



長城汽車股份有限公司

**GREAT WALL MOTOR COMPANY LIMITED\***

(a joint stock company Incorporated in the People's Republic of China with limited liability)

H Share Stock Code: 2333 A Share Stock Code: 601633

# 2020

Corporate, Social and  
Responsibility Report



\* For identification purpose only

About This Report

I. REPORTING PERIOD

This report is the 10th annual corporate social responsibility report issued by Great Wall Motor Company Limited since 2011. This report covers the period from 1 January 2020 to 31 December 2020, with certain information extending to the previous or subsequent years where appropriate.

II. SCOPE OF REPORT

The scope of report covers the Company and its subsidiaries. Some contents involve Baoding Great Wall Holdings Co., Ltd and its subsidiaries. Please refer to the annual report of Great Wall Motor Company Limited for detailed corporate information.

III. CONTENTS OF REPORT

This report discloses the Company’s information on economic, social and environmental performance indicators, social responsibility and sustainable development in 2020.

IV. BASIS FOR REPORT

This report is prepared in accordance with the Notice of the Shanghai Stock Exchange on Strengthening Social Responsibility of Listed Companies and Issuing the “Guide on Environmental Information Disclosure of Listed Companies on the Shanghai Stock Exchange” and the Environmental, Social and Governance Reporting Guide of The Stock Exchange of Hong Kong Limited.

V. DEFINITIONS IN THE REPORT

“Great Wall Motor” or the “Company” or “we”	Great Wall Motor Company Limited
the “Group”	the Company and its subsidiaries
“Great Wall Holdings”	Baoding Great Wall Holdings Company Limited (the indirect controlling shareholder of the Company) and its subsidiaries

VI. NOTE TO THE REPORT

Data in this report are sourced from the Company’s audit report, annual report or other statistical documents. This report contains uncertainties about future plan or forecast. This report has not been reviewed by any independent source and investors are advised to be aware of the risks involved.

VII. AVAILABILITY OF REPORT

This report is published on websites of The Stock Exchange of Hong Kong Limited (www.hkexnews.hk), the Shanghai Stock Exchange (www.sse.com.cn) and the Company (www.gwm.com.cn).

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## Only when There is No Retreat will There be a Way Out

// Let's brace for the great changes at the moment with 30 years of experience. When the life of a company is on the line, its leaders should put their lives on the line, too. I think this is the good faith entrepreneurs should have when doing business. Only when there is no retreat will there be a way out. //

— WEI JIAN JUN



The year 2020 saw the sudden COVID-19 outbreak that disrupted the global economy. In the first quarter, the sales volume of China's auto market fell sharply year on year due to the severe COVID-19 pandemic. Thanks to the strong leadership of the Chinese government, the domestic pandemic gradually came under control in the second quarter. As a result, China's auto market started to recover in the second quarter and maintained steady recovery in the third and fourth quarters, leading to a year-on-year decline of 1.9% for the whole year.

In 2020, the automobile industry sped up the shift to intelligent, connected and new-energy vehicles. The intelligence and connectivity of Chinese branded models have been greatly improved, and related technologies have outperformed those of some foreign brands, reflecting the strong innovation capabilities of Chinese brands. The year 2020 also witnessed accelerated reshuffle of the automobile industry. Due to the impact of COVID-19, the competition in the automobile market was getting more intense, and some second-tier brands were under greater pressure to survive and suffered a substantial drop in sales volume.

The global automobile industry is undergoing significant changes once in a blue moon as the external environment is complex and ever changing. With the accelerated development of technology, the future automobile industry will face greater pressure and generate new opportunities.

The year 2020 debuted the digital transformation of Great Wall Motor and witnessed its revolutionary innovations and accelerated international expansion. During the year, Great Wall Motor made technology-driven breakthroughs in new product categories. Its four major brands, namely Haval, ORA, Great Wall Pickup and WEY, hit record highs in sales, creating a total sales volume of over 1 million vehicles for the fifth consecutive year.



In 2020, Great Wall Motor launched three technology brands, dubbed Ning Meng, Tan Ke and Intelligent Ka Fei, to accelerate the shift to platform-based, intelligent and connected vehicles; unveiled Ning Meng hybrid DHT technology to diversify the power of Great Wall Motor's vehicles, in an effort to expedite the launch of hybrid models; upgraded its smart driving strategy and released the Intelligent Ka Fei Driving 331 Strategy to create a smarter and more comfortable driving experience. In addition, Great Wall Motor further sped up its development of hydrogen energy.

Great Wall Motor advanced the reform of its institutional structure in 2020 and gave a free hand to its brands to enable those fighting at the frontline to make decisions; promoted user-oriented digital upgrading, built the first group-level middle office in the automobile industry, and established a user lifecycle management system and a three-in-one system integrating automobile, service and marketing data; sped up the implementation of the job rotation mechanism and improved the performance appraisal and evaluation mechanism to create a more open, efficient and attractive platform.

In 2020, Great Wall Motor shaped a new corporate culture, featuring the mission and vision to Rock the World with Our GIFT (Green Intelligent Future Technology), the core values of Anti-corruption, Honesty, Innovation, Changes, Sharing and the enterprise spirit of Improving Little by Little Every Day. It also put forward the initiative to stop calling any manager boss and advocated a more Internet-based management environment.

Great Wall Motor continued to improve its global expansion in 2020 in terms of R&D, production and sales, with the output of its Russian factory increasing steadily. Great Wall Motor entered into agreements with General Motors in early 2020 to acquire its factories in India and Thailand, and obtained the ownership of its Thai factory in November 2020, which accelerated Great Wall Motor's process of going global.

While improving product quality and increasing sales volume, Great Wall Motor continued to perform its corporate social responsibility with a focus on consumer needs, social sustainability, environmental protection, travel safety, poverty alleviation and other areas of people's livelihood.

In the face of the sudden COVID-19 outbreak, Great Wall Motor rushed to support the frontline efforts by donating RMB13.85 million's worth of money and vehicles to Hubei, Chongqing, Hebei and other places. As the COVID-19 pandemic spread around the world, Great Wall Motor donated money and supplies to South Africa, India, Chile, Ecuador and Iraq in an effort to stand with people all over the world to tide over the crisis. The Company also leveraged its business resources to help some areas overcome poverty and promote the development of social relief systems.

By putting into practice the principle of sustainable development over the years, Great Wall Motor officially joined CSR Europe and its affiliate Drive Sustainability in January 2021, with a view to building a healthy and sustainable development environment with partners in the global automotive industry.

We should come together and help each other to overcome the difficulties. At present, the global effort to prevent and control COVID-19 is still tough and enduring. Great Wall Motor will continue to keep abreast of the developments of the pandemic and fully support and cooperate with the COVID-19 prevention and control efforts, so as to live up to its social responsibility as a leading automobile company in China and contribute to the early victory over the pandemic.

The past has become a prologue, and we have to fight on the long journey ahead. Looking forward, Great Wall Motor will keep a pure heart and make greater contributions to the industry, our society and Chinese automobile brands.



## I. COMPANY OVERVIEW

Rock the World with Our GIFT (Green Intelligent Future Technology), the Core Values of Anti-corruption, Honesty, Innovation, Changes, Sharing and the Enterprise Spirit of Improving Little by Little Every Day



Great Wall Motor is a globally renowned SUV and pick-up truck manufacturer in the People's Republic of China (the "PRC"). In 2003 and 2011, the H shares and A shares of Company were successfully listed in Hong Kong and mainland China, respectively. Great Wall Motor operates through four brands namely Haval, WEY, ORA and Great Wall pickup trucks, covering three product lines i.e. SUVs, sedans and pick-up trucks. The Company is able to independently manufacture engines, transmissions, and other core parts and components. Currently, the Company has over 100 subsidiaries and more than 60,000 employees. As at December 2020, Great Wall Motor had total assets of RMB154,193 million.

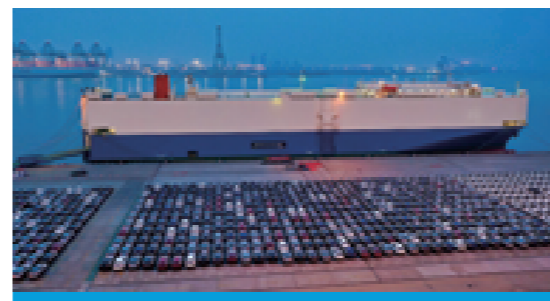
In 2020, the Company sold 1,111,598 new vehicles, a 4.8% growth year-on-year, exceeding the mark of 1 million vehicles for the fifth consecutive year (source: statistical data of China Association of Automobile Manufacturers). Great Wall Motor aligned itself to changes in the complex external landscape by carrying out reforms on various fronts, including technology, product, institutional mechanism, corporate culture and innovative marketing. It launched three major technology brands, dubbed Ning Meng, Tan Ke and Intelligent Ka Fei, and new products including Haval Da Gou, Tan Ke 300 and ORA Mao, unveiled Ning Meng hybrid DHT technology and upgraded its smart driving strategy. Through establishing an innovative user-oriented institutional structure, it integrated various branding, corporate business, R&D departments and strategic units. It shaped a new corporate culture, featuring the mission and vision to Rock the World with Our GIFT (Green Intelligent Future Technology), the core values of Anti-corruption, Honesty, Innovation, Changes, Sharing and the enterprise spirit of Improving Little by Little Every Day. Meanwhile, it also carried out reforms in the modes of digital marketing and expedited its transformation from a Chinese automobile manufacturer to a global travel technology company.

The Company has currently established a global system for research, production, supply and sales around the world. Great Wall Motor continues to commit itself to the aim of becoming a leading player in the industry through precise investment in technology R&D which focuses on effective R&D, thus laying a solid foundation for sustained independent innovation. It has world-class R&D equipment and systems, with the development and design capabilities for three product lines, i.e. SUVs, sedans and pick-up trucks, as well as powertrains. It has set up overseas R&D hubs in Japan, the United States, Germany, India, Austria and South Korea, establishing a global R&D network headquartered in Baoding and covering 7 countries and 10 places in Europe, Asia and North America.



## COMPANY OVERVIEW

Great Wall Motor has one of the advanced comprehensive automobile testing plants in the PRC to date, with a Haval technical hub integrating five functions i.e. R&D, trial production, testing, modeling and data processing for carrying out R&D of finished automobiles as well as parts and components, thus enabling the Company to take a qualitative leap in R&D capability. In the next five years, it will commit RMB30 billion to continue to build a global R&D system, which will give it superiority in leading the way in active and passive safety technology, intelligent interconnection and autopilot. Its technical strength gained wide public



recognition as it was jointly rated by five ministries and commissions such as the National Development and Reform Commission and the Ministry of Science and Technology as a National Certified Enterprise Technology Hub, a Set-up Unit for Post-doctoral Scientific Research Stations and a National Innovative Enterprise.

On marketing channels, the Company has established presence in more than 60 countries and regions across Asia, Africa, South America and Central and Eastern Europe. Leveraging five regional marketing hubs in Russia, Australia, South Africa, South America and the Middle East, the Company has sold more than 700,000 vehicles to more than 60 countries and regions worldwide through a network of over 500 global (excluding domestic) outlets.

The Company adheres to a new corporate cultural philosophy featuring the mission and vision to Rock the World with Our GIFT (Green Intelligent Future Technology), the core values of Anti-corruption, Honesty, Innovation, Changes, Sharing and the enterprise spirit of Improving Little by Little Every Day, and has advanced corporate culture and management teams. It has established a unique operating and management model, making it one of the best-run companies, in terms of the quality of operations, in the domestic automobile industry. It regards safety as the core value of its brand and upholds the automaking principle of safety first in its relentless pursuit of vehicle safety.

Externally, the development potential of Great Wall Motor has gained wide approval and recognition in recent years. It topped the list of Zhonglian Top 100 Listed Companies in Terms of Performance (中聯上市公司業績百強) and was rated as one of the Most Valuable Listed Automobile Companies (最具價值汽車類上市公司), and one of the Top 10 Listed Automobile Companies in the PRC (中國汽車上市公司十佳). It was also frequently listed as one of the Top 500 Enterprises in the PRC (中國企業500強), Top 500 Machinery Enterprises in the PRC (中國機械500強), Top 500 Manufacturers in the PRC (中國製造500強), Forbes Asia Pacific Best Listed Companies (福布斯亞太最佳上市公司), Forbes 2000 (福布斯2000強), Fortune 500 Chinese Companies (《財富》中國500強), BrandZ Top 100 Valuable Chinese Brands (BrandZ最具價值中國品牌100強). Furthermore, it was named as a Recommended Brand for Export (推薦出口品牌) by the China Chamber of Commerce for Import and Export of Machinery and Electronic Products and an Enterprise for National Finished Automobile Export Base (國家汽車整車出口基地企業) by the Ministry of Commerce and the National Development and Reform Commission. Great Wall Motor is also the first Chinese automobile company among the members of the Hydrogen Council.

Great Wall Motor continues to be a leading player in both overseas and domestic markets. In the domestic market, it has the leading sales volume of SUVs and pick-up trucks for a number of years. In overseas markets, it has all along been enjoying ever better brand awareness and reputation.

## II. CORPORATE CULTURE

In November 2020, Great Wall Motor thoroughly upgraded its mission, vision and core values by shaping a new corporate culture, featuring the mission and vision to Rock the World with Our GIFT (Green Intelligent Future Technology), the core values of Anti-corruption, Honesty, Innovation, Changes, Sharing and the enterprise spirit of Improving Little by Little Every Day, in a drive to further focus on user-oriented development and fully implement the strategy of going global. This move was aimed at pushing Great Wall Motor forward to achieve the objective of becoming a global travel technology company.

### Corporate Culture of Great Wall Motor

Mission and Vision Rock the World with Our GIFT (Green Intelligent Future Technology)	Core Values Anti-corruption, Honesty, Innovation, Changes, Sharing	Enterprise Spirit Improving Little by Little Every Day
<p><b>Green:</b></p> <p>adhere to the concept of low-carbon environmental protection throughout the industry chain and invest heavily in the development of green and clean energy, so as to become a leading player in the green energy revolution and continuously contribute to the protection of the Earth</p> <p><b>Intelligent:</b></p> <p>embrace the era of technological innovation and focus on intelligent products to create a full-scenario intelligent ecosystem integrating intelligent manufacturing, intelligent operations, intelligent services and intelligent management; provide users with a more convenient, more enjoyable and richer smart travel experience</p> <p><b>Fashionable future:</b></p> <p>gain insights into the industry trends, engage in the energy revolution, capture the trends of the times, and provide more bespoke, intelligent, creative and valuable products and services to surprise users</p> <p><b>Cool technology:</b></p> <p>make more enjoyable and cool cars using smart technology; give each product cultural connotation and gather users with common interests to play together and create an exclusive social life</p> <p><b>Rock the world:</b></p> <p>enable users all over the world to enjoy the surprise and ultimate experience of driving cars featuring Green Intelligent Future Technology</p>	<p><b>Anti-corruption:</b></p> <p>fair, just, simple and transparent; clean and self-disciplined with zero tolerance for corruption</p> <p><b>Honesty:</b></p> <p>adhere to the user-oriented principle, uphold the spirit of contract, be honest and trustworthy, and ensure operations compliance</p> <p><b>Innovation:</b></p> <p>insist on heavy R&amp;D investment, create a dynamic and open atmosphere, and cultivate the soil of innovation to drive the Company's development with innovation</p> <p><b>Changes:</b></p> <p>change is the only constant. Be bold to break the rules and proactively seek changes; keep an empty cup of mind, start over again with awe, and move forward with a being-towards-death attitude and a solid belief</p> <p><b>Sharing:</b></p> <p>uphold the spirit of altruism, and create value and share benefits with employees and partners to build an ecosystem with mutual benefits</p>	<p><b>Sound and pragmatic:</b></p> <p>be prepared for danger in times of peace, and be down-to-earth to have a persistent focus and seek sustainable development</p> <p><b>Industrious and aggressive:</b></p> <p>be responsible, persevering, enterprising, and innovative</p>

## CORPORATE CULTURE



### Caring for Employees and Improving their Well-being

Great Wall Motor is committed to creating a more open, efficient and attractive development platform where like-minded people can tap into their talents and make their dreams come true. Based on the upgraded core values of Anti-corruption, Honesty, Innovation, Changes and Sharing, Great Wall Motor carries out six well-being projects to care for employees and continuously improve their sense of happiness.

- » "Income: we make sure that the salary of ordinary employees is at a competitively high level in the locality, and the salaries of key positions are high in the industry.
- » "Housing: by adhering to a cultural concept of caring for employees from the bottom of our heart, Great Wall Motor provides an agreeable environment for employees to live and work in, as well as hassle-free amenities for employees in terms of food, clothing, housing, supplies and transportation to improve their experience of happiness.
- » "Education: by introducing Singapore's advanced teaching methods and management model, Great Wall Holdings is committed to building a top-grade, high-quality and high-level educational system. Through education initiatives covering nursery, early education, kindergarten, primary school, junior high school and senior high school to serve school-age children of employees, we ensure schooling at their doorstep.
- » "Health: with recreational facilities including stadiums, badminton halls, table tennis halls and swimming pools in place, various fitness activities such as sports meetings and basket competitions were hosted. Free annual health checkups are offered to employees. We also provide psychological health consultation services to employees with a view to creating a workplace for happy work and healthy life.
- » "Transportation: in addition to special offers for car purchases and commuting allowance for employees, the Company works with the government to build bus stops at convenient locations to facilitate transportation for work and life.
- » "Welfare: besides offering employees a variety of clean and nutritious free meals with meat and vegetable during working days, special benefits for the Women's Day on 8 March as well as the Mid-autumn Festival and the Spring Festival are also offered. Welfare benefits specific to selected employees and their families are introduced, covering weddings, birthdays of the elderly and childbirths, to extend warmth and care to families of employees. On the leave policy, high temperature leave arrangements, as well as Spring Festival holidays longer than statutory requirement, are provided to allow employees time for friends and family reunion.

Upholding its philosophy to put people first and care for employees, the Company provides assurance and personal support for the lives of employees in many aspects so that they can work at ease and live in peace with greater happiness and sense of belonging.



III. GLOBAL FOOTPRINTS

With its Baoding headquarters based in China, Great Wall Motor has already built a global network of R&D centres in ten cities in seven countries across Europe, Asia, and North America, and established 12 vehicle production bases and 5 KD plants worldwide. In China, its intelligent plant in Taizhou commenced production upon completion, making the 3-in-1 production centre in North China, East China and Southwest China began to take shape, which offers strong support for its global development. In overseas countries, it signed an agreement to acquire a plant in Talegaon, India. In other moves, it also acquired the ownership of a plant in Rayong, Thailand, and officially signed a special investment contract in Russia for the commencement of an engine plant project there to continue expanding the Russian market with its high-standard planning, thus enabling it to keep improving its global production bases.

Global Collaboration

Over the years, Great Wall Motor has been creating an automotive industry ecology for the future in conjunction with various industry giants around the globe. It has developed a strategic partnership with a number of well-known international suppliers, such as Continental, Bosch, Webasto, Ricardo, BorgWarner, ZF, Hella, etc., to create a component ecology that integrates internal development with external development to strongly assure the quality of its products.

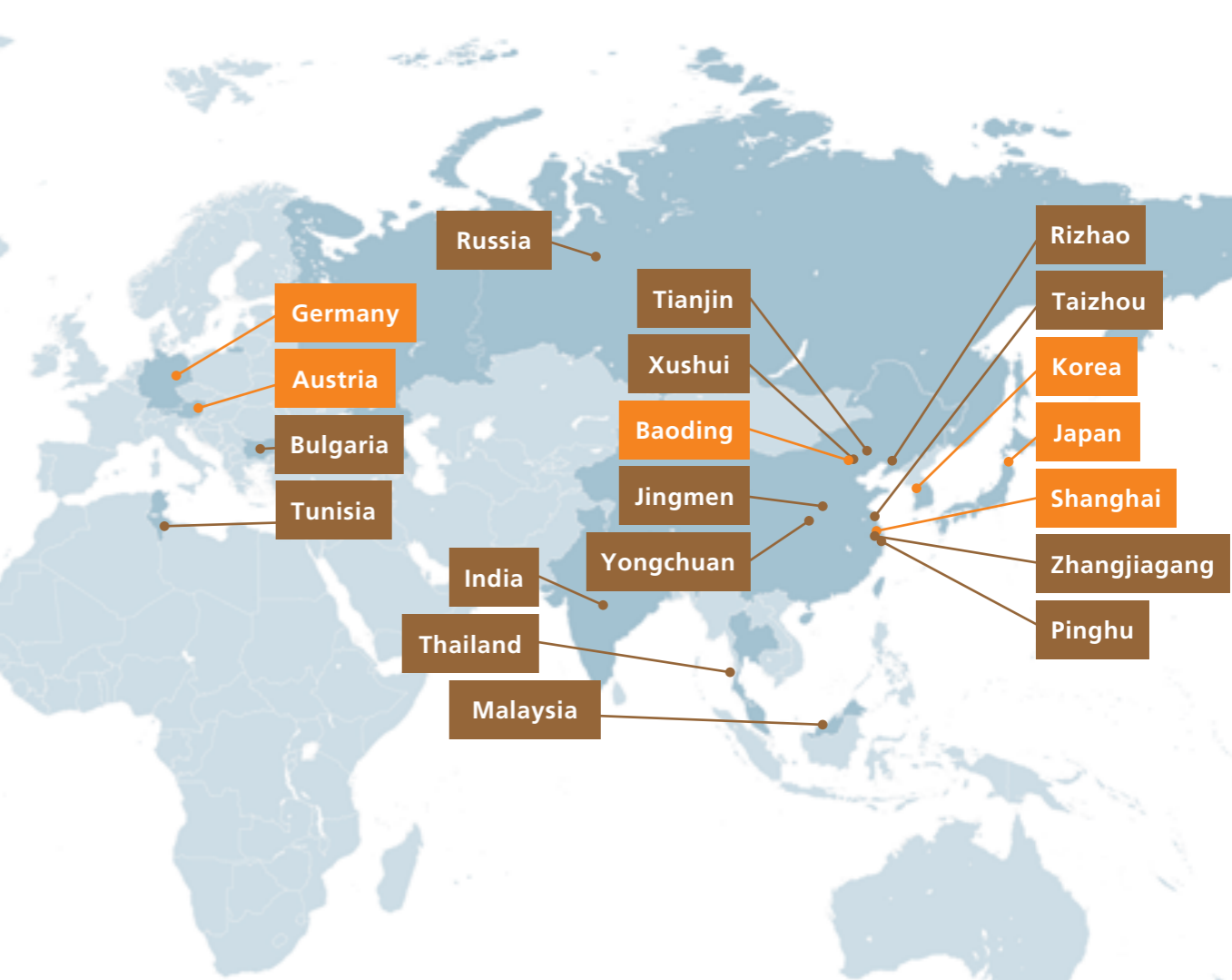
Global Sales Network

In overseas markets, Great Wall Motor was among the first batch of Chinese automakers to go abroad as it already began to export cars in 1998. The main exported models are SUVs and pickup trucks. It has a global network of more than 500 sales outlets in the central business districts of major cities in more than 60 countries around the world, such as Russia, Australia, South Africa, Chile, Ecuador, Saudi Arabia, the United Arab Emirates and Malaysia. With respect to the location of its sales and service outlets, it first picks those central business districts for vehicle travelling in the local cities, where it starts to build a network and carry out planning for the image of an outlet with a high starting point and high standards, having set a benchmark for the image of an independent brand overseas and boosted the promotion of Haval brand overseas. Moreover, it places emphasis on the establishment of after-sales service networks in overseas markets. Particularly, it has established overseas central parts warehouses in the key markets such as Australia and South Africa to cater for the needs for after-sales services and enhance customer satisfaction.

