



**2016 ENVIRONMENTAL,
SOCIAL AND GOVERNANCE REPORT OF
CHANJET INFORMATION TECHNOLOGY COMPANY LIMITED**

(A joint stock company incorporated in the People's Republic of China
with limited liability)(Stock code:1588)

*Easy Approaches for
Management of
Intractable Businesses*

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About the Report

Organizational Scope: The Report covers Chanjet Information Technology Company Limited (the “**Company**”) and its subsidiaries (collectively referred to as the “**Group**”). For ease of presentation, wordings such as “**Chanjet**”, “**we**”, “**our**”, and “**us**” contained herein also refer to the Group.

Reporting Period: Unless otherwise stated, the period of time covered by this Report ranges from 1 January 2016 to 31 December 2016 (the “**Reporting Period**”).

Publication Cycle: It is reported on an annual basis. This is the first Environmental, Social and Governance Report published by Chanjet.

Basis of Preparation:

This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Listing Rules**”);

Guidance on Social Responsibility (ISO26000) (《組織社會責任指南 (ISO26000)》) promulgated by International Organization for Standardization;

Sustainability Reporting Guidelines of the Global Reporting Initiative (《全球報告倡議組織可持續發展報告指南 (GRI4.0)》);

AA1000 Principle Standard (2008) (《AA1000 原則標準 (2008)》), and other standards.

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Microblog of Chanjet



WeChat of Chanjet

Message from the Management

Small and micro enterprises (the “MSEs”) play a particularly important role in promoting the supply-side structural reform, creating new jobs, boosting economic growth, technological innovation and social stability and are of material strategic significance to the development of the national economy and the society. As mainstays in the development of MSEs, businesses, management and financing are also bottlenecks that constrain their development, whereas, financial issues have turned into fundamentals for the survival and development of MSEs due to their immediate impact on businesses, management and financing. Therefore, MSEs are in urgent need of simple, accessible, professional and reliable financial management services throughout the financial period.

Committed to development of the easy approaches for management of the intractable businesses. We help MSEs achieve the internal management standard and operational efficiency in line with the Cloud Era. MSEs are confronted with tremendous development opportunities and challenges in the wake of rapid development of the Internet. However, most MSEs are still stuck at the phase of the inattentive manual management in operation and management as affected by the industry, the scale, personnel qualities as well as other factors. Given our decades of dedicated services in the MSEs’ market, we are of profoundly aware of the MSEs’ demands for information-based management covering the course from financial accounting to corporate management. We are committed to providing the MSEs with platform services, application services, data services and financial services, with a focus on financial and management services.

Providing one-stop financial and management services. We provide the MSEs with one-stop financial and management services covering all phases from the startup to subsequent growth, and other information-based services including the Accountant Home community which provides finance and taxation knowledge, trainings and exchanges, the professional financial accounting software, and the purchase-sale-stock management for MSEs. We have cooperated with our channel partners to provide services for millions of MSEs to help them achieve information-based management, thus pressing forward the advance of MSEs in virtue of information technology.

Bearing in mind our sense of responsibility all along. We proactively fulfill our corporate social responsibilities in adherence to the concept of sustainable development. In order to promote management of social responsibility and facilitate close engagement of the stakeholders, Chanjet has integrated the concept and goal of sustainable development into its corporate mission and culture, which enables the Company to carry out commercial operation with stronger sense of responsibility, provide services to MSEs with closer attention, effectuate the success of business partners with higher efficiency, contribute to the society with more intense love, strengthen environmental protection with greater efforts and communicate with stakeholders with more sincerity.



Company Profile

(I) Development History of the Company



Taking “facilitating MSEs’ development through information technology” as its mission and striving for the vision of becoming a worldwide leading provider of financial and management services of MSEs, Chanjet is committed to providing platform services, application services, data services and financial services for MSEs in the PRC, with a focus on financial and management services.

(II) Corporate Governance

Chanjet has established a standard and sound corporate governance structure and devoted consistent efforts to maintain the corporate governance at a high level. We also strengthen the comprehensive risk management systems, attach importance to the management of investor relations and continuously create more values for Shareholders.

1. Improving corporate governance structure

The Company has strictly complied with requirements under the Company Law of the PRC, the Securities Law of the PRC and other laws and regulations, and requirements stipulated by domestic and overseas regulatory institutions and is continuously committed to maintaining the corporate governance at a high level to create the long-term value for Shareholders.



Chart: Corporate Governance Structure of the Company

2. Establishing the corporate governance system

In accordance with the Company Law of the PRC and the Listing Rules of Hong Kong Stock Exchange, Chanjet formulated a series of corporate governance regulations, including Articles of Association, Rules of Procedure of General Meeting, Rules of Procedure of the Board, Rules of Procedure of Supervisory Committee, Working Rules of Strategic Committee, Working Rules of Audit Committee, Working Rules of Remuneration and Appraisal Committee, Working Rules of Nomination Committee, Working System for Independent Directors, Working Rules of President, Board Diversity Policy and Shareholders Communications Policies, etc., thus ensuring the compliance of regulations by the General Meeting of the Company, the Board and the special committees thereunder, the Supervisory Committee as well as the Management in discharging their duties.

3. Consummating the internal control management system


Chanjet has established a range of internal control management systems, including documents such as “Administrative System for Information Disclosure”, “Administrative System for Connected Transactions”, “Administrative System for Financial Reports”, “Financial Reimbursement System”, “Funds Management System”, “Administrative System for Procurement”, “Administrative System for Budget”, “Administrative Measures for External Investment”, “Internal Audit System” and “Risk Management System”, thus establishing the internal control system.

The Company enters into Undertaking on Compliance with Code of Conduct for Employees and Transparent Operation (《遵守〈員工行為守則〉及“陽光經營”承諾書》) with the employees to guarantee that employees conduct themselves internally and externally with abidance by the basic principles such as honesty and integrity, fairness and justice,



compliance with laws and rules, disregard of personal gains, the conflicts of interest principle and confidentiality; treat colleagues with equality and respect; deem it as their bounden duty to provide the customers with high-quality products and services; and treat suppliers in good faith to seek for mutual benefits. Meanwhile, the Company has set up an auditing and monitoring department to cope with tip-offs in relation to bribery, extortion, fraud and money laundry, investigate into disciplinary offences and put forth handling recommendations. Besides, the Company has engaged SHINEWING Risk Services Limited as the independent

internal control advisor to review the internal control system of the Company on regular basis for each year and issue the internal control review report, which will be submitted to the Audit Committee under the Board and the Board for review and approval. Thanks to the above supervision measures on internal control, the Company has effectively guarded against the occurrence of illegalities and violations in relation to bribery, extortion, fraud and money laundry and recorded no such event occurred in 2016.



4. Reinforcing management of investor relations


The Company highly values investor relations and communicates with its investors and Shareholders in a proactive, honest and open manner through a number of channels including general meetings, results teleconference, in-house visits for investors and by way of telephone and emails for inquiry. The Board has formulated shareholders communications policy to ensure access of investors and Shareholders to the public information of the Company that is comprehensive, identical and easy to understand at due time.


The Company issues annual report and interim report and dispatches them to the Shareholders. The Company also publishes its announcements, circulars and other information on its website. To provide more effective channels of communication, the Company updates its website from time to time and releases corporate information on its website when appropriate.


