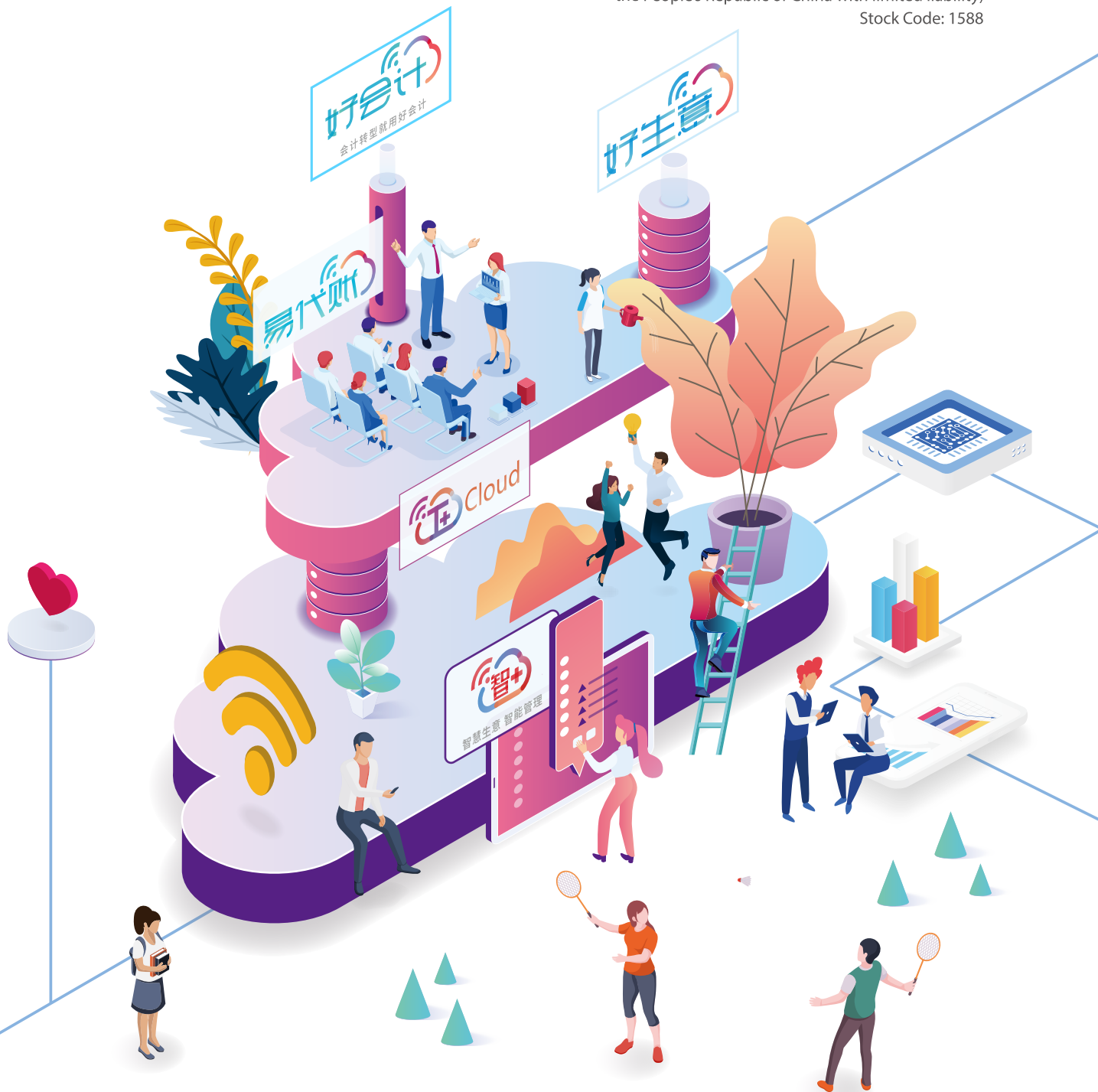


畅捷通 Chanjet

暢捷通信息技術股份有限公司
CHANJET INFORMATION TECHNOLOGY COMPANY LIMITED

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



2020 ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

Notes on the environmental, social and governance (“ESG”) report (the “report”)

Reporting Scope:

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

Reporting Period:

This Report is presented on an annual basis, and covers the period from 1 January 2020 to 31 December 2020. Some contents may go beyond the aforesaid period due to the explanation needs.

Basis of Preparation:

This Report is prepared in accordance with the ESG Reporting Guide as contained in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Listing Rules**”) and with reference to the GRI Sustainability Reporting Standards issued by the Global Reporting Initiative and other applicable standards.

Explanation about the Data:

Monetary amounts involved in this Report are denominated in RMB saved for those otherwise stated.

Ways of Publication:

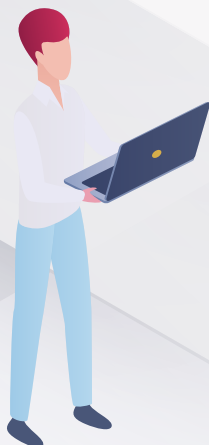
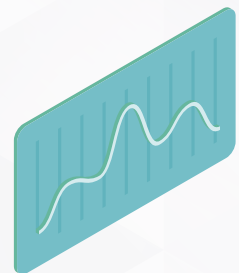
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Microblog of Chanjet



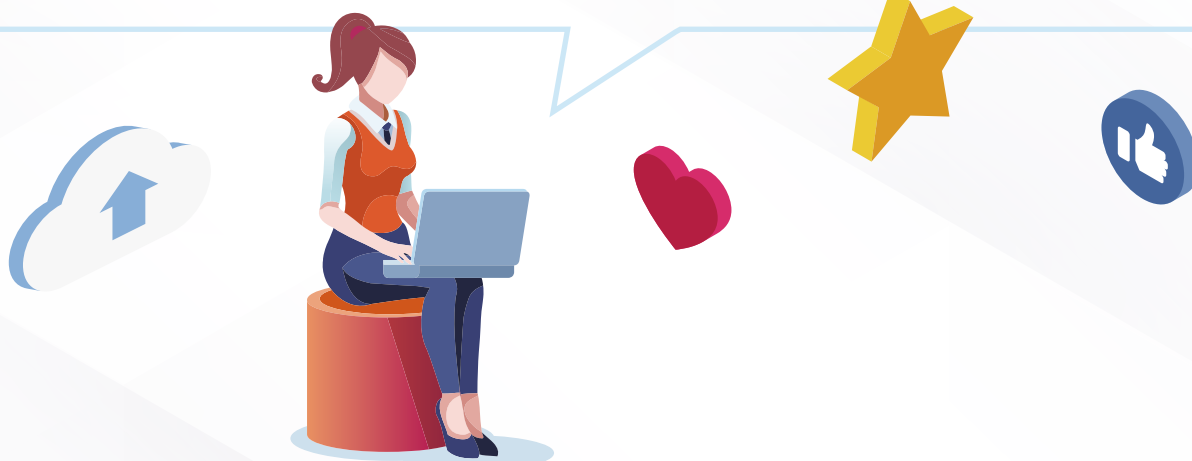
WeChat of Chanjet





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Statement from the Management

