# **INSPUC** 浪潮

2018 SOCIAL SOCIAL



(Incorporated in the Cayman Islands with limited liability) (Stock Code : 596)

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# SCOPE AND REPORTING PERIOD

This is the second Environmental, Social and Governance (ESG) report of Inspur International Limited (the Company, and together with its subsidiaries referred as the Group), highlighting its ESG performance, with disclosure reference made to the ESG Reporting Guide as described in Appendix 27 of the Main Board Listing Rules (the Listing Rule) and Guidance set out by The Stock Exchange of Hong Kong Limited.

The principal business activities of the Group are software development, cloud services and Internet of Things (IoT). Clients are enterprises of various sizes that seek for management software and digital transformation. This ESG report covers the Group's overall performance in two subject areas, namely, Environmental and Social of the business operations based in Jinan and Beijing, the People's Republic of China (the PRC) from 1 January 2018 to 31 December 2018 (the reporting period), unless otherwise stated. The business operations include:

- Inspur Worldwide (Shandong) Service Limited;
- Tianyuan Network;
- Tianyuan Communications; and
- Inspur Genersoft.

# STAKEHOLDER ENGAGEMENT AND MATERIALITY

The Group is committed to operating its business in a fair, responsible and transparent manner. In order to identify the most significant aspects for reporting in this ESG report, key stakeholders have been involved in regular meetings and engagement sessions to discuss and to review areas of attention which will help the business meet its potential growth and be prepared for future challenges.

During the reporting period, the Group has specifically engaged board members, senior management, frontline staff, subcontractors and customers to gain further insights on ESG material aspects and challenges. Of the top 5 material aspects identified were:

- 1. Product/Service Quality;
- 2. Customer Service;
- 3. Intellectual Property (IP) Rights;
- 4. Occupational Health and Safety; and
- 5. Supply Chain Management.

The Group aims to keep close communication with its stakeholders and to continue improving its ESG performance and management on ESG-related risks for future business development.

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# STAKEHOLDERS' FEEDBACK

The Group welcomes stakeholders' feedback on its ESG approach and performance. Please give your suggestions or share your views with the Group via email at zoubo@inspur.com.

# THE GROUP'S ESG COMMITMENT

The Group continues to expedite and improve the development of ESG systems, and clearly defines the division of responsibilities from management to administration, which specify their powers and responsibilities, ensure that employees are committed to their respective roles with effective counterbalance and make scientific decisions.

The Board of Directors of the Group is ultimately responsible for ESG related matters. The Group has dedicated its effort to ensuring its compliance with the relevant legal and regulatory requirements as described in Appendix 27 of the Listing Rules. A specialized ESG working group directly reported to the Board has been established. Based on the guidance provided by the Boards, the ESG working group is responsible for the formulation and implementation of ESG strategies, as well as review and endorsement of the effectiveness of ESG policies and practices.



# A. ENVIRONMENTAL

### A1. EMISSIONS

The Group abides by all relevant national laws and regulations in relation to environmental protection and emissions that as set out in the PRC. As a non-manufacturing segment, the Group and its daily operation have minor impacts on the natural environment. While the Group has not formulated environmental policy, it is responsible for its impacts to the environment arising from its business operations of Enterprise Resource Planning (ERP) and cloud services.

No non-compliance with relevant laws and regulations that have a significant impact on the Group in relation to air and greenhouse gas (GHG) emissions, discharges into water and land, and generation of hazardous and non-hazardous waste had been identified during the reporting period.

### A1.1 Air Emissions

During the reporting period, air emission was mainly from fuel consumption by the Group's owned vehicles. The overall activity contributed to the emissions of 2.46 kg of nitrogen oxides  $(NO_x)$ , 0.29 kg of respiratory suspended particles (PM) and insignificant amount of sulphur oxides  $(SO_x)$ .

