovations and information and think out of the box. The Innovation Mini Show and the Ideology Meeting of the Internal Symposium help participants break from conventional thinking and promote the growth of product managers and core technical talents of the Company.



### ▶ Industry Communication and Learning

The Company puts a high value on exchange opportunities with partners and peer companies. During the Year, the Company has actively participated in numerous industry summits, including the HIPM Product Innovation Summit, the Global Tech Leadership Conference and the Top Geeks' Organization (TGO), to learn from the cutting-edge insights of technology leaders and enhance the overall value of the Company. In addition, the Company has introduced an external online learning platform to help employees improve their skills.

### ▶ Employee R&D Incentive

The Company further improved its performance incentive framework in 2021, and adopted a competitive incentive mechanism to enhance the enthusiasm and sense of achievement of R&D employees. In the meantime, the Company has formulated the "Incentive Measures on Intellectual Property Rights" to stimulate the creativity of all employees and encourage the achievements in intellectual property rights. When the technology R&D department or any employee files a patent application and obtains the patent right, the Company will grant bonuses and remuneration to the inventor or designer according to relevant policies.



# QUALITY MANAGEMENT

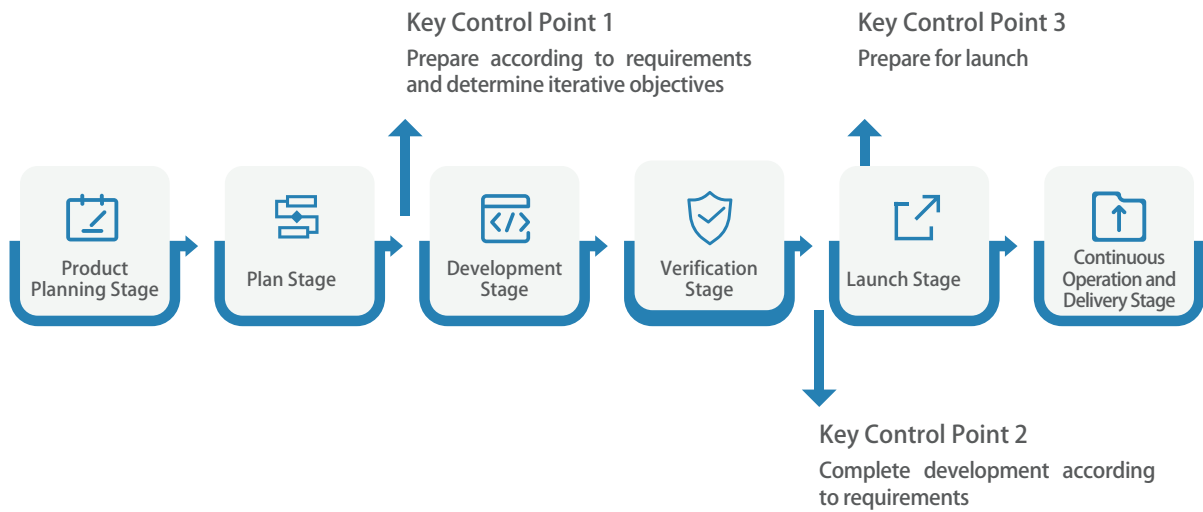
The Company has been pursuing the development of high-quality products from product planning to operation and delivery, and has implemented a whole-process quality assurance and management policy. In order to provide high-quality products and services, the Company optimizes its quality control mechanism to proactively identify quality risks, strictly controls the management of project progress to achieve quality objectives, and provides customers with high-quality product experience to constantly bring high value to customers.

## 1 Project Quality Management

During the Year, the Company optimized its quality management mechanism based on the lean and agile development framework, with an aim to build a quality index system and intensify the control of key product quality points. The key quality control measures taken by us in the process of product development are as follows:

### Strengthening the control of key product quality points

Based on the product development process, the Company has identified key control points, key quality activities, important quality inspection items and other inspection items of the product process in six development stages of product planning, plan, development, verification, launch and continuous operation and delivery. As such, the Company can define quality control indicators and strictly control product quality.



## Key Process Control Points

### ● Key Control Point 1: Prepare according to requirements and determine iterative objectives

We will identify the background and objectives of requirements, quantify revenue indicators, define acceptance criteria and launch time, and sort out the logic of demands. Then we will reach consensus on the key points of demands, form iterative plans and objectives, and check codes and design plans. In addition, we will put key assets such as requirement specifications and prototype diagrams into the database to strengthen the control of versions.

### ● Key Control Point 2: Complete development according to requirements

We will determine and review the design specifications template, and conduct a series of product tests and review to ensure the completeness of such tests. We will conduct risk assessment and formulate countermeasures to solve remaining problems after product testing and acceptance, and put design and other documents into the database to strengthen the control of versions.

### ● Key Control Point 3: Prepare for launch

We will carry out product testing and verification, determine the scope of product release, and publish the plan and strategy and steps of changes. After completing the product review process, we will solve all problems identified in the review, and put the checklist into the database.

## Constantly Building Integrated Delivery Capability

### ● Improving the built-in quality:

We will carry out tests from multiple aspects on products, including the static code scanning, code cross-checking, unit test, interface test and functional test, so as to ensure that the products meet function and quality requirements.

### ● Carrying out quality planning, review and audit:

We will define the release standards and quality objectives of the iterative versions, and strictly control the quality of iterative products. In addition, we will carry out corresponding audit on the key activities and achievements during the product R&D process, especially the business model and plan.

### ● Building the online and automated collaborative platform:

We will improve the quality of test code, reduce the costs of code merging or integration, shorten the test preparation and execution time, enhance the offline testing efficiency, release automated construction and deployment, and avoid deployment accidents.

### ● Strengthening quality insights:

We will establish relevant measurement dashboards to analyze and gain insights into the data on quality and efficiency, build a feedback mechanism directly connecting users, regularly analyze and release the quality status of the production system, and take necessary measures to improve quality. In addition, in order to prevent problems, the production accident backtracking mechanism is established to trace the origins of production accidents.

### ● Establishing the quality control organization:

We will set up an independent team responsible for test and process improvement, and focus on continuous improvement in related fields.

## **2** Project Schedule Management

During the Year, the Company has improved the project schedule management mechanism through work standardization and effect digitalization, so as to strengthen the control of the delivery process of customer services and ensure that the quality of services meets relevant standards. The Company adopts the Standard Service Procedure (SOP) system to keep the delivery process under control, and carries out project management through the online project empowerment system. Meanwhile, the Company defines the tasks and responsibilities for each key role of each project to ensure the quality of services. The Company also continues to enhance the online coordination of project-based resources, implement the online management of the delivery and operation and internal digitalization of SaaS business, and realize the online management from the release to assessment of tasks, so as to give play to the synergy of regional resources and improve the efficiency of project management.

In order to trace the results and responsibilities of each task delivered, we have established a working hour and task system and an online quality inspection platform in relation to the project performance, so as to enhance the effective management and control of project quality. We also continue to enhance the service capabilities of employees through the scheme training camp, cadre training camp and project training camp, and implement the system combining theoretical and practical training. We empower the growth of key talents through the duty coaching for delivery managers and trainings on delivery methodology of strategic projects, and provide business guidance on the effective delivery to key customers and of key projects.

## **INFORMATION MANAGEMENT**

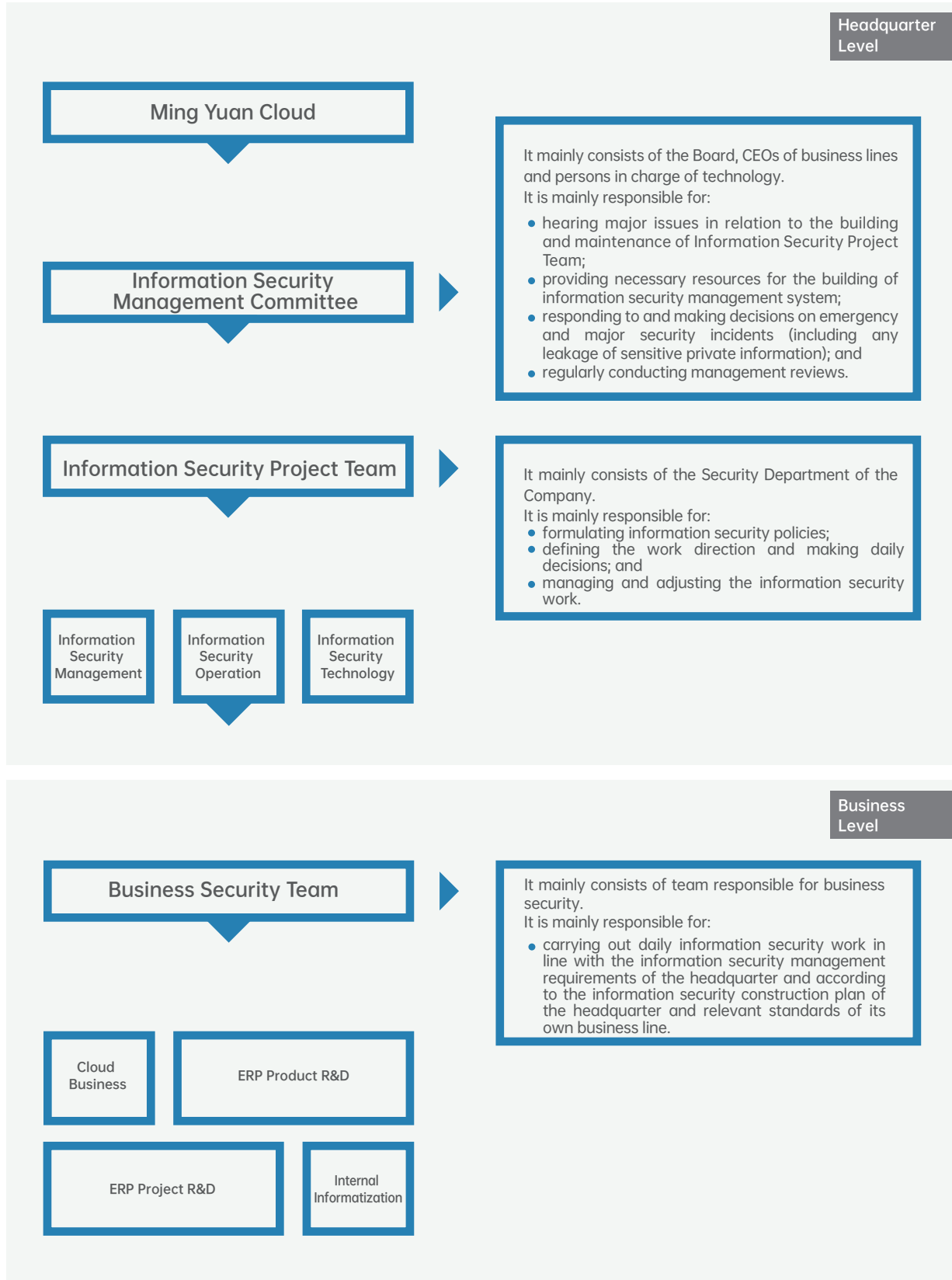
As a leading digital service provider of the real estate value chain in China, the Company is committed to improving the quality of customer services, improving work efficiency, and launching high-quality digital products. In the meantime, the Company strictly abides by national laws and regulations, implements a strict information management procedure, sorts out and optimizes the management system of information security, and clarifies the responsibilities of the security system, so as to maintain a sound data management and ensure the confidentiality of customer information.