In 2020, Chanjet continued to focus on financial and management services for micro and small scale enterprises (“MSEs”), and constantly innovated in product applications. It has upgraded products based on new fiscal and taxation policies, new commerce, and new retail as a way to expand product fields and enrich its product lines. While consolidating the leading advantage in the field of digital intelligent finance and taxation for MSEs, the Company has strengthened its product offerings to front-end marketing so as to help MSEs building their online business operating capabilities and accelerate the digital intelligent upgrading. In 2020, the annual operating revenue, net profit and total assets of Chanjet amounted to RMB509 million, RMB33 million and RMB1,610 million, respectively. While developing its principal business, the Company adheres to green development, focuses on employee care, strengthens win-win cooperation, and continues to ensure its operational compliance. By achieving the above, it has promoted the development of the industry, and has actively fulfilled its corporate social responsibilities.

Fighting against the epidemic to empower enterprises

In the face of the epidemic, Chanjet has assumed the health and safety of employees as its own responsibility by implementing epidemic prevention and control measures, and has fulfilled its corporate social responsibilities and established a good corporate image.

Practicing green operation to promote environmental protection

Chanjet actively practices the concept of green development, continues to optimize emissions management and strengthen energy consumption management. Chanjet promotes corporate green operation and management so as to contribute to the construction of ecological civilization.

Caring for employees to foster growth

Chanjet firmly believes that employees are important forces for the long-term development of enterprises. It actively protects the rights and interests of employees, helps them grow and develop, and is committed to improving their sense of happiness by establishing a harmonious, united, equal and diversified talent pool.

Achieving win-win cooperation to grow together

Chanjet continues to optimize supplier management to achieve win-win and mutual benefit results with its partners. It strives to practice and enrich the corporate culture of “respect and cooperation, striving for the best and achieving happiness and win-win results”.

Innovating products for sustainable development

Chanjet has always been committed to providing MSEs with platform services, application services, and data value-added services with financial and management services as the core. Focusing on the optimization and iteration of products and services, it strives to empower the business development of MSEs so as to achieve the mission of “facilitating MSEs’ development in operation and management through creativity and technology”.

Implementing standardized management to achieve integrity operation

Chanjet adheres to the anti-corruption operation principle, and continuously marches on the path of improving the Company’s systems and maintaining integrity operation. By improving reporting channels, strengthening risk management, and conducting anti-corruption training, Chanjet has guaranteed lawful operation and ensured operational compliance of the Company.

In the future, bearing its original aspiration in mind, Chanjet will adhere to its mission and vision. While continuously optimizing its product structure and customer service, it will integrate the concept of sustainable development into its operation, and actively respond to national policies and calls as a way to comprehensively promote MSEs’ operations in the era of digital intelligence and realize the economic and social value of the Company.





About us

Company profile

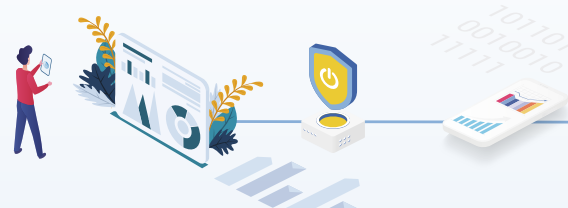
Chanjet Information Technology Company Limited, a subsidiary of Yonyou Group, was established in March 2010 and listed on the Main Board of the Hong Kong Stock Exchange on 26 June 2014.

Chanjet takes “facilitating MSEs’ development in operation and management through creativity and technology” as its mission and is committed to becoming a worldwide leading provider of cloud services and software for MSEs. Our business covers providing MSEs at different development stages with financial and management cloud applications such as Chanjet Good Accountant, T+Cloud, Chanjet Good Business, Intelligence+ and Easy Accounting Agent; providing professional accounting and purchase-sale-stock management software including the T1, T3, T6 and T+ series; providing data-based value-added services for MSEs and providing financial practitioners with financial and tax knowledge, trainings, communications and other consultation services via the Accountant Home community.

In order to keep abreast of the development trend of intelligent finance, financial-taxation interconnection and ecological integration in respect of financial and taxation services, Chanjet put forward the concept of “intelligent companies” for the first time in the industry in response to problems faced by traditional MSEs in their financial and management transformation. Such concept means to provide cloud management services that integrated “Personnel, Finance, Commodity and Customer” and intelligent cloud finance services that integrated finance, invoices and taxes to MSEs. Hence, Chanjet satisfies MSEs’ management and operation needs for intelligent analysis, intelligent marketing, intelligent sale and intelligent management under the circumstances of new economy and new retailing, facilitates the online businesses of enterprises and thereby changes the traditional business model and achieves healthy growth.