### A1.2 Greenhouse Gas Emissions

Throughout the reporting period, the Group's business operations contributed to an emission of 2,108.85 tonnes of carbon dioxide equivalent  $(tCO_2eq)$  GHG (mainly carbon dioxide, methane and nitrous oxide). The intensity of the GHG emissions of the Group during the reporting period was 0.08  $tCO_2eq/m^2$  and 0.44  $tCO_2eq/staff$ . In view of the business nature of the Group as high-tech service and product provider, a significant amount of purchased electricity was consumed for its daily operations which accounts for 46% GHG emission.

Scope of Greenhouse Gas Emissions	Emission Sources	GHG Emission (in tCO <sub>2</sub> eq)	Total GHG Emission (in percentage)
Scope 1 Direct Emission			
Combustion of fuels in mobiles sources	Petrol	16.17	1%
Scope 2 Energy Indirect Emission			
Purchased electricity		968.14	46%
Scope 3 Other Indirect Emission			
Waste paper disposal at landfills		19.46	53%
Electricity used for freshwater processing		16.95	
Business air travel		1,088.13	
TOTAL		2,108.85	100%

Note1: Emission factors were made by reference to Appendix 27 to the Main Board Listing Rules and their referred documentation as set out by Hong Kong Exchanges and Clearing Limited, unless stated otherwise.

*Note 2: Combined margin emission factor of 0.968 tCO2/MWh and 0.4578 tCO2/MWh were used for purchased electricity in northern China.* 

### A1.3. Hazardous Waste

The Group's business does not involve generation of any significant hazardous waste, hence no such information is presented in this report.

### A1.4. Non-hazardous Waste

A total of 4.05 tonnes of waste paper was generated during the reporting period, with part of it from printed documents for archive purpose, which is estimated to be disposed of at landfills (under the assumption that all paper, whether is stored or purchased within the organization boundary, will eventually be disposed at landfills unless collected and recycled<sup>1</sup>). Approximately 865 tonnes of food waste and food packaging waste were assumed to be generated from the office. These non-hazardous wastes are regularly collected by the building management offices for disposal.

### A1.5. Measures to Mitigate Emissions

### Road Transport Source

The use of Group's owned vehicles is limited against strict approval process. The Group encourages the use of public transit for short-haul travel to reduce reliance on the Group's owned vehicles. The Group welcomes employees' use of shared-bikes and new-energy vehicles such as electric vehicles (EV). The Group encourages the use of EV by launching EV charging stations at car parks to meet the needs of rapid growing electric vehicles.

The Group encourages the use of public transit and transforms employees' behaviours by promoting sustainable lifestyles. By liaising with bus service provider, comprehensive bus routes are arranged and sufficient bus stops are set up around the Industrial Park, allowing employees to transit by public transportation with great ease.

### Business Air Travel

The Group is determined to regulate the frequency of business air travel. Business trips are reasonably arranged where priorities are given to low-carbon transportation. Only senior management personnel are allowed to travel by first class as stipulated by the Financial Department. The Group actively promotes the establishment of video conference system to reduce number of on-site meetings in order to reduce the carbon footprint arising from air travel.

### A1.6. Waste Handling and Reduction Initiatives

Computers are purchased as needed through the centralized system managed by the Group's Information Management Centre. Waste and worn-out computers are collected for recycling. The Group utilizes refillable ink cartridges to reduce generation of hazardous waste.

The Group strongly advocates the use of electronic communications and documents for creating a paperless office and paper reduction. When paper documents are required, employees are encouraged to use double-sided printing and reuse paper as much as possible. With the implementation of the initiatives, the Group managed to recycle 0.13 tonnes of waste paper.

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EMSD/EPD Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2008 and 2010 Editions)

The Group advocates green office, low carbon management, and encourages employees to participate in the green initiatives. The provision of electric appliances such as microwave ovens and refrigerators encourages employees to bring meals to work or dine in at canteens, thereby eliminates the generation of packaging wastes such as disposable lunch boxes. Non-hazardous waste including food waste and office waste are handled by outsourced cleaning company for waste collection and disposal.

# A2. USE OF RESOURCES

While the Group has not established standard policies on the efficient use of resources, it is committed to encouraging employees of resource conservation practices for environmental preservation and operational efficiency purposes.