### **1** Internal Information Security

The Company adheres to the principle that "Information security is the lifeline of Ming Yuan Cloud", and continues to optimize information security management to ensure the security of its information assets. We strictly comply with the "Cybersecurity Law of the People's Republic of China" and other laws and regulations, and have formulated detailed security management systems, including the "Ming Yuan Cloud Security White Paper" and the "Guidelines on the Security of Data Processing". In addition, the Company has established an information security management organization and a data security protection system, so as to take on the responsibilities of information security management and ensure the internal information security of the Company.

## Establishing the Information Security Management Organization

The Company has set up a three-level information security governance structure composed of Ming Yuan Information Security Management Committee, Information Security Project Team and Business Security Team, whose personnel and main responsibilities are as follows:





## Data Security Protection System

During the Year, the Company further strengthened the construction of data security protection system, and continued to intensify investment in security management, security operation and maintenance, and security technologies. In the meantime, the Company has taken protection measures for the cloud application system of Ming Yuan Cloud and established a robust data security protection system relying on Alibaba Cloud Platform Security, Cloud Security Center and third-party security products in the security ecology.

### Security Management



In order to minimize security incidents caused by the negligence of internal employees, the Company has further strengthened management and control measures, including recovering authorization of resigned employee, checking weak passwords and auditing the access control of office areas. In addition, the Company has carried out the certifications and audits of ISO27001, Cloud Security, ISO27701 and the Level 3 Classified Protection of Cybersecurity, so as to ensure our businesses meet regulatory requirements.

### Security Operation and Maintenance



The Company arranges professional operation and maintenance personnel to conduct regular operation and maintenance inspections of servers, and such operation and maintenance personnel can only access applications and data via fortress machine to ensure safe login and audit. In addition, the Company works with third-party independent security regulators and providers to conduct the audit and assessment of security compliance, reinforce the control of security risks and conduct security attack and defense drills, so as to proactively identify security risks in a timely manner. Meantime, we conduct security audits, reports and trainings on a regular basis and continue to enhance employees' awareness of information security.

### Security Technologies



**Data security:** In order to ensure data security, the Company conducts security audits on data access, and requires that data can only be accessed via the IP whitelist and the data management platform. In addition, we conduct the disaster recovery backup in a timely manner according to the unified requirements of the Company and carry out disaster recovery drills, thus avoiding data loss.

**Application security:** The Company adopts various security methods such as verification codes to constantly enhance application security. Currently, the application security of the Company has obtained the Level 3 Classified Protection of Cybersecurity, and the Company has connected to external application firewalls to protect the security of cloud applications. In the course of daily development, the Company performs security scans on applications with vulnerability scanning tools, and encrypts important information with technical means in compliance with encryption standards of the industry, such as asymmetric encryption for user passwords. In addition, the Company engages third-party security providers to conduct security tests on cloud applications and security audits on core codes, and requires two-factor authentication for sensitive operations.

**Host security:** In order to ensure the security of hosts, the Company requires that the access between hosts can only be effected via IP whitelists and that the ports of hosts are only open for business needs and other ports are not allowed to open for access. In addition, the Company engages Alibaba Cloud Security Center to protect the server hosts, and applies external security tools to scan and reinforce the server hosts.

**Network security:** The Company conducts the server access control in classic network through IP whitelists, and completely isolates the production environment network from the ordinary development and testing environment network. The Company applies firewalls to protect network security and defend DDOS attacks, and uses HTTPS protocol (SSH) for network transmission as well as the VPC private network to ensure network security.

## Security Training

In 2021, the security team of the Company conducted regular security trainings for CRM Cloud, Construction Cloud, Space Cloud and Procurement Cloud and Skyline PaaS Platform. For new employees, face-to-face or remote video training is generally used. For old employees, such training is delivered through multiple channels such as Ming Yuan Cloud Information Center, colleague bar, security information exchange group, enterprise WeChat and Ming Yuan Cloud Security Community.



## 2 Customer Information Security

The Company strictly complies with the "Personal Information Security Specification", the "Identification Method for Illegal Collection and Use of Personal Information by Apps", the "Personal Information Protection Law" and other laws and regulations, and has formulated series of information security related policies including the "Ming Yuan Cloud Information Security Management Outline" and the "Ming Yuan Cloud Privacy Information Protection Policy" based on the ISO27001 information security management system, the Cloud Security system and the ISO2770 privacy information management system, which provide a basis for the protection of customer information security. Meanwhile, in order to further standardize information security management, we require employees to sign the confidentiality agreement and the information security agreement.

### In 2021, the Company has implemented the following strategies in terms of customer information and privacy protection:

- **Policy updates:**

The Company continues to pay attention to relevant national policies on information security and privacy protection, so as to ensure that the businesses of Ming Yuan Cloud meet the requirements of security compliance. In the meantime, the Company optimizes the security management system according to the requirements of laws and regulations, and delivers it to employees of the Company in a timely manner.

- **Compliance certification:**

The Company updates the privacy policies of all applications based on the requirements of national laws and regulations, and conducts annual review of ISO27001 and Cloud Security certifications for CRM Cloud, Construction Cloud and other SaaS products and Skyline PaaS Platform. During the Year, CRM Cloud has optimized its privacy information management system and obtained ISO27701 certification.

- **Permission management:**

The Company has formulated a classification and grading system for Ming Yuan Cloud data, which defines the grades of data and identifies sensitive data. The secrets and confidential data of the Company are subject to a security procedure from the collection to destruction and the approval of data permission. Sensitive customer information, such as ID number, bank card and face information, is stored with encryption. In the meantime, the Company requires employees to sign the confidentiality agreement and the information security agreement, and adds privacy-related clauses in business contracts.

## INTELLECTUAL PROPERTY PROTECTION

The Company regards the protection of intellectual property as a high priority to maintaining its sustainable development. We have formulated the "Intellectual Property Management and Incentive Guidelines" in accordance with the "Copyright Law of the People's Republic of China", the "Patent Law of the People's Republic of China" and other relevant national laws and regulations, aiming at strengthening the management of intellectual property rights, arousing the employees' enthusiasm for invention and creation, protecting the core technology assets of the Company and improving product competitiveness. Currently, the Company has obtained the certification of intellectual property rights management system.

The Company has formulated the early warning system and emergency plan for risks related to intellectual property rights, so as to proactively identify the risks of intellectual property rights management and manage and control identified risks in a timely manner. For all stages from the establishment of project to research and development, the Company conducts the patent search, analysis and assessment, carefully reviews the forms of intellectual property protection, and timely protects R&D results through different methods such as applying for patents, software copyrights and trademarks. Meanwhile, the Company pays attention to the management of archives related to intellectual property rights, and updates and maintains the archives of intellectual property rights in real time, including but not limited to applying for the original documents of intellectual property rights, intellectual property rights certificates and the documents in relation to the change of intellectual property rights.

The Company not only attaches importance to the protection and maintenance of its own intellectual property rights, but also fully respects the intellectual property rights of others. The Company requires suppliers to provide guarantee for intellectual property rights in the contract and ensure that the products provided by them will not infringe on the intellectual property rights of others. In order to enhance the awareness of internal employees on intellectual property protection and avoid infringement risks, the Company requires new employees to sign a confidentiality agreement specifying provisions of protecting business and technical secrets upon induction.



## Industry communication

As the real estate industry is faced with both challenges and opportunities, Ming Yuan Cloud adheres to the principle of empowering the industry. We are committed to integrating industrial resources based on the business decision-making, open platform and smart operation of the real estate, and continue to provide an exchange platform for real estate enterprises to have an in-depth discussion on the new developments of the industry, so as to promote win-win cooperation in the industry.

### 1 Organizing Industry Summits



#### ► China Real Estate CEO Summit

The Company organized the 8th CEO Summit during the Year. Due to the impact of COVID-19, the Company has held the first innovative live-streaming Summit. On the theme of "New Trends, New Patterns and New Drivers", the Summit focused on the new prospect for the industry puzzle, the new thinking on corporate strategies, the new paths for strategic breakthroughs and the new future empowered by digitalization. Fourteen leaders were invited to the Summit to share their insights on the future development of the real estate industry, and more

than 3,000 chairmen, CEOs and vice CEOs of real estate enterprises participated in the Summit online.

In addition, the Company invited real estate associations to jointly organize the first innovative regional CEO summits integrating with local characteristics during the Year. The Southwest CEO Summit, inviting 1,084 companies and newly inviting 111 company leaders, covered more companies in the region and effectively promoted the business breakthroughs of leading regional real estate enterprises and those with sales volume of over RMB 100 billion.



#### ► China Real Estate Quality Summit

During the Year, the Company held the first China Real Estate Quality Summit in Hangzhou. On the theme of "New Cycle of Real Estate, and the Future for Quality", the Summit invited a number of senior executives of real estate enterprises and experts from research institutes to share the best practices on the high-quality development of real estate enterprises and their insights on "How can real estate enterprises win the future with high quality in the new cycle of real estate". In the meantime, over 500 senior executives of real estate enterprises had a face-to-face exchange of views at the summit, and discussed the development trends of the industry and the paths to high-quality development.