Corporate philosophy

Mission:	Facilitating MSEs’ development in operation and management through creativity and technology
Vision:	Becoming a worldwide leading provider of cloud services and software for MSEs; serving as the platform for partners and employees enjoying work, making achievements and sharing success
Core value:	Friend of users, professional endeavour and continuous innovation





Corporate honour

Honors and awards		Awarding organizations	
★	2019 Best Potential Partner of "Thousand Sail Plan (千帆計劃)"	★	Tencent cloud (騰訊雲)
★	First Place in User Satisfaction in MSEs Cloud Financial Market (小微企業雲財務市場用戶滿意度第一)	★	The 2020 China IT Users Satisfaction Conference (hosted by CCW Research) (2020中國IT用戶滿意度大會(計世資訊主辦))
★	2020 Most Influential Chinese Brand in SaaS Cloud Service for MSEs (2020年度中國小微企業SaaS雲服務最具影響力品牌)	★	The 2020 International Sci-Tech Innovation Festival and Global Digital Conference (2020國際科創節暨全球數字大會)
★	Chanjet Good Business-2020 Chinese Innovative and Leading SaaS Cloud Purchase-Sale-Stock Product for MSEs (2020中國小微企業SaaS雲進銷存創新領軍產品)	★	China Software Industry Association (中國軟件行業協會), SOFT6.COM (中國軟件網) and HaPi Research (海比研究)
★	Flag Awards - Best HR SSC 2020 and Best HR Team 2020 (極幟獎—2020最佳人力資源分享服務中心&最佳人力資源管理團隊)	★	HRflag (眾旗)
★	The Excellent Organizer at preliminary contest of 2020 "Maker in China" Beijing SMEs Innovation and Venture Contest and the "Maker in Beijing 2020" Innovation and Venture Contest (2020年「創客中國」北京市中小企業創新創業大賽暨「創客北京2020」創新創業大賽初賽優秀承辦單位)	★	Organizing Committee of the "Maker in Beijing 2020" Innovation and Venture Contest (「創客北京2020」創新創業大賽組委會)
★	Kunpeng Award - Application Innovation Winning Prize of 2020 "Maker in China" Beijing SMEs Innovation and Venture Contest and the "Maker in Beijing 2020" Innovation and Venture Contest (2020年「創客中國」北京市中小企業創新創業大賽暨「創客北京2020」創新創業大賽鯤鵬·應用創新專項賽優勝獎)	★	Organizing Committee of the "Maker in Beijing 2020" Innovation and Venture Contest (「創客北京2020」創新創業大賽組委會)

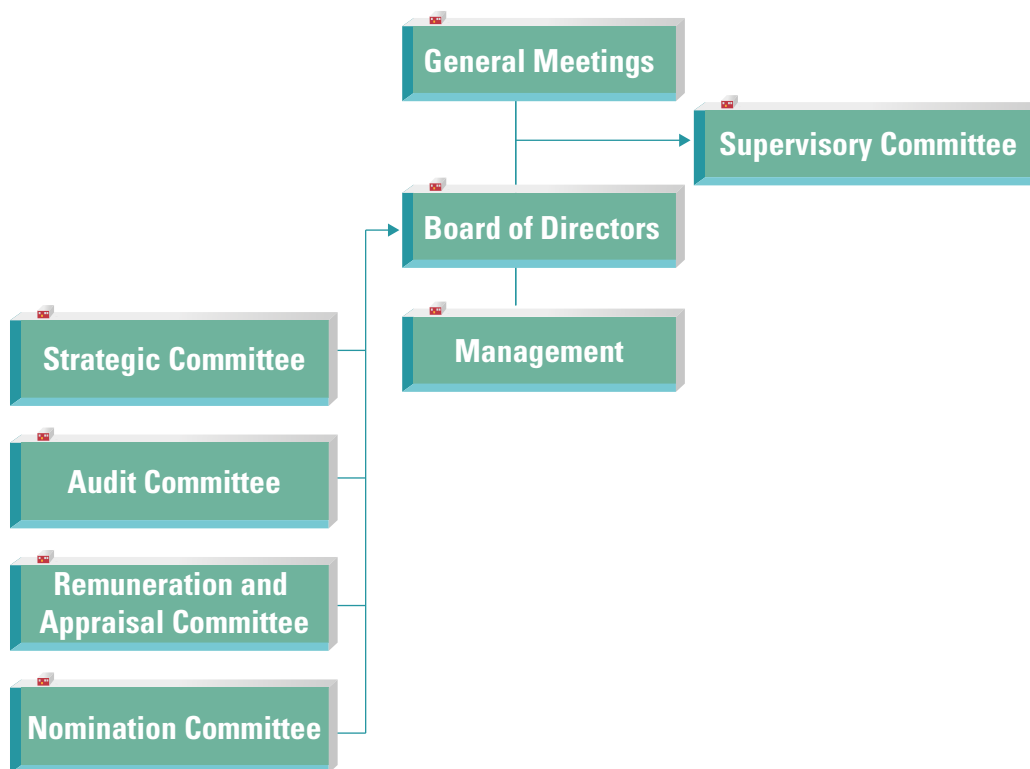




Corporate governance

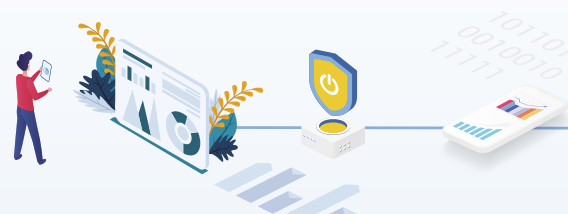
The Company has observed the provisions under the Company Law of the People's Republic of China (《中華人民共和國公司法》), the Securities Law of the People's Republic of China (《中華人民共和國證券法》) and other relevant laws and regulations as well as the requirements issued by domestic and overseas regulatory authorities including the Listing Rules, and continued to standardise and improve corporate governance structure. We have formulated a series of corporate governance-related normative regulations, including the Articles of Association, Rules of Procedure of General Meetings, Rules of Procedure of the Board of Directors, Rules of Procedure of Supervisory Committee, Working Rules of Strategic Committee, Working Rules of Audit Committee, Working Rules of Remuneration and Appraisal Committee, Working Rules of Nomination Committee, Working System for Independent Directors, Working Rules of President, Board Diversity Policy, Shareholders Communications Policies and Dividend Policy, thereby ensuring the law-abiding and compliance operation of the Company and making sure that the shareholders' general meetings, the Board of Directors and its special committees, the Supervisory Committee and the management of the Company would perform their duties and responsibilities in compliance with laws and regulations.