### A2.1. Energy Consumption

The total energy consumption of the Group during the reporting period was 1,411,195 kWh, from the consumption of petrol and purchased electricity, with an energy intensity of 56.41 kWh/m<sup>2</sup> and 295 kWh/staff.

Energy Consumption Sources	Consumption (in individual unit)	Consumption (in kWh)
Electricity	1,358,025 kWh	1,358,025
Petrol	6,000 Litres	53,170

### A2.2. Water Consumption

Water consumption of the Group during the reporting period was 41,968  $m^3$  with water intensity of 1.68  $m^3/m^2$  and 0.44  $m^3/staff$ .

### A2.3. Energy Use Efficiency Initiatives

As GHG emission is positively correlated to electricity consumption, the Group actively promotes a green office environment and has formulated a detailed green office plan for electricity saving, while the operating performance of the green office has also been included in the Group's routine monitoring and evaluation system.

Energy Conservation and Efficiency Program and General Energy Saving and Carbon Emission Reduction Measures detailing energy saving methods have been launched by the Group in pursuing green working environment. To promote the use of natural light, the Group upgraded 600 lighting systems which allows flexible control of the power switch. Whenever daylight intensity is adequate, unnecessary lights shall be switched off, thereby leading to a reduction in electricity consumption of 25.9 kW per day, which is equivalent to RMB 275 per day. The Group also implemented the following initiatives on reducing electricity consumption, including but not limited to:

- setting air conditioner temperature to energy-efficient level at 27 ° C or above;
- keeping air conditioner off when outdoor temperature is under 20  $\degree$  C;
- setting computer monitors to enter sleeping mode when idled; and
- reminding staff to switch off unnecessary electronic appliances and devices.

### A2.4. Water Use Efficiency Initiatives

The Group treasures water resources and avoids water wastage as much as possible. To improve the utilization efficiency of water resources, the Group has formulated an internal guideline in a bid to change employees' consumption behaviour through means including but not limited to:

- placing water-saving posters in prominent places to encourage water conservation;
- carrying out regular leakage tests on water taps, washers;
- fixing dripping taps and defects in the water supply system in avoidance of water leakage;
- strengthening the inspection and maintenance on water taps, water pipelines and water storage; and
- installing automatic sensor faucet and motion flushing sensor at toilets.

#### A2.5. Packaging Materials

The Group had not been involved in the consumption of packaging materials during the reporting period. Hence, no such information is presented in this report.

## A3. THE ENVIRONMENT AND NATURAL RESOURCES

### A3.1. Significant Impacts of Activities on the Environment

The Group's business operations are office based, where significant emissions are mainly related to electricity consumption. Other emission sources include freshwater processing, paper disposed of at landfill and business air travel.

As an enterprise cloud service provider, the Group believes its operation is not a major source of environmental pollution and poses minimal impacts to the environment. Nevertheless, the Group launches a series of guidelines detailed environmental initiatives on energy and water use and promotes low carbon living, which in turn raises staff's awareness on carbon and waste reduction. Through the development of an environmentally friendly culture in the workplace, the Group believes its business is developed in a more sustainable development model.

# **B. SOCIAL**

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### 1. EMPLOYMENT AND LABOUR PRACTICES

### **B1. Employment**

The Group strictly abides by laws, rules and regulations enforced by the PRC in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, antidiscrimination, other benefits and welfare, including but not limited to the followings:

- The Labour Law of the PRC;
- The Labour Contract Law of the PRC; and
- The Social Insurance Law of the PRC.

No non-compliance with relevant laws and regulations that have a significant impact on the Group in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare had been identified during the reporting period.

The Group had a total number of 4,778 employees as of 31 December 2018, who all were full-time employees. The Group attracted international talents from around the globe including the PRC, United States, Japan and Hong Kong. The total workforce sorted by gender, age group, employee category and geographical area in the reporting period, are shown below.



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### Turnover

A total number of 823 employees left the Group during the reporting period, with an overall turnover rate of 17%; the turnover rates of employees from the PRC and United States accounted for 17% and 15% respectively. The Group offers competitive salary package to retain quality employees and to reduce employee turnover. The annual turnover rate categorized by gender, age group, employee category and geographical area in the reporting period, are shown below.