The Company held China Real Estate Quality Summits in other cities nationwide, which provided an exchange platform for real estate enterprises to

pursue high quality and healthy development, thus promoting the quality management innovation of the real estate industry and continuously enhancing the overall quality of the industry.



#### ► China Real Estate Digital Marketing Summit

The Company held the 2021 China Real Estate Digital Marketing Summit on the theme of "Digital Survival – New Drivers for Marketing Breakthroughs". The Summit invited academics and research institutes with in-depth insights on and practical experience in the digitalization, modern marketing and trading of real estate, and focused on the in-depth discussions on how to capture opportunities from the digital transformation and how to solve difficulties in relation to sales, payment collection and fee reduction. In the meantime, the Summit invited over 500 CEOs and marketing directors of real estate enterprises to share their insights on the serious situation of real estate "winter" and how to tide over difficulties and make breakthroughs.



## 2 Participating in External Exchanges

### May 2021 | The 12th Huaben Entrepreneurs Meeting

Ming Yuan Cloud had an in-depth communication with over 200 renowned entrepreneurs, experts and scholars to share insights on the future trend of the real estate industry and seek for new opportunities and ideas to expand and integrate the industrial chain.



### May 2021 | Huawei China Ecological Conference

As a strategic partner of Huawei Cloud, Ming Yuan Cloud introduced the planning on the digital value chain of the real estate industry and the cloud-native Skyline PaaS Platform, and shared in-depth insights on the technologies of the real estate industry.



### May 2021 | State-owned Enterprise Digital Transformation Summit



Ming Yuan Cloud was invited to participate in the Summit and gave a keynote speech at the theme forum of "Digitalization Empowers Management Upgrading".



### June 2021 | The 6th SaaS Application Conference



Ming Yuan Cloud, as a special guest, had an in-depth sharing on "Evolution from Project-Based Company to SaaS Company".



### July 2021 | 36Kr Innovation for the Urban Future Technology Summit



Ming Yuan Cloud participated in the meeting and discussed about the development of real estate technologies in the capital market, and how CVCs of companies in real estate industry chain can empower the company after investment.



### October 2021 | IDC China Digital Transformation Ceremony



In the roundtable discussion session, Ming Yuan Cloud shared its insights on the development trend and future innovation of real estate digitalization, helping enterprises to take on the path of digital transformation.



### October 2021 | Huawei Cloud TechWave Global Technology Summit

Themed on "Innovation and Inclusiveness", the Summit focused on hot topics such as cloud native, application modernization and IoT. Ming Yuan Cloud has a discussion on cutting-edge technologies with IT elites, technical experts, pioneering enterprises and partners worldwide.



### October 2021 | Huawei China Real Estate Digital Summit



At the Summit, Ming Yuan Cloud and partners in the industry value chain jointly established a real estate technology alliance "PropTech Link" which is committed to connecting industries, regions, academia and capital and jointly promoting the digital transformation of the real estate industry.



### November 2021 | 2021 Sequoia Digital Tech Global Leadership Summit



Gao Yu, founder and Chairman of Ming Yuan Cloud, was invited to attend the Summit. He had an in-depth discussion with technology leaders worldwide on the future format, industrial application, and commercial development of digital technology, with focus on the topic of "Driving Synergies Along the Industry Value Chain in the New Computing Era".





### 3 Other Industry Exchange Activities

#### Live-streaming Activities

In 2021, Ming Yuan Real Estate Research Institute held numerous live-streaming activities focusing on core concerns of chairmen, CEOs and practitioners of the real estate industry. Relying on continuous in-depth research on the industry, the Company shared its insights on the industry to empower the sustainable development and growth of the real estate industry.

In live-streaming activities themed on “New Trends, New Dividends and New Future of the Real Estate Industry”, the president of Research Institute, on behalf of the research team, shared the research results as well as in-depth insights on and analysis of the real estate industry in 2021. Starting from the new external environment in 2021, we had an in-depth analysis of new trends of the real estate industry and comprehensively shared the paths for real estate enterprises to turn around, so as to help them see through and think more about the misty real estate industry. The live-streaming activity recorded a total of 3,012 online viewers and an accumulation of 13,636 views. In the future, the Company will continue to optimize and enrich its live-streaming activities, and build a standardized and process-based live-streaming system to improve its brand image.



## Access to Benchmarking Enterprise Activities

During the Year, the Real Estate Research Institute of the Company continued to hold the benchmarking activities, and completed the "Access to Dowell" and the "Access to Desun" activities relying on the Southwest Summit. As high-quality real estate enterprises in the southwest region, Dowell and Desun have advanced experience, rich resources and unique images, which were in urgent need of exchanges and aroused extensive attention in the industry. On May 15, 2021, Ming Yuan Real Estate Research Institute organized 55 chairmen or CEOs from leading real estate enterprises to visit these two companies. A total of 50 companies and 21 company leaders participated in this activity. The executives of benchmarking companies and visitors had a full communication and interaction, which paved the way for further cooperation. This activity was highly recognized by both visitors and benchmarking companies.



## Publications of Industry Research

The Real Estate Research Institute of the Company continued to conduct in-depth research on hot topics of the real estate industry, and focused on development trends of real estate enterprises. The China Real Estate CEO Summit published the "Strategies for China New Real Estate Enterprises" during the Year, which attracted wide attention and recorded an estimated total order of over 5,000 volumes. The "Journal of Ming Yuan Real Estate Research Institute" launched last year has published three issues with a total of over 50,000 volumes, which has become an important resource for middle and senior managements of real estate enterprises. In addition, the Real Estate Research Institute of the Company has launched monthly report services in industry version and customized version since April 2021, and so far a total of nine issues have been published. The high-quality monthly report was prepared by the senior expert teams of the Real Estate Research Institute, and was widely recognized in the region.



## Stars Program

Ming Yuan Cloud conducted the trainings and certification under the "Stars Program" which empowers the system managers to possess the capabilities of no-code application customization. The IT personnel can independently customize Ming Yuan Cloud ERP products through "pulling and dragging", realizing the independent control and innovation of enterprise applications. The Stars Program enhanced the friendly exchanges and interactions between the Company and technical personnel of the industry. The Program has so far provided 12 trainings and certification, covering 33 regions nationwide. The Stars Program covered over 1,200 implementation consultants and IT personnel of our customers.



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# OUR SERVICES

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## Our Services: Providing High-Quality Services Wholeheartedly to Continuously Create Value

The Company has always been committed to providing the best product experience in line with the needs of customers, and creating value for customers. The Company strictly complies with the "Law of the People's Republic of China on Protection of Consumer Rights and Interests" and other relevant regulations, and proactively communicates with customers to gain insights into their needs, with a view to continuously enhancing the customer service system and optimizing product experience. The Company improves employees' service capacities through professional and standardized trainings, effectively implements honest and compliant marketing, and efficiently responds to customer needs. In the meantime, the Company maintains communication and interaction with customers in various ways to enhance customer stickiness and their trust in the Company's products.



## IMPROVEMENT OF SERVICE QUALITY

During the Year, the Company continued to optimize the pre-sale service quality, enhance the knowledge base and professional service capabilities of sales employees, provide standardized solution packages, fully expand the sales network and actively respond to customer needs, so as to provide excellent services for customers.

- **Enhancing service capabilities and providing solution packages**

The Company has provided the sales, solution and delivery personnel with customized and standardized training courses through the marketing training camp, solution training camp and consulting training camp, aiming to consolidate the methodological foundation and enhance professional service capabilities. By summarizing the needs of typical customers and referring to the practices and solutions of benchmarking customers, the Company has developed standardized solution packages to help front-line employees gain better insights into customer needs and explore customer value.

- **Gaining insights into customer needs and managing online orders**

The Company obtains insights into the needs of batch customers by means of professional online open classes, offline market activities and private sharing meetings, and uses professional system to manage the whole process of business opportunities and orders online, so as to achieve effective performance prediction.

- **Expanding sales network and responding to customer needs**

In order to better approach customers and respond to customer needs more efficiently, while establishing business organizations in the existing provincial capital cities, the Company has further set up branches and continuously expanded subsidiaries and channel dealership branches in potential cities to expand sales network.

## PROTECTION OF CUSTOMER RIGHTS AND INTERESTS

Protecting the rights and interests of customers is the foundation for providing quality services to customers. The Company strictly follows the "Advertising Law of the People's Republic of China" and other relevant laws and regulations, and formulates the "Software and Delivery Price Policy of Ming Yuan Cloud", the "Process Specification Manual of the Product Support Center" and other internal rules and policies. The Company adheres to compliant and honest marketing and forbids price deception, thus effectively protecting the legitimate rights and interests of customers. In the meantime, the Company continued to strengthen the management of customer satisfaction and complaints to improve customer experience.



## **1 Compliant and Honest Marketing**

The Company firmly believes that compliant operation and honest marketing are the cornerstones of our sustainable development. In addition to following external laws and regulations, the Company continues to establish a complete compliant marketing system. We have formulated and published ten strict regulations, specifying clear requirements and relevant punishment measures in relation to the compliant operation and honest marketing of regional companies in terms of sales policy, illegal quotation, prohibition of commission, legal taxation, etc. The Marketing Department has published the product price and pricing standard according to the "Software and Delivery Price Policy of Ming Yuan Cloud", and stipulates the maximum and minimum product price to realize price transparency and avoid price deception and disturbing market order maliciously with low price. In order to avoid illegal quotations or unreasonable solutions, the Company, according to the "Business Opportunity Management and Operation Mechanism of Ming Yuan Cloud", requires all business regions nationwide to implement online management when following up customers. Key links, such as solutions and quotations are required to be uploaded to the headquarters system in time for random sampling.

## **2 Customer Satisfaction and Complaint Management**

The Company has formulated a series of regulations such as the "Process Specification Manual of the Product Support Center", the "Process Specification Manual of the Application Support Center", and the "Operation and Maintenance Rigidity Principle" to standardize customer satisfaction and complaint management, and incorporate customer complaint assessment indexes into the overall customer satisfaction index system. During the Year, the overall product usability of the Company was 99.95%, and the average satisfaction score was 99.9.