The corporate governance structure of the Company is as follows:



With a view to achieving sustainable and balanced development, the Company believes increasing diversity of the Board is an essential element in supporting the attainment of its strategic objectives and sustainable development. All the appointments made by the Board will be based on meritocracy, and candidates will be adequately considered with reference to objective criteria, together with the benefits brought to the Board by adoption of board diversity. Selection of Board members will be based on a range of diversity perspectives, including but not limited to gender, age, cultural and educational background, professional experience, skills, knowledge and length of service. The ultimate decision will be made based on the specific demand for talents of the various stages in the business development and strategic planning of the Company as well as the merits and contributions to be brought to the Board by the selected candidates.

In 2020, the Company held a total of 3 shareholders' general meetings, 11 Board meetings and 4 Supervisory Committee meetings.



Responsibility management

The Company proactively fulfils its social responsibilities and has taken measures such as setting up a social responsibility management system with the Board as its core, responding to and satisfying the requirements of the stakeholders to boost the integration of social responsibilities into our business operation in every regard.

• ESG GOVERNANCE STRUCTURE

The Board of the Company highly values the ESG work of the Company, and retains responsibility for the Company's ESG strategies and relevant reporting, including evaluating and determining the Company's ESG-related risks, ensuring that appropriate and effective ESG risk management and internal control systems are in place, reviewing the Company's performance periodically, and approving disclosures in the Company's ESG report. This Report will be published after reviewed by the Board.

Chanjet has set up a Sustainability Development Committee comprising senior executives of the Company to comprehensively guide, authorize and coordinate relevant departments in promoting social responsibility efforts. Meanwhile, the Company has also established an ESG working group, which implements and promotes ESG-related tasks and integrates the ESG-related tasks into the daily operations of the Company under the leadership of the Sustainability Development Committee.

• ESG REPORTING PRINCIPLES

Materiality: The materiality of our ESG issues is determined by the Board. The process of stakeholder communication and identification of material issues and the materiality matrix are all disclosed in this Report.

Quantitative: Statistical standards, methods, assumptions and/or calculation tools for quantitative key performance indicators herein and source of conversion factors are all explained in the definitions of this Report.

Balance: This Report shall provide an unbiased picture of the Company performance during the reporting period and should avoid selections, omissions, or presentation formats that may inappropriately influence the decision or judgment made by the report readers.

Consistency: The statistical methodologies applied to the data disclosed in this Report shall be consistent.

• COMMUNICATIONS WITH STAKEHOLDERS

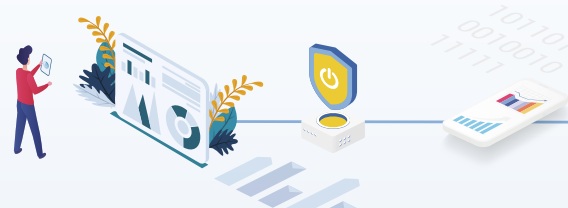
Chanjet maintains continuous communications with its stakeholders and has adopted diversified communication channels such as stakeholder seminars, teleconferences and web conferences to listen to the expectations and propositions of the stakeholders and make timely corresponding responses to their opinions. Subject to law-abiding and compliance operation, we fulfill our social responsibilities to create value for stakeholders.

During the year, Chanjet continued to prepare and distribute questionnaires to stakeholders to investigate and collect statistics on stakeholders' concerns and influences at different levels. From the perspective of sustainable development, the Company has sorted through and worked out a stakeholder communication form to provide foundation for the identification of material topics of the Company.