Management of Social Responsibilities


(I) Philosophy of Social Responsibilities

Mission  Facilitating MSEs' development through information technology

Vision  Becoming a worldwide leading provider of financial and management services of MSEs

Objective  Providing cloud services for myriads of MSEs

Values  Striving for dreams, acting as a reliable and long-term cooperative partner, and subsisting by virtue of professionalism

Corporate culture  Respect, cooperation, profession, progressiveness, happiness, win-win



Corporate culture

Respect

Equality for everyone,
integrity and respect

Respecting customers, business partners, colleagues and oneself;
Showing heartfelt respect instead of lip service or perfunctory acts;
Striving to popularize the sense of equality by “addressing the leadership without invoking their titles”

Cooperation

Pure-hearted
cooperation,
Teaming up to prevail

Acting as a reliable and long-term cooperator;
Straightforward communication with open mind and “never taking business as personal issue”;
Sharing, forwarding others’ progress and having faith in others on our own accord;
Surmounting barriers in virtue of team spirit and the power of teamwork

Profession

Subsisting by virtue of
professionalism;
pursuing development
by practical means

Facilitating the attainment of dreams of customers by virtue of our professional management and technology;
Advancing the growth of business partners through our earnest and practical operation;
Training up interdisciplinary talents by arranging them to learn and practice at different posts

Progressive- ness

Passionate innovation;
giving love and care;
and assuming
responsibilities

Being passionate in making innovations and breakthroughs and striving for excellence;
Embracing challenges and overcoming difficulties and setbacks with positive attitude;
Assuming responsibilities courageously and caring for customers, the Company and even the society with the sense of ownership

Happiness

Happy life and earnest
work

Having passion for work and enjoying life;
Attaching importance to both work and family;
Working with pleasure and living with joy

Win-win

Benefiting others and
aiming for joint growth

Never seeking personal ends at the expense of others;
Settling matters to the satisfaction of all parties concerned by thinking in their shoes;
Putting the interests of customers first and devoting more efforts to the growth of customers over that of our own

(II) Promoting the Management of Social Responsibilities

Chanjet energetically pushes forward the construction of social responsibility management systems within the Company. A steering committee for sustainable development comprising senior executives of the Company is scheduled to be set up to comprehensively direct, empower and coordinate relevant departments in fulfilling the social responsibilities. The standing working body of the steering committee for sustainable development will be located in the operation and management center and be responsible for boosting the implementation of specific work concerning social responsibility and the integration of social responsibility into the day-to-day operation of the Company.

(III) Management in Relation to Stakeholders

Chanjet considers Shareholders, customers, business partners, employees, community and environment as important stakeholders of the Company from the perspective of the Company's sustainable development. The Company analyzed the substantiality of the topics through a two-dimension matrix involving the social concerns about the topics and their impacts on the Company's comprehensive value to the economy, the society and the environment. Meanwhile, the Company also solicited the stakeholders' expectations and opinions on the work regarding the sustainable development of the Company through stakeholder meetings, then selected and identified topics to be included in the Report for disclosure, and finalized proper countermeasures correspondingly.

Stakeholder	Expectation	Response
Shareholders 	Creating consistent returns of value; Exercise of the rights to information and participation in decision-making	Improving corporate governance; Reinforcing management of investor relations; Carrying out information disclosure in compliance with regulations
Customers 	Safeguarding rights and interests of MSEs; Leveling up financial and accounting standards of MSEs; Provision of more diversified portfolio of financial and accounting products for MSEs; Improving quality of services for MSEs	Ensuring information safety of customers; Enriching service channels and products; Becoming a reliable and long-term cooperater of customers
Business partners 	Joint growth; Provision of development guidance; Sharing customer base with business partners	Thinking in the business partners' shoes; Advancing the growth of business partners
Employees 	Safeguarding the legitimate rights and interests of employees; Pushing ahead vocational development	Consummating the remuneration and incentive scheme; Enhancing democratic management concerning employees; Optimizing the training systems; Working with pleasure and living with joy
Community 	Giving back to the community; Assuming the responsibilities as a corporate citizen	Supporting the development of education; Carrying out activities concerning common construction of community
Environment 	Protecting the environment; Promoting sustainable development	Formulating environmental protection systems; Organizing activities regarding environmental protection initiatives; Adhering to green office

(IV) Awards of the Company

No.	Name	Awarding body
1	the Enterprise with the Best User Satisfaction in Financial Management Cloud Service for MSEs in 2016 PRC IT Users Satisfaction Survey (2016 中國 IT 用戶滿意度調查小微企業財務管理雲服務用戶滿意度第一)	CCW Research and the Users Committee under China Association for Quality (計世資訊中國質量協會用戶委員會)
2	Innovation and Growth Award as the Best SaaS Cloud Application(最佳 SaaS 雲應用創新成長獎)	Microsoft China-wide Partner Conference (微軟中國合作伙伴大會)
3	2016 Most Trusted Service Provider for Enterprises (企業服務創新大獎 2016 年度最受企業信賴服務商)	ESIC Awards 2016
4	An executive member of Data Center Alliance	Data Center Alliance
5	2016 Best Business Model Award (2016 最佳商業模式獎)	Organization Committee of The 5th China Finance Summit
6	2016 Top 50 Enterprises in Service Innovation in China (2016 中國企業服務創新成長 50 強)	Cyzone (創業邦)
7	“Award for Trustworthy Product for Internet-based Financial Services (互聯網財務服務信賴產品)” for Chanjet Good Accountant	China Software Industry Association (中國軟件行業協會) and “China Information World (《中國計算機報》)”
8	2016 Most Recognized Enterprise Mobile Management Tool by Users (2016 年度最受用戶認可企業移動管理工具) for Biz Chat	36Kr
9	“Enterprise-class SaaS Service Award(企業級 SaaS 服務獎)” for Chanjet Easy Accounting Agent	2016 Trusted Cloud Computing Summit

1

PROVIDING TRUSTWORTHY SERVICES TO MSEs

China proposed the requirements of “cutting overcapacity, de-stocking, de-leveraging, lowering costs and shoring up weak spots” in the national supply-side structural reform, which have profound effects on MSEs. As the most active groups in economic operation, MSEs have more needs to enhance innovation capability, improve supply quality and efficiency, and optimise the supply structure. Chanjet is a leading cloud services and software provider for management of MSEs in the PRC, and focuses on financial and management services for MSEs, aiming to boost growth of MSEs.



Story for the Section:

Internet Plus for a suit—show you how to use Biz Chat

"With Biz Chat, our order processing cycle has reduced from the original 25 days to 15 days, which significantly improves the turnover of capital and greatly enhances operational efficiency!"

— Ma Teng, Founder and General Manager of Mati Fashion

Mati Fashion, engaged in customization of men's clothing, is a user of the Biz Chat of Chanjet. In the cross-industry integration of "Biz Chat and Suit", what difficulties does the Biz Chat address?

1

Lao Zeng came to the store for customizing a suit

The designer designed a tailored suit for Lao Zeng, involving over 20 measurements of data.



2

Using Biz Chat to place an order and select materials improves the efficiency by 60.5%

By virtue of the circle function of Biz Chat, the designer issues the order through the "Issue to the Group (下發集團)" circle and publishes shell fabric, lining, button and other information as well



as sample drawings. Upon receipt of orders, the procurement and product personnel will make preparations respectively and hand the raw materials to the masters at factory for manufacturing. The company has created 6 business collaboration scenes including processing of order, distribution of goods and arrival enquiry, improving the efficiency by 60.5%.

3

Biz Chat saves your worries by delivery enquiry and arrival tracking

Soon, the message of completion of the suit appears in the "Arrival Records of Mati".