■ R&D Centres    ■ Production Bases

GLOBAL FOOTPRINTS

Global Footprint Diagram of Great Wall Motor



Exploring overseas market



Overseas dealerships



Opening Ceremony of Thailand Rayong Plant of Great Wall Motor held in Rayong Province, Thailand

IV. RECOGNITIONS AND PUBLIC COMMENTARIES

Recognitions	Media awards
2020 Fortune Top 500 Chinese Companies 2020 Top 500 Chinese Privately-run Enterprises Finalist of 2020 China's Most Valuable Brands Great Wall Motor's Haval named 2020 BrandZ™ Top 50 Chinese Global Brands Finalist of 2020 China Top 100 in Terms of Parts and Components World's Ten Best Transmissions awarded again for Great Wall Motor's 7DCT transmissions Great Wall Motor's GW4N20 engines selected as Ten Best Engines rated by China Heart Thailand's Top Anticipated Brand Award 2020 China Spectrum Award at 2020 China Brand Festival	2020 Top Ten Auto Brands Influential Brand Award 2020 Annual Outstanding Contribution Award Most Influential Auto Brand 2020 Enterprise with the Highest Sense of Social Responsibility in 2020 Sustainable Development Green Award 2020 Award for Chinese Enterprise with the Best Environmental (E) Responsibility in ESG in 2020



Great Wall Motor retained the title of the World's Ten Best Transmissions for the third time for its Honeycomb Drive 7DCT transmissions

Great Wall Motor won Thailand's Top Anticipated Brand Award 2020

Great Wall Motor was shortlisted for the Red Sandalwood Award 2020 in terms of China Auto Hedge Ratio

Great Wall Motor was named Automobile Enterprise with Most Influential Auto Company in 2020 on the 12th China Hunting Vehicle List

Great Wall Motor was rated as the Most Influential Auto Company in 2020 on the 12th China Hunting Vehicle List



Great Wall Motor won the Best Environmental (E) Responsibility Award 2020

Great Wall Pickup won the 2020 Pickup Truck Culture Vanguard Award at the Second Chinese Pickup Truck Industry Forum

ORA R1 won tied first place for customer satisfaction in A00 level pure electric vehicles in the 2020 customer satisfaction survey of Chinese new energy vehicles

7DCT transmission developed by Honeycomb Drive of Great Wall Motor won Top Ten Transmissions of the World

At the 2020 China Brand Festival, Great Wall Motor won the China Spectrum Award for its outstanding performance in global brand building

RECOGNITIONS AND PUBLIC COMMENTARIES

PUBLIC COMMENTARIES

1 An Tiecheng, Secretary of the Party Committee, Chairman and General Manager of China Automotive Technology & Research Center Co., Ltd.

The independent R&D capabilities for vehicles and parts built up by Great Wall Motor over the years have gained universal recognition from the industry. The technological commitments and R&D strategies in the field of intelligence and new energy are a reflection of the Company's determination and strength to switch to the four new modern transformations.

2 Fu Bingfeng, Executive Vice President cum Secretary General of China Association of Automobile Manufacturers

The 3 million Haval H6 vehicles sold worldwide demonstrated that Haval brand both ranks top in terms of sales figures for ten consecutive years and marks the beginning of Chinese brands going global. Great Wall Motor will be one of the Chinese carmakers to become a brand like Toyota and Volkswagen.

3 Alexey Dyumin, Governor of Tula Oblast, Russia

We welcomed Great Wall Motor's commencement of the second phase of investment in Russia. The Tula government will create all conditions to support Great Wall Motor's advantageous development in Russia. I believe Great Wall Motor will usher in broader development in Russia, the CIS and even the European region.

4 Atthayut Srisamu, Ambassador Extraordinary and Plenipotentiary of Thailand to China

After the visit, I was deeply impressed by the technological advantages that Great Wall Motor has built up in the field of new energy vehicles and intelligent driving. The Thai government welcomes and appreciates the investment made in Thailand by such a great global company like Great Wall Motor. The Thai government will also offer tremendous support in various aspects to Great Wall Motor's development in Thailand.

5 Dr. Benny Obayi, Executive Director of Child Welfare South Africa

Great Wall Motor's donations will effectively make sure that Child Welfare South Africa is operating normally, thus providing orphans with continuous protection and opportunities to change their destiny.



Great Wall Motor and dealers in South Africa donating to children's welfare home

## RECOGNITIONS AND PUBLIC COMMENTARIES

### 6 News report on CCTV's Network News Broadcast

To cope with the challenge from the pandemic, various enterprises have taken proactive actions while the government has enforced policies precisely, so that various tasks like the resumption of work and production as well as the reaching of target output were being carried out vigorously. As a leading player, Great Wall Motor has restored its work and production to normal operation, which in turn enabled itself to place orders with more than 350 small- and medium-sized as well as micro enterprises along the upstream and downstream industrial chain.

### 7 Wu Yingqiu, Chairman cum CEO of Global Auto Media Group

Over the past three decades, Great Wall Motor, as a participant and builder of Chinese brand development, is currently carrying out revolutionary changes that will provide "a sample value" for the development of the industry and Chinese carmakers.

### 8 Liu Dehuan, Associate Dean, Professor and Doctoral Supervisor at the School of Journalism and Communication, Peking University

The most remarkable thing about Great Wall Motor is the logical changes in the entire naming process for its products and technologies. Whether a name is good or bad, logic must definitely come first because it is close to what consumers are feeling about.

### 9 Zhu Xichan, Professor of Tongji University and Director of the Institute of Automotive Safety Technology

Great Wall Motor has made safety a top priority and carried out this safety development project in conjunction with many technology giants. This has served as a model worthy of reference for solving problems, as well as a good model for the industry. I would give it a thumbs-up.

### 10 Ai Hezhi, Senior Director of Product Marketing at Qualcomm and Head of Automobile Business in China

In the collaboration with Great Wall Motor, Qualcomm highly respected Great Wall Motor's ultimate pursuit of safety and concurred with its views on it. We will work with Great Wall Motor to build quality car models that make consumers feel safe.

### 11 124 dealers including Hubei Junma Automobile Trading and Chengdu Jianguo Automobile Trading

In difficult times, Great Wall Motor has demonstrated its responsibility and commitment as a national enterprise through its charitable deeds concerning its customers to support the fight against the pandemic, thus having substantially boosted and built the morale and confidence of its employees, and won reputation and praise among its customers. The timely introduction by manufacturers of warm-hearted measures for dealers has reinforced our strength and motivation to overcome difficulties as well.

### 12 Robin, owner of Haval H2 in New Zealand

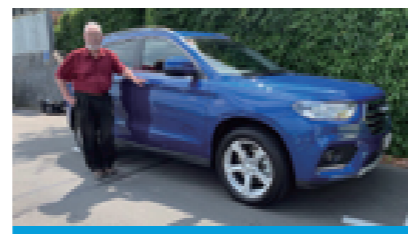
We had a car accident unfortunately, but thanks to the structural engineers of Haval H2, we were kept safe by the solid side doors. It must be the high safety design of the car that has made 70-year-olds like us survive the accident. Thank you so much indeed!



Haval brand dealers resumed work



Great Wall Motor signing contract with Qualcomm



Haval H2 safety highly commended by New Zealand car owner

## V. SIGNIFICANT CORPORATE EVENTS IN 2020

### 1 Great Wall Motor offered a series of support packages at home and abroad during the pandemic

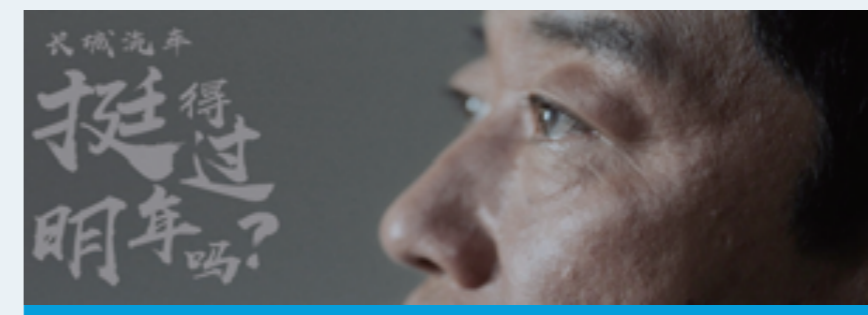
To help overcome the pandemic as soon as possible, Great Wall Motor has donated RMB8.85 million's worth of funds and supplies to Hubei Charity Federation, Chongqing Charity Federation and Baoding in Hebei province since January, and set up a RMB20 million foundation to care for users through the launch of the Three Reduction and Three Empowerment dealer support scheme and the Zero Contact initiative to actively transform its marketing model.

In terms of overseas pandemic prevention and support, Haval India of Great Wall Motor and CARE, an international poverty-fighting institution, provided relief bags to a total of 5,500 people in 1,100 poor households in India in June, sending warmth to poverty-stricken families during the national lockdown in response to the pandemic. In October, Haval South Africa of Great Wall Motor and seven dealers donated 80,000 rands plus supplies to Child Welfare South Africa, in hopes of improving children's livelihood. It was also stated that Child Welfare South Africa would receive Great Wall Motor's aid and support in South Africa in the long run.



### 2 Cumulative global sales surpassed 6.5 million units for Haval and 3 million units for Haval H6

On 27 March, an online carnival was livestreamed on more than ten social media platforms to celebrate the legendary Haval H6's sales of 3 million units and Haval's tenth consecutive year ranking first in sales volume. Launched in 2011, the "national legendary car" Haval H6 joined the 3 million club at the end of December 2019 with a cumulative global sales volume of 3 million units, marking a milestone for China's automobile industry. As at December 2020, Haval's cumulative global sales volume surpassed 6.5 million units, making it the first specialty Chinese SUV brand to achieve 6 million global sales.



### 3 Great Wall Motor announced to transform into a global travel technology company on its 30th anniversary

At its 30th anniversary on 13 July, Great Wall Motor released an open letter from its chairman Mr. Wei Jianjun titled A Letter to Our Partners: How Will Great Wall Motor Survive the Next Year. Mr. Wei proposed a through remould of the enterprise, that is, the transformation from a domestic automobile enterprise to a global travel technology company, and the two free flows of information and communication, namely the free flow of information and communication among the brand company, product planning unit, and research and development unit to focus on market competition, market itself and customers at the product planning stage and the free flow of information and communication among every module to strengthen the management of brand companies through reforming process and digital transformation.

## SIGNIFICANT CORPORATE EVENTS IN 2020

#### 4 Great Wall Motor launched three technology brands named Ning Meng, Tan Ke and Intelligent Ka Fei

On 20 July, Great Wall Motor unveiled three technology brands named Ning Meng, Tan Ke and Intelligent Ka Fei and its ambition to become a global travel technology company taking advantage of its profound technology accumulation, forward-looking technology planning and innovative technology concepts. On 3 August, the first batch of Technical Expert Group in Great Wall Motor debuted. Comprised of 16 top experts in different fields of the automobile industry, the expert group will focus on customers' demands, demonstrate the hardcore technologies of Great Wall Motor and empower its transformation.



#### 5 Great Wall Motor signed a special investment contract to invest 42.4 billion rubles in Russia

Great Wall Motor's Tula plant in Russia and the Ministry of Industry and Trade of the Russian Federation officially signed a special investment contract (the "SPIC") on 25 September, becoming China's first and so far the only automobile company entering into such SPIC. The signing of the SPIC means that Great Wall Motor will enjoy the same preferential policies as the automobile companies in Russia and gain access to a fairer and more open market environment.



#### 6 Great Wall Motor officially acquired ownership of Rayong Plant in Thailand

On 2 November, the opening ceremony of Great Wall Motor's Rayong Plant was held in Rayong, Thailand, marking the official acquisition of ownership of the Rayong Manufacturing Plant by Great Wall Motor. As Great Wall Motor's production base for Thailand and ASEAN markets, Rayong Plant will be set up to be a smart factory at the global standard to facilitate quality production and efficient exports of automobiles, thus opening a new chapter in Great Wall Motor's development in the ASEAN region.

#### 7 Great Wall Pao went global and Great Wall Pickup served nearly 1.9 million customers worldwide

The year 2020 witnessed the rollout of Great Wall Pao in international markets, with presence in four regions, namely Australia, South America, South Africa and the Middle East, marking the entry of Chinese pickups into the global market. Great Wall Pickup sold 225,002 units in 2020, representing a year-on-year increase of 51.2% and accounting for nearly 50% market share. Great Wall Pao sold more than 10 thousand units for eight consecutive months, recording an annual sales volume of 114,878 units, remaining the bestselling pickup in the market. Great Wall Pickup has ranked first in domestic and export sales for 23 consecutive years, serving nearly 1.9 million customers worldwide.

## SIGNIFICANT CORPORATE EVENTS IN 2020

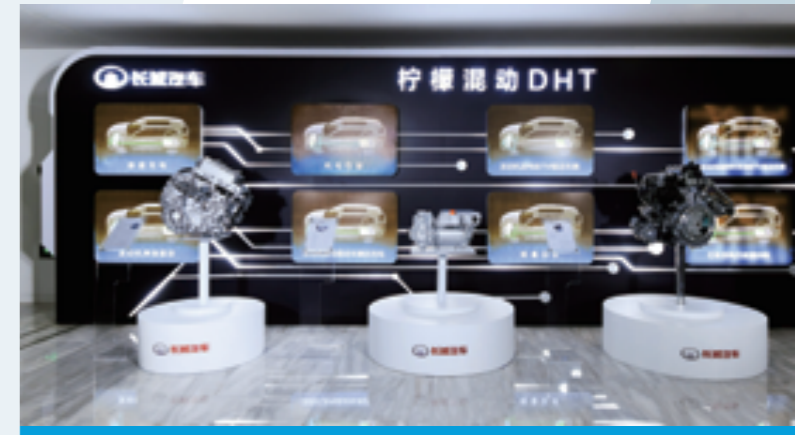
#### 8 Great Wall Motor revamped and shaped a new corporate culture

In the revelation of its new corporate culture on 16 November, Great Wall Motor has innovatively combined its mission and vision into its aspiration to Rock the World with Our GIFT (Green Intelligent Future Technology), a goal as well as a road map to be followed by Great Wall Motor, and upgraded its core values to Anti-corruption, Honesty, Innovation, Changes and Sharing, the foundation of Great Wall Motor's international expansion and its global appeal. The new mission, new vision, and the enterprise spirit of Improving Little by Little Every Day fuse into Great Wall Motor's brand new corporate culture.

#### 9 World's first transverse 9-speed wet-type dual clutch transmission and Ning Meng Hybrid DHT made their global debut

On 19 November, Great Wall Motor launched its self-developed new-generation powertrain, including the GW4N20 engine, the world's first transverse 9-speed wet-type dual clutch transmission of the 9DCT transmission and 9HDC transmission, and the three-in-one electric drive system, covering fields of highly efficient fuel-burning, hybrid and all-electric solutions and representing a major headway made by Great Wall Motor in independent technology development.

On 15 December, Great Wall Motor officially unveiled its full-speed-range and all-scenario Ning Meng Hybrid DHT, a forward-looking and advanced technology as evidenced by "1-2-3", namely one hybrid system with two power architectures of HEV and PHEV and three powertrains. Ning Meng Hybrid DHT technology has broken up joint ventures' monopoly, acted as a bellwether for China's hybrid technology and raised the bar for the industry, providing an important technical support for the going global strategy of Great Wall Motor.



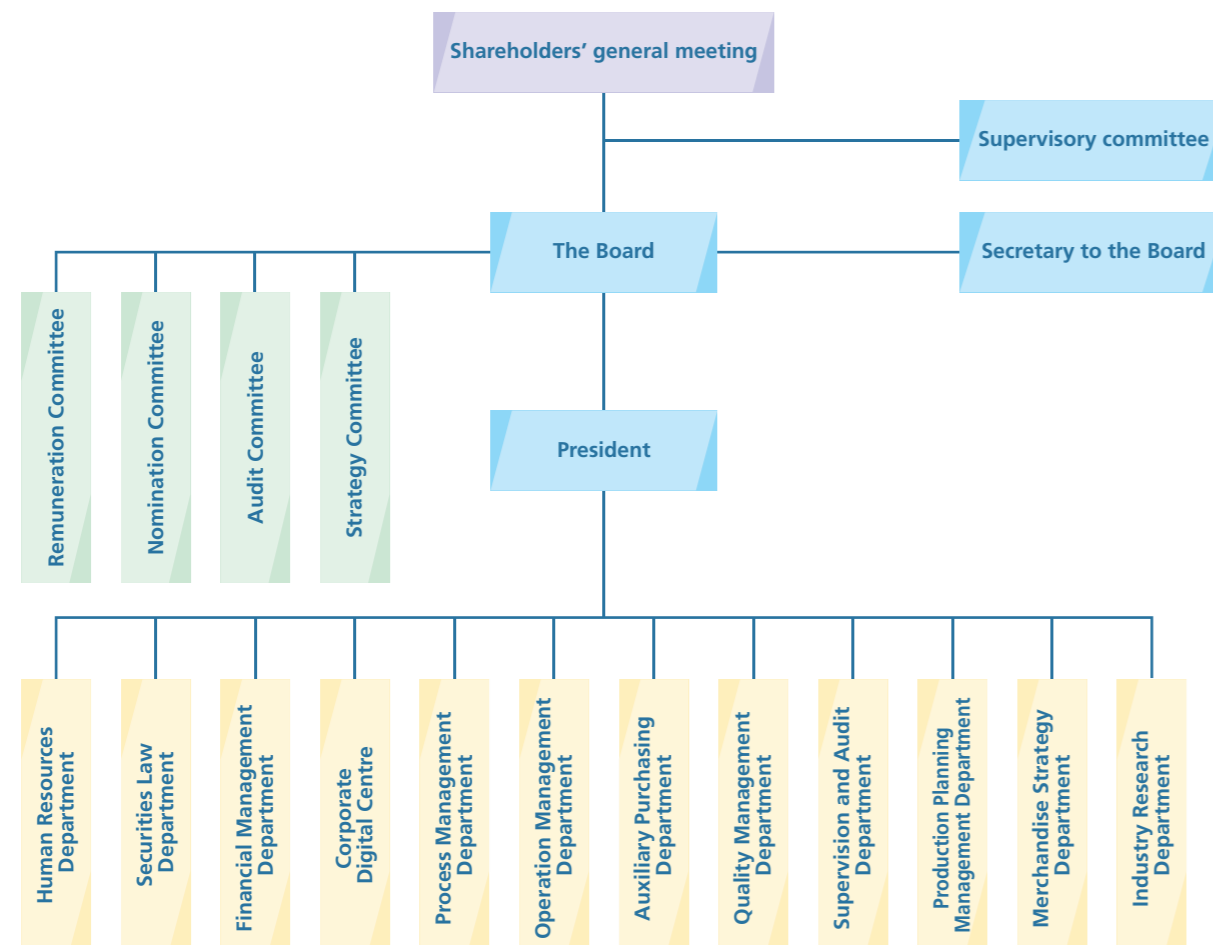
#### 10 Great Wall Motor released Intelligent Ka Fei Driving 331 Strategy, representing a comprehensive upgrade of its intelligence driving strategy

On 30 December, Great Wall Motor officially launched the 331 Strategy under its Intelligent Ka Fei Driving initiative, and announced it will achieve Level 3 autonomous driving with full-car redundancy in 2021. Under the 331 Strategy, Great Wall Motor aims to achieve the largest user base in the industry, the best user experience, and the most application scenarios within three years and to become the leader in autonomous driving in the intelligent era. In 2021, Great Wall Motor will achieve Level 3 autonomous driving function with full-car redundancy, LiDAR and NOH (Navigation on Highwaypilot) capability. Meanwhile, Great Wall Motor's 5G vehicle-mounted wireless terminal obtained the radio transmission equipment model approval certification issued by the Ministry of Industry and Information Technology.