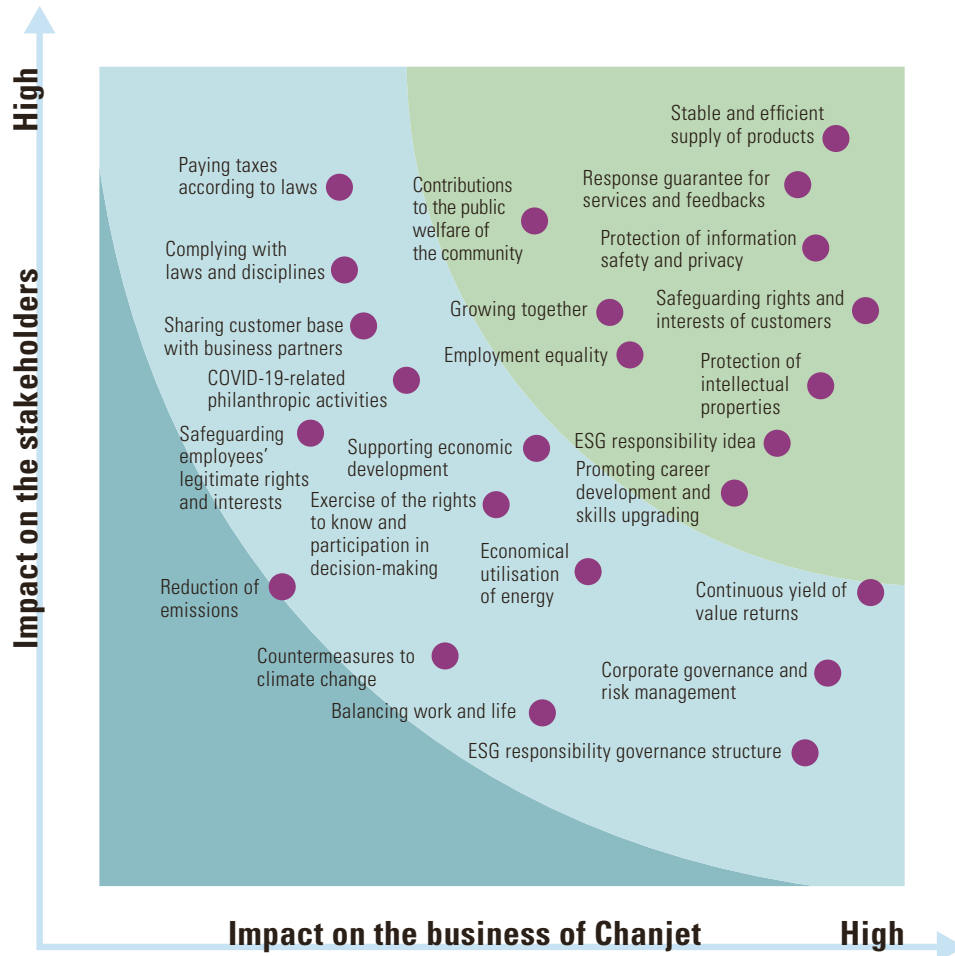


Stakeholder	Topics of Concern	Communication Channels and Solutions
Shareholders	<ul style="list-style-type: none"> Continuous yield of value returns Corporate governance and risk management Exercise of the rights to know and participation in decision-making Idea of responsibility Governance responsibility structure Statement of the Board, in relation to its participation in responsibility management 	<ul style="list-style-type: none"> Regular reports and information disclosure Shareholders' meeting Investors' surveys Presentation on business results Roadshow on business results Teleconference
Government/Community	<ul style="list-style-type: none"> Complying with laws and disciplines Paying taxes according to laws Supporting economic development Protection of intellectual properties Anti-corruption Voluntary activities Community building COVID-19-related philanthropic activities 	<ul style="list-style-type: none"> Daily communications Information bulletin Public-Private-Partnerships Governmental review Philanthropic activities Anti-epidemic activities
Customers	<ul style="list-style-type: none"> Information security protection Customer privacy protection Customer satisfaction Product stability and efficiency Product R&D and innovation Intellectual property protection Service and feedback response guarantee Customer rights and interests protection Reasonable publicity 	<ul style="list-style-type: none"> Daily services and communications Customer's satisfaction surveys Portal websites, WeChat official account, etc. Online service platform Customer service hotline
Business Partners	<ul style="list-style-type: none"> Growing together Sharing customers with partners Fair and just procurement Supply chain risk management Green procurement 	<ul style="list-style-type: none"> Procurement policy Project cooperation Daily business communication Establishment of industrial leagues Online service platform
Employees	<ul style="list-style-type: none"> Employment equality Employment compliance Employees rights and interests protection Occupational safety and health Promoting career development and skill enhancement Work and life balance Employee satisfaction 	<ul style="list-style-type: none"> Employment policies Regular meetings Employee trainings Employee club Portal websites, WeChat official account, etc.
Environment	<ul style="list-style-type: none"> Economical utilisation of energy Emission reduction Ecological environment and natural resources protection Countermeasures to climate change 	<ul style="list-style-type: none"> Green office Green procurement Environmental information disclosure Launching environmental protection promotion activities



• SUBSTANTIVE ISSUES IDENTIFICATION

In accordance with the ESG Reporting Guide as contained in Appendix 27 to the Listing Rules and relevant international standards, the Company communicates with the stakeholders on the relevant ESG issues, conducts respective evaluations on significant ESG issues relating to our business from the perspectives of the significance to the stakeholders and the significance to environment and society. Afterwards, the Company selects and forms the materiality matrix to serve as the basis of ESG concerns and disclosures of the Company.





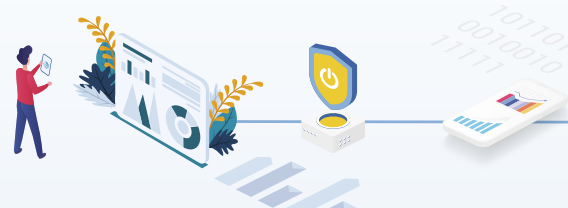
Featured Topic: Work together to fight the epidemic and ensure safety

At the beginning of 2020, the outbreak of the novel coronavirus (COVID-19) greatly affected the lives of people across the country and economic activities in various regions. Chanjet has always put the health and safety of employees in the first place, and has strictly implemented the requirements of the epidemic prevention policies. While conducting epidemic control measures, it actively responded to the government's call to participate in anti-epidemic public welfare actions as a way to earnestly fulfill the social responsibilities of a listed company. It fully supported the work on epidemic control, and helped MSEs affected by the epidemic to tide over the difficulties.

Ensure employee safety

In the face of the unforeseeable outbreak of epidemic, Chanjet formulated strict epidemic prevention and control rules based on epidemic prevention requirements and the Company's situation. It adopted a number of measures to protect the health and safety of each employee, which fully demonstrated the Company's people-oriented business philosophy.

In the first place, Chanjet strictly controlled and screened the entry and exit of personnel by setting up body temperature monitoring at the entrance of the office area, and reporting the temperature measurement in a timely manner every day. For those with abnormal body temperature, Chanjet immediately activated corresponding emergency plans. Such personnel would be arranged to temporary settlement points for suspected cases, and sent to the hospital in time. Such cases would be reported to the Company and the regional center for disease prevention and control. In addition, Chanjet arranged personnel to disinfect the key areas of the Company every day and fill in check-in form to ensure the safety of the Company's internal environment. Meanwhile, considering the shortage of epidemic prevention supplies, the Company distributed gloves, alcohol cotton, soap and other materials to employees to provide them protection to prevent the epidemic in terms of supplies. In order to strengthen employees' understanding of epidemic prevention, the Company prepared the COVID-19 Prevention Manual in Work Area (《職場防疫手冊》) and produced anti-epidemic propaganda posters to improve employees' vigilance and self-protection awareness.



Empowering enterprises to fight the epidemic

Chanjet has always adhered to the mission of “facilitating MSEs’ development in operation and management through creativity and technology”, and the original intention of “conducting sincere cooperation with users and being a reliable friend for them”. During the epidemic, Chanjet served customers efficiently, and empowered enterprises to fight the epidemic as a way to actively fulfill corporate responsibilities.

- **Help MSEs tide over difficulties**

To help MSEs in Beijing which have been impacted by the epidemic to survive the difficulties and maintain stable development, Beijing Municipal Bureau of Economy and Information Technology published the Notice on the Issuance of Service Coupons for Micro, Small and Medium Enterprises Seriously Affected by COVID-19 (《關於向受疫情影響嚴重的中小微企業發服務券的通知》) on 11 February 2020. The Company was selected as one of the first batch of providers of telecommuting service products eligible to service coupons for small and medium enterprises in Beijing, and offered discounts on relevant cloud products to eligible MSEs in Beijing. To be specific, the Company’s cloud product named T+Cloud was free for the aforesaid MSEs to use from 1 February 2020 to 30 April 2020. From 1 May 2020 to 31 December 2020, the product price of T+Cloud was charged at 50% of the original contract amount, and the remaining 50% of the contract amount was distributed by Beijing Municipal Bureau of Economy and Information Technology or its designated agency according to the requirements of the notice. The abovementioned actions were conducive to better achieving online office for MSEs during the epidemic and promoting mode of contactless office so as to help MSEs to cope with the difficulties, by which the Company was able to make contribution to the fight against the epidemic within its ability.