### **The main measures implemented by the Company during the Year in the practice of customer satisfaction management are as follows:**

- **Quick response to complaints:**

Through the customer complaint handling process mechanism, the business department promptly responds to, handles and reviews customer complaints, clarifies improvement measures, conducts monthly analysis and analyzes common problems, so as to reduce customer complaints.

- **Optimization of the quality control:**

The Company conducts the overall inspection on intelligent quality inspection voices and texts, and realizes the early warning of complaint risks and reminds business departments of timely interventions through the configuration of intelligent quality inspection rules. Moreover, the Company adopts a hierarchical management of satisfaction-related issues to enhance the determination and tracking of satisfaction issues, so as to conduct accurate interventions and reduce subsequent satisfaction risks.

- **Service quality tracking:**

The Company holds regular meetings such as weekly quality meetings to exchange information with customers. In the meantime, in order to enhance customer satisfaction, the Company continuously tracks customer opinions and abnormal service issues, identifies delivery and product problems, understands the real reasons why customers refuse the service, and improves tools and delivery services.

### **3 Customer Relationship Maintenance**

The Company has established a sound communication mechanism with customers, and maintains communication with customers through telephone and meetings, so as to maintain a stable and long-term customer relationship and promote the sustainable development of the Company's business.

#### **The main methods of customer communication and return visits adopted by the Company are as follows:**

- **Real-time communication:**

The Company continuously collects the business needs and feedbacks of customers through real-time communication with on-site consultants. Meanwhile, the Company collects customer needs online and sets up a clear feedback mechanism.

- **Key nodes reporting:**

In several key nodes of business development, such as interview with senior management, survey on business backbones and business plan reports, the Company collects and summarizes customer opinions and needs in a centralized manner, and forms a complete solution following targeted internal discussions, and then interacts with customers.

- **Return visit of immature products:**

The Company established a return visit group for products. Through the on-site application interview of customers, the Company can fully obtain the customer's application evaluation on immature products of Ming Yuan, and submit the return visit results to the review meeting.

In addition, the Company proactively organized industry summits, exchange visits of top management from benchmarking enterprises of the industry and other large-scale activities, which provide diversified interaction platforms for the Company and customers to gain insights into developments of the industry and discuss innovative measures together, so as to provide direct materials and new inspirations for the Company to solve problems.



# OUR TALENTS

## Our Talents: Working Together for Win-win Cooperation

Ming Yuan Cloud has always regarded employees as valuable assets for the development of the Company. With the rapid development of the Company, we hope that employees can grow together with us and jointly build a dynamic organization featured by "Working Hard Together for Continuous Innovation".

The Company strictly abides by the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China" and other employment-related laws and regulations, and has formulated a series of internal systems including the "Ming Yuan Cloud New Employee Induction Management Policy" and the "Ming Yuan Cloud Attendance Management Policy", so as to protect the freedom and basic rights of employees, prevent child and forced labour, ensure employees' occupational health and safety, and ensure equal opportunities for all employees and job seekers. In the meantime, we also attach great importance to the personal development of employees. We provide a series of training programs and courses for employees through the Ming Yuan empowerment program for core organizational capabilities, thus helping employees develop comprehensive personal capabilities, better realize self-values and pursue their aspirations.



# EMPLOYEE EMPLOYMENT

High-quality talents are essential to the steady development of the Company. During the Year, the Company proactively promoted the digitalization of human resources, managed regional data in a unified manner with the newly upgraded system, improved and optimized its basic personnel processes, and prepared basic personnel analysis reports. In terms of personnel recruitment, the Company upgraded its system application and introduced external recruitment and HR systems, realizing the online management from resume screening to pre-employment.

## 1 Employee Recruitment

In 2021, Ming Yuan Cloud continued to attract high-quality talents and supplement scarce capabilities through various online channels (such as Liepin, 51job, Zhilian, etc.) and offline channels (such as internal recommendation and campus recruitment), so as to support the rapid development of businesses. We have introduced over 15 high-level talents at the Company level and over 50 industry talents at the regional level during the Year, helping the digital transformation and reform of Ming Yuan Cloud in different fields. In the meantime, in order to obtain and retain talents, we continued to intensify the promotion of our brand, and improved our salary and training systems to enhance our competitiveness in the employer market.

Case 2022 Campus Recruitment - "Driving Force Program"



The Driving Force Program is the campus recruitment program of Ming Yuan Cloud themed "You are our future partner". It integrates various quality resources, and builds a systematic talent training system to enhance the rapid development and independent work capacities of new graduates.

The campus recruitment program was first launched in September 2021, and we have held publicity activities in nearly 40 universities nationwide, including Wuhan University and Zhongnan University of Economics and Law. Our industry leaders shared their in-depth insights on the corporate development and industry trends, and our HR personnel introduced the campus recruitment procedure to students and answered relevant questions, which aroused much attention from the students. A total of 300 employees joined Ming Yuan Cloud through the campus recruitment program in 2021, and we hope they will become the leaders in digital upgrading.

We strictly comply by the relevant laws and regulations in the recruitment process, and conduct strict identity verification of job applicants to ensure that their ages and qualifications meet the Company's requirements. It is prohibited to employ child labor. If it is found that the identity card information of the applicant is false, the age is concealed, or forced labor is discovered, the Company will conduct corresponding investigations and implement internal rectification. During the Year, there were no violations related to child labour or forced labour.

## 2 Diversified and Equal Employment

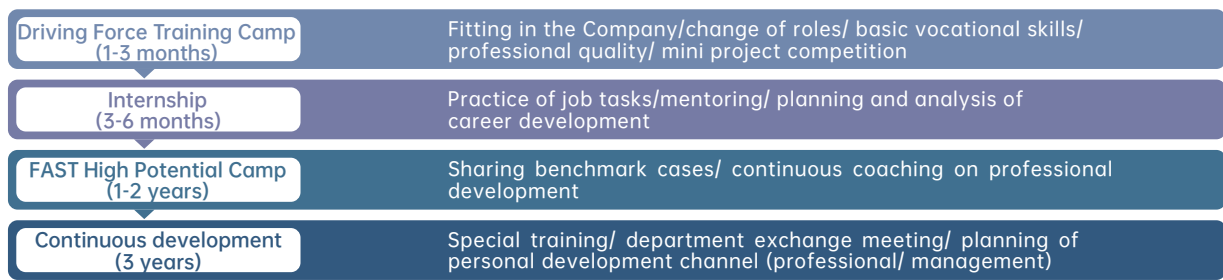
With the commitment to creating an equal, open and diversified working environment for employees, Ming Yuan Cloud respects the diversity of employees, and never treats the employees unfairly or discriminatingly due to their gender, age, race, region or other reasons. In line with the culture and values of "Working Hard Together for Continuous Innovation", the Company encourages our colleagues not to name each other by titles and ranks, and values the capabilities of employees rather than hierarchical relationships, in an effort to provide equal opportunities and communication channels for every employee.

# EMPLOYEE TRAINING

In order to provide better services and create value for our customers, we establish the “driving force training system” for new graduates and the empowerment program for senior employees in terms of four core organizational capabilities namely “product capability, marketing capability, consulting capability and leadership”. We continue to improve the construction of Lexiang Community and enrich its core functions, and help employees improve themselves through training and learning, so as to achieve the win-win development of the Company and employees.

In terms of the digital training of employees, the Company provides the online AI training on consulting capability, enhancing the capabilities of employees in such scenarios as onboarding and capability promotion. In the meantime, the Company initially outputs the profile of the consultant group and builds a talent system of “selection, training, appointment and retention” to analyze the growth of employees.

## 1 Driving Force Training System



## 2 Training of Four Core Organizational Capabilities





### 3 Lexiang Community Platform

Through the promotion and incentives of the Company, over 50 teams participated in the Lexiang Community Platform which covers corporate culture, ERP, CRM Cloud, Construction Cloud, Space Cloud, Procurement Cloud, Commercial Cloud, Sales Bar and Solutions. The monthly active users of Lexiang Platform increased to and maintained at 7,000+, and core functions such as learning maps and knowledge documents were highly recognized. There are more than 1,170 posts, providing a convenient and efficient communication platform for the employees of Ming Yuan Cloud.



## EMPLOYEE PERFORMANCE AND PROMOTION

In order to deliver and implement the business and strategic objectives of the Company, we have clarified our expectations for employees and formulated the *Performance Management System of Ming Yuan Cloud*, which established a special performance management system for employees at all levels. Relying on different performance mechanisms and incentives, we can encourage employees to work, develop and achieve win-win cooperation together with the Company, thus realizing strategic objectives of the Company.

### 1 Performance Management

The performance management system of the Company adheres to the internal principle of "working and benefiting together, and uniting all potential forces" and the external principle of "focusing on customers to creating value". Based on the hardworking spirit and the responsibility and result-oriented evaluation and assessment, the Company provides incentives and opportunities for employees who work hard and achieve excellent performance.

In order to set clear, specific and practical performance objectives, we have established an indicator database in line with the SMART principle, which divides the indicators into three categories namely performance, business and organization. Therefore, we can clarify the definition of and assessment method for each indicator, and implement the collection and statistics of relevant data. Based on different job positions and levels, the Company has set five performance assessment modes, namely, performance commission system, performance curve system, target bonus system, annual salary performance system and profit sharing system. The assessment is organized on the monthly, quarterly and annual basis. At the end of each assessment cycle, each department will organize employees to conduct one-on-one performance communication, review the employee's performance and the attainment of personal plan in the previous cycle, put forward suggestions for existing problems, and carry out the performance plan of the next cycle. Performance results are not only used for measurement of the employee's bonus or commission, but also used in the annual talent review, which will be taken as one of the reference basis for salary adjustment and job transfer in the next year.

## **2** Remuneration Management

The Company strictly complies with relevant laws and regulations, and has established the “Remuneration Management System”, which defines the salary of new employees and specifies the salary adjustment of formal employees who have passed the trial period and those who achieve excellent performance in the annual assessment. Based on the principle of equal pay for equal work, the determination and adjustment of salary should be reviewed and approved by the head of the Human Resources Department of the Company, so as to ensure that the employee salary is closely matched with the value of position, capacities and ranks, and performance and that the adjustment of salary is fair and just.