## CORPORATE GOVERNANCE

### Building a Firewall for Great Wall Motor



### I. GOVERNANCE STRUCTURE AND MANAGEMENT OF THE BOARD, THE SUPERVISORY COMMITTEE, AND SHAREHOLDERS' GENERAL MEETING

The Company strictly complies with the requirements of the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China and other relevant laws and regulations to continuously improve its modern corporate governance structure, and has established a system comprising the Shareholders' general meeting, the Board, the Supervisory Committee, the senior management team, and Company employees. At present, the Board of the Company has four special committees: the Strategy Committee, the Audit Committee, the Nomination Committee, and the Remuneration Committee, which help improve the efficiency and quality of the Board of the Company.

The Company completed the appointment of directors and supervisors in June 2020 in accordance with the relevant requirements of the Company Law and the listing rules of Shanghai and Hong Kong. The Board of the Company comprises 7 directors, including 3 executive directors, 1 non-executive director and 3 independent non-executive directors. With different experiences and backgrounds, the directors have rich experience in corporate management and capital operation. They play an important role in improving our corporate governance capabilities and continuously achieving our strategic goals. For details about directors, please refer to the 2020 Annual Report of Great Wall Motor Company Limited. In 2020, the Company convened 11 Shareholders' general meetings, 17 Board meetings, and 13 meetings of the Supervisory Committee.

In 2020, Great Wall Motor amended the Articles of Association, Rules for the Administration of External Guarantees, Rules for the Administration of External Investment, Rules of Procedure for General Meeting, Rules of Procedure for Meetings of the Board of Directors and Administrative Rules for Use of Proceeds from Fund Raisings in accordance with the Securities Law and relevant laws and regulations after taking into account of the actual circumstances of the Company. The information disclosure work of the Company achieved the best assessment results and received the top rating of A (excellent) in information disclosure from Shanghai Stock Exchange.

## CORPORATE GOVERNANCE

### II. PARTY BUILDING

Established in 2003, the party committee of Great Wall Motor now has more than 2,900 party members, capable of reaching every aspect of work. In 2020, the party committee of Great Wall Motor continued with its party building initiatives, engaged in brand building, and furthered integrated with the functions and business of the Company. Through measures including party member activities and incentives, it served as an exemplar and assumed a leading role in party building, and facilitated setting up the Company's talent pool and innovative incentive mechanisms.

Amid the sudden outbreak of COVID-19 in early 2020, party members of the Company responded to superiors' calls by voluntarily donating their salaries to support anti-epidemic work, and held fast to beliefs, stayed on duty and made every effort to contribute towards resumption of work and production. The party committee of the Company held an array of party member activities during the year, including online quiz with the theme of becoming a qualified party member in the new era by learning and getting acquainted with the party's history, oath-taking ceremony of party members and voluntary services, which enriched the content and substance of the Company's party building initiatives, rendered services to party members and the masses in terms of work and life, boosted sense of belonging and facilitated the Company's operations.



Under the leadership of the Company's party committee, the work concerning workers, youth and women made solid progress. The Company hosted 5 rounds of social activities for single youth in total, cared about the immediate concerns of employees and improved the stability of its workforce. In addition, the Company held skills competition and staff training in a systematic manner to achieve continuous enhancement in employees' capability.

In 2020, Great Wall Motor visited leaders in party building including China Telecom, Hebei Construction and Foxconn to exchange ideas on party building, learned how to further put into practice the principles of the fifth plenary session of the 19th CPC Central Committee through "going out", made reference to the best practice of private enterprises in party building through in-depth exchange, and signed agreements on joint party building initiatives with the relevant units.

Party building is a powerful theoretical weapon to drive the healthy corporate development, and strengthening corporate party building is an effective way to promote healthy corporate development. The party committee of Great Wall Motor will continue to improve the coverage and quality of corporate party organs and initiatives, give full play to the exemplary role of party members, strengthen theoretical study, and establish and improve a working mechanism that promotes party building while taking business development into consideration, so as to drive scientific and healthy corporate development through sound party building initiatives.



Probationary party members have to take an oath to become full members

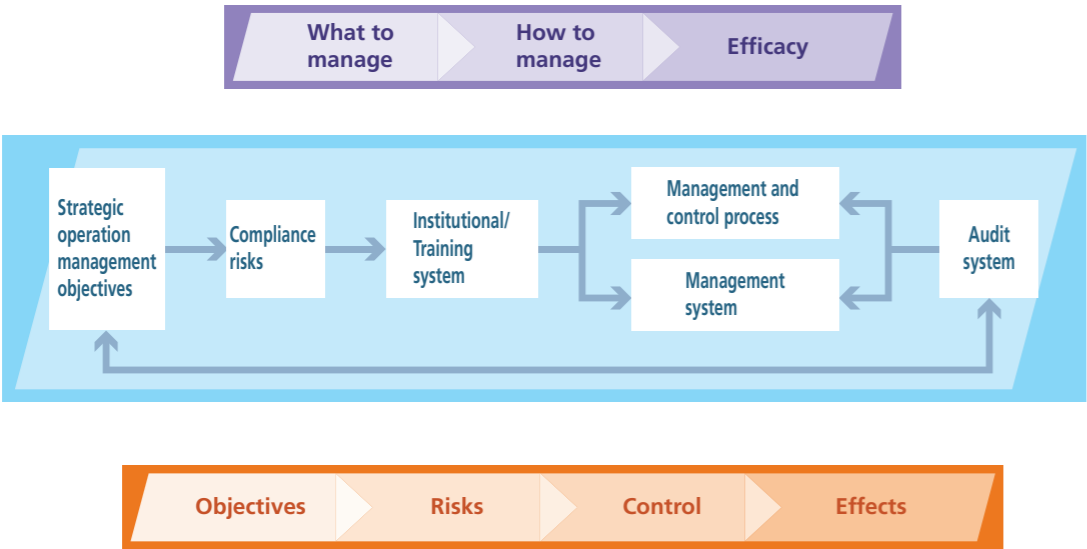
CORPORATE GOVERNANCE

III. RISK CONTROL & COMPLIANCE MANAGEMENT

To achieve the strategic goal of going global, Great Wall Motor examines the internal and external landscape through an international perspective, proactively prevents, controls and resolves major compliance risks by building a new user-oriented institutional structure and establishing strategic units catered for users, markets and competition to form three lines of defence for risk prevention and control, under which the strategic units, Compliance Management Department and Supervision and Audit Department assume their respective responsibilities.

Through building systems, establishing structures, demarcating responsibilities and strengthening publicity, Great Wall Motor has set up a comprehensive compliance risk management and control mechanism covering the horizontal and vertical directions:

- ① To regulate the acts of employees in their daily work, Mr. Wei Jianjun, Chairman of Great Wall Motor, hosted the occasion of the publication of the Global Compliance Manual. To ensure effective implementation of the content of the manual, the Company arranged all employees to sign a compliance undertaking through the electronic contract platform.
- ② The Global Compliance Management System was released to define the compliance management framework and regulate the compliance management procedures, so as to improve the management standards of compliant operations and strive to remain a corporate that operates in accordance with laws and regulations.



- ③ Various segments have determined their compliance functions and established a compliance manager mechanism in accordance with the requirements of the Company. Compliance requirements are applicable to the headquarters and across the whole industry chain of Great Wall Motor.
- ④ Key staff members have gradually established a compliance management system for major markets and important areas, such as engaging a professional consultant team to build an ASEAN compliance management system to catered for the Thailand market. To achieve privacy compliance for the Internet of Vehicles business, analysis and decomposition have been carried out on the Internet of Vehicles business in accordance with the relevant personal data protection legislation in India, Thailand, Russia, and Europe to establish a privacy protection system for Internet of Vehicles products and achieve compliance for Internet of Vehicles data in overseas models. Risk assessments on cross-border transmission of data in the United States, Germany, Russia and Japan have been conducted and the assessment results have been incorporated in formulating the business information technology process to prevent data compliance risks. Plans have been made to establish a compliance screening system platform to cater for laws and regulations on export control and economic sanctions.
- ⑤ To enhance employees' awareness of compliance and prevent compliance risks, Great Wall Motor has carried out compliance promotion to the Group's employees at the senior, middle and basic levels through live explanation, video training offered by those who have already received training and computer desktop notifications, etc. to build a sound compliance culture. Compliance requirements have actually translated into the conscious actions of all employees, forming work concepts such as compliance for everyone, compliance for everything and compliance for creating value.

CORPORATE GOVERNANCE

IV. CORPORATE INTEGRITY BUILDING

The Company strives to create a fair, impartial, simple and transparent workplace and cooperative environment in compliance with the Criminal Law of the PRC 《中華人民共和國刑法》, the Amendments to the Criminal Law of the PRC 《中華人民共和國刑法》系列修正案, the Public Security Administration Punishment Law of the PRC 《中華人民共和國治安管理處罰法》, the Company Law of the PRC 《中華人民共和國公司法》 and other relevant laws and regulations. With more than 30 years of development and innovation, the Company always upholds the principles of integrity and honesty, promotes excellent corporate culture, spreads a positive attitude in our society and builds a corporate image of integrity, thus contributing to social development and progress.

(I) Improving the working organ for combating corruption and promoting integrity with strengthened leadership

The Company has set up an independent Anti-corruption Committee, with the Chairman serving as the director of the committee which is mainly responsible for setting targets for integrity building of the Company, assigning relevant tasks and steering integrity building in the right direction. A disciplinary panel was set up under the committee to mainly take charge of the Group's construction of an integrity system, including formulating, maintaining and improving relevant measures, receiving whistle-blowing information from employees/related parties, conducting investigations and imposing penalties, as well as supervising key integrity-based positions and conducting integrity education at various levels.

(II) Laying Emphasis on integrity education and creating a culture of anti-corruption and integrity

In order to enhance employees' integrity awareness continuously, build a moral bottom line for employees and ensure the implementation of the anti-corruption measures, the Company has set up an integrity education system covering orientation education, promotion education and special education for different stages of employees' careers. Special education is carried out through training, pre-job testing, video teaching, outreach activities and so forth. In 2020 alone, we used the digital platform and the Integrity Great Wall Weixin public account to provide new employees of the Group with an evaluation portal for orientation education, education for different stages of their careers and promotion education, recording over 35,000 participations. At the same time, we used online learning, class hour accumulation, and self-testing to enhance employees' professional ethics.



Since the opening of the self-media Integrity Great Wall WeChat public account in 2015, it has attracted more than 100,000 users up to December 2020, covering varying groups such as employees, related parties, business partners and family members. It uses pictures, videos, text, cartoons and other means to achieve barrier-free communication with employees and related parties. In 2020, it pushed over 70 original articles in total, facilitating the Company to promote awareness of it as an integrity brand.

(III) Improving polices and measures to regulate anti-bribery management

In a drive to make anti-corruption management more regulated, systematic and scientific, Great Wall Motor has explored, fine-tuned, and set up a whole set of anti-corruption policies based on relevant laws and regulations and in strict compliance with national laws and regulations. As at 2019, these policies have been amended 5 times since their promulgation in 2008, and each amendment was an upgrade. In 2020, upon the implementation of the Company's international strategy and with a view to boosting international influence and competitiveness and effectively avoiding compliance risks in the international market, and on the basis of its anti-corruption policies, Great Wall Motor carried out another comprehensive upgrade in accordance with ISO37001: 2016 Anti-bribery management systems – Requirements with guidance for use, and completed the formulation of anti-bribery management system documents in strict compliance with ISO37001 standards and taking into account of business practice, providing important assurance for the Company to carry out anti-corruption initiatives and compliant operations.

As for corruption prevention, the Company identifies areas and positions with exposure to corruption risks and pushes ahead with multi-party supervision against corruption through identifying bribery risks and

CORPORATE GOVERNANCE

improving relevant policies and procedures. The Company also detects internal and external business risk exposures through internal audit with a view to informing its corruption control. For personnel assigned to key positions such as procurement and tendering personnel, the Company subjects them to regular job rotation to prevent corruption arising from long tenure. Specific transactions, projects, activities, business partners and employees exposed to bribery risks will be identified and anti-bribery investigations will be conducted before formally entering into cooperation to provide a basis for management decision-making and reduce bribery risks. In business dealings and business reception, the Company stipulates the number of persons received and the area of receptions, upholding the principles of openness and transparency to avoid improper acts. According to statistics, 190 bribes were denied in 2020. Since 2008, the Company has refused a total of 1,179 offers of bribe, with a maximum of RMB350,000 refused in a single incident. Employees at all levels handed in approximately 88,000 gifts in total, and 86 employees were named Models of Integrity and Self-discipline.

As for the protection of the rights and interests of business partners, the Company promotes its growth with integrity and honesty, and seeks to share benefits with business partners and build an ecosystem featuring symbiotic and mutual benefits. The Company signs a Sunshine Agreement with each supplier as a precondition for cooperation and stresses the importance of integrity requirements. The Sunshine Agreement was upgraded to a new version in November 2020 to regulate the integrity requirements of both sides. The Company strives to safeguard the interests of business partners and maintain a fair, impartial, simple and transparent cooperation platform, thereby guaranteeing sustained and healthy cooperation.

In 2016, the Company established the Sunshine Integrity Self-Service System to provide the public with an information platform for enquiring about untrustworthy and rule-breaking persons and enterprises through inter-connection, inter-networking and resources sharing to enhance the professionalism of practitioners through supervision by members of the public. A total of 485 business partners have been listed on the Untrustworthy List due to corruption and dishonesty.

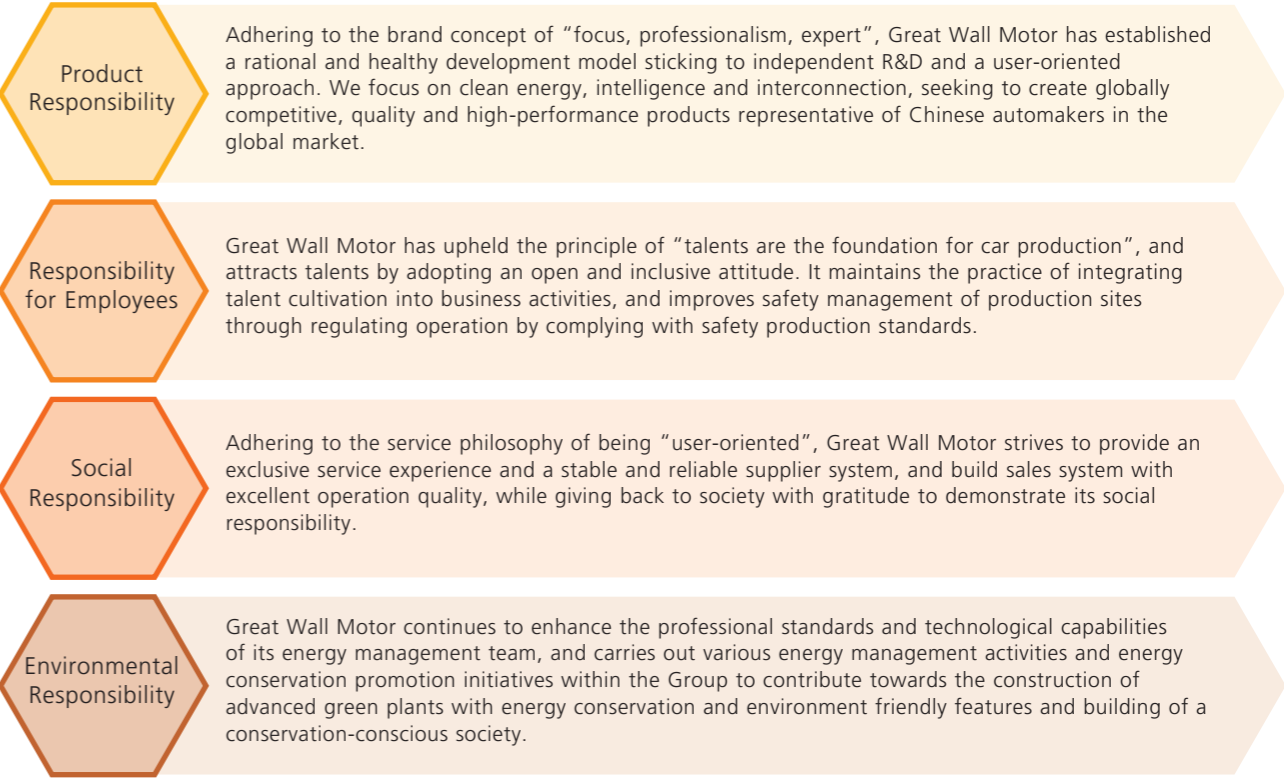
Great Wall Motor was invited to join the Enterprise Anti-Fraud Alliance in September 2018, received from it the titles of Advanced Unit and Advanced Player in November 2019 and became its council member in September 2020. Great Wall Motor actively commits itself to anti-fraud initiatives of the Enterprise Anti-Fraud Alliance and makes every effort to join hands with other members to build a corruption-free business environment by sharing lists of dishonest and untrustworthy persons and anti-fraud experience and providing effective information and technology input, with a view to help create a green, healthy and cooperative business environment.

(IV) Strengthening anti-corruption discipline to guard against and punish corruption

Great Wall Motor implements a zero-tolerance policy towards outright corrupt acts such as offering and taking bribe, and cracks down on soft corrupt acts such as breach of duty, dereliction of duty, buck-passing, forming cliques and acting fraudulently. Once found, these corrupt acts will be investigated and penalties will be imposed by the disciplinary panel. To enable early identification and handling of corrupt acts with supervision by all employees and related parties, a variety of whistle-blowing channels have been established, including QQ, hotline, email, and WeChat. In 2012, the Company developed the first whistle-blowing information management platform using digital tools, and appointed a dedicated person to be responsible for the operation and maintenance of the platform, so as to manage information upload, pushing, reception, and incident investigation simultaneously, achieving fast, effective and high-quality closed-loop supervision of whistle-blowing information. Through the joint efforts of all employees and related parties, corrupt acts have been fully exposed, investigated and dealt with as early as possible. Violations of the Company's regulatory requirements will be handled in accordance with such requirements; and acts involving violations of the law will be referred to the judicial authorities, with 6 persons referred in 2020 due to commitment of suspected illegal acts and crimes. On anti-corruption, Great Wall Motor will always adopt integrity and honesty as standards for acts, adhere to fair, impartial, corruption-free and self-disciplined practices, and carry out user-oriented, honest, trustworthy and compliant operations. Going forward, Great Wall Motor will continue to adhere to its original intention, work with a wide variety of outstanding enterprises to resolutely undertake its social responsibility with integrity in mind and spread a positive attitude in our society.



RESPONSIBILITY GOVERNANCE



I. OUR SOCIAL RESPONSIBILITY PHILOSOPHY

The company upholds the philosophy of maintaining a civil ecosystem in guiding its new development, and it has established a new development concept that values innovation, green features, openness and sharing. It vigorously seizes historic opportunities arising from a new wave of technology revolution and industry disruption, proactively promotes post-epidemic green economic recovery and pulls together powerful capabilities for sustainable development. The Company regards safety as the core value of its brand and upholds the car-making principle of safety first. On the basis of taking into full consideration the demands and expectations of various stakeholders, it actively undertakes its social responsibilities with respect to products, services, staff development, environmental protection and social charity, and strives to become a global travel technology company that is leading worldwide and trusted by society.

Social Responsibility Governance

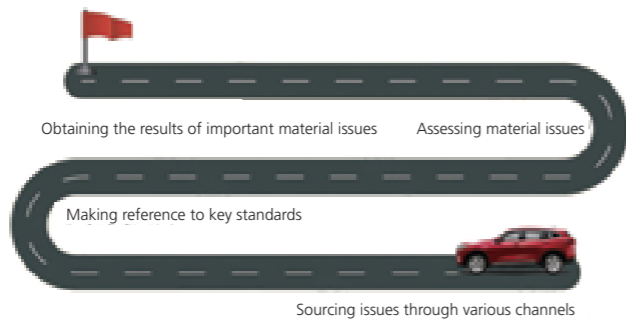
The Company incorporates social responsibilities into its daily operations, and has set up a social responsibility working group to centrally manage its social responsibilities and define the linkage mechanism for the planning level and implementation level to ensure that functional departments such as the Human Resources Department, Supervision and Audit Department, Quality Management Department, Production Planning Management Department and Strategy Management Department as well as implementation entities such as production companies, marketing companies and automobile manufacturing plants implement the relevant requirements, and assure that social responsibility objectives are made known across the entire hierarchy and initiatives are carried out across various levels.

RESPONSIBILITY GOVERNANCE

II. MANAGEMENT OF MATERIAL ISSUES

When selecting material issues in social responsibility, the Company acted in accordance with relevant requirements such as those of the Guide on Environmental Information Disclosure of Listed Companies of Shanghai Stock Exchange and the Environmental, Social and Governance Reporting Guide of the Hong Kong Stock Exchange, reviewed the material issues selected in 2019, took into consideration the most pressing demands of stakeholders in 2020 and followed trends in sustainable development to identify, decided on and finally determined the material issues, so as to ensure accurate and full disclosure of the Company’s social responsibility performance.