In addition to facilitating remote office work, Chanjet concerned about the development of MSEs, and actively helped MSEs nationwide affected by the epidemic to do business well and manage business well. The Company specifically launched the cloud-assisted care campaign and offered extra service period for relevant cloud products including T+Cloud, Chanjet Good Accountant, Good Business, Easy Accounting Agent, and collaborative applications of Biz Chat for free to eligible MSE users. To be specific, if MSE users in China newly purchased or renewed and effectively activated relevant cloud products during the period from 1 January 2020 to 31 March 2020, the Company would offer extra two months service period for free for the first year. The abovementioned actions helped MSEs better improve their online business capability during the epidemic, achieve the landing of digital scene and unleash the digital efficiency dividend, so as to better overcome the difficulties.

The Company also successively announced several preferential services and related policies. For example, in order to help more MSEs solving difficulties such as “difficult and slow financing”, the Company’s data-supported loan platform activated green channels for MSEs registered in Hubei Province for pure credit-based loan application during the period from 1 February 2020 to 31 March 2020; for the MSEs in Hubei Province which successfully applied for loans on the platform, the Company provided discounted interest support with free interest rate for the first month; and during the epidemic period, the Company provided free and selected online courses for large numbers of accounting users of MSEs and channel partners of the Company. At the same time, the Company launched a variety of emergency response mechanisms of its services, including 7 × 15 hours service community online Q&A, 7 × 24 hours Service Wiz robot online service, 5 × 8 hours support network service, etc., to ensure the quality of customer service. In addition, the Company continued to update hot materials such as the epidemic control guidelines in the material library of partner zone for partners to use in the business promotion during the epidemic.

- **Carrying out online public welfare training**

During the epidemic, the Company never forgot to practice corporate social responsibilities while implementing measures to control the epidemic. We actively participate in the online public welfare live broadcast with the theme of “Industrial Internet Platform Solutions Helping Digital Transformation” jointly carried out by the State Development and Research Centre for Industry Information Security (國家工業信息安全發展研究中心), Zhongguancun Alliance for Integration of Information Technology and Real Economy (中關村信息技術和實體經濟融合發展聯盟), key industrial Internet platforms, industrial e-commerce platforms and financial institutions etc., to help MSEs to facilitate the epidemic prevention and control, resumption of work and production, and digital transformation.





1. Conduct green operation to advocate sustainable development

1.1 FOCUSING ON EMISSION MANAGEMENT

Committed to green operations, Chanjet strictly complied with the Law of the People's Republic of China on Environmental Protection (《中華人民共和國環境保護法》), the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》), Beijing Environmental Sanitation Regulations on Municipal Appearance (《北京市市容環境衛生條例》), Implementing Scheme on the Mechanism for Domestic Wastes Classification of the National Development and Reform Commission and the Ministry of Housing and Urban-Rural Development (《國家發展改革委住房城鄉建設部生活垃圾分類制度實施方案》) and other national laws and regulations as well as requirements of various policies. The Company strives to achieve green office and eco-friendly operations. During the reporting period, Chanjet did not have any material violation in respect of environmental protection.

In 2020, the Company continued to regulate and manage the greenhouse gas emissions and waste, and implemented a number of measures:

- **Management of greenhouse gas emission**

As Chanjet is a MSEs cloud service and software provider, emissions of greenhouse gases generated by Chanjet are mainly emissions from electricity consumed during daily office work and indirectly generated during business trips. The Company does not possess or have control over any direct emission sources such as vehicles, engines, gas-fueled appliances, etc., and does not utilize coal, gasoline, diesel, natural gas and other fuels, and therefore does not involve in direct emission of greenhouse gases. During the reporting period, the Company adopted various measures to reduce greenhouse gas emissions:

- ★ The Company provides employees with shuttle buses and dormitories to reduce greenhouse gas emissions during commuting.
- ★ The Company actively uses telephone, e-mail, online meetings and other methods in daily office work. During the epidemic, employees were encouraged to work remotely online to reduce greenhouse gas emissions.



- ★ The Company places green plants and installs air purifiers in the office zone to keep the air fresh.
- ★ The Company uses eco-friendly, pollution-free and odorless decoration materials to optimize the office environment.

- **Management of non-hazardous wastes**

Non-hazardous wastes of the Company mainly include used office paper and other office waste, which are categorized and placed separately by us and collected by the property company for centralised treatment subsequently. During the reporting period, Chanjet adopted various measures to reduce the generation of non-hazardous waste:

- ★ Using online office management system and platform to optimize the Company's online approval process and reduce the amount of paper used for printing.
- ★ Placing access control over printers, and requiring employees to swipe card for identification before printing to reduce the times of invalid printing of documents and lower utilization frequency of paper documents.
- ★ Advocating employees to print on both sides or use the other side of paper for the second time when printing internal documents to actively promote the concept of paper-saving.

- **Management of electronic wastes**

Electronic wastes of the Company mainly comprise scrapped electronic devices during business operations (scrapped computer mainframes, displays, laptops, servers, printers) and used toner cartridges for printers, etc. The Company classifies and delivers such electronic wastes to qualified third-party or electronic devices recycling companies for treatment and has adopted various measures to reduce the generation of electronic wastes:

- ★ Rent electronic devices to reduce the production of obsolete electronic devices.
- ★ Use large-scale printers which enable feeding of toner without use of cartridges instead of printers with toner cartridges.
- ★ Recycle and transform used computer hard drives and equipment parts for our employees to reuse.
- ★ Set up recycling bins for waste batteries for timely recycling and disposal.

- **Management of sewage disposal**

Sewage of the Company mainly comes from domestic sewage generated in the office zone, all of which is treated according to the standardized process and discharged to the municipal pipeline after being treated through the septic tank in the office park zone.