In 2021, the Company gradually improved the internal incentive system, and established an equity incentive system for employees, building upon the original system. We believe that the development of Ming Yuan Cloud depends on the overall strength of all hardworking Ming Yuan employees rather than on that of any individual. To this end, we provide incentives for enterprising employees, and inspire them to tap their personal potential for a shared growth and development with the Company.

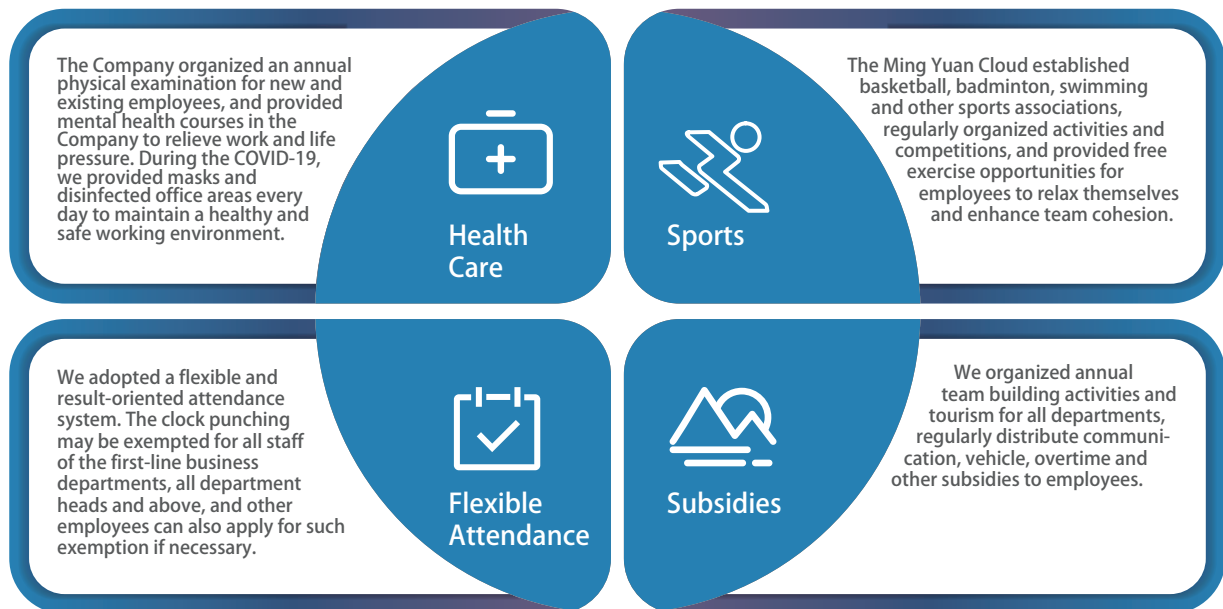
## **3** Diversified Promotion

The Company has established a dual promotion system in terms of management and professional direction, which provides clear and equal promotion opportunities for every Ming Yuan employee. As such, employees can make the best of their talents with the highest initiative and enthusiasm, and achieve their personal development and meet the requirements of the Company.

In 2021, we integrated the internal rank system of Ming Yuan Cloud based on the new strategies and values of the Company, and included the ranks of different businesses into the same system, so as to better support the business development and the mobility of employees from different business areas, empower talents, and implement the selection and promotion of talents within the organization. In the meantime, we have established a systematic cadre management system to conduct cadre trainings at different levels, and built a stable and sustainable cadre management system based on the process of “establishing standards – selection – training – evaluation – appointment”.

## Employee Care

Every Ming Yuan employee is an important part of the Company. We hope that our employees value their physical and mental health and enjoy their work and life while working diligently to achieve their personal dreams and business objectives. We provide an annual physical examination for every employee and pay social insurances in full and in time. In order to enrich the daily work and life of employees, we prepare gifts on festivals and employee birthdays and regularly organize club activities and annual tourism.



**Case** **Mental Health Course – “Relationship” and “Me”**

On October 12, 2021, we invited Mrs. Wu Juan, a national second-level psychological consultant, to share a spiritual journey about “Me” and “Relationship”. The course focuses on “Me” in relationships, covering how to identify yourself in interpersonal relationships, how to place yourself, how to stay in a comfortable zone, how to distinguish the boundaries between yourself and others, and how to get the relationship / love / support / help / space you want. Mrs. Wu Juan provided everyone with the opportunity to think deeply, to know about and understand ourselves and to think about how to live more comfortably among different relationships.



Case

## Gift Box for 2021 Mid-Autumn Festival – “Ming Yuan Lunar Exploration Program”



The Company distributes gift boxes and thanking letters to employees and their parents on every mid-Autumn festival, which represents our thanks for employees' contributions and our wishes for a happy life and family on the Mid-Autumn Festival.


On the theme of “Ming Yuan Lunar Exploration Program”, the 2021 gift box adopted the space science fiction appearance and provided various tastes to enrich the happy festival.

In order to better understand the working environment, management status and employee satisfaction of every department, the Human Resources Department of the Company continued to conduct surveys on the employee engagement and satisfaction during the Year. The survey results showed that the employee engagement improved and the employee satisfaction reached the industry average. We reviewed and solved the problems concerned mostly by employees, enhanced our management with the overall engagement management, and followed up on the rectification of core problems via the semi-annual inspection. According to the results of the semi-annual inspection, the management of regional companies has been greatly improved, and the problems concerned by employees have been significantly rectified.

## CORPORATE CULTURE CONSTRUCTION

Under the guidance of the core value of "Working Hard Together", the Company launched an employee welfare care platform to build an employee welfare map. We held various cultural empowerment activities, provided "lifecycle gift package" and "Ming Yuan ingots" to employees, and instilled our corporate culture into our employees. The official Wechat account of Ming Yuan Culture is an interesting, informative and interactive culture platform. It has published more than 90 special posts including "Ming Yuan is waiting for you" and "Fighting Pioneers", promoting Ming Yuan culture and expanding our corporate influence.

☆ Case Lifecycle Gift Package



We prepare a specially customized gift box for every Ming Yuan employee, which contains office supplies, dolls, T-shirts, etc. with the characteristics of Ming Yuan. New employees will receive an induction gift package, and employees at different development stages will also receive customized caring gifts from the Company. We will give relevant gifts and cares to employees from the induction to promotion and to resignation.

☆ Case 24th Anniversary Ceremony of Ming Yuan Cloud



Ming Yuan Cloud held the 24th anniversary ceremony on August 27, 2021. The anniversary ceremony was themed on the sports culture with online participants from 37 regions and different BUs. Employees can participate in 3 AI warming-up competitions namely rope skipping, jumping jack and plank popup as well as walking steps competition and other "Corporate Culture Competitions". All sports competitions were live-streaming showing the uniqueness of Ming Yuan Cloud.



# OUR INTEGRITY

## Our Integrity: Building an Honest Enterprise to Create a Transparent Environment

The Company adheres to the concept of integrity compliance, strictly abides by the "Law of the People's Republic of China on Anti-Unfair Competition" and other national laws and regulations concerning bribery, extortion, fraud and money laundering, and is committed to creating an honest and clean corporate environment to ensure the normal order of the business and management of the Company. In order to implement anti-corruption measures and prevent incidents of bribery, extortion, fraud and money laundering, the Internal Audit Department of the Company is required to sort out the work processes in various fields in line with the "Anti-Corruption and Whistle-blowing Management Regulations" and formulate anti-corruption measures. Meanwhile, the Company has established an effective compliance supervision mechanism and a sound corruption reporting mechanism in line with the principle of confidentiality, so as to protect the legitimate rights and interests of whistleblowers, reward the excellent whistleblowers, punish those who violate laws and regulations, and jointly develop sound business practices. During the Year, there were no concluded corruption lawsuits filed against the Company or its employees.





## CORRUPTION REPORTING CHANNELS

Ming Yuan Cloud encourages all employees and partners to engage in the construction of an honest and clean corporate environment, and accepts reports via various reporting channels. The whistleblowers can report the corruption incidents to the Internal Audit Department of the Company by telephone, emails, mobile phone text messages, WeChat, letters, interviews and other methods deemed appropriate by the whistleblowers, and can also entrust others to report on their behalf. When accepting the report, relevant staff will evaluate and investigate each reported information, and organize investigation and verification of the reported incidents.

## HANDLING OF ANTI-CORRUPTION INCIDENTS

Upon receiving any internal and external reporting, the Internal Audit Department of the Company determines the suspicious aspects and collects evidence based on its evaluation and investigation of the reported information, writes and submits an investigation report to the person-in-charge for review, and then submits it to the Chairman of the Board or the President. The Securities Office and the Human Resources Center will make a notification on the handling of responsible personnel, order the recovery of any economic losses, and rectify management vulnerabilities. Any serious incidents will be transferred to the judicial organs for handling. During the Year, the Company had no violation of laws and regulations, and there were no concluded corruption lawsuits filed against the Company or its employees.

In addition, we proactively carried out anti-corruption publicity and training to enhance the anti-corruption awareness of employees and strictly regulate the employees' integrity practices, thus creating an honest and harmonious working environment.

## WHISTLEBLOWER PROTECTION

Ming Yuan Cloud adheres to the strict confidentiality principle for reporting and investigation, and protects the legitimate rights and interests of whistleblowers. We strictly follow relevant confidentiality regulations, and require that the personnel of the Internal Audit Department shall keep confidential the personal information of and the relevant evidence provided by the whistleblower, including not privately extracting, copying, borrowing, seizing, or destroying the reporting materials, not divulging the name, employer, address, etc. of the whistleblower, not presenting the reporting materials to the investigated organization and the person under investigation, and not disclosing the name or employer of the whistleblower while publicizing or rewarding those who have contributed to the whistle-blowing except with the consent of the whistleblower.