Material issue determination process:



1 Sources of Issues

Channels and networks for sourcing material issues		
Concerns of shareholders and investors	Analysis results of internal and external experts	Advice and feedback from dealers
Requirements of relevant laws and regulations	Guidelines on social responsibility indicators	Customer concerns
Community opinions	Feedback from suppliers and other partners	Supervision and expectations of the government and other regulatory authorities

2 Selection Criteria

- Degree of concern of stakeholders
- Degree of impact on production and operations of the Company

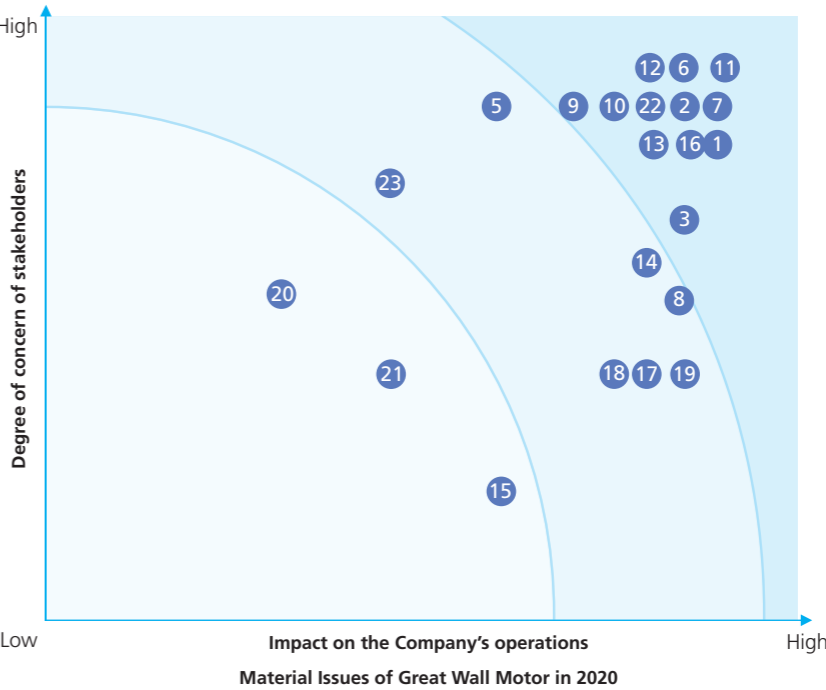
3 Selection Process

The Company re-assessed the material issue selection results in 2019 and took into consideration the actual circumstances in 2020: namely concerns of various stakeholders in their interaction with the Company during the year, actual development focus of the Company in 2020, follow up with various stakeholders by the social responsibility working group through channels such as telephone calls; and finally identified after verification material issues with a significant impact on the Company.

RESPONSIBILITY GOVERNANCE

4 Selection Results

Materiality Matrix of Material Issues of Great Wall Motor in 2020



RESPONSIBILITY GOVERNANCE

III. COMMUNICATIONS WITH STAKEHOLDERS

Stakeholders	Issues of Concern	Communication and Response
Government and regulators	Compliance with laws and regulations in operation	Comply with relevant laws and regulations and pay taxes according to law
	Product quality assurance	Step up quality and safety management, and cooperate in supervision and assessment
	Intellectual property protection	Strengthen promotion of legal knowledge and lay emphasis on intellectual property protection
Shareholders and investors	Provision of jobs	Attract outstanding talents and facilitate staff development
	Facilitating industry development	Safeguard and boost the healthy development of the industry
	Operations results	Operate soundly to continuously improve profitability
	Strategic blueprint and technology R&D	Formulate a forward-looking blueprint and continue to step up R&D for building “Tech-driven Great Wall”
	Disclosure of information in an open and transparent manner	Continuously improve information disclosure quality to ensure timely, true, complete and accurate information disclosure, and ensure that information is simple, clear and easy to read and understand
	Investment returns	Constantly improve the governance structure to protect the rights and interests of investors
Customers	Meeting diverse needs of customers	Strengthen independent innovation capabilities to create a highly intelligent industry ecosystem for all scenarios
	Product quality and safety	Vigorously step up quality management and increase safety-related investment
	Excellent driving experience and service	Provide users with a more convenient, more enjoyable and richer smart travel experience
Partners	After-sales service and product recall management	Enhance customer satisfaction and provide highly efficiency after-sales services
	Open, fair and impartial procurement	Further improve the open and transparent procurement mechanism
	Integrity for gaining mutual benefit and cooperation for achieving a win-win situation	Promote development with integrity and create a fair, impartial, open and transparent cooperation environment to seek mutual benefit and win-win results with partners
Employees	Career planning and promotion prospect	Step up dealer management and enhance sales network
	Caring about employees	Enhance the rotation system and open up advancement paths for employees
	Opportunities for career cultivation and growth	Launch schemes for needy employees and host activities for birthdays of the elderly, and care about the family members of employees
Community	Protection of basic rights and interests	Adopt innovative training methods to improve the learning mechanism of employees
	Performing public causes and charity undertakings	Strengthen occupational health monitoring and step up safety education training
	Participation in volunteer services	Tide over difficulties through concerted efforts, help combat the epidemic and proactively perform public causes and charity undertakings
Environment		Be grateful to what makes who we are today, help the distressed and the needy, and donate vehicles to assist the development of Huangnan Prefecture
	Energy-efficient, environment-friendly and sustainability	Establish a comprehensive poverty alleviation system and carry out volunteer activities
	Climate change	R&D and investments in green energy to vigorously develop new energy vehicles
		Uphold the low carbon environment friendly philosophy across the whole industry chain to become a mainstay in the green energy revolution and continuously contribute to protecting the green Earth

PRODUCT RESPONSIBILITY

Making Innovations in Smart Travel



I. PRODUCTS

Upholding the brand philosophy of “focus, professionalism and expert”, the Company has established a scientific and healthy development model featuring independent R&D and a user-oriented approach. With a focus on clean, intelligent and connected vehicles, the Company is dedicated to creating quality and high-performance products that can represent the best of Chinese automakers in the global market, in an effort to provide users with a pleasant and relaxed driving experience and promote social progress and environmental improvement.

1. Travel safety backed by innovative technology

Safety, an eternal topic in the automotive world, is a lasting tenet and a constant pursuit of Great Wall Motor. The Company adheres to the principle of safety first for auto-making, focuses on “user-oriented” development, insists on independent innovation, and leverages intelligent technology to assure safety. The automotive products launched by Great Wall Motor in 2020 are equipped with its latest smart safety systems and technologies to safeguard the safety of all delivered products.

The newly launched third-generation Haval H6 is upgraded in five dimensions-design, intelligence, power, safety and comfort. It has a hot formed steel body with 71.61% high-strength steel and a strength of up to 2,000 MPa, and is equipped with 6 airbags as a standard configuration throughout the series. In respect of active safety, the third-generation Haval H6 is equipped with 14 radars, 6 cameras, and advanced Mobile Eye Q4 autonomous driving chip, enabling the new model to possess L2+ automatic driving ability and 22 intelligent driving functions including AEB, 50m automatic tracking & reversing, lane change assistance and smart dodging. These provide passengers with a futuristic safe travel experience. The brand-new Haval Da Gou’s body meets the five-star (highest) safety standard of C-NCAP, while taking into account the extended compliance with global regulations. In terms of active safety, it is equipped with 360° panoramic view, electronic power steering, parking radar system and other functions, and has undergone high-frequency analysis and testing in 124 common scenarios. The 2021 WEY VV6 Child Care Version integrates forward-thinking functions including rear-seat integrated child safety seats, rear-seat vital signs monitoring, and smart and healthy cabin, which provide child passengers with the best safety protection in the market while ensuring the riding experience of adults. The pure electric model ORA Bai Mao employs passive safety technologies such as “intersecting parallels” structure chassis and a body structure with 63% high-strength steel, and is equipped with a series of intelligent active safety technologies including Bosch’s latest 9.3-generation ESP system, which significantly improve driving safety and stability.

The Company always gives priority to safety as a prerequisite for intelligent driving. In December 2020, the Company released the Intelligent Ka Fei Driving 331 Strategy with a view to achieving full-vehicle redundant L3 automatic driving by 2021. Intelligent Ka Fei Driving strives to build a fully redundant mass production platform for automatic driving, which has six redundant systems: sensing redundancy, controller redundancy, architecture redundancy, power redundancy, braking redundancy and steering redundancy. Going forward, such systems will be installed on the products of WEY and other brands to provide users with sufficient safety assurance.

## PRODUCT RESPONSIBILITY

### 2. Making vehicles cleaner for green travel

Upholding the “green, low-carbon and environmental” concept, the Company vigorously develops new energy vehicles and clean technologies with a focus on reducing carbon emissions, in an effort to provide users with green, environment-friendly and quality vehicles while striving to undertake its social responsibility for environmental protection.

As to new energy vehicles, the Company is engaged in the simultaneous development of EV, HEV and PHEV models and the planning of hydrogen-fuelled vehicles. We have rolled out a number of new energy models, and will launch fuel cell models based on a dedicated platform as we move forward. In 2020, the Company officially released the Ning Meng Hybrid DHT technology. Its HEV architecture focuses on ultra-low fuel consumption on urban roads and instantaneous acceleration ability on medium and high-speed roads, and has an overall power system efficiency of over 50%. A-class SUVs with the HEV architecture have an overall fuel consumption as low as 4.6L/100km. Among the new products launched, ORA Bai Mao has a motor efficiency of 94%, a charger efficiency of 94% and a reduction gearbox efficiency of 97%, and consumes only 10.2kWh per 100km. The three-in-one electric drive of ORA Hao Mao has stronger power, lighter battery and more power storage capacity. The volume and weight of the integrated electric drive are reduced by 23% and 27% respectively, and the battery pack with aluminium alloy shell has an energy density of over 177wh/kg and weighs 15% less. Its lightweight and efficient heat exchanger module breaks away with the traditional design of oil-to-electricity heat exchanger module, improving the lightweight target by 38%. Great Wall Pao EV, aimed at promoting the pickup sector to go clean, is equipped with a ternary lithium battery and a coaxial integrated electronic drive axle. It has a motor power of 150kW, a torque of 300Nm, and a cruising range of up to 405km.

In addition, the Company is committed to improving the combustion efficiency of engines and promoting the cleanliness of automobiles. In 2020, a new generation of powertrains independently developed by the Company officially rolled off the assembly line, including the world’s first horizontal 9-speed wet dual-clutch transmission, the 4N20 engine which was selected as one of China’s Top Ten Engines in 2020 (Source: List of China’s Top Ten Engines), and a new-generation three-in-one electric drive system, which have a range of technical merits such as high efficiency, low emission, light weight and high performance. The Haval Da Gou and the third-generation Haval H6 use 2.0GDIT EVO engine with a thermal efficiency of over 38%, which, coupled with Miller Cycle technology, further reduces fuel consumption and strikes the right balance between high efficiency and fuel saving.

### 3. Focusing on product design and intelligence to enhance user experience

The Company is committed to creating surprises for users. In 2020, it introduced new product categories, transformed design concepts and upgraded intelligent products to provide users with a more comfortable and pleasant driving experience and greater fun.

In 2020, the Company launched the “3/4-scale” Haval Da Gou to fill the gap in the demand for urban crossover SUVs; released a new luxury off-road SUV category-Tank, which balances users’ off-road and comfort needs; and launched ORA Mao series models to cater for the growing demand of female drivers. In terms of product design, the Company strives to rejuvenate the driving life of new users with innovative designs. The Company’s ORA Hao Mao model adopts the “retro-futuristic” design concept to integrate elements from classics into the futuristic design. Specifically, it integrates an arched sci-fi sense, full LED headlights, running-water taillights, an untraditional tailgate design, etc. The Tan Ke 300 adopts an intelligent and luxurious immersive cabin which carries forward the design concept of combining rigidity and softness. It presents a strong professional off-road image with a square shape, and is embellished with round corners to show soft care with an intelligent, luxurious and comfortable experience.



## PRODUCT RESPONSIBILITY



In terms of human-computer interaction experience, the Company further improved the intelligence of its products based on a new platform. Haval Chu Lian is equipped with the industry-leading “emotion recognition” function as well as renewed face recognition, voiceprint recognition, fatigue monitoring/reminder, distraction monitoring/reminder and expression recognition functions, becoming a unique role model in the niche market with delicate care for users. The third generation Haval H6 is equipped with a 12.3-inch central control screen plus a built-in voice interaction system tailor made by iFlyTek to provide a good human-vehicle interaction experience, and has FOTA upgrade function that enables real-time remote upgrade of more than 40 modules including software and power ones and more than 1,000 functions, thus meeting users’ demand for keeping up to date on new technologies. The 2021 Haval F7/F7x is equipped with Haval’s new-generation intelligent network connection system which integrates Tencent’s TAI3.0 function and can provide users with a wealth of intelligent services, including the Bilibili app (a rising video platform). ORA Hao Mao has artificial intelligence in its operating system to conduct deep learning based on the driving habits of users for continuous evolution on the back of the Company’s intelligent technology achievements, and possesses more than 14 automatic driving assistance functions, enabling L2+ automatic driving. The Great Wall Pao pickup is equipped with an original winch capable of towing 9,500 pounds of weight, three differential locks, a wading throat, COO creep mode, TAB tank U-turn, and seven all-terrain driving modes, which can meet user needs in all weathers, all road conditions and all scenarios.

### 4. Deepening product interaction to improve customer satisfaction

The Company has put forward a brand-new product naming logic and pioneered figurative and scenario-based product names, such as Haval Da Gou, ORA Mao and Haval Chu Lian, with a view to integrating products into users’ life scenarios.

Meanwhile, the Company vigorously improved the service quality at sales outlets, and promoted the upgrade of digital marketing, brand sales and after-sales service system to enhance user satisfaction. In October 2020, China Association for Quality released the China Automobile Customer Satisfaction Index (CACSI) evaluation results for 2020. The Company’s Haval brand won the first prize of After-Sales Service Satisfaction and the third prize of Sales Service Satisfaction. The main models Haval H6 and Haval F7 ranked tied first in user satisfaction among A-class SUVs priced at RMB100,000-150,000, Haval M6 ranked first in user satisfaction among A-class SUVs priced below RMB70,000, and Haval H9, Haval F5 and Haval H2 were also among the best in terms of user satisfaction. The Company’s WEY brand won the award of Highest Sales Service Satisfaction Index (Domestic Independent Brands), with WEY VV5 and WEY VV6 ranking among the best in terms of user satisfaction among A-class SUVs priced at RMB100,000-150,000 and A-class SUVs priced at RMB150,000-200,000 respectively. (Source: 2020 CACSI Evaluation by China Association for Quality)

PRODUCT RESPONSIBILITY

II. INTELLECTUAL PROPERTY PROTECTION:

Great Wall Motor Company Limited had been granted a total of 8,215 patents as at 31 December 2020, including 1,502 invention patents, 4,474 utility model patents and 2,239 industrial design patents.

In 2020, Great Wall Motor Company Limited submitted 1,815 patent applications, and was granted 1,136 patents, including 272 invention patents, 549 utility model patents and 315 industrial design patents.

Intellectual property protection:

Strategy: Great Wall Motor has been attaching great importance to intellectual property protection. Through its efforts over 20 years, the Company has established a sound intellectual property management system. In 2010, the Company developed a strategic system of intellectual property in line with the principle of “driving innovation by incentives, attaining higher quality and quantity, ensuring rational coverage and leveraging effective application”.

Policies: the Company has improved and revised the Rules on Patent Management, Rules on Patent Warning Management, Rules on Patent Incentives Management, Patent Retrieval Process, Rules on Patent Abandonment Management and other management policies, standards and related workflows, covering the whole process of patent application, maintenance and abandonment.

Incentives: based on the revised Rules on Patent Incentives Management, the Company adopts a monthly patent incentive system, and in 2020, it implemented the patent innovation points reward scheme and top 10 outstanding inventor scheme, greatly stimulating innovation enthusiasm of employees.

III. PRODUCT QUALITY MANAGEMENT AND ASSESSMENT

For automobile quality control and recall of defective products, since the Administrative Provisions on the Recall of Defective Automotive Products took effect in 2004, Great Wall Motor has developed a complete set of implementation procedures and established the Management Measures for Product Recall of Great Wall Motor based on its comprehensive study and execution of automobile recalls. From problem reporting to correction and prevention and to product recall, there are rigorous procedures in each step to ensure quick and effective product recall.



PRODUCT RESPONSIBILITY



Responsibility practices

Great Wall Motor Co., Ltd. recalled some Great Wall Pao vehicles.

Great Wall Motor Co., Ltd. filed a recall plan with the State Administration of Market Supervision in accordance with the Administrative Regulations on the Recall of Defective Automotive Products and the Implementation Rules for the Administrative Regulations on the Recall of Defective Automotive Products. It decided to recall from 1 September 2020 a total of 71,319 Great Wall Pao vehicles produced between 24 September 2019 and 9 August 2020.

For the vehicles subject to this recall, the car manual does not indicate and fails to give sufficient warning about the danger that the tow hook may cause in special use scenarios, so there is a possibility of misuse in emergency situations and the tow hook may break in extreme situations. Such safety hazards must be addressed.

Great Wall Motor Co., Ltd. will issue a new-version electronic manual for the vehicles subject to the recall, and put a warning label for the use of towing hook on a conspicuous spot of the vehicle body to indicate the danger and avoid misuse. Meanwhile, the technical service for the tow hook will be upgraded free of charge to eliminate potential safety hazards.

Emergency response measures: if the vehicle is trapped or bottomed out, users should contact a professional rescue team to get the vehicle out of trouble or call the customer service number 400-666-1990 for rescue.

Great Wall Motor Co., Ltd. will notify relevant users of the recall by registered mail, telephone and SMS. Users may call the customer service hotline 400-666-1990 for consultation and visit websites dpac.samr.gov.cn and www.recall.org.cn or follow the WeChat official account SAMRDPAC to learn more information or report on defect clues.

PRODUCT RESPONSIBILITY

Health and product safety

With the mission and vision to Rock the World with Our GIFT (Green Intelligent Future Technology), Great Wall Motor, while implementing the going global strategy, focuses on user-oriented development to enable users all over the world to enjoy the surprise and ultimate experience of driving cars featuring Green Intelligent Future Technology. It also upholds the low carbon environment friendly philosophy across the whole industry chain and invests heavily in the development of green and clean energy, so as to become a mainstay in the green energy revolution and continuously contribute to protecting the green Earth. Great Wall Motor creates healthy and safe products meeting legal requirements and bringing surprises to customers through upgrading of emission control technology, technology innovations in vehicle air quality, construction of a technology system for eco-friendly product recycling, and improvements in active and passive safety, functional safety and network security.

(I) Measures for emission control

- 1. Integrating advantageous resources to vigorously develop new energy vehicles with ultra-low emissions

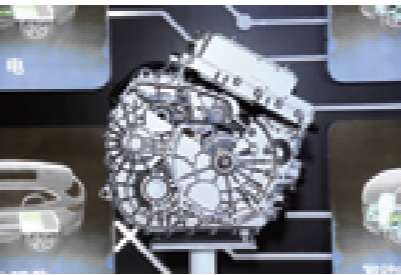
New energy vehicles are the future of the automobile market. Great Wall Motor has long been committed to the research and exploration of new energy technology. In 2020, Great Wall Motor kept moving forward in the development of new energy vehicles and achieved remarkable results.

Battery electric vehicles: With respect to battery electric passenger cars, Bai Mao, Hei Mao and Hao Mao of the ORA series hit the market one after another, making 2020 a big year for ORA products. Only two-plus years after its birth, the brand has successfully ranked among the top 5 players in terms of the sales volume of new energy vehicles in China as the youngest automobile brand in tier-1 new energy vehicle brands. With respect to battery electric commercial vehicles, Wingle 7EV and Great Wall Pao electric pickup also went on sale at the end of 2020, marking Great Wall Motor’s formal entry into the stage of electrification in the commercial vehicle sector. In addition, Great Wall Motor continued to go deep in developing battery electric passenger cars/commercial vehicles. By cooperating with BMW, the Company sharpened and summed up its experience in global power system development and verification, and comprehensively improved the range, power, active and passive safety, and intelligent interconnection of its products, thereby creating green, safe, intelligent, high-tech and cost-effective battery electric vehicles for customers. In doing so, the Company gradually built its global presence in the fields of household, operational and commercial vehicles to reduce emissions and contribute to environmental protection.

Hybrid vehicles: The Company’s global debut of Ning Meng Hybrid DHT technology is highly aligned with the advocacy of “increasing investment in hybrid vehicles and expanding the hybrid market” in the Technology Roadmap 2.0 for Energy-saving and New Energy Vehicles issued by the state on 27 October 2020. This will create leading and demonstration effects in the industry and promote hybrid auto products by inspiring more Chinese auto brands to develop hybrid vehicles, thus indirectly driving the prosperity of China’s new energy industry and contributing to the sustainable development of China and the world.

Ning Meng Hybrid DHT is designed and developed independently by Great Wall Motor which has obtained 199 patents for such technology, including 80 core patents. This is a result of Great Wall Motor’s comprehensive consideration of the coordinated development of energy, environment and vehicles, and is part of the efforts to provide global users with higher quality, more energy-efficient and eco-friendly, and more diversified travel services. The forward-looking and advanced nature of such technology is also reflected in “1-2-3” elements, i.e. one hybrid system, two power architectures and three powertrains.

- One hybrid system means that Ning Meng Hybrid DHT adopts a dual-motor hybrid topology structure and has multiple modes including pure electric, hybrid, series, and energy recovery. Through intelligent switching of the control system, it can achieve a perfect balance between high efficiency and high performance in full speed range and in all scenarios.