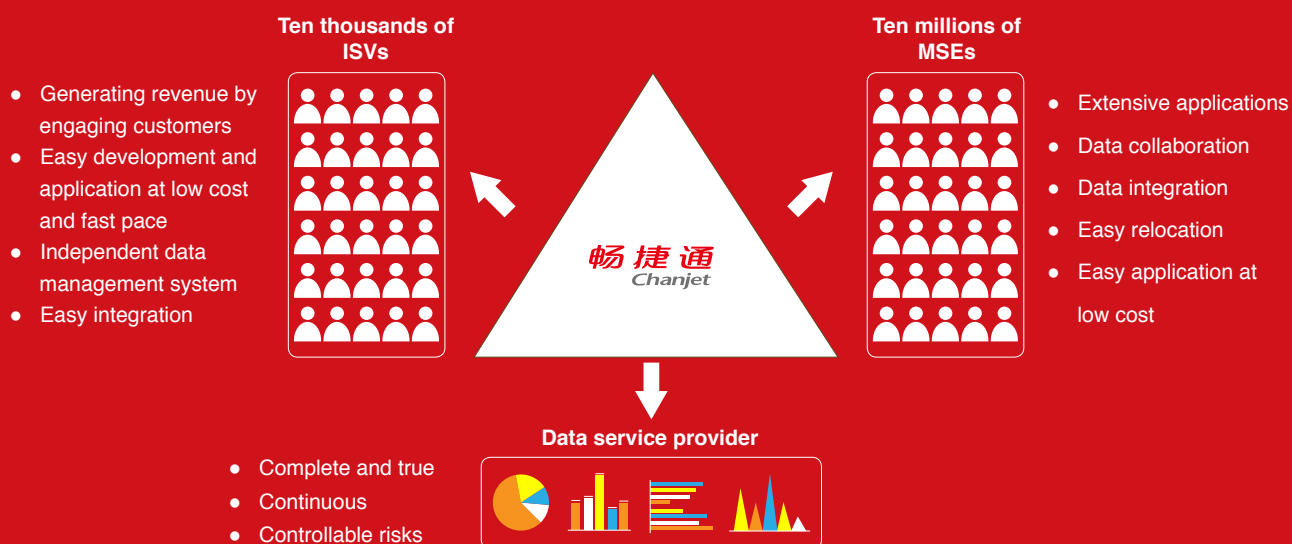


Picture: Lao Zeng in the tailored suit

(I) Establishing cloud platforms for management of MSEs

MSEs serve as the new engine and new impetus for innovative development. Chanjet carries through and implements supply-side reform by proactively responding to the integration of “informatization and industrialization” and promoting the “business startups and creativity for the public”. It has set up a cloud platform for management of MSEs and built an ecosystem that enables multiple parties to serve MSEs on a win-win basis. Through the financial consulting services and enterprise management applications covering the whole life of MSEs, Chanjet provides professional, real-time, transparent, efficient and low-cost financial, commercial and financial services for millions of MSEs of different sizes in different industries and development stages.

Chanjet Cloud Platform for Management of MSEs



(II) Improving financial and management products

Chanjet has always been focusing on financial and management services for MSEs. It intends to build a leading financial and management service brand in the PRC through refining its products with “craftsmanship spirit” and work together with MSEs to achieve healthy, sustainable and win-win development.

1. Taking a lead in the financial management software market

In the era of traditional financial management software, Chanjet, after many years of accumulation of experience and technology, has always focused on financial and management services for MSEs and has provided information-based management software in terms of finance, purchase-sale-stock, manufacturing, human resources, etc. for millions of MSEs through its over 2,000 nationwide channel partners, winning trust and recognition from MSEs.

Case: Establishing industrial standards to serve the MSEs

For want of financial expertise, 80% of the MSEs are in need of a reliable, trustworthy, simple and handy financial application that can cover the entire financial period. In view of the foregoing, Chanjet has established a service platform geared to the MSEs and assigned service providers with professional competence to provide the MSEs with services in terms of industrial and commercial registration, account keeping, etc. Through standard and transparent service procedures and pricing, Chanjet aims to provide the experiences of Internet services with real-time follow-up and build trustworthy certified providers and a reliable platform guarantee mechanism, thereby improving the service experience for the MSEs.

Establishing Industrial Standards and Improving Service Experience



2 . Cloud transformation to “Internet Plus” for business administration

Chanjet has launched Chanjet Good Accountant, Biz Chat, Chanjet Easy Accounting Agent and other cloud service products for MSEs, which adopt the business model for free basic services and paid value-added services, to build a benign industrial ecological environment featuring parallel development of mobile-based and Internet-based management and Internet-based finance.

Table: Cloud Service Products of Chanjet for MSEs

Product	Positioning	Function	Users' Comments
Biz Chat	Make work easy through mobile way	<ul style="list-style-type: none"> ★ Announcement ★ Approval ★ Task ★ Circle ★ Field signature ★ Customer Management ★ Teleconference ★ T⁺ approval, T⁺ subscription report, T⁺ order of goods, T⁺ place order 	<p>“Easy Cellar wants to upgrade financial and office software together with its business. Since we used T⁺ and Biz Chat for placing orders, approval and delivery, we have processed additional 100 more orders in one month, improving the efficiency by over 47%.”</p> <p>— Cao YaLing, CFO of Beijing Easy Cellar Wine & Spirit Co., Ltd.</p>
Chanjet Easy Accounting Agent	Easy bookkeeping Stable growth	<ul style="list-style-type: none"> ★ Financial accounting ★ Management reports ★ Fiscal and taxation training ★ Invoice management 	<p>“For an experienced user of financial software, the rich templates of Easy Accounting Agent make my work easier.”</p> <p>— Zhang Xuemin, from Dequn Ecological Breeding</p>
Chanjet Good Business	Easy management of business through an Internet-based approach	<ul style="list-style-type: none"> ★ Quick quotation ★ Efficient billing ★ Accurate inventory 	<p>“Taking Taitang as an example, its daily turnover is over RMB1 million and the quantity of goods delivered or received is more than 10,000 pieces. If the data of goods, customers and finance cannot be connected, the operation management cannot be really enhanced.”</p> <p>— Huang Xiongbing, general manager of Guangzhou Taitang Hotel Supplies Co., Ltd.</p>
Chanjet Easy Accounting Agent	MSEs Financial services platform	<ul style="list-style-type: none"> ★ Account keeping ★ Trading matchmaking platform for account keeping, company registration, social insurance and housing provident fund service providers 	<p>“Chanjet Easy Accounting Agent is a trustworthy financial platform, which integrates major accounting agent companies and lists financial items and expenses in a clear way, thus saving time and improving efficiency. All medium and small-sized enterprises with financial needs are recommended to use this product.”</p> <p>— Shi Lu, from Lewei Art</p>

(III) Committed to providing superlative products and services

Chanjet complies with the “Law of the People’s Republic of China on Protection of the Rights and Interests of Consumers” and other laws and regulations as well as the rules and regulations including the “Company Information Management System”, “User Service Agreement”, “Privacy Policy and Terms”, “Intellectual Property Rights Statement” which were issued to protect financial information of MSEs. The application value of Chanjet’s cloud services business for MSEs was continuously enhanced through providing cloud application services, promoting deep integration of cloud application and software products and other powerful measures, thus promoting the enhancement of financial management services for MSEs in an all-round way on the basis of full understanding of user demands and significant improvement of user experience and satisfaction.

In 2016, there was no product or service recall caused by any safety or health issue; all the complaints against product and service from customers have been responded and handled in a timely manner; in addition, Chanjet provided effective protection for intellectual property rights and gave commitment to customers on safety of financial information and privacy protection; It also fully complied with the relevant policies and laws in relation to product promotion, advertising, labeling and so on.