# OUR PARTNERS

## Our Partners: Cooperating with Partners to Integrate Resources of the Ecosystem

Ming Yuan Cloud is committed to integrating resources of the industry and the ecosystem, and building the most reliable digital system for the real estate value chain, so as to empower the digital and intelligent upgrading and achieve win-win results for the real estate value chain. We strictly comply with the "Law of the People's Republic of China on Tenders and Bids, the Government Procurement Law of the People's Republic of China" and other laws and regulations, and regulate its procurement and transactions and improve management efficiency through establishing sound system and evaluation standards in terms of selection, evaluation and management of suppliers. Meanwhile, we implement compliance inspections in each process of bidding and procurement, and strengthen the management of supply chain connectivity, thus working together with suppliers for joint development.



## SELECTION OF SUPPLIERS

The main suppliers of the Company are IT suppliers, including software suppliers, hardware suppliers and comprehensive suppliers. We adopt two modes to expand suppliers: active recruitment and supplier self-recommendation evaluation. The active recruitment mode is based on the procurement demands of the relevant departments to actively conduct supplier contact, information collection, and dimension evaluation. The supplier self-recommendation evaluation mode is for suppliers to actively submit information, conduct audits and add comprehensive review of the Company's evaluation dimensions. The Company has different evaluation dimensions for different suppliers. For software suppliers, we will focus on the supplier's sustainable development scale and strength, successful application of benchmark customer cases, product function and needs matching, product usability experience, price reasonableness and other dimensions. For hardware and comprehensive suppliers, we will conduct evaluation in terms of the supplier's qualifications, solution and demand matching, delivery capabilities and other dimensions.

## Evaluation of and Communication with Suppliers

We include the suppliers inspected in each procurement process into the supplier database, which are divided into qualified suppliers and potential suppliers. For suppliers in the supplier database, we will review qualifications prior to cooperation and evaluate the performance of contracts in the process of cooperation. The qualification review includes supplier qualifications, company scale, solution and demand matching, price reasonableness, service standards clarity and technical personnel capabilities, so as to ensure the continuous supply and stable quality of products.

In addition, we communicate actively with suppliers in its daily work, and regularly plan the next year's cooperation service plan, new software product upgrades, internal demands, etc. During the progress of the project, we communicate with suppliers in a variety of ways to regularly give feedback on the progress of the project, implement the schedule and sort out demands of the project, thus laying a good foundation for further cooperation.

- ### 1 Qualification review before cooperation

  - The Company generally conducts pre-qualification on suppliers in terms of hardware and software. In case of any bidding process, the relevant business departments and the finance department will participate in the evaluation;
  - The Company carries out comprehensive evaluation from six aspects: supplier qualifications, company scale, solution and demand matching, price reasonableness, service standards clarity and capabilities of technical personnel.
- ### 2 Evaluation of contract performance during cooperation

  - All suppliers are evaluated from four dimensions namely system equipment failure rate, service response speed, problem-solving quality, and capabilities of technical personnel.
  - IT personnel of the Company organizes representatives of relevant business departments to conduct a comprehensive evaluation on the supplier's contract performance and cooperation. For software suppliers, the Company conducts performance evaluations after the launch of pilots, after projects acceptance and before the annual service renewal.



## ESG Management of Supply Chain

In terms of supply chain management, Ming Yuan Cloud not only pays attention to the quality of products and services provided by suppliers, but also considers the environmental and social risks of suppliers. We will give priority to suppliers with industry-leading brands and ISO qualifications and whose personnel have PMP qualifications. In the meantime, for the physical procurement of IT assets and office materials, we will select products with energy-saving and environmental protection labels or certifications, such as energy-saving electronics.

At the same time, we constantly pay attention to procurement integrity in the supply chain, and have formulated and implemented a strict system for non-tender daily procurement projects and tender procurement projects, thus regulating the integrity management of supply chain. In addition, in order to build a clean and transparent supply chain, we sign the integrity agreement with all suppliers, stipulating that suppliers shall comply with the requirements of integrity management.

## Cooperating with Ecological Partners

In the wave of digitalization, we proactively cooperate with ecological partners to jointly develop solutions with stronger competitiveness in the market, so as to promote the digital transformation of the industry. While supporting the digital innovation of enterprises, we optimized the efficiency and operational capabilities of end-users, enhanced the utilization of social resources and realized the environmental and social value of products.

When selecting ecological cooperation with start-ups, in addition to the evaluation of their technology, team and comprehensive business capabilities, we also give full consideration to the product innovation and potential environmental and social benefits from the technical cooperation, and include the environmental friendliness and low energy consumption into the direction and objectives of innovation during cooperation, with a view to jointly exploring low-carbon innovations with enterprises.

During the cooperation with ecological partners, the Company deeply integrates the concept of sustainable development into every aspect of daily management, and proactively adopts remote meetings to reduce carbon emissions from business travel. In the meantime, the Company encourages enterprises to apply for the certification of ISO14001 environmental management system, and encourages partners to actively respond to environmental and social risks with their own technological innovation capabilities and resources, so as to build a sustainable ecosystem with the Company.

# OUR ENVIRONMENT

## Our Environment: Pursuing Green Development to Protect our Common Home

In 2021, the Company adheres to the concept of green development, follows the "Environmental Protection Law of the People's Republic of China", and continues to improve all aspects of green operation. The Company empowers the energy conservation and emission reduction with technologies, and reduces the impact of ordinary businesses on the environment through cutting-edge office models and scientific operational thinkings, thus promoting the green development of the Company.



# ENERGY CONSERVATION AND EMISSION REDUCTION

During the Year, the Company's energy consumption mainly came from electric power, water and printing paper used in the office area. Among them, the office electricity was supplied by the regional power grid, and the office water was supplied from the municipal water supply pipeline, so that we had no difficulties in obtaining water sources. Our main business also involves no use of any packaging materials.

We have no significant negative impact on the environment or natural resources since we do not principally engage in any large-scale protection activities. However, in order to promote the concept of green development and environmental protection, the Company has formulated and improved its specific energy-saving and emission-reduction measures, and proactively implemented energy-saving and water-saving measures in the offices, so as to promote employees to form good habits and adopt low-carbon lifestyles.



## Energy Conservation

- Urge employees to turn off lights when they leave, and arrange security personnel to inspect;
- Set the air-conditioning temperature reasonably, and close the windows when the air-conditioner is turned on;
- Rent and use the cloud service area resources of Microsoft and Huawei Cloud in a unified manner, and use resources flexibly to avoid additional resource consumption and waste.

Case

Intelligent Power-saving Monitoring System



In the 6th Hacker Marathon Competition of the Company, the innovative Ming Yuan employees designed an intelligent power-saving monitoring system integrating creativity and technology, which can identify the use of conference rooms and the activation of air conditioners through temperature and human detectors. In case that any equipment is not in use, the system will issue an early warning in the employee group of the Company, and remind relevant personnel to turn off the power in time to enhance the awareness of energy saving.



## Saving Water

- Repair leaking faucets and other equipment in a timely manner, and urge employees to report any water leaks;
- Post water-saving slogans in tearooms and restrooms, and call on employees to develop good habits of saving water.



## Paperless Office

- Use the internal EKP system to share office resources, and encourage the double-sided printing and reuse of paper;
- Integrate internal systems, documents, notices and other documentation of the Company in the system, and encourage no printing unless necessary;
- Communicate and circulate the materials of internal meetings via WeChat and other online portals to avoid waste caused by paper text printing.



## Emission Reduction

- The Company conducts remote office work online via PC applications, and arranges the schedule and meeting invitations of internal staff online. We comprehensively promote work calendars and online meetings to reduce emissions during travel;
- The Company holds transregional activities online, including the strategy presentation at the beginning of the year and the annual meeting of the Company.

# WASTE MANAGEMENT

The waste generated by the Company during the Year mainly came from the waste generated in the daily office, including waste paper and waste batteries. The Company proactively follows the requirements of relevant policies, and strictly classifies office waste to enhance the recycling of materials and reduce waste generation. The recyclable waste is collected and disposed of by the third-party, and the non-recyclable waste is regularly cleaned by the property management company. In 2021, we designed a battery recycling bin with the characteristics of Ming Yuan to specially recycle the battery-type hazardous waste, so as to enhance employees' awareness of environmental protection and effectively implement the scientific and environmental protection concept of the Company.



Battery

## Objectives and Priorities

### 1 Energy Saving and Emission Reduction

In line with the goal of low energy consumption and sustainable operation, we will conduct digital monitoring on energy consumption and emissions, explore the potential use of new energies, and promote the digital upgrading of ourselves and our customers, so as to further reduce greenhouse gas emissions and reduce the adverse impact of the Company's business on the environment.

### 2 Reducing Waste

We proactively promote waste sorting, implement paperless office within the Company, strengthen the recycling of materials, and reduce waste generation.

### 3 Saving water

The Company gives priority to water-saving equipment, strengthens daily maintenance and management to enhance water use efficiency, and actively promotes and implements water-saving measures to enhance employees' water-saving awareness and use water resources in a scientific and rational manner.

We will further accumulate and analyze environmental performance data to propose more detailed targets for energy saving, water saving, emission reduction and waste reduction in the future.

## Coping with Climate Change

As the impact of climate becomes increasingly serious, governments and enterprises are paying more attention to climate change. We continue to closely follow the impact of climate change on the business and finance of the Company, identify relevant risks and take countermeasures to reduce the impact on the continuity of our business.

## **1** Governance

The ESG Working Group assists the Board and senior management of the Company in identifying climate risks that have material impact on and high relevance to the business of the Company, supervising the formulation of internal systems and management processes in relation to energy conservation, emission reduction and green office, and proactively participating in the climate change governance of the Company.

## **2** Climate Risks Management

The physical risks caused by extreme weather and the transition risks arising from the low-carbon economy will both have an impact on the business of the Company. Extreme weather such as rainstorms and typhoons will cut off the electricity and cause power outages of the computer room or equipment damages, which will have a certain impact on the storage of data and information and the construction progress and may lead to asset losses and increase operating costs. In order to reduce the impact on our business, we place most of the server computing resources on the cloud, and only a small portion is placed in the local computer rooms in Wuhan, for which we have deployed a hyper-converged architecture and a two-hour UPS backup power supply. Moreover, we back up our data assets on a regular basis in case of any emergencies.