Highly Integrated Hybrid DHT Transmission



Schematic Diagram of Main Components and Operation Mode of Ning Meng Hybrid DHT

PRODUCT RESPONSIBILITY

- The two power architectures, which refer to HEV/PHEV, are built on this basis. The HEV architecture focuses on ultra-low fuel consumption on urban roads and instantaneous acceleration ability on medium and high-speed roads, and has an overall power system efficiency of over 50%. A-class SUVs with HEV architecture have an overall fuel consumption as low as 4.6L/100km, while emissions can be controlled at a relatively low level. The PHEV architecture has a long pure battery range, leaving no “range anxiety”. Moreover, in real tests, B-class SUVs with HEV architecture can save up to 35-50% fuel compared with oil-fuelled vehicles and shorten the acceleration time of 0-100km/h by 1.5s to 7.5s only, thus attaining maximum overall performance in fuel consumption, emissions and power.

- The three powertrains comprise “1.5L+DHT100” and “1.5T+DHT130” under the two architectures of HEV/PHEV, and “1.5T+DHT130+P4” under the PHEV architecture. These are applied in products of different levels to meet the diverse needs of users.

- 2. Updating and tightening of emission control requirements and technology upgrading

Great Wall Motor constantly improves its development and application capabilities in controlling exhaust emissions. In the early stage of model development, the Company will, in line with the product positioning, study relevant laws and regulations such as the Limits and Measurement Methods for Pollutant Emissions of Light-duty Vehicles (GB18352) and the Law of the People’s Republic of China on the Prevention and Control of Atmospheric Pollution, and then formulate a clear technology development path and set challenging goals based on relevant regulations, standards and future development trends.

Faced with increasingly stringent emission regulations, Great Wall Motor has invested heavily in the R&D of core components including engine, transmission, battery and motor, enabling emission control within the effective life cycle in terms of vehicle matching and design verification. Many of our new models launched in 2020, such as Haval Da Gou, WEY Tan Ke 300 and Haval Chu Lian, have reached the China 6b emission standard and are equipped with the latest engine, transmission and after-processing technologies.

New engine platform-EN20:

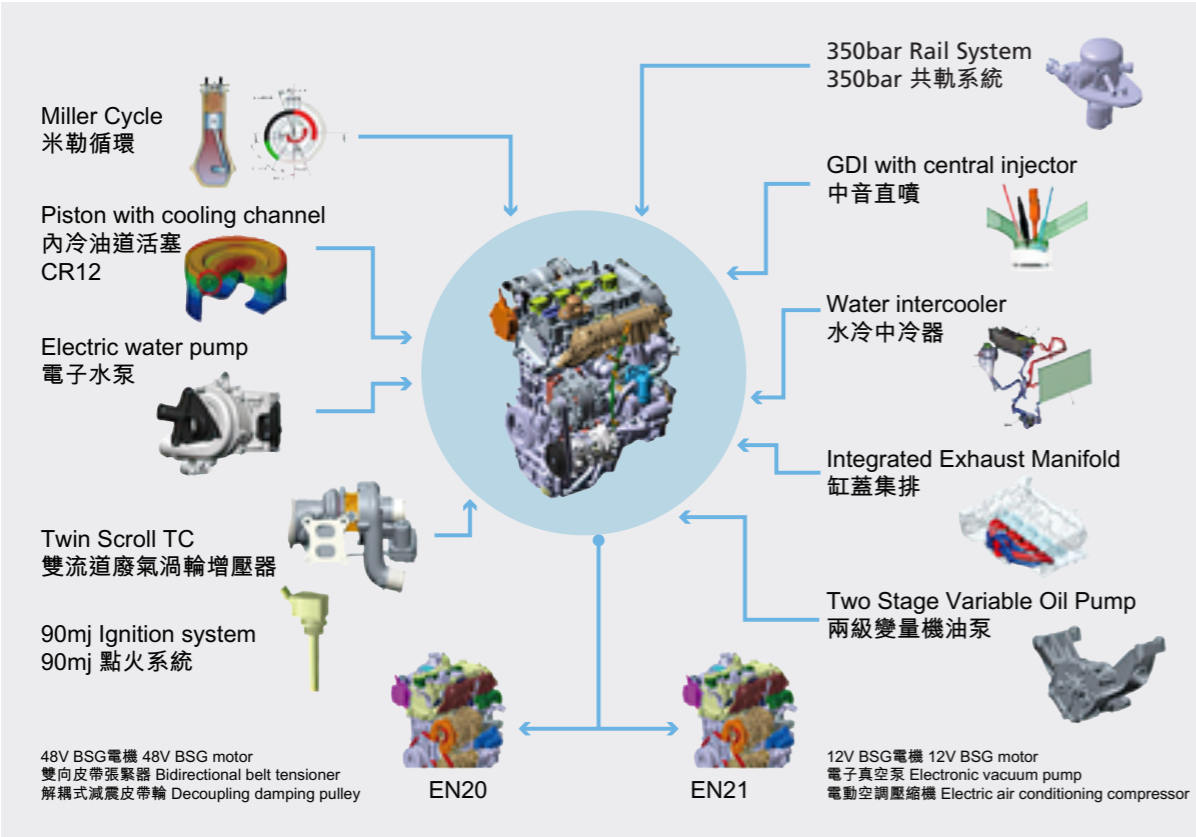
EN20 aims for low fuel consumption, low emission, low cost and light weight. The first model under the platform is Haval Da Gou. To balance its horizontal and vertical extension, EN20 is planned to extend to brand models including WEY Moka, third-generation Haval H6, high-end pickups – Pao series, and H9 upgraded models and cover conventional power and PHEV structures, and have the models covered exported to North America and Europe and beyond.

EN20 core engine technology:

- Achieve fast engine warm-up and enhance medium to high-load economy with cylinder head integrated exhaust manifold, electronic water pump and electronic thermostat as the core;
- Attain rapid combustion, low emissions and low fuel consumption with central injector + 350Bar fuel system pressure + newly enhanced combustion system as the core;
- Reduce the weight and mechanical loss of the engine;
- Adopt a newly enhanced dual-channel supercharger to achieve low-speed power output while ensuring high-speed performance and dynamic response.



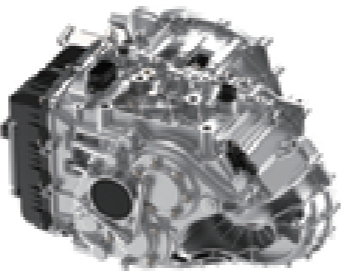
PRODUCT RESPONSIBILITY



New transmission technology-7DCT300S:

7DCT300S is planned to equip Haval series models. Its quiet NVH performance and smooth gear shifting will bring a better driving experience while reducing emissions and being economical.

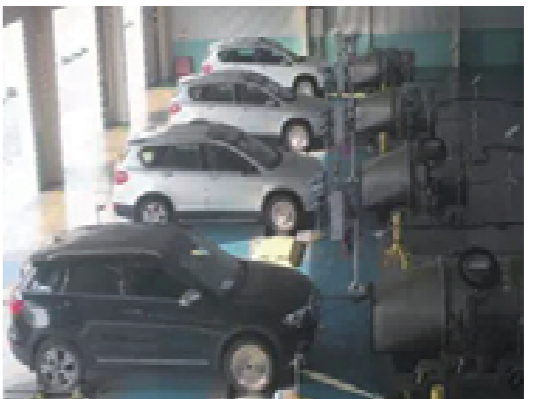
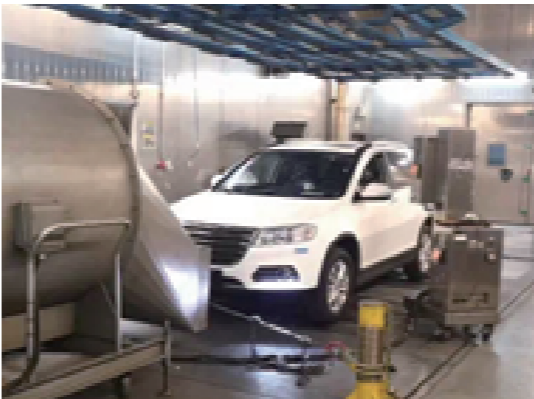
- With a compact and enhanced weight reduction design, it weighs 8% less, reduces the shift inertia by 11% and improves the efficiency by 0.9%;
- Hydraulically driven shift forks, each of which is independently controlled and responds quickly;
- Simulate different gear shifting strategies and the impact response of actuator, such as parking mechanism and synchroniser ring impact force, and reduce gear shifting impact and noise by combining gear shifting with speed control, synchronous inertia enhancement, etc.;
- Better friction materials and enhanced groove design, reducing drag loss by 5% and achieving better heat resistance and durability.



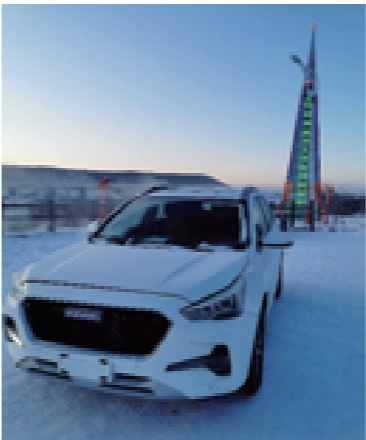
PRODUCT RESPONSIBILITY

3. Supporting facilities for emission control

In terms of vehicle development and verification, Great Wall Motor has the capabilities to verify vehicle emissions at normal temperature, low temperature, high temperature and high altitude, to verify vehicle emission durability, and to verify vehicle economy and power performance. Such capabilities provide strong support for the development and verification of high-quality and high-performance auto products.



While subject to laboratory development and verification, our products have to undergo tests in extreme environments such as high temperature, severe cold and high altitude environments. The Company has conducted more than 600,000km of testing and verification under various road conditions, thereby assuring the reliability of its products.



On the basis of current product development, Great Wall Motor will carry out technology development in line with any future changes in relevant laws and regulations to improve vehicle exhaust treatment, so as to make due contributions to the sustainable development of humanity.

4. Setting up emission quality control procedures to strictly control emission indicators

The Company always regards emissions as a key product indicator and incorporates emission control into its quality control efforts. During the R&D process of each model, a professional testing team will test the emission level of the model, and whether the test results are up to standard will be a key factor in determining whether to enter the next stage of development. If the emissions are not up to standard, it is not allowed to enter the next stage of development stage. All professional teams give top priority to emissions and invest advantageous resources to thoroughly solve any emission issues, so as to ensure that emission targets are met.

PRODUCT RESPONSIBILITY

(II) Measures for in-vehicle air quality control

Great Wall Motor has established a complete set of in-vehicle air quality control system with professional technical standards and capabilities, standard quality control and forward-looking technology applications.

Great Wall Motor likes to be an early mover. It began to show concern to in-vehicle air quality at the beginning of this century and took the lead in establishing a complete management system. It fostered a golden nose team to check the air quality in R&D, verification, production and other procedures, and has invested more than RMB4 million to establish an in-vehicle air quality laboratory covering materials, parts and finished vehicles, thus building a complete set of capabilities in odour and VOC verification and assessment.

1. Development concept for in-vehicle air quality

The Company carries out in-vehicle air quality development based on in-vehicle health and user comfort to provide consumers with a healthy and comfortable car cabin environment, in an effort to constantly improve the air quality of car cabin through technological innovations.

2. Technical system for in-vehicle air quality development

Based on its in-vehicle air quality management system and related technical standards, the Company carefully designs and controls the industry chain for in-vehicle odour and VOC, develops and applies new materials, new processes and new technologies and upgrades them to provide users with a healthier and more comfortable in-vehicle environment.

Sound control system

Standard technical requirements at all levels through in-vehicle air quality management measures and odour/VOC standards for raw materials, parts and finished vehicles to ensure the environmental compliance of the entire industry chain

Rules for in-vehicle air quality management	Technical requirements for odour and VOC of materials	Material/ process shelves	List of prohibited and restricted materials/ processes	Environmental requirements for interior parts production sites
Technical requirements for odour and VOC of parts	Packaging, warehousing and logistics requirements	Technical requirements for in-vehicle air quality	Requirements for production consistency verification for odour and VOC	

Eco-friendly materials, processes, warehousing and logistics

Integrate and apply a variety of eco-friendly materials and processes and standard packaging, warehousing and transportation to ensure the quality of finished vehicles

Low-VOC plastic	Low-VOC foam	Ultra-clean sponge	Water-based leather	NAPPA leather	Anti-allergic fabric	Eco-friendly adhesive
Eco-friendly release agent	Low-pressure injection moulding	Ultrasonic welding	Spray-free decoration	Eco-friendly packaging	Eco-friendly transportation	Eco-friendly warehousing

Development and application of automotive health technology

Develop and apply smart health technology through technological innovation to improve in-vehicle air quality

In-vehicle air quality management system (AQS)	Plasma air purification system	In-vehicle fragrance system
Intelligent cabin cleaning system	N95-class antibacterial and antiviral protection system	PM2.5 purification system

PRODUCT RESPONSIBILITY

Product quality assurance

A golden nose team certified by CATARC to ensure pleasant in-vehicle smell from the perspective of subjective perception; a complete set of advanced equipment to objectively ensure in-vehicle air quality



3. Technology innovations for in-vehicle air quality

At present, the Company has many patents, such as vehicle-mounted fragrance, scented artificial leather and leather cover with fragrance. In addition, Great Wall Motor has applied an N95 Class vehicle-mounted protective filter element, and develops and applies technologies such as plasma purification system, in-vehicle fragrance system and intelligent cabin cleaning system, thus effectively safeguarding the health of drivers and passengers and ensuring pleasant in-vehicle smell.

(1) Materials and technologies for healthy car interiors

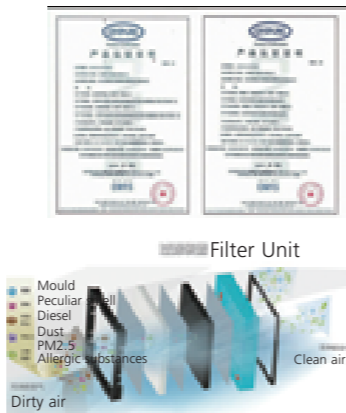
The Company develops and applies materials and technologies for healthy car interiors, mainly including: antibacterial and antiviral materials, low-VOC interior materials, low-VOC manufacturing technology and odour implantation technology.

Antibacterial and antiviral materials	Antibacterial materials are used in frequently contacted parts such as steering wheel, door handles, buttons and shift ball joints to inhibit and kill bacteria and mould on the surface of objects in the car, thus achieving the antibacterial and odour removal functions
Low-VOC interior materials	Conduct analysis on the factors affecting the odour of interior materials and handpick raw materials and additives to ensure low-VOC interior at the source
Low-VOC manufacturing technology	Design an eco-friendly manufacturing process from the perspective of manufacturing equipment and technology
Odour implantation technology	Implant special odours into interior fabrics, plastics, sealing strips and other materials to cover up the inherent smell of interior materials and create a pleasant interior environment

PRODUCT RESPONSIBILITY

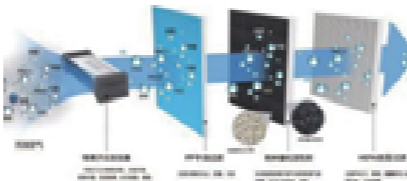
(2) N95-class vehicle-mounted protective filter element

Equipped with a high-efficiency filter element that has passed the CATARC CN95 certification, the highest-level certification issued by the authoritative third party China Automotive Technology and Research Center (CATARC), a vehicle can serve as a mobile mask in seconds. The filter element, produced with low-resistance melt-blown technology, can effectively block harmful substances in the air and has a filtration efficiency of more than 98% for a variety of bacteria and PM2.5 particles.



(3) Plasma air purification system

The plasma air purification system can produce a large amount of active ions and high-energy free radicals, which can react with proteins and nucleic acids in bacteria and viruses to break their chemical bonds and degrade them, thus achieving the purpose of sterilisation and disinfection. In addition, the large amount of negative ions released by the system can degrade the particulate matter in the air and maintain a fresh and comfortable driving environment like being in a big forest.



(4) Vehicle-mounted fragrance system

The vehicle-mounted fragrance system can offer a variety of odour atmospheres with adjustable concentration in the vehicle according to user needs, thus creating a pleasant driving environment. All fragrance materials are extracted and refined from natural plants, and have passed IFRA certification, allergen tests, and prohibited and restricted substance tests to ensure healthy quality.



(5) Intelligent cabin cleaning system

The cabin cleaning systems is remotely controlled using intelligent network technology. A user can turn on the system via a mobile phone to quickly purify the odour and VOCs in the car within one minute, so as to create a comfortable and healthy in-vehicle environment.



4. Achievement of in-vehicle air quality targets

Great Wall Motor maintains stringent standards for in-vehicle air quality. In addition to meeting the prospective requirements of GB27630 (Guideline for Air Quality Assessment of Passenger Cars), the Company's models must also meet the development targets set based on the more stringent requirements of C-ECAP and C-AHI. In recent years, many of the Company's models have achieved excellent results in the field of in-vehicle air quality. For example, in 2015, H6C and H9 models won the CQC Outstanding Achievement Award for In-vehicle Air Quality; in 2017-2019, multiple models including Haval H7, Haval F7 and WEY VV7 received the China In-vehicle Air Quality Popularity Award. In 2020, VV6 model won a Five-star Rating of C-AHI in competition with luxury brands on the same stage.



Great Wall Motor has been at the forefront of the industry in terms of management system and laboratory construction, technology R&D, technology innovation, etc. In the future, Great Wall Motor will continue to make efforts in development and application of healthy and eco-friendly materials, healthy and eco-friendly manufacturing technology, vehicle air purification technology and intelligent cabin technology, so as to lead the development of the industry and provide consumers with a safer and more comfortable car cabin environment.



PRODUCT RESPONSIBILITY

(III) Management measures for environmental protection and recycling

1. Following design standards for environmental materials in high-end markets around the world

Based on its global strategic planning, the Company is committed to studying the regulations and standards on prohibited and restricted substances and improving its own system of rules and standards, so as to meet the increasingly stringent requirements on prohibited and restricted substances in the target markets and promote the green and sustainable development of the automotive industry.



2. Green product technology system

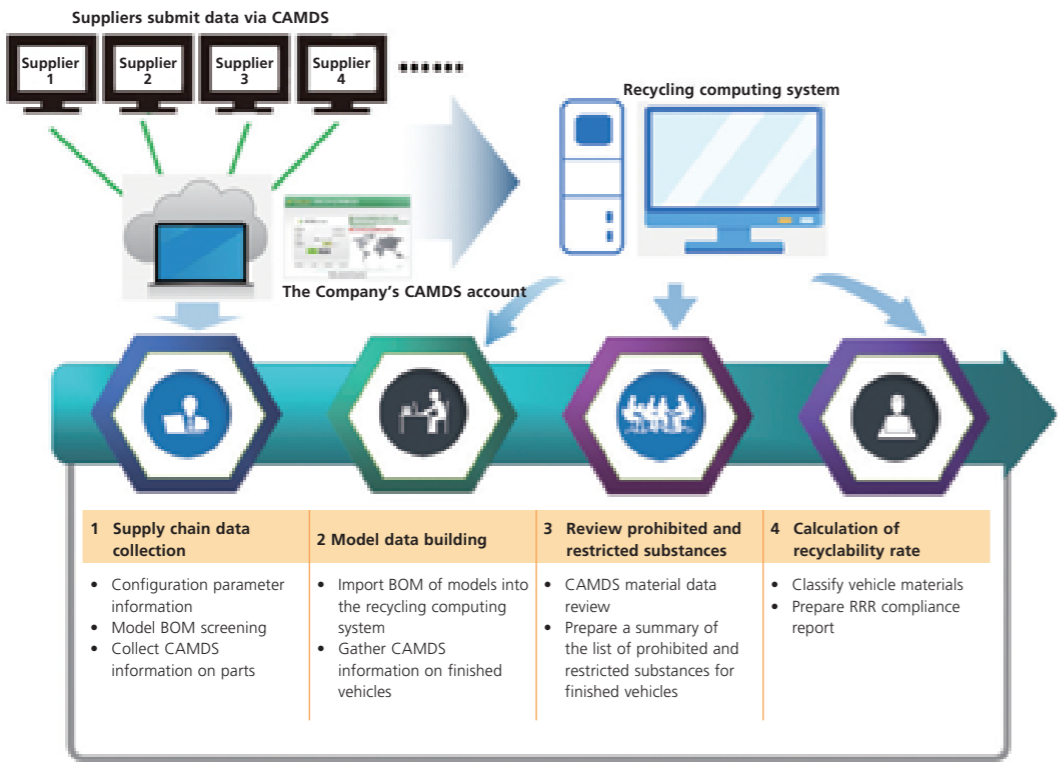
When it comes to protecting the environment and improving the comprehensive use of resources, the Company always insists on green design solutions and regards Design for Recyclability (DFR) as a key task while ensuring product performance. In the early stage of product design, the Company prefers eco-friendly raw materials and lays great emphasis on the ease of disassembly of products to increase the recycling efficiency and benefits of finished vehicles, in order to ultimately reduce the generation of waste, save resources and protect the environment.



PRODUCT RESPONSIBILITY

3. Digital quality control system

In order to achieve efficient management of prohibited and restricted materials and vehicle recycling rate, Great Wall Motor has established a digital management system. Specifically, the Company collects data on materials of parts from the supply chain through the CAMDS (China Automotive Material Data System), and then incorporates such data into its internal data management platform to conduct compliance management of data on materials of vehicles parts and prohibited and restricted substances. This provides assurance for Great Wall Motor’s compliance with environmental laws and regulations in the target markets.



