

GLOSSARY OF TECHNICAL TERMS

This glossary of technical terms contains explanations of certain technical terms used in this Document. As such, these terms and their meanings may not correspond to standard industry meanings or usage of these terms.

“12306”	12306 China Railway
“active driver(s)”	the number of unique driver(s) who completed at least one order during the prescribed period
“active passenger(s)”	the number of unique passenger(s) who completed at least one order during the prescribed period
“aggregation platform”	platforms that leverage internet technology and work in collaboration with ride-hailing companies to provide online taxi reservation services to passengers by matching demand information
“AI”	artificial intelligence
“algorithm”	a procedure or formula for solving a problem, based on conducting a sequence of specific actions
“app” or “mobile app”	application software designed to run on smartphones and other mobile devices
“average dispatch duration”	the average time taken from when a ride request is received to when the trip begins with a passenger on board
“CAGR”	compound annual growth rate
“cloud”	a network of remote servers hosted on the Internet and used to store, manage, process data and offer algorithms in place of local servers or personal computers
“CloudStation”	a software system developed by us and designed to facilitate the automated day-to-day operations of passenger transportation stations
“compliant order(s)”	order(s) for which both drivers and vehicles are licensed
“complaint rate”	the number of complaints received from users relative to the total number of ride-hailing services orders completed within a specific period
“COVID-19”	a viral respiratory disease caused by the severe acute respiratory syndrome coronavirus 2, which has been declared by World Health Organization as a pandemic on March 11, 2020
“Ctrip”	Ctrip (攜程旅遊), a global online travel service aggregation platform owned by Trip.com Group Limited

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“customized transportation services”	a transportation service model where licensed passenger transportation companies use online platforms to publish information in relation to pick-up and drop-off points, conduct online ticket sales, determine departure times flexibly based on passenger demand, and provide corresponding transportation services
“driver-responsible cancellation rate”	the ratio of the total number of cancellations for which drivers are responsible to the sum of successfully completed orders and driver-responsible cancellations within a natural month
“ESG”	environmental, social and corporate governance
“EV”	electric vehicle
“Fliggy”	Fliggy Travel (飛豬旅行), China’s online travel aggregation platform wholly owned by Alibaba Group
“Gaode”	Amap (高德地圖), China’s mobile digital map, navigation and real-time traffic information aggregation platform wholly owned by Alibaba Group
“GHG Emission”	the emission of greenhouse gas
“GPS”	global positioning system, a navigation system using satellite signals to determine the ground position of an object
“GTV”	the value of paid transactions on our platform. In ride-hailing services, the key differences between GTV and the revenue recognized by us during the Track Record Period were the incentives provided to passengers as well as the toll fees parking fees and taxes paid to third parties
“intelligent transportation”	a model based on the integration of the internet, the Internet of Things (IoT), and other networks, it focuses on intelligent road networks, smart equipment, smart mobility solutions, and enhanced management systems
“internet ticketing services”	leverage internet technology to enable the online sale of tickets for passenger transportation stations
“IT”	information technology
“key cities”	Guangzhou, Xi’an, Kunming, Hangzhou, Nanjing, Suzhou, Changsha, Harbin, Changchun, Shenyang, Guiyang, Chengdu, Chongqing, Xiamen, Fuzhou, Jinan, Nanchang, Nanning, Taiyuan, Tianjin, Lanzhou, Yinchuan, Xining, Zhengzhou
“Keyunda”	Keyunda (客運達), a customized information-based management and operation system developed by us and tailored for passenger transportation companies
“km”	kilometer(s)
“km ² ”	square kilometer(s)

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“m ² ”	square meter(s)
“L4”	level four of driving automation, namely high automation level. Vehicles with L4 autonomy are capable of driving fully autonomously in proper settings such as highways and urban roads without the assistance or intervention of a human driver. A human driver is only required in limited scenarios where the road conditions are not met
“LED”	light-emitting diode, a semiconductor device that emits light when current flows through it
“LED screen”	a type of display technology that uses an array of LEDs as pixels for displaying video and graphical content
“lower-tier cities”	third-tier cities and below
“number of drivers completing orders”	the total number of drivers who have successfully completed at least one order within the prescribed period
“Online Ride Hailing Driver’s License”	the driver’s license required to be obtained by a driver to provide online ride hailing services pursuant to the Interim Measures for the Management of Online Ride Hailing Operation and Services (《網絡預約出租汽車經營服務管理暫行辦法》)
“Online Ride-Hailing Operating Permit”	the permit required to be obtained by a company to provide online ride-hailing services pursuant to the Interim Measures for the Management of Online Ride Hailing Operation and Services (《網絡預約出租汽車經營服務管理暫行辦法》)
“order compliance rate(s)”	percentage of orders for which both drivers and vehicles are licensed, calculated by dividing the number of orders for which both drivers and vehicles are licensed during a year or period by the total number of orders of our ride-hailing services during such year or period
“order volume”	volume of orders completed during the prescribed period
“OTA”	online travel agency
“RAG technology”	retrieval-augmented generation, a technique for enhancing the accuracy and reliability of generative AI models with facts fetched from external sources
“Robobus”	an autonomous driving bus
“Robotaxi”	a driverless shared mobility vehicle built-in with L4 and L5 autonomous driving technology
“Robovan”	an autonomous driving van
“SaaS”	software as a service, standardized software hosted by a central provider and offered to customers through public cloud service, which is delivered via the internet and shared across organizations

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“Tongcheng”	Tongcheng Travel (同程旅行), China’s online travel service aggregation platform owned by Tongcheng Travel Holdings Limited (同程旅行控股有限公司)
“total driver flow”	the total number of orders handled by all drivers within a given time frame
“Transportation Permit”	the transportation permit required to be obtained for a vehicle to provide online ride hailing services pursuant to the Interim Measures for the Management of Online Ride Hailing Operation and Services (《網絡預約出租汽車經營服務管理暫行辦法》)
“Umetrip”	Umetrip (航旅縱橫), a mobile service platform introduced by TravelSky Technology Limited (中國民航信息網絡股份有限公司)
“2B”	to business
“2C”	to customer