Case: Shorten response time, break service restrictions

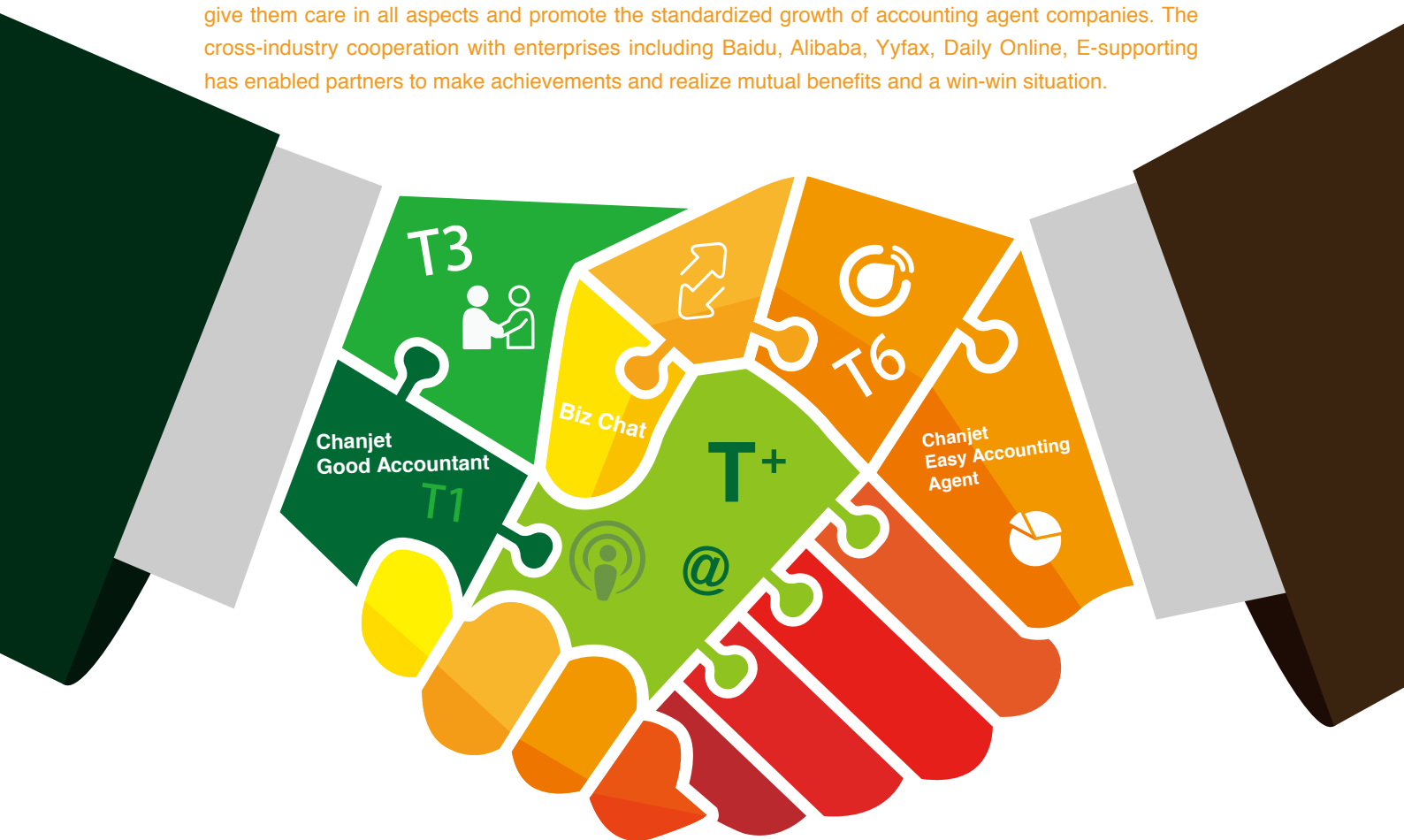
Chanjet Service Community took the lead in providing 7×15-hour service in the field of financial services for MSEs and enabled manufacturers, users and localised service partners to connect closely, shortening the service response time and breaking the spatial limitations on service. More importantly, a new service system with user-driven products and services has been established. Users can express comments on product experience in the community and access customized services depending on their individual demands.



2

WIN-WIN COOPERATION ENABLES PARTNERS TO MAKE ACHIEVEMENTS

Chanjet always respects the corporate culture of channel partners and has vigorously built a mutual trust mechanism of communication and cooperation to give play to their respective advantages and achieve mutual benefits and a win-win situation. Chanjet has prepared a growth road map for channel partners to give them care in all aspects and promote the standardized growth of accounting agent companies. The cross-industry cooperation with enterprises including Baidu, Alibaba, Yyfax, Daily Online, E-supporting has enabled partners to make achievements and realize mutual benefits and a win-win situation.



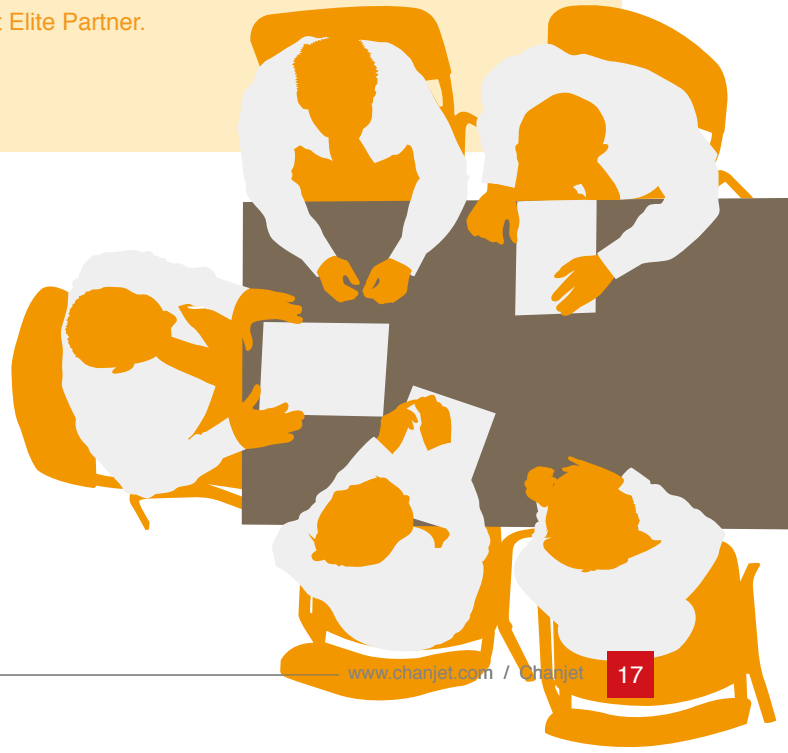


Story for the Section: Growing together, Sichuan Xiaotian becomes an elite partner of Chanjet

Sichuan Xiaotian Technology Co., Ltd. was established in 2007. When it became a partner of Chanjet, it required further enhancement in respect of standard management, etc. Thanks to the advices and suggestions from the Distributor Advisory Committee of Chanjet, Sichuan Xiaotian was able to better develop the market, cope with competition and achieve rapid growth. The elite partner club established later offered more care to Sichuan Xiaotian in terms of product training, sales training and market training, and guidance was provided to the partner in three stages. In addition to face-to-face instructions, an online school was also established, on which the learning is just like accomplishing tasks in a game; the learning was divided into four stages, each of which was designed with courseware and exam as well as award for those passing it. Sichuan Xiaotian understands that “the climate for learning is necessary and learning is a necessity for growth and progress” and thus follows Chanjet to make progress together. On 19 July 2016, Chanjet held the annual elite commendation ceremony, and Sichuan Xiaotian attended the ceremony as the representative of Chengdu and was awarded 2016 Chanjet Elite Partner.