4. Connecting with the national battery traceability platform to carry out traceability management for power battery recycling of new energy vehicles

In accordance with the Interim Measures for the Management of Recycling and Use of Power Batteries for New Energy Vehicles, Great Wall Motor has built a battery traceability platform and connected with the national battery traceability platform to collect and report information on battery life cycle traceability in the production, sales and maintenance of new energy vehicles and battery recycling and retirement. Meanwhile, the Company actively undertakes the main responsibility for battery recycling, builds a market-oriented battery recycling service network based on the sales and after-sales service network, and signs cooperation agreements with battery recycling companies white-listed by the state to ensure that recycled waste batteries are properly disposed of according to law.

PRODUCT RESPONSIBILITY

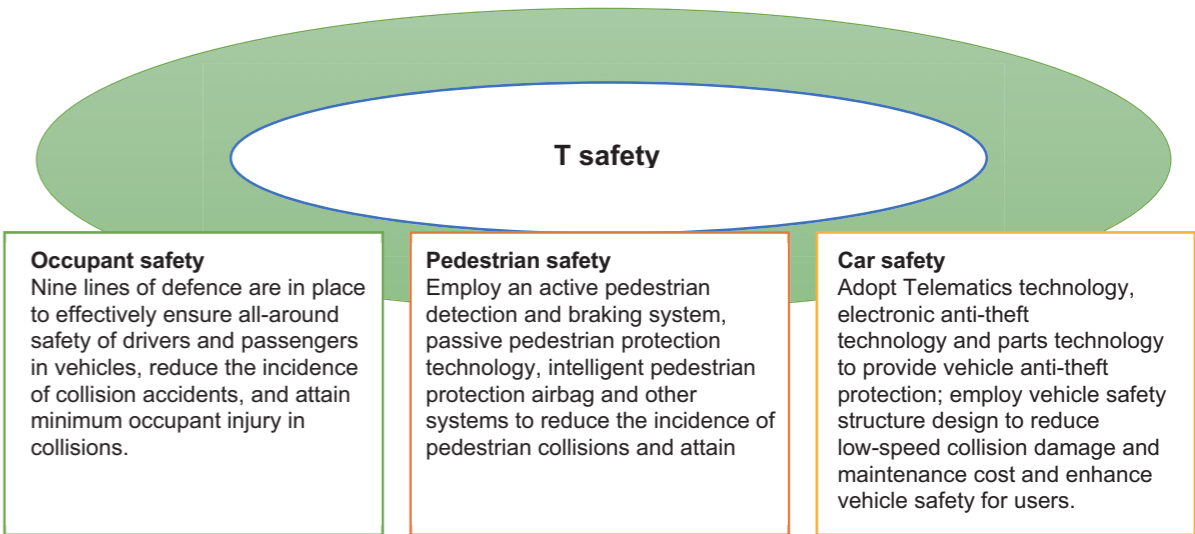
(IV) Management measures for active and passive safety

1. Safety vision

Great Wall Motor always adheres to the core concept of “safety first”. All development activities are aimed at the “zero traffic accident casualties” in an ongoing effort to attain maximum driving safety and minimum accident injuries. We strive to achieve the goal of “zero death” by 2023, that is, no one would die in traffic accidents caused by driving or riding any new models of Great Wall Motor in 2023 and beyond.

2. Safety development concept

Upholding the overall safety concept of “T-Safety”, Great Wall Motor not only seeks to protect the safety of drivers and passengers, but also fully considers the safety of all traffic participants including automobiles, motorcycles, bicycles and pedestrians.



PRODUCT RESPONSIBILITY

3. Technology system for safety development

Based on real road traffic environment and the characteristics of real-life traffic accidents, we focus on the “whole-process safety” of driving. Based on the development process of safety functions, we employ a combination of virtual analysis, experiments, tests and subjective evaluation to build and upgrade product and technology platforms for continuous improvement of safety of our products, thus ensuring overall safety of occupants, pedestrians and vehicles.

Whole-process safety



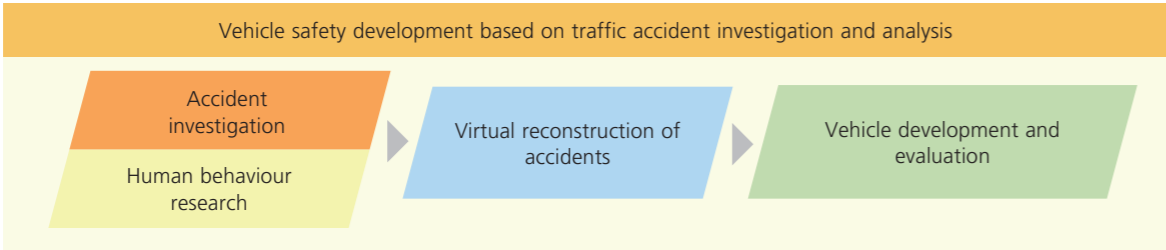
Product platform

Adaptive cruise (front collision warning, automatic emergency braking), lane departure warning (lane keeping assistance), blind area monitoring (reverse side warning)	Pre-collision system	Airbag, seat belt, 3DP body	Automatic power cut-off, oil cut-off and braking after collision	Advanced eCALL
Platform strategy				

Technology platform

Active safety	Sensing technology Logical judgement Execution	Layout and bounds checking	Product	Prevention of potential failure mode	Passive safety	Collision-proof structure, occupant protection, system integration, pedestrian protection, child protection
		Systems design and development		Acceptance inspection and evaluation		

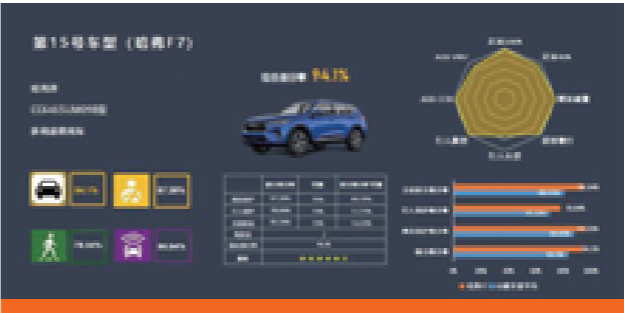
Development strategy



PRODUCT RESPONSIBILITY

4. Achieving product safety

(1) Five-star safety



In order to improve user travel safety, Haval F7 adopts an ultra-high-strength body design to enhance passive safety, and is equipped with a brand-new ADAS which supports L2 automated driving, thus further improving safety and protecting users all the way. On the back of a series of active and passive safety functions, Haval F7 received a five-star rating of C-NCAP with a comprehensive score of 94.1%.

Up to now, eight models of Great Wall Motor have won the five-star rating. In addition, in the Australian market, our H2 model was awarded the impressive five-star rating of A-NCAP, becoming the best at the time in overseas safety assessment results among SUV models of Chinese brands.

(2) Safety technology development and innovation



From the perspective of improving user experience and guided by real needs, WEY brand took the lead in launching a series of smart and healthy cabins featuring “children first”, including rear-seat integrated child safety seats, rear vital signs monitoring, and plasma air purifiers. These products provide child passengers with the best safety protection in the market while ensuring the riding experience of adults, thus fully meeting the needs of families and children for safe and healthy vehicles and setting a new role model of “smart safety” in the industry. In addition, in terms of smart safety, the Company has introduced a number of innovative safety technologies. In 2018, the VV6 model was the first to be equipped with a smart dodging function in the world; in 2019, the VV6 model was the first to incorporate reversing lateral braking and emergency lane keeping functions among domestic independent brands; in 2020, the third-generation Haval H6 was the first to be equipped with a crossroad AEB function in the domestic market.

PRODUCT RESPONSIBILITY

5. Functional safety

As automobile technologies evolve in the fields of safety, energy efficiency, environmental protection, low carbon, integration, transformation via information technology, intelligence, networking and automatic driving, automobile electronic technology has become a key driver of automotive development, highlighting the importance of the safety of automobile electronic and electric systems and functions. The ISO26262 standard represents the highest level of functional safety as of now. Systematic functional safety design and development can improve the reliability of electrical functions and enhance the safety of functions. The Company closely follows the latest international and domestic standards on functional safety of road vehicles (ISO26262), sets up a functional safety team to develop in-house procedures for functional safety design and development, and arranges safety culture training for senior executives and design engineers at all levels to promote application of safety standards in projects. Such procedures have been applied to our Ning Meng platform-based models. The safety targets of our key parts including ESP (electronic stability programming), EPS (electric power steering) and ABM (air bag module) have reached ASIL (Automotive Safety Integrity Level) D, the highest functional safety level.

6. Network security

As the automobile industry shifts to intelligent, connected vehicles, automobiles have become terminals on the Internet. After cars go online, hackers can attack vehicles through the Internet to cause malfunction of vehicles or attack users' electronic devices through vehicles, or even launch a large-scale attack on vehicles, which will directly threaten car owners' property and personal safety. The implementation of network security measures can protect vehicle data from being destroyed, tampered with and leaked and safeguard car owners' private information against illegal intruders so that users can safely connect to WIFI and 5G networks and enjoy audio and video entertainment comfortably; can safely achieve remote control of vehicles and remote software update to reduce the risk of remote malicious control; can provide security protection for the whole life cycle of automobiles and raise the barriers for malicious attacks by hackers to ensure automotive information security; and can indirectly safeguard the reputation and credibility of OEMs.

While keeping abreast of the latest regulations and standards for the industry, the Company has set up a dedicated network security team to conduct holistic security design for the cloud, network and terminals, and established a professional cyber-security laboratory with leading cyber-security companies in China. The Company also works with authoritative penetration testing companies to conduct automotive penetration testing, and collaborates with globally leading security service providers to protect the cloud, network and terminals using encryption, signature and certificate technologies, thus reducing the risk of remote malicious control and ensuring automotive information security

(V) Shouldering product responsibility earnestly

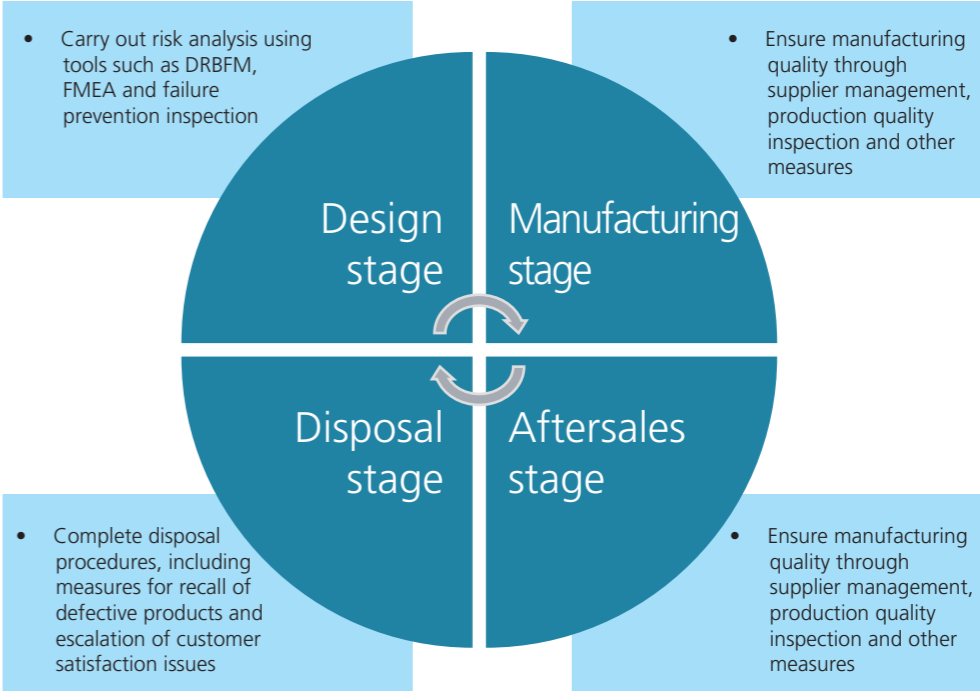
1. Regulatory requirements on product responsibility

Pursuant to the Product Quality Law of the People's Republic of China, the Administrative Regulations on the Recall of Defective Automotive Products, the Product Liability Directive of the European Union, the Restatement of Torts of the United States and other domestic and foreign laws and regulations on product liability, companies are liable for compensation for any personal injuries and property losses caused by their defective products.

PRODUCT RESPONSIBILITY

2. Measures for undertaking product responsibility

The Company works with external professional agencies to study and interpret the regulations on product liability and relevant litigation cases, and provides special training for designers to deepen their awareness of product liability. Meanwhile, strict quality management is performed throughout the life cycle of vehicles from design and production to after-sale service, and active countermeasures are adopted for potentially defective products that have been delivered.



## RESPONSIBILITY FOR EMPLOYEES

### Taking Root in Great Wall Motor

#### I. EMPLOYMENT

##### Openness and inclusiveness to bring together talents

In 2020, at the 30th anniversary of its founding, Great Wall Motor initiated the Ten Thousand Talents Plan targeting future technology talents. We have accelerated talent innovation to bring in global pioneers, managing leaders and specialists in various fields through more innovative and open talent strategy; stepped up efforts to recruit outstanding graduates of colleges and universities and fully promoted all-round talent structure upgrade to build a career development platform in which talents from all fields of Great Wall Motor can work happily.

The Company adheres to the attitude of openness and inclusiveness, carries out cross-regional and cross-cultural communication and integration, gathers global talents, treats employees of different races, nationalities, religions, genders and educational backgrounds equally, and firmly prevents all forms of child labour and forced labour. We thoroughly implement laws and regulations including the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, and enforce policies on employment, working hours and dismissal in accordance with the law.

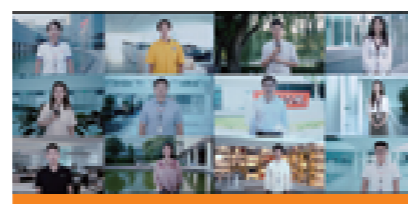
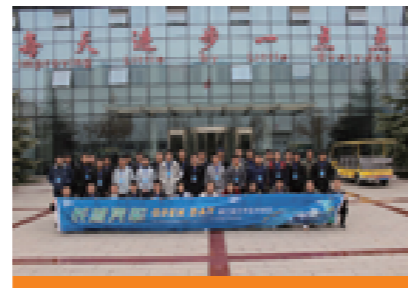
##### Multiple channels to facilitate employee career development

Great Wall Motor is dedicated to the win-win outcome of talent and enterprise, not only building development channels for various grades, conducting position management and supporting the professional, proficient and profound development or cross-grade diversified development of employees, but also providing talents with planning and team-leading opportunities to allow them to simulate roles management on the strategic unit/resource/function platform, endowing responsibility and authority in a more flexible manner, and offering more choices for the success of talents, with the aim to be a talent bank of "capable soldiers and competent generals".



##### Innovative school-enterprise cooperation model to jointly cultivate future talents

To give full play to the enterprises' function to serve our society and to make contribution to national talent cultivation and education undertakings, we work with domestic universities to establish strategical partnership of long-term, stable, complementary and mutual development, jointly build excellent off-campus teaching and practice bases, and create an all-round cultivation model that combines disassembling of automobiles, skill cognition training and participating in technical research projects. We recruit more than 1,000 interns every year.



## RESPONSIBILITY FOR EMPLOYEES

#### II. LABOUR STANDARDS

##### Complying with labour laws and regulations and protect employees' rights and interests

The Company adheres to the attitude of openness and inclusiveness, carries out cross-regional and cross-cultural communication and integration, gathers global talents, treats employees of different races, nationalities, religions, genders and educational backgrounds equally, and firmly prevents all forms of child labour and forced labour. We thoroughly implement laws and regulations including the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, and enforce policies on employment, working hours and dismissal in accordance with the law.

#### III. PUTTING PEOPLE FIRST AND CREATING A SAFE AND HEALTHY WORK ENVIRONMENT

##### 1. Advancing occupational health management system deeply

Adhering to the principle of "safety first, prevention-focused and comprehensive governance", the Company implements a multi-level production safety accountability system, establishes a dual-prevention mechanism comprising grade-based control of production safety risks and identification and elimination of hazards, and constantly improves its occupational health and safety management system to ensure the suitability, adequacy and effectiveness of such system, in strict compliance with laws and regulations including the Production Safety Law of the People's Republic of China, the Law of the People's Republic of China on Prevention and Control of Occupational Diseases and the Fire Protection Law of the People's Republic of China. Through a series of management measures such as safety information platform, comprehensive safety audit, and safety error prevention, we strive to prevent the occurrence of various safety accidents.

##### 2. Improving on-site work environment continuously

The Company improves safety management of production sites through standard and regulated safe production. Each new factory, new technology and new equipment will go through ex-ante safety review to ensure that they meet production safety requirements before being put into operation. The Company systematically identifies occupational hazards through workplace observation, workplace hazards analysis and equipment testing while determining, regularly reviewing and dynamically managing the hazards list, measurement methods and indicators for monitoring of occupational health hazards in key places. The Company engages professional testing agencies to conduct inspection and assessment of its toxic and hazardous workplace. The Company improves dust removal, noise reduction and other safety facilities in its workplace as well as raw materials and processes to prevent occupational hazards at source; establishes and improves staff health records, arranges staff to take occupational health examination, and distributes protective supplies to individual employees according to safety standards; always takes both prevention and control measures, and constantly improves on-site work conditions through application of automation technology and ongoing improvement in processes. The Company implemented 2,168 security error prevention technology applications throughout the year, so as to create a safe, healthy and comfortable work environment for staff. The Company has no occupational disease incidents in recent years.



##### 3. Strengthening emergency response capacity constantly

The Company has a professional firefighting team to supervise the firefighting equipment and the fire safety of its workplace. The team is responsible for establishing an on-site safety management mechanism, improving emergency facilities in key fire prevention areas and enhancing the emergency ability to control fire and explosion in places such as oil depots and coating areas. The team also improves the contingency plan system, revises comprehensive plans, special plans and on-site emergency plans; it conducted 132 emergency drills during the year to assess and improve emergency procedures and enhance the Company's ability to control major risks. During the Reporting Period, the Company had no fire incidents.



RESPONSIBILITY FOR EMPLOYEES

IV. DEVELOPMENT AND TRAINING

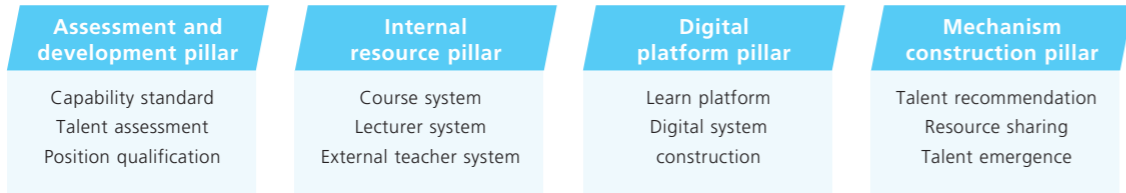
Decoding talent cultivation

The Company attaches great importance to human capital value as talents are the most important driving force for its development, and considers attracting and developing industry talents as an important strategic task. The Company has long upheld the principle of “talents are the foundation for car production”. We maintain the practice of integrating talent cultivation into business activities, constantly innovating our talent development mechanism. We make full use of our internal and external resources to build a global talent cultivation system. By opening up a wide variety of career advancement paths for employees, we fully stimulate their enthusiasm and creativity to allow them to truly grow and flourish, thereby driving the continuous development of the Company with a high-calibre, first-class talent team and creating maximum value out of the Company’s human resources.

Striving to build an international and professional first-class enterprise with specialty, the Company has established a talent cultivation system and employee career development channels, so as to actively shorten the talent cultivation cycle and build a comprehensive talent pool for the Company. On the one hand, the Company attaches great importance to employee cultivation, improves the quality and ability of employees through a training model of “training and practice integration”, and formulates corresponding scenario-oriented and tailor-made cultivation model according to different development periods and stages of employees. On the other hand, it formulates norms on employee promotion and advancement and rotation system to continuously lead managers at all levels to pay attention to employee growth and development, thereby improving the effectiveness of performance management, achieving mutual development of employees and the enterprise, and constantly constructing an ecological platform featuring the “forest model” based on symbiotic and mutual benefits.



New employee cultivation scheme

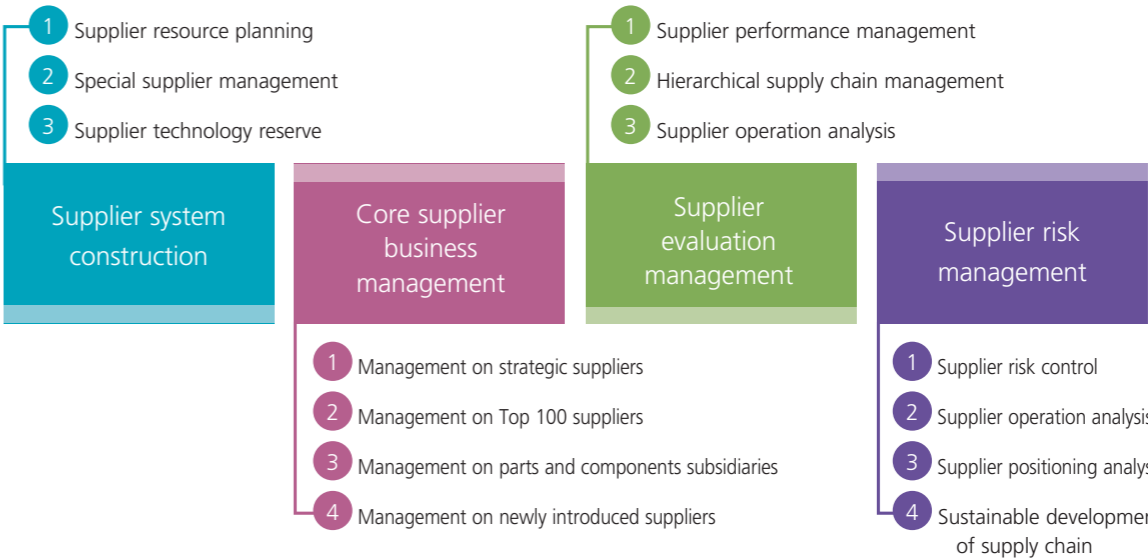


SOCIAL RESPONSIBILITY

Achieving Mutual Benefits with Concerted Efforts

I. SUPPLY CHAIN MANAGEMENT

Based on business development needs, the Company selects and evaluates suppliers from multiple dimensions, and carries out supply chain management activities to build a stable and reliable supplier system.