#### Competitive Compensation and Benefit Package

The Group treasures employees' talents and regards it as the key to driving the success and maintaining the sustainable development of the Group. The Group recruits employees according to candidates' capability, performance, experience stated in job descriptions. To attract high-calibre workforce, the Group offers fair, competitive remuneration and benefits based on employee's performance, education level, professional qualifications, and experiences.

The Group is "people-oriented" and cares about employees' physical and mental health. The Group has formulated Employees' Leave and Attendance Regulation, which stipulates that employees are entitled to sick leave, personal leave, marriage leave, maternity leave, paid annual leave and statutory holidays. The Group regulates employees' working hours and offers over-time compensation for employees who else work exceeds the statutory working hours. The Group contributes to the five insurance schemes (pension fund, medical insurance, industrial injury insurance, unemployment insurance, and maternity insurance) and housing fund for its employees, as formulated in the PRC's Social Security System as promulgated by the PRC. Allowances and gifts are offered to outbound employees and their families.

Employees are beneficial from a series of welfare measures and able to achieve work-life balance. The Group provides centralized canteens and rest areas, where maternity priority seats are specially designed for pregnant employees. Leisure facilities such as tennis, basketball and football practice grounds are available for employees' leisure purposes.

The Group established a special WeChat public account named Spirit of Thoughts. Various cultural and sports events, such as annual dinner, festive celebrations, 1024 Programmers' Day and sports competitions, are organised from time to time to enrich employees' cultural life, to enhance employees' bonding and team spirit and to achieve employees' sense of belonging to the Group.

### Equal Opportunity

The Group envisions a work environment free from discrimination. As an equal opportunity employer, the Group emphasises a fair, open, objective and non-discriminatory selection process in its recruitment, promotion, transferral and other business operation activities. Assessment of eligibility is based on attributes relevant to the job requirement, such as qualifications, knowledge, work experience, skills and competency.

### B2. Employee Health and Safety

The Group strictly abides by laws and regulations in relation to occupational health and safety, including but not limited to the following:

- Work Safety Law of the PRC; and
- The Law of the PRC on the Prevention and Control of Occupational Diseases.

The Group pays attention to its employees' health and promotes work-life balance by setting appropriate working hours. Employees are entitled to regular health examinations. To promote healthy lifestyle, the Group organizes various recreational activities such as biyearly sport competitions.

The Group strives to create a safe working environment for its employees. Adequate fire facilities including fire extinguishers and fire alarms are appropriately installed, located and properly maintained in office areas. Clear fire safety signages indicating emergency escape routes are in place and yearly fire drill is conducted to improve the coherence and reliability of emergency rescue systems and contingency plans and to enhance safety awareness and survival skills of employees. As of 31 December 2018, 6 work-related injuries were recorded, with a total of 77 lost days recorded.

Occupational Health and Safety Data in 2018				
Work related fatality	0			
Work injury cases >3 days	2			
Work injury cases ≤3 days	4			
Lost days due to work injury	77 days			

No non-compliance with relevant laws and regulations that have a significant impact on the Group in relation to providing a safe working environment and protecting employees from occupational hazards had been identified during the reporting period.

#### **B3.** Development and Training

The Group attaches great importance to nourishing a high-quality, professional, well-trained and responsible team that ultimately benefits the competency of the Group. Inspur University, a training academy established by the Group, is actively developing long-term training strategy, by providing various forms of trainings to improve employees' skills and competencies and to encourage employees continuing their studies and lifelong learning.

On-the-job training, including general staff training and management staff training, is provided to existing employees. New employees are introduced to orientation camp and to receive pre-employment training on corporate culture, job requirements, assessments, as well as relevant training for employees entitled to special duties to ensure that they are equipped with necessary knowledge, competence and qualifications.

During the reporting period, out of 99.7% employees received trainings, the total training hours and the average training hours per employee were 108,257 hours and 22.66 hours per employee respectively.