In terms of transition risks, we are required to effectively manage our own carbon emissions to reduce climate change in the context of the low-carbon economy. Any poor management may cause a negative impression on customers or communities, which may damage our brand reputation and lead to loss of customers. In order to effectively control the carbon emissions of the Company, we have implemented measures such as paperless office and online meetings in our daily office, and we have proactively explored the application of clean energies. We also capture on our own technological advantages to help customers in the digital transformation and upgrading, thereby reducing carbon emissions in the value chain.

## **3** Opportunities from Climate Change

Despite of the risks caused by climate change, mitigating or coping with climate change will also promote the development of the Company and bring various opportunities.

Due to the impact of climate change, more companies are seeking for digital transformation. They transfer their businesses from offline to online and from computer rooms to the cloud, so as to reduce the reliance on physical infrastructure and enhance resource efficiency and reduce costs. This will bring us market opportunities. Through assisting the digital upgrading of enterprises, we can seize new market opportunities and hold favorable positions in the transition to the low-carbon economy.

## **4** Our Commitment

We have incorporated ESG risks, including climate change-related risks, into the risk assessment and management system of the Company. Looking forward, Ming Yuan Cloud, as a responsible corporate citizen, will comply with the ESG compliance requirements of the Stock Exchange of Hong Kong, always pay attention to climate change risks in relation to the business of the Company, and conduct timely assessment and management. We will seek opportunities and drivers from risks, and enhance our capacities to resist risks, so as to achieve stable and rapid development of the Company.



# OUR PUBLIC WELFARE

## Our Public Welfare Projects: Sharing Love for a Better Future

As a responsible national enterprise, the Company always pays attention to public welfare, and helps the development of the industry. During the Year, the Company has proactively undertaken social responsibilities to contribute our part to the urban development and the society when needed.



## Promoting Urban Development



### ▶ Signing of Cooperation Agreement

Deeply engaged in Wuhan for a number of years, Ming Yuan Cloud proactively empowers the digital construction of local enterprises in Wuhan, and promotes the digital upgrading of urban development and operation, contributing our share to the high-quality development of Wuhan. In November 2021, the Wuhan Municipal Government expressed its recognition and gratitude to Ming Yuan Cloud for our efforts in the economic and social development and digital construction of Wuhan in the past years, and officially signed a cooperation agreement with the Company on November 29, 2021, to establish the second headquarter of Ming Yuan Cloud.

In the future, Ming Yuan Cloud will build the second headquarter in Wuhan Guanggu Central City in addition to the Wuhan Huashan R&D Center, which will undertake three strategic tasks of the Company:

### 1. Promoting the digital upgrading and innovation of state-owned enterprises starting from the new mission

As an important partner for the real estate digitalization of Wuhan Urban Construction and other enterprises, the Company will capture on the landing of the second headquarter to cooperate with the Wuhan government, Wuhan Cloud and ecological partners. We will develop more convenient product R&D, delivery and service systems for state-owned enterprises of Wuhan and surrounding cities, and provide more advanced and professional digital products and services, so as to accelerate the digitalization of state-owned enterprises in Wuhan.

### 2. Building a national project delivery and customer service center based on Wuhan

Ming Yuan Cloud has been deeply engaged in Wuhan for over 10 years, and has a delivery and service team and a number of excellent local strategic partners. Relying on the convenient transportation, excellent human resources and sound technology industry ecology of Wuhan, we will build a national project delivery and customer service center to provide professional and efficient delivery services.

### 3. Focusing on new technologies to achieve production and research innovations by virtue of university-enterprise cooperation

In the future, Ming Yuan Cloud will fully tap the educational resources advantages of colleges and universities in Wuhan, train talents by way of university-enterprise cooperation, and build joint innovation laboratories with emerging technologies such as database, artificial intelligence, IOT, etc. We will implement the technological innovation and the landing of new scenarios to promote the digitalization of the real estate industry.

We will improve social benefits through steady operation. Since its establishment over 20 years ago, Ming Yuan Cloud has always adhered to the development strategy of steady progress, and proactively fulfilled its social responsibilities to feed back to the society. In line with the new corporate mission of "focusing on digital technology consistently to lead industrial upgrading", the Company will continue to increase investment in new technology research, new product R&D, scenario-based digital innovation and other fields, and give full play to our advantages in segment sectors, with a view to helping Wuhan build a smart city and a first-tier city in the digital economy.

## Promoting Social Development



### ▶ Public Welfare Activity of Ming Yuan Cloud – Love Library of Liyu Primary School, Huazhou City

On the “99 Giving Day” of the Year, we advocated the concept of “Shared Love”, and called on all employees to donate spare children’s books to build a love library for the left-behind children in Liyu Primary School, Huazhou City, Guangdong Province. Our employees actively participated in the activity, and donated books with the total worth of over RMB 200,000 in the name of the Company and employees, so that children can have books for company in the absence of parents.

### ▶ Public Welfare Activity of Ming Yuan Cloud – Books Donation and Voluntary Teaching in Tongzhibao Primary School, Maoming City



On October 27, 2021, the Company organized employee volunteers to visit the Gengbeipo teaching point of Tongzhibao Primary School in Maoming City. We donated useful books and teaching aids to the school, and participated in the volunteer teaching activities to provide rich and interesting courses. The Company has adopted a series of plans to meet the learning needs of children. We organized employee volunteers to purchase in- and extra-curricular books and teaching aids, build a library and help poor students raise tuition fees, in an effort to bring practical support to students. With the rapid development of Ming Yuan Cloud, we still stay true to our original aspirations and actively participate in social welfare activities to promote the inclusive development between corporate responsibilities and social responsibilities.

## ▶ Charity Shop of Ming Yuan Cloud

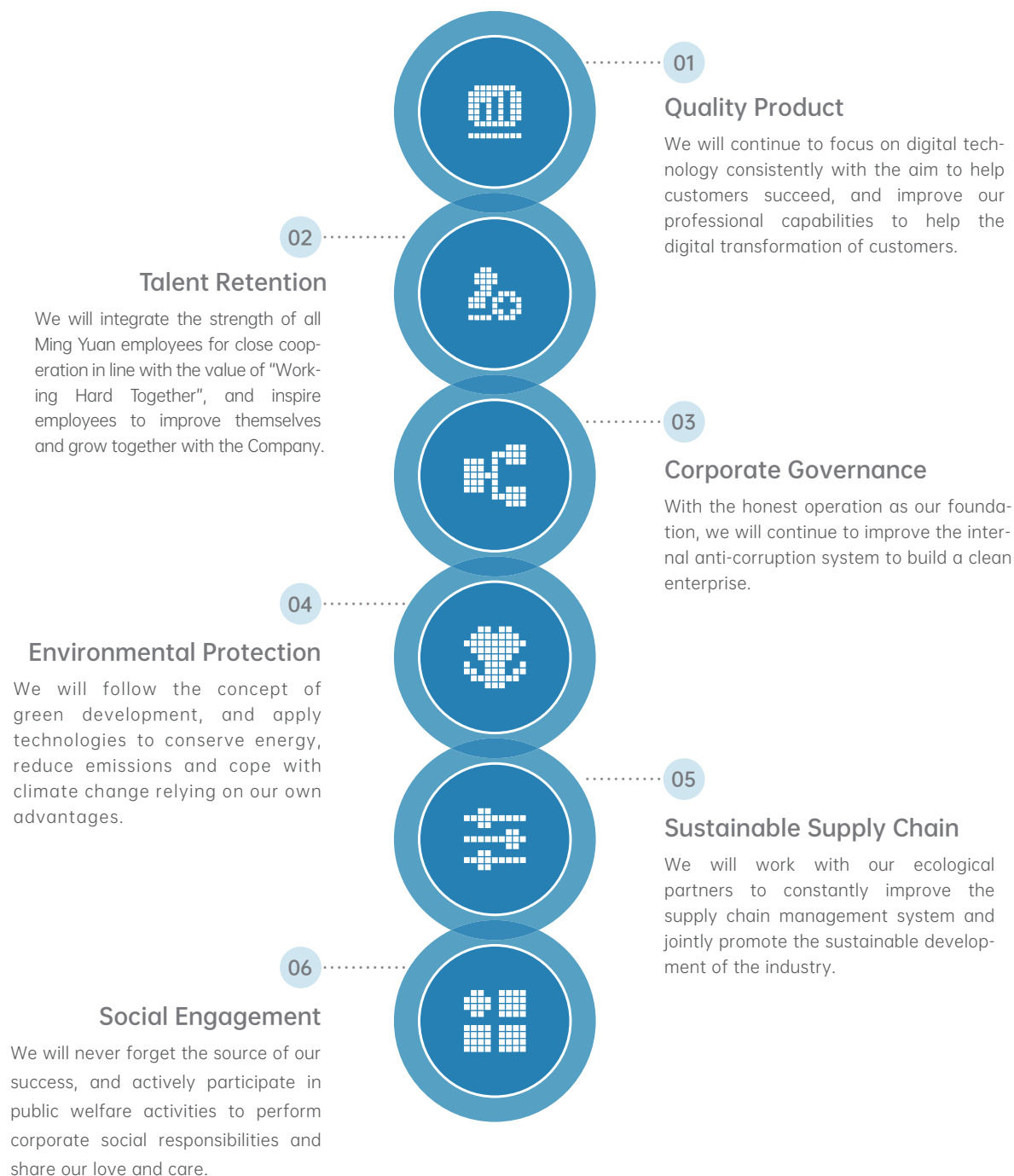
Every kindness matters. In December 2021, Ming Yuan Cloud Charity Shop was launched both online and offline, which sells to the employees the 24<sup>th</sup> Anniversary cultural shirts, doll toys, fitness cards and other interesting and practical items at a favorable price. All fund collected from the activity will be contributed to the Ming Yuan Cloud Charity Fund, aiming to collect small money for the great cause in the future. We plan to diversify our activities to engage more employees and pool resources through various interesting activities, so that our employees not on site can also contribute to the charity cause. Therefore, every employee has the opportunity to care about and participate in the charity cause.





# Outlook for 2022

In 2022, we will continue to adhere to the corporate mission of “focusing on digital technology consistently to lead industrial upgrading” and are committed to becoming the most trustworthy partner in the digitalization of the real estate value chain.