1. Number of suppliers

The Company has more than 700 key suppliers, all of which are excellent ones in the industry, with globally-renowned suppliers representing more than 30%, and the geographical breakdown is as below:

2. Introduction of suppliers

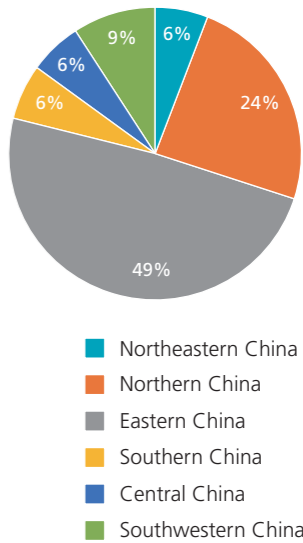
In 2020, we strengthened supplier access management, and enhanced environmental and social responsibility impact assessment during the supplier access audit and evaluation procedures. We expanded inspection on ISO14001 environmental management system certification from chemical enterprises only to all suppliers, increasing local requirements on environmental protection and fire prevention certification and strengthening the assessment on supplier operation risk. Suppliers are evaluated from multiple dimensions including humanity, environment, safety, control of hazardous substance, law and regulation compliance and trade security, and the veto power is set for many terms. After the approval, SQE, technical, business and other professionals will be arranged to carry out on-site audit on suppliers to ensure that the development, production, quality control and delivery capacity of the products of suppliers meet the requirements, so as to better assure the delivery of quality products to end-users. By strictly controlling the access threshold of suppliers, the Company introduced more than 100 suppliers in 2020.

The year 2020 was extraordinary in that Covid-19 was widely spread around the world, and the US-China trade barriers and other factors had a serious impact on the supply chain. The Company promptly communicated with suppliers, and made emergency plans with them together, ensuring the supply security and achieving positive growth during the year.

3. Supplier assessment management

Suppliers are subject to regular performance assessments covering the dimensions of technical capabilities, quality, cost and delivery. The assessment results are classified into four grades, i.e. I, II, III and IV, representing good to bad performance respectively, which are taken as a reference for rewarding and punishing suppliers. Suppliers failing to meet requirements consistently will be eliminated.

Suppliers by Geographical Region in the PRC



SOCIAL RESPONSIBILITY

4. Protecting the rights and interests of suppliers

The Company promotes its growth with integrity and honesty, and seeks mutual benefit and success with suppliers in an effort to create a fair, impartial, open and transparent cooperative environment. The Company signs a Sunshine Agreement with each supplier as a precondition for cooperation and promotes integrity culture to related parties to regulate the cooperative behaviour of both sides. The Company cracks down hard on corruption, safeguards the interests of suppliers and maintains a sound cooperation platform, thereby assuring sustained and healthy cooperation. In order to regulate the conduct of employees, key personnel of the Company are required to sign the Integrity Commitment. The Company formulates the Regulations on Integrity of Partners and signs the Sunshine Agreement with each supplier to regulate the cooperative behaviour of both sides. The Company sets up a supervision department and establishes public hotline and chairman mailbox to effectively supervise its procurement, tender and other sensitive activities, so as to thoroughly safeguard the interests of its partners.

The Company closely collaborates with suppliers in product research and development, quality control and product delivery on the premise of mutual support and sharing improvement achievements. In order to protect the interests of suppliers against price fluctuation of raw materials in the market, the Company enters into a Price Adjustment Agreement with each supplier to ensure their profitability. The Company works with suppliers to carry out VAVE activities for shared improvements in quality, cost control and delivery. The Company also collects issues and complaints from suppliers concerning research, production, supply and distribution through various channels, and arranges relevant departments to develop countermeasures and enhance processes, so as to improve supplier satisfaction gradually.

II. DEALER MANAGEMENT

The Company pursues the strategic objective of becoming a market leader highly acclaimed by customers and strives to provide customers with warm, passionate and expressive service following the service principle of “Thinking in customers’ shoes” in compliance with the Law on Protection of Rights and Interests of Consumers of the PRC, the Product Quality Law of the PRC, the Advertising Law of the PRC and other relevant laws and regulations.

Taking a customer-oriented approach, the Company continues to improve customer experience and upgrade service by establishing an industry-leading sales and service system featuring outstanding operational quality. Focusing on sales service experience upgrade and store operation enhancement, the Company pushes forward innovations in content and models from the perspectives of service capability, marketing edge, profitability and digital transformation, seeking to improve single-store operation and management capabilities of dealers.

In the aspect of service capability, the Company has made improvements through conducting shop reviews and by raising sales service assessment standards three times, launching service improvement campaigns and introducing service tools, and strengthened service execution by classifying stores into A, B and C levels according to satisfaction survey results, rolling out comprehensive monitoring and encouraging the study of positive and negative cases, enhancing overall service experience on the basis of the original integrity service.

In the aspect of marketing edge, the Company seeks improvement in both sales and service. In terms of sales, the Company has expanded vertical media coverage, strengthened operation and maintenance of points system and thread operations in vertical media, promoted refined maintenance of smart exhibit halls and implemented exhibit hall KPI funnel management to boost sales in exhibit halls. In terms of service, the Company has achieved prompt follow-up to service threads through refined management, efficiently reaching customer needs to increase inflow volume of maintenance service. Meanwhile, the Company has explored the new ecology model upon channel extension by pushing forward projects such as Haval village, supermarket banner and ten thousand stores plan to target and achieve leading positions in county-, town- and village-level markets.

In the aspect of profitability, the Company has made empowerment by introducing smart online marketing and intelligent outbound call, and called for joint efforts between sales and service by carrying out activities such as Haval select stores and employee referral scheme and innovating four types of service marketing products, thus transforming the mindset and profitability model to achieve a more balanced profit mix for better risk resistance capability.



SOCIAL RESPONSIBILITY

In the aspect of digital transformation, the Company carried out innovative measures at the outbreak of pandemic, including online smart exhibit hall, mobile tread follow-up, livestreaming, remote office and online training, to ensure consistent business growth. Focusing on efficiency improvement in the post-pandemic era, the Company has launched mobile service assistant and CRM system revamp and conducted research on intelligent tools such as smart big screen and virtual livestreaming to achieve online, mobile and intelligent business processing and empower marketing management.

Adhering to its customer-oriented philosophy, Great Wall Motor guides dealers to focus on customer service experience through continuous satisfaction surveys and business policy assessment, in a bid to surprise and impress customers for better service quality and efficiency. As the Chinese SUV brand with a global leading position, Haval ranked first in various categories in the 2020 China Automobile Customer Satisfaction Index (CACSI) review.

Haval won No. 1 in a string of CACSI reviews for China’s automobile industry		
Manufacturer brand	Type	Rank
Haval	Post-sales service (local brand)	No. 1 (tied) in satisfaction
Haval	Sales service (local brand)	No. 3 (tied) in satisfaction
Model	Market segment	Rank
Haval M6	A-class SUVs below RMB70,000	No. 1 in satisfaction
Haval H2	A0-class SUVs at RMB80,000-100,000	No. 3 (tied) in satisfaction
Haval H6	A-class SUVs at RMB100,000-150,000	No. 1 (tied) in satisfaction
Haval F5	A-class SUVs at RMB100,000-150,000	No. 5 (tied) in satisfaction
Haval F7	A-class SUVs at RMB100,000-150,000	No. 1 (tied) in satisfaction
Haval H9	Hard-core SUV	No. 3 in satisfaction

III. PROTECTING THE RIGHTS AND INTERESTS OF CUSTOMERS

Adhering to its customer-oriented service philosophy, Great Wall Motor strives to provide customers with exceptional service experience. Meanwhile, the Company has established nation-wide customer service hotlines (Haval and pickup: 400-666-1990, WEY: 400-666-6616, ORA: 400-666-5969) to provide around the clock 7\*24 service to customers, provides instructions for end dealers via SCRM system to handle all services, and has customer complaint handling procedure in place to ensure prompt and effective handling of problems. Particular attention was paid to the standard, tailored and differentiated management of service process, maintenance capability, personnel quality and hardware capability so as to deliver exceptional service experiences throughout the lifecycle from customer purchase to use, thus comprehensively improving customer service and brand reputation.

IV. COMMUNICATION BETWEEN SHAREHOLDERS AND INVESTORS

Protecting the rights and interests of shareholders

Since its listing in 2003, the Company attaches great importance to protecting the rights and interests of investors by positively establishing a sound investor protection system. The Company allows shareholders to have prompt and full access to its business operation by disclosing information in a timely, sufficient and complete manner, and has established an investor hotline to promptly respond to investors’ inquiries, thus protecting their rights and interests.

Investor relations management

Pursuant to the relevant provisions of the Company Law of the PRC, the Securities Law of the PRC, Work Guidelines for Relations between Listed Companies and Investors issued by the CSRC (hereinafter “Work Guidelines”), Shanghai Stock Exchange’s Individual Investor Conduct Guidelines and the Articles of Association of Great Wall Motor Company Limited (hereinafter “Articles of Association”), the Company has formulated the Administrative Rules on Information Disclosure of Great Wall Motor Company Limited and the Administrative Rules on Investor Relations of Great Wall Motor Company Limited, in line with its actual circumstances.

The Company protects the legal rights and interests of small and medium shareholders in strict compliance with the listing rules and stock market rules of stock exchanges in both Shanghai and Hong Kong. Observing law and regulations as well as requirements of equally protecting the rights and interests of shareholders as set out by the listing rules, the Company continues to refine the Articles of Association, the Rules of Procedure for General Meeting and other rules, and constantly discloses truthful, accurate and complete information to shareholders. The Company introduces its business operation to and answers questions from small and medium shareholders by means of holding results press conferences and teleconferences, conducting investors’ field research, and providing responses to investors’ phone and email enquiries; and also uses the e-interaction platform of Shanghai Stock Exchange to reply to enquiries from small and medium shareholders, thus establishing positive interaction relations with them.

SOCIAL RESPONSIBILITY

On 15 April 2020, the Company convened the first 2020 extraordinary general meeting. The shareholders and their proxies attending the meeting carried 6,366,252,520 shares, accounting for 69.75% of the total shares of the Company. On 12 June 2020, the Company convened the 2019 annual general meeting. The shareholders and their proxies attending the meeting carried 6,079,515,852 shares, accounting for 66.61% of the total shares of the Company. On 17 July 2020, the Company convened the second 2020 extraordinary general meeting. The shareholders and their proxies attending the meeting carried 6,028,158,456 shares, accounting for 65.69% of the total shares of the Company. On 23 October 2020, the Company convened the third 2020 extraordinary general meeting. The shareholders and their proxies attending the meeting carried 6,101,929,738 shares, accounting for 66.50% of the total shares of the Company. On 18 December 2020, the Company convened the fourth 2020 extraordinary general meeting. The shareholders and their proxies attending the meeting carried 6,386,652,132 shares, accounting for 69.60% of the total shares of the Company. From the perspective of the number of shares represented in the general meetings, more small and medium shareholders engaged in the deliberations of the general meetings of the Company during the reporting period to decide on the matters being considered, reflecting enhanced corporate governance.

On 12 June 2020, the Company participated in the 2020 online collective reception day for investors of listed companies in Hebei arranged by the Hebei Bureau of the CSRC to communicate with small and medium shareholders, respond to their questions about the Company’s results and listen to their suggestions and expectations for the development of the Company.

Shareholders return

The Company has always committed to its mission of creating value for our society, generating returns for shareholders and improving the well-being of staff.

The Company has maintained a stable cash dividend ratio since its listing on Hong Kong Stock Exchange in 2003. During the reporting period, according to the profit distribution plan of 2019, the Company distributed cash dividends of RMB0.25 (tax inclusive) per share, amounting to RMB2,294,143,125.00 in total, based on a total of 9,176,572,500 shares.

The cash dividends distributed by the Company in the last five years are as follows:

	2016	2017	2018	2019	2020
Earnings per share (RMB)	1.16	0.55	0.57	0.49	0.58
Cash dividends per share (tax inclusive) (RMB)	0.35	0.17	0.29	0.25	0.28
Total share capital (10,000 shares)	912,726.90	912,726.90	912,726.90	917,657.25	917,595.33

During the year, the Company enhanced two-way communication between the Company and its investors so as to enable general investors to keep abreast of the operation condition of the Company promptly, promote a good relationship between the Company and its investors and help its investors acquire a timely and accurate understanding of the business operation of the Company. During the year, the Company enabled its investors to have a timely understanding of the Company’s business operation through inviting them to participate in the Company’s activities such as general meetings, car exhibitions, brand launch conferences and technical conferences. The Company had comprehensive communication with its investors by arranging domestic and overseas online/offline roadshows, receiving survey and research delegations from investors, arranging teleconferences and attending online/offline summit meetings hosted by investment banks. During the year, the Company participated in 65 online and offline strategy meetings organised by investment banks, received 20 survey and research delegations from domestic and overseas investors, and held 113 teleconferences.



SOCIAL RESPONSIBILITY

V. SOCIAL CAUSES

(I) Promoting social causes to shoulder corporate social responsibility

Great Wall Motor gives back to society by actively encouraging its employees to participate in social cause undertakings, and promotes harmonious development of enterprise and society in line with its mission and vision to Rock the World with Our Gift (Green Intelligent Future Technology). Based on its development strategy of going global, industry characteristics and geographical factors, the Company takes an active part in social cause undertakings to promote social progress, cultural development, environmental protection and economic growth in harmony.



1 Fighting the pandemic together and spreading love across borders

To support the front line in the battle against the pandemic, Great Wall Motor promptly donated funds and supplies to Hubei, Chongqing and Baoding in early 2020 for purchasing protective gears and providing transport service for medical staff and headquarters staff. Great Wall Motor donated RMB5 million to Hubei Charity Federation, Great Wall Pao pickups worth RMB1.15 million to Chongqing Charity Federation, and RMB2.70 million to charity institutions in Baoding, Hebei Province. In May and June, Haval India of Great Wall Motor and CARE, a poverty-fighting institution, provided relief bags to a total of 5,500 people in 1,100 poor households in India, sending warmth to poverty-stricken families during the national lockdown in response to the pandemic. Haval South Africa of Great Wall Motor donated living necessities worth 100,000 rands to the Alexander slum in Johannesburg in May to help South African people fight against the pandemic. In August, Great Wall Motor’s Kuwaiti dealer Ali Alghanim & Sons, on behalf of Haval SUV brand, donated 15 Haval H2 to Ministry of Interior, State of Kuwait, to facilitate daily patrol, regional lockdown and other pandemic prevention actions taken by local officers.

2 Fighting flood and protecting Sanjiangyuan

In July 2020, Great Wall Motor took immediate action in response to the severe flooding battering southern China by participating in rescue and relief work on the frontline. We have reached strategic cooperation with Blue Sky Rescue on the back of our pickup Great Wall Pao in protecting Sanjiangyuan and building the green great wall, and invited pickup owners to visit Chu’s Orange Orchard to pay tribute to entrepreneurship and promote the development of ecological agriculture.



3 Supporting charity and safeguarding the future

In 2020, Haval South Africa of Great Wall Motor, together with seven dealers, donated 80,000 rands plus supplies to Child Welfare South Africa, in hopes of improving children’s livelihood and announced to provide long-term aid and support to Child Welfare South Africa. In Baoding where the Company is headquartered, the senior executives of the Company regularly visit nursing homes and Baoding First Welfare Institution to offer solace on behalf of the Company in a bid to show love and care for the elderly without family and bring hope and strength to children with disabilities.

## SOCIAL RESPONSIBILITY

Love fills the air when we help and support one another. In 2020, under the guidance of the Manifesto of Great Wall Motor on Social Causes and the Plan of Great Wall Motor in Support of Social Causes, the Company called on all employees and global industry chain partners to jointly inherit and innovate in China's charity culture. In an ongoing effort to explore and put into practice new social cause models, the Company has built up a social cause support system under which the Company takes the lead in shouldering social cause undertakings, with sales and services units following suit and extensive engagement of automobile buffs.



## (II) Upholding the poverty alleviation mission to establish a comprehensive poverty alleviation system

For the past thirty years, Great Wall Motor has always borne in mind its corporate social responsibility while growing from strength to strength. The senior management attaches great importance to poverty alleviation and convenes meetings to formulate plans and policies for poverty alleviation in impoverished areas; and designates personnel to visit and investigate the poverty-stricken areas in the province, in order to understand the status quo of poverty. According to its targeted poverty alleviation plans, the Company continues to improve the infrastructure, healthcare, education and other public facilities.

### 1 Promoting social well-being to alleviate poverty

In July 2020, we demonstrated the thinking that we should be grateful to what makes who we are today and help the distressed and the needy by actively participating in strategic initiatives such as coordinated poverty alleviation in east and west China and pairing assistance poverty alleviation and taking action to implement poverty alleviation measures including the donation of all-terrain Haval F7 4WD 2020 to Huangnanzhou to reduce poverty and the donation of RMB200,000 to Chenshi Street Office in Yongchuan District, Chongqing to support poverty alleviation. Meanwhile, charitable activities such as “Hassle-free Service throughout China” and “Products of China” have been carried out consistently nationwide on the back of our Great Wall Pickup, making Great Wall pickups the aid to eradicate poverty and the opportunity to create better life for people from all walks of life.

### 2 Offering employment opportunities to alleviate poverty

After considering its own circumstances, the Company provides an employment platform for 496 physically challenged people in the impoverished areas during the year to help them overcome financial and employment difficulties.

### 3 Offering health subsidies to employees in poverty

The Company offers one-off poverty alleviation funding to employees who are in severe poverty due to natural and manmade disasters, serious illness and other special reasons. The Company assessed and investigated the conditions of employees reported to be in poverty to get a clear picture of the reasons for and extent of their poverty as well as their living conditions. Based on that, the Company visited employees in poverty during its annual anniversary and the Chinese New Year to make them feel the warmth of the Company as a big family. Poverty alleviation is not only an act of kindness but also a manifestation of enterprise value. Great Wall Motor will adhere to the principle of fundamental and long-term poverty alleviation instead of taking it as short-term conduct, and to the business philosophy of “improving little by little every day” to build up a responsible Chinese brand and set an example as Chinese auto companies go global.



## ENVIRONMENTAL RESPONSIBILITY

## Advocating a Green Culture for Prosperity



## I. EMISSIONS

Upholding the philosophy of harmonious coexistence of people, vehicles and the environment, Great Wall Motor carries out environmental management and adheres to a sustainable development approach featuring low pollution and low energy consumption by strictly complying with laws and regulations, such as the Law of the People's Republic of China on Prevention and Control of Air Pollution, Law of the People's Republic of China on Prevention and Control of Water Pollution, and Law of the People's Republic of China on Prevention and Control of Solid Waste Pollution, etc., as well as other stipulated national/local standards on various pollutant discharge.

## Green emission and sustainable development

In accordance with the requirements of the Environmental Protection Law, facilities for controlling sewage, exhaust gas, hazardous waste and noise pollution are designed, constructed and put into operation in tandem with the main structure to ensure that all pollutants meet the national emission standards. Exhaust gas was mainly emitted by painting workshops. In particular, exhaust gas produced by the coating procedure will be treated by RTO, and other exhaust gas produced by spray procedure and painting workshops will be treated by zeolite rotor facilities and discharged after meeting the required standards. Production wastewater and domestic sewage will be treated at the sewage treatment plant and discharged into the municipal sewage pipeline network after meeting national/local emission standards. The plant sites are not in the proximity of noise-sensitive regions in which cultural and educational facilities are located. The maximum level of noise emitted was lower than the national standard.

The finished products of the Company are mainly vehicles, the shipment of which does not involve the use of a large quantity of packaging materials.

In 2020, the hazardous waste of the Company included sludge, paint slag, organic solvents waste, and other waste. The Company carried out transfer procedure filing and hazard waste transfer recording all in accordance with the requirements of ecological environment supervising departments in Hebei Province, Tianjin City and Chongqing City, and handed all hazardous waste to companies possessing hazardous waste management qualification for disposal. In particular, hazardous waste in Tianjin Plant was transferred to and lawfully disposed of by Tianjin Hejia Veolia Environment Services Co., Ltd.; hazardous waste in Baoding Plant was transferred to and lawfully disposed of by Qinhuangdao Xushankou Hazardous Waste Treatment Co., Ltd. and Cangzhou Jihuan Veolia Environment Services Co., Ltd.; hazardous waste in Chongqing Plant was transferred to and lawfully disposed of by Chongqing Neat G-Shine Resource Cycling Technology Co., Ltd.

The Company, in strict compliance with the requirements of Law of the People's Republic of China on Environmental Impact Assessment as well as Technical Specification for Pollutant Discharge Permit Application and Issuance – Automobile Manufacturing Industry, applies for pollutant discharge permit and entrusts qualified third parties to conduct annual, quarterly and monthly environmental monitoring. The Company installs online supervision system for wastewater/exhaust gas on sites to monitor pollutant discharge in real time, compiles and completes emergency response plan for environmental emergency events, and files such plan with local ecological environment authorities, so as to discharge pollutants lawfully.