### B4. Labour Standards

There was no child labour, nor forced labour in the Group's operation, as pursuant to the Labour Law of the PRC. The Human Resource (HR) Department has established practices to ensure prevention of child and forced labour. New employees are required to provide accurate personal information in time of reporting duty and such information will be stored at the Human Resource Shared Services Centre. Applicants who provide fake material or information will not be employed. Employees who are later found providing fake material or information after verification will be terminated by the Group. Additionally, the Group strictly reviews the identity information, qualifications and employment background of candidates in the recruitment process to prevent recruiting child labour.

No non-compliance with relevant laws and regulations that have a significant impact on the Group in relation to preventing child and forced labour had been identified during the reporting period.



### 2. OPERATING PRACTICES

### B5. Supply Chain Management

As of 31 December 2018, the Group has engaged 224 suppliers and subcontractors. They are principally hardware manufacturers and service providers providing electronic products, dome cameras, closed circuit television cameras and office automation systems.

	Number of suppliers by geographical region	
Geographical Region		Number of Suppliers
The PRC		222
United States		2

The Group has established standardized operating procedures to ensure the objectivity and measurability of the selection and evaluation of suppliers, to strengthen daily management and assessment of the suppliers and to establish a stable and win-win cooperative relationship. The Group regularly reviews and evaluates these procedures to regulate supplier management, by means to control and to ensure the quality of products and services.

The Group mainly considers the credit rating, qualification, sources of the products and the quality assurance in selecting suppliers. Priorities are given to suppliers with reliable quality, good reputation and well-beings in environmental and social aspects. The Enterprise Credit Information System comprises of selection criteria on environmental performance and social well-being. Enterprises are required to provide information relating to product environmental protection and management system and social responsibility for compliance assurance.

The Group signs formal contracts with identified suppliers and set out rules which the suppliers should comply with, together with additional requirements related to sustainable development and anti-commercial bribery. In addition, the Group regularly communicates with suppliers on major issues regarding safety and environment, and urges suppliers to promptly rectify the identified problems.

### B6. Product Responsibility

The Group is dedicated to delivering quality, in-trend and innovative products and solutions through technology advancement. With its expanding ERP cloud service capabilities, the Group provides full range of services to the society and promotes the process of digitization in the government and enterprises.

Acknowledging the product quality and after-sale service are key concerns among the customers, therefore the Group established Technical and Quality Management Department and Operation and Maintenance Department for ensuring the quality of product, and offering instant response and assistance upon the inquiries relating to product quality and after-sale support and maintenance issues.

No cases of material non-compliance with relevant laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters relating to products and services provided had been identified during the reporting period.

### Ethics and Compliance Committee

The Group is committed to the highest possible standards of openness, probity and accountability. In line with the standards it upholds, the Group specially established Ethics and Compliance Committee to promote proper conduct at workplace.

The Group expects and encourages its employees to report suspected misconducts or malpractices to the Group via various reporting channels (managers, Ethics and Compliance Committee, e-mails or hotline). Upon receipt of complaints, the Committee will endeavour to investigate and respond fairly and properly. The offenders are subject to disciplinary actions. Necessary remedies measures shall be taken so as to strictly control and rectify the identified risks.

### Customer Services

The Group is committed to providing quality service to its customers. Adhering to the "customer first" business philosophy, the Group places customer satisfaction at the core of each of its business decision.

To manage customer satisfaction, the Group maintains active and close communications with customers. Communication meetings, salons and telephone interviews are organized on a regular basis to review service performance of the Group. Quality Service Campaign was carried out to improve customer satisfaction. No noncompliance with relevant laws and regulations that have a significant impact on the Group in relation to customer services had been identified during the reporting period.

### Intellectual Property (IP) Rights

The Group upholds high ethical standard and respects the values and rights of customers' information assets. The Group strictly asides by national laws and regulations, including but not limited to the Patent Law of the PRC and Anti-Unfair Competition Law of the PRC.