The performance data of Chanjet in respect of emissions in 2020 is as follows:

Indicators	Unit	2020	2019	2018
Total emission of greenhouse gases	(tCO ₂ e)	146.24	149.25	108.48
Reduction in emission of greenhouse gases as compared to last year	(tCO ₂ e)	-3.01	40.77	-46.46
Per capita emission of greenhouse gas	(tCO ₂ e/person)	0.15	0.16	0.12
Total electronic wastes	(sets)	267*	258	121
Electronic wastes generated	(tonnes)	4.06*	1.79	0.54
Per capita electronic wastes generated	(kg/person)	4.06*	1.89	0.58
Non-hazardous wastes generated	(tonnes)	17.65	17.63	16.08
Per capita non-hazardous wastes generated	(kg/person)	17.65	18.66	17.31

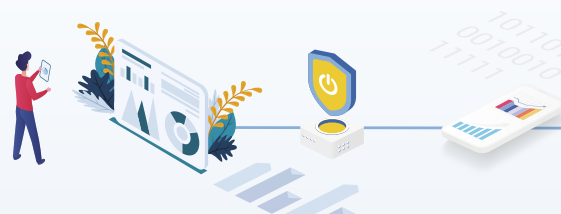
*Note: In 2020, total electronic wastes, electronic wastes generated and per capita electronic wastes generated increased from 2019 mainly due to the concentrated scrapping of a batch of used servers, computers and other electronic devices in 2020.

1.2 STRENGTHENING ENERGY CONSUMPTION MANAGEMENT

Adhering to the principle of low-carbon operation, Chanjet has strengthened its refined management, and has used energy and resources reasonably. In strict accordance with the Law of the People's Republic of China on Energy Conservation (《中華人民共和國節約能源法》) and other laws and regulations with regard to energy conservation and environmental protection, the Company has formulated the Code of Conduct for Employees to practice environmental protection concepts and protect the environment in daily work as a way to contribute to the sustainable development of the economy and society.

Resources used by us mainly include electricity consumed for the operation of electronic devices and central air conditioner, water resources from municipal administration water supply as well as purchased packing materials, such as packing boxes, user's manuals, CDs, etc. During the reporting period, we also adopted a number of energy-saving measures:

- Saving water resources**
 - ★ Refit and use atomizing faucets and automatic sensor faucets to save water.
 - ★ Introduce water purifiers to reduce consumption of tap water and mineral water.
 - ★ Inspect water pipes, faucets and other equipment regularly, and update old equipment in time to reduce waste caused by leaking or dropping water.
 - ★ Post water saving reminders in public areas such as toilets to enhance employees' environmental awareness.



- **Lowering energy consumption**

- ★ Install and use LED lights and sound-controlled lights; regularly check and update old lights, turn off the lights during lunch break and off work, and turn off the main power when leaving the office for a long time; meanwhile, design the circuit reasonably to reduce the waste of electricity.
- ★ Switch to power-saving mode when using electronic office equipment, reduce standby time, and promptly turn off the equipment or turn on the sleep mode during non-working periods.
- ★ Use cloud servers provided by Alibaba Cloud to reduce energy consumption for private server operation.

- **Scaling down the usage of packaging materials**

- ★ Advocate customers to use cloud purchases and software encryption to replace purchases of physical products.
- ★ Apply eco-friendly materials for packaging boxes of software products to reduce the impact of waste packaging materials on the environment.

Major resource consumptions of Chanjet in 2020 includes:

Indicators	Unit	2020	2019	2018
Total electricity consumption	(0'000 kWh)	20.54	19.64	14.28
Electricity consumption as compared to last year	(0'000 kWh)	0.90	5.36	-6.11
Comprehensive energy consumption	(tonnes of standard coal)	25.25	24.14	17.55
Per capita comprehensive energy consumption	(kg of standard coal/person)	25.25	25.54	18.85
Total water consumption	(tonnes)	541	606	463
Per capital water consumption	(tonnes/person)	0.54	0.64	0.50
Total packaging materials	(tonnes)	5.24	9.13	8.4
Packaging materials per unit of production	(kg)	0.28	0.28	0.28
Number of rental facilities	(sets)	534	441	486





2. Be people-oriented and seeking strength from the growth of employees

2.1 ESTABLISHING A HARMONIOUS AND DIVERSIFIED TEAM

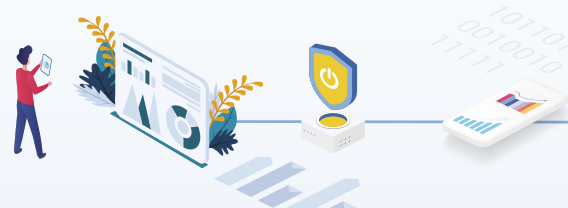
Chanjet adheres to the people-oriented concept, pays attention to the protection of employees' rights and interests and the career development of employees, and cares for the physical and mental health of employees so as to strive for the common development of the Company and employees. The Company has been in strict compliance with the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), the Law of the People's Republic of China on the Protection of Minors (《中華人民共和國未成年人保護法》), Provisions on Prohibition of Child Labour (《禁止使用童工規定》) and other national laws and regulations. The Company has formulated complete internal management system, and actively safeguards the rights and interests of employees in terms of equal and compliant employment, salary and benefits, working hours and holidays as a way to establish an equal, united, harmonious and diversified talent team.

- **Equal employment**

Chanjet regards employees as the Company's precious wealth and is committed to providing employees with an equal and open employment platform. The Company adheres to the principle of "openness, fairness and justice" to strictly regulate recruitment and management. It actively recruits talents through campus recruitment, social recruitment and internal recommendation, and examines candidates from the aspects of work ability, job matching, and work attitude. We resolutely oppose discriminatory behavior based on factors such as gender, age, health, etc., and fully protect employees' equal employment opportunities.

- **Protect the rights and interests of employees**

During the year, Chanjet revised the Chanjet Remuneration Management Measures (《暢捷通薪酬管理辦法》), the 2020 Performance Appraisal and Management System (《2020年度績效評價管理制度》) and other regulations and systems on the basis of strict compliance with national laws and regulations and relevant requirements. By doing this, we further improved the internal construction in terms of working hours, holidays, remuneration and benefits to strive to protect the legitimate rights and interests of employees.