Picture: Sichuan Xiaotian becomes an elite partner of Chanjet



(I) Leveling up supply chain management

Chanjet has improved the "Procurement Management System", which clearly defines the "open, just and fair" operating principle of procurement to put an end to commercial bribes. Suppliers can be divided into qualified suppliers, temporary suppliers and other suppliers. The procurement personnel collect supplier information, establish an information database for qualified suppliers and temporary suppliers, and update the information database and publish the updates on the Biz Chat of the Company on a monthly basis; in case of procurement, the handler will give priority to the suppliers in the information database of suppliers, which is applicable to all suppliers of Chanjet.

"The Instructions to Suppliers" of Chanjet explicitly require suppliers to comply with national laws and administrative regulations and have a good business reputation; attention is paid to environmental protection in the production and transportation of goods purchased; moreover, Chanjet has entered into the "Anti-corruption Cooperation Agreement" and provided authentic and valid dynamic qualification materials including the "Enterprise Business License"; in case of violation of social and environmental policies in the process of contract performance, Chanjet will terminate the contract with the supplier concerned immediately to prevent environmental and social risks in supply chain.



(II) Seeking for common development with distributors with integrity

Chanjet adheres to the ideas of honesty, equality, mutual benefit and cooperation, and integrity and trustworthiness, and cooperates with business partners as equals. It strengthens communication and builds up mutual trust with partners, and exerts their respective advantages to achieve mutual benefits and a win-win situation. Chanjet proactively promotes partners to achieve sustained profitability in terms of size and efficiency.

By leveraging years of experience in channel operation and management, Chanjet has established the "Partner Growth Road Map", and made a comparative analysis on the operational characteristics of nearly 2,000 partners nationwide. The growth of partners are divided into four phases, namely entry and survival phase, growth and development phase I, growth and development phase II and continued operation phase, to help them to improve their profitability with the enhancement of their size, number of staff, capacity, number of customers, and internal operation and management level.

(III) Contributing to the development of accounting agent companies and serving "Business Startups and Creativity for the Public"

As "Business Startups and Creativity for the Public" becomes increasingly hot, the number of MSEs and startups increase rapidly. Chanjet put its focus on enabling the accounting agent companies to better serve MSEs and achieve development in the tide of "Business Startups and Creativity for the Public". The Chanjet Easy Accounting Agent enables accounting agent companies to set up a store on the platform for free and publish its service categories including account keeping. MSEs can also select accounting agent companies and other service providers on the platform, so as to easily select reliable account keeping services.

Four difficulties with accounting agent companies	Solutions provided by Chanjet Easy Accounting Agent
Customer acquisition	Platform changes services: O2O service mode makes customer acquisition easier
Efficiency	Tool improves efficiency: Account keeping ERP doubles efficiency
Mode	Social contact changes communication: APP/ WeChat converts communication into service
Income increase	Expansion of profit source: Post-account keeping market profit model

Case: Serving “Business Startups and Creativity for the Public”, Looking for the Best Service Provider in 2016

On 10 November 2016, at the first “Serving Business Startups and Creativity for the Public, Looking for the Best Service Provider in 2016” event undertaken by Chanjet in Beijing, 10 enterprises including Chongqing Maiji Financial Management Co., Ltd. were awarded the title of “Best Service Provider”. The selection started on 15 August 2016 and ended on 30 September 2016, attracted more than 4,900 accounting agent companies from all over the country to actively participate in and received over 18 million votes in total from over 1 million participants. Those which won the titles of “Best Service Provider” and “Top 100 Service Providers” are outstanding enterprises in the account keeping industry, which possess professional account keeping qualification, advanced account keeping systems and tools, processes in line with national and industrial codes and abundant customers. They are able to provide professional and standard financial services to MSEs, and have become the role model of high quality services in the industry, which enable them to provide better services for the development of MSEs and startups under “Business Startups and Creativity for the Public” .



(IV) Achieving Reciprocal Benefits through Cross-industry Integration

Chanjet is of the view that, in the era of mobile internet, enterprises should continuously pursue a more efficient office mode. In light of the trend of fragmentation and lightweight, collaborative office can solve the bottleneck of enterprise collaboration and effectively improve work efficiency only through data connection and thorough integration. Chanjet has engaged in strategic cooperation with Baidu, Alibaba and other internet companies to jointly tap the Internet Plus and data application to consolidate enterprises' competitiveness, and carried out in-depth cooperation with Yyfax and Ant Financial in development of internet finance, and joined hands with Daily Online and E-supporting to serve enterprises and customers. As a result, the mutual benefits and a win-win situation were achieved through cross-industry cooperation.

3

CONTRIBUTING TO THE SOCIETY AND SEEKING FOR SUSTAINABLE DEVELOPMENT

Chanjet proactively advocates the corporate culture of courageous assumption of responsibilities, wholeheartedly cares for customers, the Company and the society with the sense of ownership and reaches out deep to the community to contribute to the society with consistent sense of corporate society responsibility. Chanjet attaches importance to financial practitioners of MSEs and establishes online and offline communication platforms to show solicitude towards them. In addition, it also deepens the construction of “happiness” corporate culture and promotes “happy life and earnest work”.





Story for the Section:

Chanjet Accountant Culture Festival with over one million participants

On 18 November 2016, the “9th Accountant Culture Festival” initiated and sponsored by Accountant Home under Chanjet was unveiled in succession across China. The festival lasted for one month involving a total of around 300 activities in 150 cities in China, attracted more than 60,000 participants in person and brought about up-to-date information, applications, expert lectures and grand celebrations for millions of accounting practitioners across the country. During the festival period, a variety of colorful and local-specialized activities were held for accountants from different regions with rising enthusiasm and outpouring creative ideas, including cheongsam show, wine tasting and garden party. What’s more, there were even surprises such as marriage proposal.

(I) Providing Communication Platforms for Accounting Practitioners

Chanjet attaches importance to financial practitioners of MSEs and establishes online and offline communication platforms to show solicitude towards them, which has effectively improved the working efficiency of fiscal and taxation personnel and leveled up the information-based management of MSEs. Chanjet has set up the Chanjet Accountant Home (uu.com.cn) to provide a large number of air videos about pragmatic courses for free and enable accountants to discuss professional solutions with experts on finance and taxation as well as leaders in the industry. Each year, the Company will sponsor the “11.18 Accountant Culture Festival” exclusive for accounting practitioners, which is the biggest annual accounting event with the most numerous participants in the PRC.

Table: Accountants Home—A leading Q&A community on finance and taxation in China

Webpage settings	Major functions
Q&A on finance and taxation	<ul style="list-style-type: none"> ● Ask questions: any question on practical affairs, examinations, the software or the industry is welcome in the column of Q&A on finance and taxation, and will be answered by many enthusiastic netizens ● Resort to experts: experts will be arranged to answer questions and solve problems for netizens online ● Claim rewards: those who respond to netizens with excellent answers may amass points to level up and even be promoted as a guru among fans
Savant Lecture Room	<ul style="list-style-type: none"> ● A large number of free videos: more than 1,000 video courses in relation to fiscal and taxation practice, accounting examinations, industrial issues and financial software available for viewing for free at any time ● Experts' solutions: question exposure to and interactive communication with experts are allowed ● Live broadcast of in-depth communication: you may attend the live class for real-time communication with experts
Home activities	<ul style="list-style-type: none"> ● City-wide rally: it is a circle of friends for accounting exchange and learning based on each city, where a range of colorful online activities and offline gatherings are organized ● Peer togetherness: users of Accountant Home are enabled to find their peers in the city more easily ● Make friends: a new platform for accountants to make new friends and support each other at work and in life ● Have fun: abundant leisure activities will be organized in each city to relieve the loneliness after work



(II) Caring for the Staff Based on “People Foremost” Principle

Chanjet deepens the construction of “happiness” corporate culture and promotes the concepts of “happy life and earnest work”. It taps potentials of excellent talents, sparks enthusiasm of the staff and intensifies the construction of professional competence to enable the staff to have passion for work and enjoy life by improving incentive measures.