ENVIRONMENTAL RESPONSIBILITY

The Company strictly controls the emission of various pollutants to ensure continuous emission reduction on the basis of emission compliance. The Company reduces pollutant emissions by employing systemic management measures and equipment, upgrading sewage treatment stations, exhaust gas treatment facilities and other environmental protection facilities, and introducing various emission reduction technologies. For sewage emission reduction, the Company carries out reclaimed water reuse projects to reduce its sewage discharge. For exhaust gas emission reduction, the Company effectively reduces the emission of volatile organic compounds by introducing the zeolite rotor concentration +RTO system to further treat spray paint exhaust gas in coating workshops. For solid waste emission reduction, the Company employs the methods of drying and draining sludge and painting residue to reduce the amount of outsourced disposal.

Since 2012, the Company has examined and calculated greenhouse gas emission in accordance with the ISO14064 Standards and the Calculation Methods and Reporting Guidelines for Greenhouse Gas Emission of Machinery Manufacturers in Hebei Province (Trial).



Coating exhaust treatment facilities: Zeolite roller concentration+RTO

II. USE OF RESOURCES AND ENVIRONMENTAL PROTECTION

Energy conservation and consumption reduction for sustainable development

Great Wall Motor, as a well-known domestic auto-maker, has always been committed to energy conservation and emission reduction. The Company launches energy conservation and consumption reduction campaigns within the Group, making every effort to build an advanced green factory of energy conservation and construct a conservation-minded society. The year 2020 marks the conclusion of the 13th five-year plan; Great Wall Motor will further strive to attain its energy conservation and emission reduction objectives and continuously reduce its own energy consumption and carbon dioxide emission by means of technical measures such as technique improvement and equipment upgrade, and management measures such as control model enhancement and promotion of green energy to replace traditional energy.

Great Wall Motor continues to improve the professionalism and technology capacity of its energy management team, conducts various energy management activities and launches energy conservation promotion campaigns within the Group, fosters the culture of energy conservation and consumption reduction, improves the energy conservation awareness of all staff, and simultaneously establishes the indicators of energy consumption intensity, so as to promote continuous energy consumption reduction in the Company.

Great Wall Motor fully identifies and interprets national energy policy, advances energy conservation and consumption reduction agenda in engineering equipment improvement and energy structure adjustment, carries out the promotion and application of new technology, new technique, new materials and new equipment, eliminates energy-intensive facilities, vigorously promotes the use of clean energy, and thoroughly implements energy management systems, and enhances energy management capacity, aiming to promote continuous energy consumption reduction in the Company.

Striving to drive sustainable development

Great Wall Motor has firmly adhered to the thorough implementation of the sustainable development concept for many years, making positive contribution to sustainable social development. The Company has officially joined the Corporate Social Responsibility – European (CSR – Europe) and its affiliate Drive sustainability, becoming the first Chinese auto-maker to do so, and will work with global industry partners to make further efforts for win-win development.

Great Wall Motor adheres to the concept of sustainable development for its global blueprint, strictly complies with the requirements on low carbon and environmental protection during each link, and positions to be a global technology travel company. Great Wall Motor and its subsidiaries actively studies multinational corporation’s sustainable development management style, combines its own concept of “harmonious coexistence of people, vehicles and the environment”, strives to improve its sustainable development capability, and earnestly undertakes its corporate responsibility, becoming a sustainable global enterprise.

Recently, China faces climate issues such as droughts and floods, as well as a shortage of certain natural resources. For every responsible enterprise, it is increasingly important to address climate change and deal with shortage of natural resources. Nowadays, coping with climate change, jointly promoting environmental protection, energy conservation and emission reduction, and actively undertaking emission reduction responsibilities have become the general current trend across the globe. In terms of production and operation, our Company proactively pushes forward clean production, promotes energy conservation and emission reduction, and is committed to fostering sustainable development of the environment.

On an ongoing basis, the Company enhances the scientific use and management of resources and energy, adheres to technological innovation, strives to boost efficiency in the use of resources and energy, and achieves the goal of energy conservation consumption reduction, emission reduction and efficiency enhancement, so as to shape itself into a environment friendly enterprise with conservation awareness and build a green ecosystem through concerted efforts.

ENVIRONMENTAL RESPONSIBILITY

Energy consumption comparison of Great Wall Motor in the recent two years



Strengthening Energy Conservation Measures

- Actively establish energy management systems to conduct real-time monitoring of energy consumption and strengthen energy efficiency management.
- Enhance energy recycling and secondary recycling, such as the recycling and use of coating waste heat, use of recirculated air of air conditioners, secondary use of reclaimed water and other energy-saving measures, which have been widely duplicated and applied in new and old factories of the Group.
- Use advanced energy-saving technology and products for all renovating and new projects.
- Adopt green light source and intelligent lighting control system to reduce human-made waste.



Actively promoting the use of clean energy

- Great Wall Motor actively promotes the implementation of renewable clean energy plans. Up to 2020, it has contracted a total of 160MW of solar photovoltaic power generation systems with an annual power generation capacity of over 100 million kWh.



Conservation management of water resource

- Great Wall Motor attaches great importance to conservation management of water resource. We follow the principle of “water conservation, planned water use and high-efficiency water use”, formulate strict water-saving plans and strengthen water use management. We reduce water consumption through measures of adjusting water use structure and improving water use method. We also reduce water leakage to avoid water resource waste through regular examination, maintenance and preservation of water pipeline network and water facility. Through implementing water conservation measures including the degraded use of water resources and water reuse in sewage treatment, Great Wall Motor has achieved the reuse of more than one million tonnes of water resources.

# ENVIRONMENTAL RESPONSIBILITY

## III. PERFORMANCE INDICATOR

### Environmental Performance Indicator

Indicator	Unit	2019	2020
<b>Emissions</b>			
<b>Types of emissions and respective emissions data</b>			
NO <sub>x</sub> emission	tonne	48.62	<b>64.98</b>
SO <sub>2</sub> emission	tonne	8.29	<b>7.36</b>
Industrial wastewater	tonne	1,022,994.00	<b>1,196,077.36</b>
<b>Total greenhouse gas emissions (in tonnes) and intensity (e.g. per unit of production volume, per facility)</b>			
Scope I: direct greenhouse gas emission	tonne	131,502.62	<b>128,438.31</b>
Scope II: indirect greenhouse gas emission	tonne	1,159,591.60	<b>1,142,275.33</b>
Total greenhouse gas emission	tonne	1,291,094.22	<b>1,270,713.64</b>
Greenhouse gas emission intensity of the main engine plants	tCO <sub>2</sub> e/unit	0.60	<b>0.34</b>
Greenhouse gas emission intensity of parts and components companies	tCO <sub>2</sub> e/output value of RMB10,000	0.17	<b>0.16</b>
<b>Total hazardous waste produced (in tonnes) and intensity (e.g. per unit of production volume, per facility)</b>			
Total hazardous waste	tonne	11,137.13	<b>12,056.27</b>
Hazardous waste intensity	tonne/unit	0.01	<b>0.01</b>
<b>Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)</b>			
Total non-hazardous waste	tonne	15,900.00	<b>15,723.00</b>
Non-hazardous waste intensity	tonne/unit	0.015	<b>0.014</b>
<b>Use of Resources</b>			
<b>Direct and/or indirect energy by type Consumption (e.g. electricity, gas or oil) in total (in '000s) and intensity (e.g. per unit of production volume, per facility)</b>			
Total electricity consumption	'000 kWh	1,027,081.54	<b>1,040,102.68</b>
Electricity consumption intensity	kWh/unit	9,741.09	<b>9,864.59</b>
Petrol consumption	tonne	8,083.31	<b>7,041.20</b>
Petrol consumption intensity	kg/unit	7.67	<b>6.68</b>
Total diesel consumption	tonne	1,494.35	<b>1,863.74</b>
Diesel consumption intensity	kg/unit	1.42	<b>1.77</b>
Natural gas consumption	'000 m <sup>3</sup>	49,098.40	<b>47,937.34</b>
Natural gas consumption intensity	m <sup>3</sup> /unit	46.57	<b>45.46</b>
Total steam consumption	tonne	577,183.40	<b>466,751.40</b>
Steam consumption intensity	kg/unit	547.41	<b>442.68</b>
<b>Water resource consumption and intensity (e.g. per unit of production volume, per facility)</b>			
Total water resource consumption	tonne	4,465,355.55	<b>4,963,248.00</b>
Water resource consumption intensity	tonne/unit	4.24	<b>4.71</b>
General energy consumption volume	tonne of standard coal equivalent	280,208.85	<b>265,110.93</b>
General energy consumption volume per unit	tonne of standard coal equivalent/unit	0.27	<b>0.24</b>

# ENVIRONMENTAL RESPONSIBILITY

## Social KPI

Indicator	Unit	2019	2020
<b>Employment</b>			
<b>Total workforce by gender, employment type (e.g. full-time or part-time), age and region</b>			
Total workforce	person	59,756	<b>63,174</b>
<b>Workforce by gender</b>			
Male	person	49,399	<b>51,821</b>
Female	person	10,357	<b>11,353</b>
<b>Workforce by employment type</b>			
Manufacturing personnel	person	26,675	<b>26,008</b>
Sales personnel	person	2,019	<b>2,157</b>
Technical personnel	person	17,603	<b>19,347</b>
Financial personnel	person	899	<b>1,014</b>
Administrative personnel	person	3,240	<b>3,396</b>
Others	person	9,320	<b>11,252</b>
<b>Workforce by age</b>			
age < 30	person	31,270	<b>30,446</b>
30 ≤ age < 40	person	24,572	<b>28,019</b>
40 ≤ age < 50	person	3,169	<b>3,795</b>
age ≥ 50	person	745	<b>914</b>
<b>Workforce by region</b>			
Domestic	person	58,133	<b>60,838</b>
Foreign	person	1,623	<b>2,336</b>
<b>Workforce by education level</b>			
Doctor degree	person	89	<b>64</b>
Master degree	person	2,010	<b>2,234</b>
Bachelor degree	person	16,593	<b>19,185</b>
Associate degree	person	13,210	<b>14,537</b>
Secondary school and below	person	27,854	<b>27,154</b>
<b>Employee turnover rate by gender, age and region:</b>			
<b>Employee turnover rate by gender</b>			
Male	%	16.33	<b>14.81</b>
Female	%	10.51	<b>10.73</b>
<b>Employee turnover rate by age</b>			
age < 30	%	20.71	<b>19.73</b>
30 ≤ age < 40	%	8.32	<b>8.21</b>
40 ≤ age < 50	%	5.33	<b>6.98</b>
age ≥ 50	%	8.15	<b>8.01</b>
<b>Employee turnover rate by region</b>			
Domestic	%	15.24	<b>14.16</b>
Foreign	%	21.41	<b>12.64</b>

ENVIRONMENTAL RESPONSIBILITY

Indicator	Unit	2019	2020
<b>Health and Safety</b>			
Number of work-related injury	person	23	27
Lost hours due to work injury	hours	281	261
<b>Development and Training</b>			
<b>Percentage of employees trained by gender</b>			
Male	person	—	80.50%
Female	person	—	19.50%
<b>Percentage of employees trained by employee category (e.g. senior management, middle management)</b>			
Senior management	person	100%	100%
Middle management	person	100%	100%
General staff	person	100%	100%
<b>Average training hours completed per employee by gender and employee category</b>			
<b>Average training hours completed per employee by gender</b>			
Male	person	—	27
Female	person	—	29
<b>Average training hours completed per employee by employee category</b>			
Research and development personnel	person	52	49
Technical personnel	person	48	56
Sales personnel	person	46	42
Administrative personnel	person	41	47
Manufacturing personnel	person	45	41
<b>Anti-corruption</b>			
<b>Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases</b>			
Number of concluded legal cases regarding corrupt practices brought against the Company and its employees	case	1	0
<b>Community Investment</b>			
<b>Resources (e.g. money or time) contributed to education, environmental concerns, labour needs, health, culture and sport</b>			
Money	RMB10,000	5,635.22	4,653.82
Of which: Investment in poverty alleviation (charity)	RMB10,000	1,354.96	993.9
<b>Number of patents</b>			
Patents applied	item	1,485	1,815
Patents granted	item	951	1,136
<b>Economic KPI</b>			
Indicator	Unit	2019	2020
Sales	10,000	105.86	111.59
Total operating income	RMB100 million	962.11	1,033.08
Net profit attributable to shareholders of the parent	RMB100 million	44.97	53.62
Total assets	RMB100 million	1,130.96	1,540.11
Net assets	RMB100 million	543.99	573.42

ENVIRONMENTAL RESPONSIBILITY

IV. RELEVANT LAWS AND REGULATIONS

1	Environmental Protection Law of the People’s Republic of China
2	Environmental Impact Assessment Law of the People’s Republic of China
3	Law of the People’s Republic of China on Prevention and Control of Air Pollution
4	Law of the People’s Republic of China on Prevention and Control of Solid Waste Pollution
5	Calculation Methods and Reporting Guidelines for Greenhouse Gas Emission of Machinery Manufacturers in Hebei Province (Trial)
6	Administrative Regulations on City Appearance and Environmental Sanitation
7	Law of the People’s Republic of China on Prevention and Control of Water Pollution
8	Water Law of the People’s Republic of China
9	Electricity Law of the People’s Republic of China
10	Energy Law of the People’s Republic of China
11	Energy Conservation Law of the People’s Republic of China
12	Law of the People’s Republic of China on Promotion of Clean Production
13	Law of the People’s Republic of China on Renewable Energy
14	Law of the People’s Republic of China on the Prevention and Control of Environmental Noise Pollution
15	Regulation on Electricity Supervision
16	Regulation on Electricity Supply and Use
17	Provisional Regulation on Monitoring and Management of Energy Conservation
18	Administrative Measures on Energy Conservation in Key Energy-using Units
19	Measures on Standard Energy Management
20	National Plan on Addressing Climate Change (2014-2020)
21	Labour Law of the People’s Republic of China
22	Labour Contract Law of the People’s Republic of China
23	Social Insurance Law of the People’s Republic of China
24	Action Plan for Employability Skills Development in Hebei (2019-2021)
25	Regulations on Work Injury Insurance
26	Administrative Regulations on Housing Provident Fund
27	Law of the People’s Republic of China on Prevention and Control of Occupational Diseases
28	Production Safety Law of the People’s Republic of China
29	Administrative Measures on Occupational Health Supervision by Employers
30	Fire Safety Law of the People’s Republic of China
31	Administrative Measures on “Three Simultaneities” Supervision of Facilities for Prevention and Control of Occupational Diseases regarding Construction Projects
32	Measures on Work Injury Identification
33	Regulations on Prohibition of Child Labour
34	Law of the People’s Republic of China on Protection of Consumer Rights and Interests
35	Advertising Law of the People’s Republic of China
36	Product Quality Law of the People’s Republic of China
37	Patent Law of the People’s Republic of China
38	Criminal Law of the People’s Republic of China
39	Penalty Law of the People’s Republic of China on Public Security Management
40	Trademark Law of the People’s Republic of China
41	Administrative Regulations on Recall of Defective Vehicles
42	Company Law of the People’s Republic of China
43	Securities Law of the People’s Republic of China
44	Guidelines on the Relations between Listed Companies and Investors
45	Individual Investor Conduct Guidelines of the Shanghai Stock Exchange

ESG REPORTING GUIDE

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

Environmental			
Aspect	Indicator No.	Indicator content	Chapter reference
A1: Emissions	General Disclosure	Information on: (I) the policies; and (II) compliance with relevant laws and regulations that have a significant impact on the issuer relating to exhaust gas and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	● Environmental Responsibility/Relevant Laws and Regulations
	A1.1	The types of emissions and respective emissions data.	● Environmental Responsibility/Performance Indicators
	A1.2	Total greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	● Environmental Responsibility/Performance Indicators
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	● Environmental Responsibility/Performance Indicators
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	● Environmental Responsibility/Performance Indicators
	A1.5	Description of measures to mitigate emissions and results achieved.	● Environmental Responsibility
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	● Environmental Responsibility

ESG REPORTING GUIDE

Environmental			
Aspect	Indicator No.	Indicator content	Chapter reference
A2: Use of Resources	General Disclosure	Policies on the effective use of resources (including energy, water and other raw materials).	● Environmental Responsibility/Relevant Laws and Regulations
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	● Environmental Responsibility/Performance Indicators
	A2.2	Total water consumption and intensity (e.g. per unit of production volume, per facility).	● Environmental Responsibility/Performance Indicators
	A2.3	Description of energy use efficiency initiatives and results achieved.	● Environmental Responsibility
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	● Environmental Responsibility
	A2.5	Total packaging material used for finished products (in tonnes), if applicable, with reference to per unit produced.	● Environmental Responsibility
A3: Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	● Environmental Responsibility/Relevant Laws and Regulations
	A3.1	Description of the significant impacts of business activities on the environment and natural resources and the actions taken to manage them.	● Environmental Responsibility
A4: Climate Change	General Disclosure	Policies on identifying and addressing significant climate-related issues that have already had and may have an impact on the issuer.	○ Environmental Responsibility/Relevant Laws and Regulations

ESG REPORTING GUIDE

Social			
Aspect	Indicator No.	Indicator content	Chapter reference
B1: Employment	General Disclosure	Information on: (I) the policies; and (II) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti- discrimination, and other benefits and welfare.	● Responsibility for Employees/Relevant Laws and Regulations
	B1.1	Total workforce by gender, employment type (e.g. full-time or part-time), age group and geographical region.	○ Responsibility for Employees/Performance Indicators
	B1.2	Employee turnover rate by gender, age group and geographical region.	○ Responsibility for Employees/Performance Indicators
B2: Health and Safety	General Disclosure	Information on: (I) the policies; and (II) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazard.	● Responsibility for Employees/Relevant Laws and Regulations
	B2.1	Number and rate of work-related fatalities.	○ Responsibility for Employees/Performance Indicators
	B2.2	Lost days due to work-related injury.	○ Responsibility for Employees/Performance Indicators
	B2.3	Description of occupational health and safety measures adopted, and relevant implementation and monitoring initiatives.	○ Responsibility for Employees
B3: Development and Training	General Disclosure	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	● Responsibility for Employees/Relevant Laws and Regulations
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management and middle management).	○ Responsibility for Employees/Performance Indicators
	B3.2	The average training hours completed per employee by gender and employee category.	○ Responsibility for Employees/Performance Indicators

ESG REPORTING GUIDE

Social			
Aspect	Indicator No.	Indicator content	Chapter reference
B4: Labour Standards	General Disclosure	Information on: (I) the policies; and (II) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	● Responsibility for Employees/Relevant Laws and Regulations
	B4.2	Description of steps taken to eliminate violations when discovered.	○ Responsibility for Employees
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	● Social Responsibility/ Relevant Laws and Regulations
	B5.1	Number of suppliers by geographical region.	○ Social Responsibility
	B5.2	Description of practices relating to engaging suppliers, number of suppliers to which the practices are being implemented, and relevant implementation and monitoring initiatives for relevant practices.	○ Social Responsibility
B6: Product Responsibility	General Disclosure	Information on: (I) the policies; and (II) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	● Product Responsibility/ Relevant Laws and Regulations
	B6.3	Description of practices relating to preserving and protecting intellectual property rights.	○ Product Responsibility
	B6.4	Description of quality assurance process and product recall procedures.	○ Product Responsibility
	B6.5	Description of consumer data protection and privacy policies, and relevant implementation and monitoring initiatives.	○ Product Responsibility

ESG REPORTING GUIDE

Social			
Aspect	Indicator No.	Indicator content	Chapter reference
B7: Anti-corruption	General Disclosure	Information on: (I) the policies; and (II) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	●Corporate Governance/ Relevant Laws and Regulations
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	○Corporate Governance/ Performance Indicators
	B7.2	Description of preventive measures and whistle-blowing procedures, and relevant implementation and monitoring initiatives.	○Corporate Governance
B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take communities’ interests into consideration.	●Social Responsibility/ Relevant Laws and Regulations
	B8.1	Focus areas (such as education, environmental matters, labour demand, health, culture and sports) of contribution.	○Social Responsibility
	B8.2	Resources (such as money or time) contributed to the focus areas.	○Social Responsibility/ Performance Indicators

Note: the ● icon refers to indicators for “comply or explain” provisions, and the ○ icon refers to indicators for “recommended disclosures”.

FEEDBACK FORM

Thank you for reading the Annual Social Responsibility Report of Great Wall Motor Company Limited. We highly value and look forward to receiving your feedback on our social responsibility performance and this report. Your suggestions and recommendations are valuable basis for us to continue to improve our quality of information disclosure on corporate social responsibility and to promote our corporate social responsibility management and practices. Please complete the form below and send it to us via mail or e-mail. We wholeheartedly appreciate your valuable suggestions.

What is your overall evaluation of this report?

☐ Very good

☐ Good

☐ Average

☐ Rather poor

☐ Poor

How is the structure of this report?

☐ Very reasonable

☐ Reasonable

☐ Average

☐ Rather unreasonable

☐ Unreasonable

How about the readability of this report?

☐ Very readable

☐ Readable

☐ Average

☐ Rather unreadable

☐ Unreadable

How about the disclosure of topics of your concern?

☐ Very comprehensive

☐ Rather comprehensive

☐ Partially covered

☐ Scarcely covered

☐ Not covered

What other concerns of yours are not reflected in the report?

Is there any suggestion on our CSR performance or this report?

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