# APPENDIX I ESG KPI DATA SHEET IN 2021

## Environmental Subject Area

KPIs		Unit	2021
Emissions	SO <sub>2</sub> emissions	kg	0.04
	NO <sub>x</sub> emissions	kg	1.59
	PM emissions	kg	0.12
GHG emissions	GHG emissions (Scope 1)	tCO <sub>2</sub> e	6.38
	GHG emissions (Scope 2)	tCO <sub>2</sub> e	2,094.01
	Total GHG emissions	tCO <sub>2</sub> e	2,100.39
	GHG emission intensity	tCO <sub>2</sub> e/m <sup>2</sup>	0.07
Hazardous wastes	Total hazardous wastes	kg	168.00
	Intensity of hazardous wastes	kg/m <sup>2</sup>	0.01
Non-hazardous wastes	Total non-hazardous wastes	tonne	124.00
	Intensity of non-hazardous wastes	tonne/m <sup>2</sup>	0.004
Energy consumption	Total energy consumption	mWh	2,512.53
	Direct energy consumption	mWh	20.82
	Indirect energy consumption	mWh	2,491.71
	Energy consumption intensity	mWh/m <sup>2</sup>	0.09
	Total electricity consumption	mWh	2,491.71
	Gasoline consumption	Litre	2,400.00
Water consumption	Water consumption	m <sup>3</sup>	24,297.00
	Water consumption intensity	m <sup>3</sup> /m <sup>2</sup>	0.85

### Notes on Environmental Data and Factors

1. The time span of environmental data is from January 1, 2021 to December 31, 2021; the scope of data collection covers the Company's headquarters in Shenzhen and its R&D base in Wuhan.
2. GHG emissions (Scope 1) mainly come from the fuel consumption by official vehicles, while GHG emissions (Scope 2) are generated from purchased electricity consumption, with the data source from the payment bills of related expenses and the administrative statistical ledgers. For the GHG emission factors of purchased electricity, please refer to the 2019 Baseline Emission Factors for Regional Power Grids in China issued by the Ministry of Ecology and Environment of the PRC, and for other energy emission factors, please refer to the Environmental KPIs Reporting Guide issued by the Stock Exchange of Hong Kong.
3. The types of energy consumed by the Company in 2021 include fuel for official vehicles and purchased electricity, with the data source from the payment bills of related expenses and the administrative statistical ledgers; for the energy consumption factors, please refer to the conversion factors provided by the International Energy Agency and GB/T2589-2008 General Principles for Calculation of the Comprehensive Energy Consumption.
4. Hazardous wastes include waste batteries, waste lamp tubes, waste ink cartridges and toner cartridges.
5. Non-hazardous wastes include office wastes generated for administrative office and scrap furniture.
6. The water supply of the Company comes from the municipal water supply network, with the data sources from financial records and administrative statistical ledgers.

## Social Subject Area

KPIs		2021	
Total workforce by gender, employment type, age group and geographical region			
		Number of employees (person)	Percentage (%)
By gender	Male	2,852	67.15%
	Female	1,395	32.85%
By employment type	Full-time	4,213	99.20%
	Intern	34	0.80%
By age group	Below 30	2,597	61.15%
	Aged 31-40	1,559	36.71%
	Aged 41-50	89	2.10%
	Above 50	2	0.05%
By geographical region	Mainland China	4,244	99.93%
	Overseas and Hong Kong, Macao and Taiwan	3	0.07%
Total workforce		4,247	

Employee turnover rate by gender, age group and geographical region			
		Number of turnover employees (person)	Turnover rate (%)
By gender	Male	794	20.82%
	Female	462	12.12%
By age group	Below 30	913	23.94%
	Aged 31-40	323	8.47%
	Aged 41-50	20	0.52%
	Above 50	0	0
By geographical region	Mainland China	1,256	32.94%
	Overseas and Hong Kong, Macao and Taiwan	0	0
Total number of turnover employees		1,256	

Health and Safety	
Number of work-related fatalities	0 (no work-related fatalities occurred in the past three years)
Lost days due to work injury	0

KPIs		2021	
<b>Percentage of employees trained and average training hours completed per employee by gender and employment type</b>			
		Percentage of employees trained	Average training hours completed per employee
By gender	Male	75.57%	25.09
	Female	88.02%	31.85
By rank	Senior management	68.75%	13.91
	Middle management	70.18%	36.82
	Common employees	81.32%	25.82
<b>Number of Suppliers</b>			
Number of Suppliers	Product procurement	149	
	Special administration	32	
	Special personnel	34	
	Daily services	432	
	Marketing activities	57	
	Consulting services	237	
	Assets	48	
<b>Customer Service Data</b>			
Number of customer complaints (time)		297	
Number of follow-up visits (time)		297	

## APPENDIX II INDEX TO THE ESG REPORTING GUIDE

ESG INDICATORS		Disclosure	Corresponding Sections
<b>A1 General Disclosure</b>	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home
<b>A1.1</b>	The types of emissions and respective emissions data.	Disclosed	Appendix I
<b>A1.2</b>	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
<b>A1.3</b>	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
<b>A1.4</b>	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
<b>A1.5</b>	Description of emission target(s) set and steps taken to achieve them.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home
<b>A1.6</b>	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home
<b>A2 General Disclosure</b>	Policies on the efficient use of resources, including energy, water and other raw materials.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home
<b>A2.1</b>	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
<b>A2.2</b>	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
<b>A2.3</b>	Description of energy use efficiency target(s) set and steps taken to achieve them.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home
<b>A2.4</b>	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home

ESG INDICATORS		Disclosure	Corresponding Sections
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable, as our main business does not involve the use of any packaging material.	–
<b>A3 General Disclosure</b>	Policies on minimizing the issuer's significant impact on the environment and natural resources.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home
<b>A4 General Disclosure</b>	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Disclosed	Our Environment: Pursuing Green Development to Protect our Common Home
<b>B1 General Disclosure</b>	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Disclosed	Our Talents: Working Together for Win-win Cooperation
B1.1	Total workforce by gender, employment type (for example, full-time or part-time), age group and geographical region.	Disclosed	Appendix I
B1.2	Employee turnover rate by gender, age group and geographical region.	Disclosed	Appendix I
<b>B2 General Disclosure</b>	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to providing a safe working environment and protecting employees from occupational hazards.	Disclosed	Our Talents: Working Together for Win-win Cooperation
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Disclosed	Appendix I
B2.2	Lost days due to work injury.	Disclosed	Appendix I
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Disclosed	Our Talents: Working Together for Win-win Cooperation



ESG INDICATORS		Disclosure	Corresponding Sections
<b>B3 General Disclosure</b>	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	Our Talents: Working Together for Win-win Cooperation
<b>B3.1</b>	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	Appendix I
<b>B3.2</b>	The average training hours completed per employee by gender and employee category.	Disclosed	Appendix I
<b>B4 General Disclosure</b>	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to preventing child and forced labour.	Disclosed	Our Talents: Working Together for Win-win Cooperation
<b>B4.1</b>	Description of measures to review employment practices to avoid child and forced labour.	Disclosed	Our Talents: Working Together for Win-win Cooperation
<b>B4.2</b>	Description of steps taken to eliminate such practices when discovered.	Disclosed	Our Talents: Working Together for Win-win Cooperation
<b>B5 General Disclosure</b>	Policies on managing environmental and social risks of the supply chain.	Disclosed	Our Partners: Cooperating with Partners to Integrate Resources of the Ecosystem
<b>B5.1</b>	Number of suppliers by geographical region.	According to the actual needs of current business management, supplier statistics have not been performed from this aspect.	Appendix I
<b>B5.2</b>	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Disclosed	Our Partners: Cooperating with Partners to Integrate Resources of the Ecosystem
<b>B5.3</b>	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Disclosed	Our Partners: Cooperating with Partners to Integrate Resources of the Ecosystem
<b>B5.4</b>	Description of practices used to promote environmentally preferable products and service when selecting suppliers, and how they are implemented and monitored.	Disclosed	Our Partners: Cooperating with Partners to Integrate Resources of the Ecosystem
<b>B6 General Disclosure</b>	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.	Disclosed	Our Products: Focusing on Digital Technology Consistently to Lead Industrial Upgrading Our Services: Providing High-Quality Services Wholeheartedly to Continuously Create Value

ESG INDICATORS		Disclosure	Corresponding Sections
<b>B6.1</b>	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable, as our core business does not involve any safety and health risks.	–
<b>B6.2</b>	Number of products and services related complaints received and how they are dealt with.	Disclosed	Our Services: Providing High-Quality Services Wholeheartedly to Continuously Create Value Appendix I
<b>B6.3</b>	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	Our Products: Focusing on Digital Technology Consistently to Lead Industrial Upgrading
<b>B6.4</b>	Description of quality assurance process and recall procedures.	Disclosed	Our Products: Focusing on Digital Technology Consistently to Lead Industrial Upgrading
<b>B6.5</b>	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Disclosed	Our Products: Focusing on Digital Technology Consistently to Lead Industrial Upgrading
<b>B7 General Disclosure</b>	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to bribery, extortion, fraud and money laundering.	Disclosed	Our Integrity: Building an Honest Enterprise to Create a Transparent Environment
<b>B7.1</b>	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Disclosed	Our Integrity: Building an Honest Enterprise to Create a Transparent Environment
<b>B7.2</b>	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Disclosed	Our Integrity: Building an Honest Enterprise to Create a Transparent Environment
<b>B7.3</b>	Description of anti-corruption training provided to directors and staff.	Disclosed	Our Integrity: Building an Honest Enterprise to Create a Transparent Environment
<b>B8 General Disclosure</b>	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Disclosed	Our Public Welfare Projects: Sharing Love for a Better Future
<b>B8.1</b>	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Disclosed	Our Public Welfare Projects: Sharing Love for a Better Future
<b>B8.2</b>	Resources contributed (e.g. money or time) to the focus area.	Disclosed	Our Public Welfare Projects: Sharing Love for a Better Future

## CONTACT US

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We believe that the valuable opinions of our stakeholders contribute to our continuous improvement. If you have any valuable suggestions or questions about the content of this report or our sustainable development work, please contact the Company through the following methods:

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