As at the end of 2016, the Company had a total of 963 employees, among which, the handicapped and female employees accounted for 3% and 32%, respectively. For the year, the Company took in 395 new recruits, including 115 graduates from junior colleges and technical secondary schools, covering 96% of the recruitment plan. No use of child labor or forced labor occurred.

1. Guaranteeing the staff’s rights and interests in labor

With full abidance by the state laws and regulations such as Law of the People’s Republic of China on Labor Contract (《中華人民共和國勞動合同法》) and Law of the People’s Republic of China on the Protection of Minors (《中華人民共和國未成年人保護法》) and by improving the regulations and rules of the Company such as the Code of Conduct for Employees, Chanjet guarantees the staff’s rights and interests in labor and fully observes relevant laws, regulations and provisions in respect of employment compensation, dismissal, recruitment, promotion, working hours, taking vacations, equal opportunities, diversity, preventing discrimination, welfares, safe working environment and protection of staff health. Meanwhile, it also reinforces occupational health management, enters into official labor contracts with employees and provides normal welfares and benefits. While ensuring the staff’s rights to information, participation and supervision, the Company stands out forced labor of any kind and precludes admittance of child labor to the Company. In 2016, the Company recorded full coverage of social insurance and no work-related deaths of employees and there was no loss of workday due to work-related injuries of employees.

Table: safeguarding basic rights and interests of the staff

Rights and interests	Main content
Ensuring the staff’s equal access to opportunities	<ul style="list-style-type: none"> Adopting the same criteria without imposition of discriminatory requirements such as the gender and health condition in recruitment and advocating diversified employees Underlining the principle of fairness, justice and openness and attaching great importance to the adaption to the position in assessment
Guaranteeing the staff’s rights and interests of getting paid	<ul style="list-style-type: none"> Remuneration is determined based on factors including the position of the employee, job classification, business line and locations Remuneration comprises basic salary, performance pay, allowances and subsidiaries
Rights and interests concerning social insurances for the staff	<ul style="list-style-type: none"> Paying housing provident funds and social insurance levies for the staff on monthly basis Adopting Employee Trust Benefit Scheme
Reinforcing occupational health management	<ul style="list-style-type: none"> Arranging an average of 21.75 workdays in a month and an average working hour of 7.5 hours per day to put an end to forced labor Providing pre-job and pre-service physical examination for the staff, guaranteeing the staff’s legitimate entitlements to vacations as well as salaries and benefits and safeguarding the immediate interests of the staff by means of system construction Improving the working environment for the staff, furnishing the offices with more plants, encouraging working at home when appropriate, organizing health lectures in view of traditional Chinese medicine and massages to protect the staff from occupational damages due to sedentariness and lack of exercise according to the occupational characteristics of employees in the electronic information industry; and distributing high temperature allowance for the sales staff at the front line
Safeguarding the staff’s rights and interests to take vacations	<ul style="list-style-type: none"> Abiding strictly by the relevant requirements of the PRC on working hours and vacations and making vacation arrangements as far as possible to assure the staff of their rights to rest and vacation Arranging one additional paid day off to each of the Tomb Sweeping Day, the Labor Day holiday, the Dragon Boat Holiday and the Mid-Autumn Festival for front-line employees
Dismissal and employee compensation	<ul style="list-style-type: none"> An employee who voluntarily terminates his/her employment relationship should give a 30-day written notice to the employer according to relevant requirements under the Labor Contract Law Rendering proper economic compensation for eligible employees according to relevant requirements under the Labor Contract Law

2. Constructing staff training systems

Chanjet formulates training schedule for next year, decides training courses and organizes the relevant implementation in consideration of the talent training needs and demands of each business unit in December of each year. It has established and managed various kinds of databases of training resources. It designs the formats and contents of trainings based on the position competence and attainment of staff development in light of management requirements of occupational development. In addition, Chanjet also advances the popularization and guidance in relation to the Company's management measures and corporate culture.

In 2016, the Company spent RMB1.37 million in the training and education of the staff and provided 33,415 hours of trainings, with an average of 45 hours for each employee.

3. Establishing a two-channel promotion system

Based on the core value of "subsisting by virtue of professionalism", Chanjet has formulated the Chanjet Development and Management System for Professionals(畅捷通專業人員發展和管理制度) and Cadre Management System(幹部管理制度) to implement the "two-channel" development systems for the staff, perfect the staff development systems and improve the professional competence of the staff. The staff are enabled to choose the occupational development channel suitable for themselves based on the post hierarchy of their positions and taking into account their own capabilities and will.

Table: qualification criteria for professionals

Qualification criteria	Contents
Exclusiveness	Occurrence of prohibited conducts concerning interests of the staff itemized in the Code of Conduct for the Staff (《員工行為守則》)
Compliance	Identification of and carrying through the core value requested by the corporate culture; adhering to the Code of Conduct for the Staff and other regulations and rules of the Company
Attitude	Customer-oriented, taking initiative; teamwork; assumption of responsibility; bold in blazing new trails; gratitude and repaying
Performance in the position	Meeting the requirements of the Company in respect of the financial indicator, non-financial indicator and the indicator regarding personal progression
Capabilities	Possessing corresponding position eligibilities including competence (i.e., professional competence and general competence) and basic qualifications for the position

4. Carrying out a variety of staff caring activities

Chanjet is committed to building itself into a happy enterprise and cares for its staff from trivial matters. The Company has established a relief fund to help employees and their parents or offspring in financial difficulties and in complete insolvency due to material accidents. Employees are allowed to work at home in the event of adverse weather such as heavy rainstorm and red alert for haze. A variety of cultural and sporting activities are organized to enrich the extracurricular life of the staff aiming for enabling the staff to work with pleasure and live with joy.

Employee
extracurricular
activity



Staff birthday
party



Activity on
Children's Day



Staff's outward-bound
activity



(III) Dedicating Efforts to Public Benefits

Chanjet assumes its responsibilities courageously, wholeheartedly cares for customers, the Company and the society by the sense of ownership and proactively participates in undertakings concerning social and public benefits under the principle of serving the society, contributing to the society and giving back to the society. Besides, Chanjet also encourages the staff to engage in and organize voluntary activities and has made helpful contributions in respect of the development of school education.



Case:

Chanjet donated computers for students in the revolutionary base through “Student Caring and Aiding Action”

During the Reporting Period, the Company together with Hebei Boundless Love Network (河北爱心无限网) launched the “sharing under the blue sky, student caring and aiding action” themed charity activity and held a donating ceremony at the Xibaipo Red Army Primary School in the revolutionary shrine. The Company donated computers and accompanying desks and chairs to five primary schools to organize and establish the “computer room with Chanjet love”, thus effectuating the students’ dream of having access to the Internet.