The Group encourages technological innovation and continuously improves its IP rights management system to control the protection of the Group's and clients' IP rights. During the reporting period, the Group highlighted IP risks as one of the risks of the business operation. The Group formulated and implemented corresponding risk management strategies and countermeasures to ensure that the IP risks are always controllable.

A number of trademarks and patents were registered in the PRC or pending for approval. Use of cracked software products is stringently controlled; making copies of copyright document are also strictly prohibited. Employees in violation of the policy will be subject to disciplinary action or civil sanctions.

No cases of material non-compliance with relevant laws and regulations that have a significant impact on the Group relating to IP rights had been identified in the reporting period.



#### Data Protection

The Group strictly abides by the internal policies regarding customers' information security management. Employees are subject to duty of confidentiality to the Group and the Group's clients pursuant to their employment agreements. Access to confidential information and internal system is restricted, of which they are either password-protected, encrypted or only accessible upon authorization of the management personal.

Information Security Committee manages information security associated with the Group, and follows the principles to execute leadership, planning and co-ordination, strengthening of management and active prevention work. They are responsible for reviewing the Group's security plan, organizing security assessments, security audits, and developing and implementing relevant security management systems.

Continuous investments have been performed to improve the level of technical protection and security system. The committee developed Inspur Group's Information Security Construction Outline, Requirements on Inspur Group's Personnel Security Management, Inspur Group's Information System Security Inspection Policy, Inspur Group's Information System Operation and Maintenance Security Management Requirements and Inspur Group Information System Construction Management Requirements. The policies serve the purposes to strengthen the Group's information security management, to prevent and to resolve the operational risks of information systems, to eliminate information security incidents and cases, and to ensure safe and reliable operation of the Group's computer network and information systems.

No non-compliance with relevant laws and regulations that have a significant impact on the Group in relation to data protection and privacy had been identified during the reporting period.

### **B7.** Anti-corruption

The Group believes that honesty, integrity and fair play are essential values. It has established an anti-corruption policy to ensure that the Group's reputation is not tarnished by dishonesty, disloyalty or corruption. The policy stipulates standards of behaviour and explains proper procedures and responses to different situations in business dealings. In order to prevent bribery in procurement, integrity clause and the corresponding breach of contract penalty are included in the contracts and tender documents. Any fraud, corruption, irregular transactions or breach of ethics shall be reported to the Group. Such report, if any, shall be treated in strict confidence to protect the identity of the whistle-blower.

The Group was in compliance with all applicable laws on prohibiting bribery, extortion, fraud and money laundering of the PRC. No concluded legal case regarding corrupt practices brought against the Group or its employees had been identified during the reporting period.

#### Conflict of Interest

In order to identify and prevent potential conflicts of interest at work to protect the interests of the Group and employees, to maintain internal fairness and to prevent corruption, the Group's Ethics and Compliance Committee has stipulated the Employee Conflict of Interest Management Measures. The Audit and Evaluation Department and HR Department of the Group conduct investigation and analysis on internal conflict of interest on a regular basis.

Employees should truthfully declare the conflict of interest that may occur in any business or other organizations of which the Group has business dealings as stipulated in the management system. They shall notice the relevant departments for any conflicts of interest that have occurred or foreseen to occur.

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### **B8.** Community Investment

The Group devotes time and effort to contributing to the society, by investing not only in economical aspect, but also in environment aspect for benefiting the community in the long run. Their employees are encouraged to take part in supporting environmental protection initiatives such as energy saving initiatives, and participating volunteer work for the community.

### "Live Green, Love Green, Be Green"

During the reporting period, the Group organized three tree planting campaigns together with Jinan Olympic Sports Centre with approximately 30 young employees participated in the events. The volunteering services do not only strengthen the awareness of environmental protection, but also advocate green living lifestyle and protect the nature aligning with PRC's mission of building a national forest city by 2025.

### "Walk along with the children"

The Group's employees and their families visited Jinan Children's Welfare Center on the International Children's Day. Through donation of useful resources and group game sessions, they shared the joy and warmth with the children in need. A total of RMB\$20,000 was donated to Jinan Children's Welfare Center to provide funding assistance to the renovation work of its school.