“As a typical school in revolutionary base areas, Xibaipo Red Army Primary School is poorly equipped with educational facilities, which materially hinders the students’ learning. Thanks to the computers donated by Chanjet, the pressing need of our school is addressed indeed and the desire for computer learning of students is guaranteed in a practical manner.”

——Chang Junguang(常俊光), headmaster of the main campus of
Xibaipo Red Army Primary School



Donation of computers by Chanjet



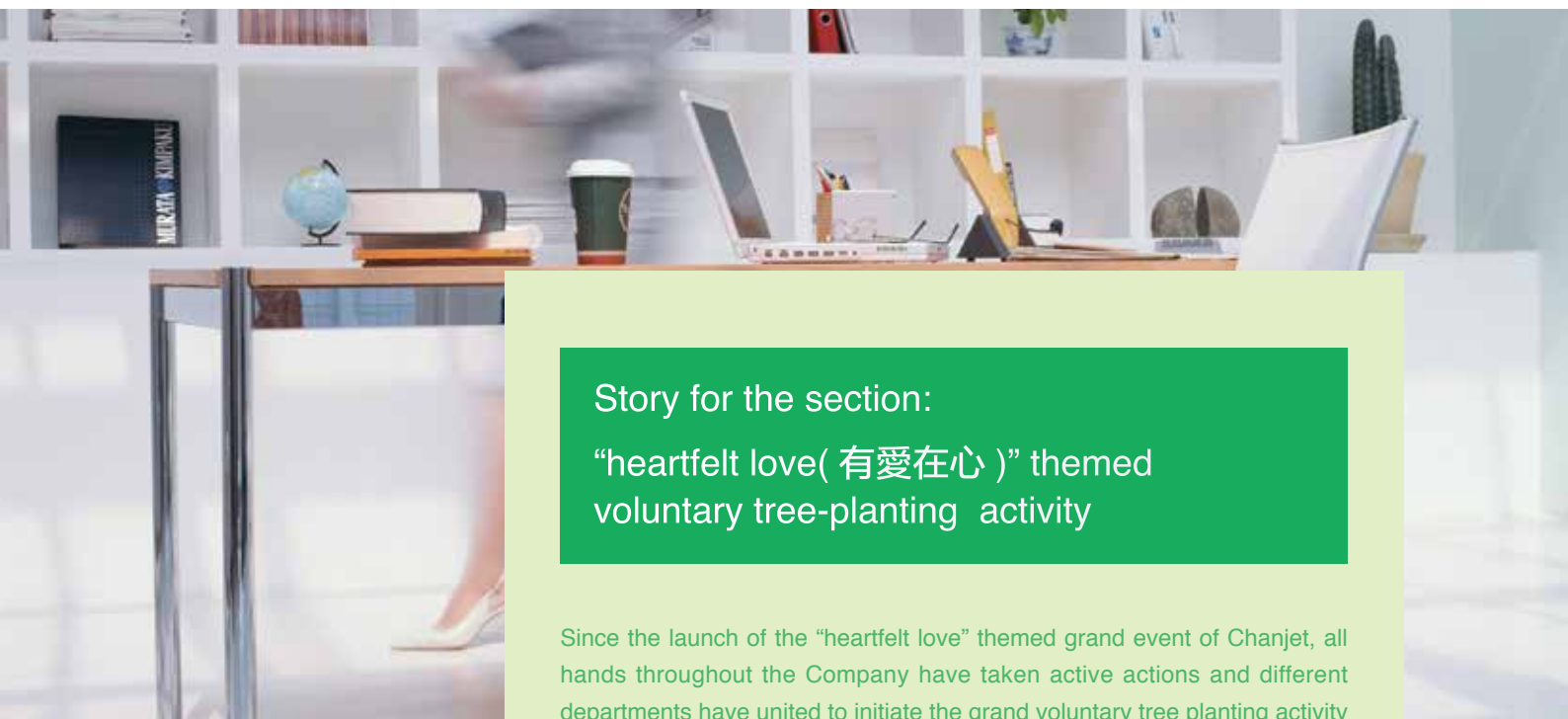
Computer room with Chanjet love

4

ADVOCATING LOW-CARBON LIFESTYLE, AIMING FOR ENERGY CONSERVATION AND ENVIRONMENTAL PROTECTION

Chanjet highly values the work relating to energy conservation and consumption reduction as well as environmental protection and advocates the concept of low-carbon lifestyle. In the day-to-day operation, the Company and the staff proactively follow the philosophy of low-carbon, environmental protection and sustainable development to cultivate a good habit of saving such as reasonable use of power, water and paper. The Company encourages green office, makes united arrangements for the utilization of air conditioning system, switches off idle computers and lighting fixtures in time, makes full use of recycled paper and chooses public transport if possible when going out for business.





Story for the section:
“heartfelt love(有愛在心)” themed
voluntary tree-planting activity

Since the launch of the “heartfelt love” themed grand event of Chanjet, all hands throughout the Company have taken active actions and different departments have united to initiate the grand voluntary tree planting activity with the catchphrase “while planting fifty saplings, you are sowing fifty hopes”, the outlay of which were raised through active donations of the staff. While consolidating cares among the staff, improving team interaction and accommodating atmosphere, this activity represented the Company’s concern for the society and vision for long-term development in a green and environmentally friendly manner.

The site of tree-planting base in Huairou District of Beijing was bustling with people in a warm atmosphere and a stream of pleasant clonks from shovels as well as laughter and conversation noises. Some were digging with the shovel, some holding the sapling and some filling the hole, demonstrating a well-ordered and busy scene.

Since each sapling signified one of Chanjet’s products and one piece of love of the staff, the Company hoped that the saplings could take root in this hopeful and beautiful land and grow together with Chanjet and that they could grow into towering trees in years and become a beautiful landscape. The act of one person with one sapling represented that each one would make his/ her own contribution to the development of Chanjet.



Tree-planting site



Group photo of the activity

(I) Reducing Solid and Gaseous Discharges

In strict compliance with the relevant regulations of the PRC on treatment of solid and gaseous discharges, Chanjet has improved the discharge management system to sort out category of discharges likely to arise in the course of the production and operation of the Company and determined the discharge treatment approach, thus reducing the waste discharge. In 2016, Chanjet recorded none material violation with regard to environmental protection.

Category of discharges	Treatment policy and approach
Emission of exhaust and greenhouse gases	<ul style="list-style-type: none"> Chanjet does not involve the emission of ODS and other air pollutants regulated under national laws and regulations but engages in the emission of greenhouse gases in the course of working and travelling Observing standards relating to the emission of greenhouse gases, reducing energy consumption and carbon emission generated during the operation process and advocating “pride in power saving and shame on waste ” and using energy efficient products to improve utilization rate of energy.
Discharges into water and land	<ul style="list-style-type: none"> Chanjet does not generate any discharge into land and the main discharge into the water is the water used in the course of working Abiding by relevant sewage discharge standards and having the waste water treated through the municipal sewage treatment system
Hazardous and non-hazardous waste	<ul style="list-style-type: none"> Waste of Chanjet mainly comprises waste arising in the course of working Formulating strict regulations and rules to standardize management systems regarding the claim, preservation and obsolescence of office supplies, and collecting and categorizing obsolete office supplies for temporary stock so as to achieve the effective use of resources; collecting major solid wastes such as the used toner bottles for the print cartridge for centralized disposal in a reasonable manner

(II) Disseminating Knowledge about Energy Conservation and Environmental Protection

Chanjet is committed to disseminating knowledge about environmental protection and advocates green life. The Company motivates the whole crew to protect the environment and save energy, strictly complies with laws and regulations with regard to environmental protection and energy conservation, and has formulated the Handbook for Environmental Protection and Energy Conservation (環保節能手冊). The Company also posts bulletin board regarding “popularization of energy conservation” regularly and guides and supervises the crew in environmental protection and energy conservation.



(III) Proactively Promoting Green Office

In response to the impacts on the environment of our own operation, Chanjet devotes greater effort to energy management with the aid of information technology to create a green workplace. The production of the Company does not involve the emission of ozone depleting substances (ODS) and other air pollutants regulated under national laws and regulations. We warrant that the business activities of the Company do not cause material impact on the environment and natural resources and the Company has followed the Policy on Distinguishing Sales of Cloud Encryption Products and Packaging (《雲加密產品與包裝區分銷售政策》) to reduce the use of packaging cases.

Table: Chanjet's measures for green office

Measures	Content
Teleworking	<ul style="list-style-type: none"> Holding meetings in the form of teleconference and online video; communicating by email, Biz Chat APP and other approaches
Saving resources	<ul style="list-style-type: none"> Saving power: powering off electrical devices such as computers, the drinking fountain, photocopiers and the microwave oven and using less electrical devices; regulating the temperature on air-conditioners in winter and summer, and working and dining in a concentrated manner; endorsing working at home in smoggy days Saving water: placarding water saving tips, organizing trainings on water saving for the staff and rewarding individuals and groups outshining in water saving Saving paper: sharing a printer and advocating double-sided printing; putting up a collecting box for used single-sided printing paper for recycling purposes
Green building	<ul style="list-style-type: none"> In construction of the building leased by the Company as office block, a great number of environmentally friendly new technologies and new materials such as energy efficient concrete blocks and solar landscape lamps

Case: upholding the concept of “green packaging” by adopting the no-packaging design for Chanjet’s products



Following the development of the market-oriented economy, the increasingly rich assortment of products sets off the rising significance of the product packaging. Apart from causing waste of resources in part and increase in costs, some unrecyclable packaging materials are discarded into the environment in quantity, resulting in environmental contamination. Driven by the upsurge in environmental protection consciousness among the masses, an unprecedented “green revolution” is in the making across the world with an appeal for the use of “green packaging” in businesses. Under such circumstances, Chanjet positively responded to the concept of “green packaging” and promoted the adoption of no-packaging design for all of its products supplied to the customers. As long as the accounts and passwords are provided to the customers, access to the required resources is available for use, which reduces the consumption of packing boxes and transportation costs on one hand, and motivates the consumers’ environmentally friendly consumption and promotes their consciousness of environmental protection on the other hand.

Prospect for 2017

“Facilitating MSEs’ development through information technology”, a simple slogan, incarnates our struggles and painstaking efforts in relentlessly pressing ahead. We are required to unremittingly reform and transcend ourselves so as to meet the development needs of MSEs in the new situation. We will comprehensively construct an eco-system for MSEs through integrating resources, building platforms and improving core competitiveness.

Chanjet aims to provide MSEs across the country with platform services, application services, data services and financial services, with a focus on financial and management services. In 2017, Chanjet intends to transform in favor of cloud service businesses, steer more MSEs towards Internet-based and cloud-inclined development with information technology and achieve our own development in the course of common growth with MSEs.

In 2017, Chanjet will attach greater importance to responsibilities for the stakeholders and pay attention to the pursuit of mutual benefits and win-win results with business partners while facilitating their attainment of sustained profit through expansion of scale and enhancement of profitability. It will also underline solicitudes towards financial practitioners of MSEs by establishment of online and offline communication platforms and construct a “happy” enterprise to enable the staff to love work and enjoy life to the utmost. The Company will continue to view assumption of social responsibility as important outlook of the Company and act as the practitioner and messenger of good deeds for the benefit of the public. What’s more, it will advocate less carbon emission, environmental protection and energy conservation and contribute to the improvement of environment.



Benchmarking of ESG

Aspect	Indicator	Disclosure section
Environmental		
Aspect A1: Emissions	General Disclosure	4-1,4-3
Aspect A2: Use of Resources	General Disclosure	4-1,4-3
Aspect A3: The Environment and Natural Resources	General Disclosure	4-1
Employment and Labour Practices		
Aspect B1: Employment	General Disclosure	3-2-1
Aspect B2: Health and Safety	General Disclosure	3-2-1,3-2-4
Aspect B3: Development and Training	General Disclosure	3-2-3
Aspect B4: Labour Standards	General Disclosure	3-2-1
Operating Practices		
Aspect B5: Supply Chain Management	General Disclosure	2-1
Aspect B6: Product Responsibility	General Disclosure	1-3
Aspect B7: Anticorruption	General Disclosure	Corporate Profile-2-2
Community		
Aspect B8: Community Investment	General Disclosure	3-3

Glossary

1.**Lao Zeng**: represents Zeng Zhiyong, Vice chairman of Chanjet. As Chanjet popularizes “addressing the leadership without invoking their titles” internally, the employees call him “Lao Zeng”.

2.**SAAS**: short for Software-as-a-Service, is a completely innovative software application mode emerging at the beginning of the 21st century.

3.**O2O**: short for Online To Offline, represents the integration of the offline business opportunities and the Internet in order to use the Internet as a platform for offline transactions.

4.**ISV**: short for Independent Software Vendors, refer in particular to enterprises specialized in the development, production, sale and services of software.

5.**ERP**: short for Enterprise Resource Planning, is an accounting-based enterprise management software that is capable of providing integrated real-time information across regions, trans-departments and even inter-companies.

6.**CRM**: short for Customer Relationship Management, means the CRM technology adopted by enterprises for the management of customer relationship.

7.**OA**: short for Office Automation, is a new working fashion that combines the modern office work with the computer technology.

Feedbacks from Readers

We really appreciate that you took time from your busy schedule to read the 2016 Environmental, Social and Governance Report of Chanjet Information Technology Company Limited. Since this is the first environmental, social and governance report of Chanjet, we are eagerly looking forward to receiving your valuable comments in a bid to satisfy your needs in a better fashion, provide more valuable information to you and improve the capability and standard of Chanjet in fulfilling the social responsibilities. You may revert the feedbacks by the following means:

Postal address: Chanjet CSR Office, 3/F, Building 19C, Eastern District of Yonyou Industrial Park (Beijing), 68 Beiqing Road, Haidian District, Beijing, the PRC

Telephone: (8610)62434888

E-mail address: chanjet-esg@chanjet.com

Postcode: 100094

1. Your general rating on this Report:

☐ excellent ☐ good ☐ fair ☐ bad

2. Your comment on the performance of Chanjet in promotion of social responsibility management

☐ excellent ☐ good ☐ fair ☐ bad

3. Your comment on assumption of social responsibility by Chanjet in respect of consummating products and services for MSEs:

☐ excellent ☐ good ☐ fair ☐ bad

4. Your comment on assumption of social responsibility by Chanjet in respect of benefiting business partners and cooperating with them for win-win results:

☐ excellent ☐ good ☐ fair ☐ bad

5. Your comment on assumption of social responsibility by Chanjet in respect of contributing to the society and seeking for sustainable development:

☐ excellent ☐ good ☐ fair ☐ bad

6. Your comment on assumption of social responsibility by Chanjet in respect of carrying through energy conservation and emission reduction and advocating a low-carbon lifestyle:

☐ excellent ☐ good ☐ fair ☐ bad

7. Do you have any comments and recommendations in relation to the preparation of the social responsibility report and the promotion of work regarding social responsibility of Chanjet?

We appreciate your concern and support to Chanjet wholeheartedly!



WeChat of Chanjet

Chanjet Information Technology Company Limited