Vacation management	<ul style="list-style-type: none"> ★ Fully safeguarded employees' rights of taking leaves by revising the Chanjet Work Attendance Management Measures (《畅捷通考勤管理办法》) and earnestly implementing statutory festivals and holidays. ★ Revised the Front-line Special Welfare System (《一线特殊福利制度》) to provide front-line employees with additional paid holidays in addition to statutory holidays to ease the hardship of travel.
Working hours management	<ul style="list-style-type: none"> ★ Implemented a flexible working hours system to facilitate employees to manage working hours flexibly and efficiently and improve work efficiency.
Remuneration Basic welfare and welfare	<ul style="list-style-type: none"> ★ Established a complete and comprehensive remuneration system, covering basic salary, performance salary and subsidy, and rationally determined remuneration in a comprehensive consideration of various factors such as rank of position, segment, business line, and geographic location. ★ Provided employees with various subsidies and condolences, such as transportation subsidies, marriage and childbirth subsidies, and funeral condolences in addition to handling five social insurances and one housing fund for employees who have signed labor contracts in accordance with the law.
Core talent incentives	<ul style="list-style-type: none"> ★ Improved the Company's incentive and restraint mechanism, and implemented long-term incentive measures. The first was to implement the grant of 2020 points award according to the long-term incentive point scheme, and awarded points to core talents who met the incentive qualifications, and newly introduced and regular key personnel. The second was to implement the 2020 employee share ownership scheme and the 2020 long-term incentive bonus scheme to attract, retain and inspire the Company's mid-level and senior management and key personnel as a way to promote the long-term and healthy development of the Company. ★ Implemented supplementary pension scheme for senior executives and senior management experts, and provided flexible medical and physical examination services for senior executives, core talents and their families.



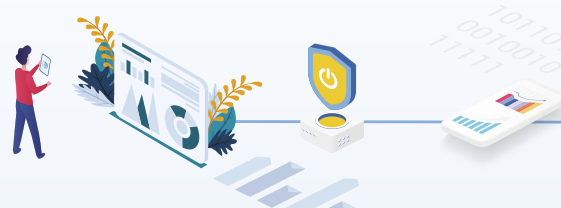


• Eliminate child labour and forced labour

Chanjet strictly abides by national laws and regulations and prohibits the use of child labor and forced labor. During the recruitment process, the Company carefully checks the identity of the candidates, and identifies their true ages to ensure that the candidates are legally qualified for the job. Besides, the Company conducts risk assessment annually for human resource management as a way to identify and manage the Company's labor-related risks and promptly detect and properly handle violations so as to ensure the steady and efficient operation of Chanjet. During the year, Chanjet did not have any breach in respect of exploiting child labour and forced labour, nor was there any lawsuit resulting from employment disputes.

Performance indicators of employment of Chanjet in 2020 are set out as follows:

Indicators	Unit	2020	2019	2018
Employment indicators				
Total number of contract employees	(persons)	1,000	945	929
Percentage of male employees	(%)	71.90	72.17	73.52
Percentage of female employees	(%)	28.10	27.83	26.48
Percentage of employees aged under 30	(%)	41.50	42.75	44.24
Percentage of employees aged between 30 to 50	(%)	57.70	56.51	55.22
Percentage of employees aged above 50	(%)	0.80	0.74	0.54
Percentage of employees in Beijing	(%)	58.70	57.99	57.48
Percentage of employees in areas other than Beijing	(%)	41.30	42.01	42.52
Percentage of employees at junior ranks	(%)	17.30	15.56	13.35
Percentage of employees at intermediate ranks	(%)	32.40	37.04	41.44
Percentage of employees at senior ranks or above	(%)	50.30	47.41	45.21
Percentage of disabled employee	(%)	0.70	1.16	1.72
Indicators of new recruits				
Number of new recruits	(persons)	354	342	419
Percentage of new male recruits	(%)	69.77	80.99	82.82
Percentage of new female recruits	(%)	30.23	19.01	17.18
Number of new recruits aged under 30	(%)	65.82	68.71	75.89
Number of new recruits aged between 30 to 50	(%)	34.18	31.29	24.11
Number of new recruits aged above 50	(%)	0	0	0
Percentage of new recruits in Beijing	(%)	51.13	38.30	47.02
Percentage of new recruits in areas other than Beijing	(%)	48.87	61.70	52.98



2.2 PROTECT EMPLOYEES' PHYSICAL AND MENTAL HEALTH

Chanjet attaches great importance to the health and safety of employees in strict compliance with the Law of the People's Republic of China on Work Safety (《中華人民共和國安全生產法》), the Law of the People's Republic of China on Prevention of Occupational Disease (《中華人民共和國職業病防治法》) and other laws and regulations in relation to health and safety. While caring for the physical and mental health of employees, the Company strives to create a safe, secure, and comfortable office environment. During the reporting period, Chanjet recorded full coverage of social insurance and did not have any work-related injuries or casualties of employees.

We took a variety of measures to protect the physical and mental health of employees in all respects:

- | | |
|-------------------------------|---|
| Ensuring employee health | <ul style="list-style-type: none"> ★ Carrying out differentiated physical examination policies based on the respective needs of employees including orientation physical examination, pre-job physical examination, annual physical examination and other services to ensure the health of employees; ★ Setting up table tennis club, badminton club and yoga club to encourage employees to strengthen physical exercise as a way to avoid sub-health conditions caused by insufficient exercise; ★ Providing commercial accident insurance, overseas subsidies and high-temperature subsidies for employees; ★ Providing healthy tea to enhance the physical fitness of employees; and ★ Providing benefits such as Chinese medicine health lectures, dental examinations, massages, etc., to prevent occupational hazards caused by excessive sitting and lack of exercise. |
| Optimizing office environment | <ul style="list-style-type: none"> ★ Installing air purifiers to improve the air quality in the working environment; ★ Enhancing plants in the office to optimize office environment. |

Performance indicators in respect of employees' health and safety of Chanjet in 2020 are set out as follows:

Indicators	Unit	2020	2019	2018
Accidents at work/number of injuries or casualties	(persons)	0	0	0
Workdays lost due to work injuries	(days lost per 200,000 working hours)	0	0	0
Coverage of physical examination package for employees	(%)	99.3	100	100





2.3 FOCUS ON EMPLOYEE DEVELOPMENT

Outstanding employees are the key factor for Chanjet's sustainable and healthy development. Chanjet attaches great importance to personnel training, and continuously optimizes the talent training system to enhance its core competitiveness. At the same time, the Company continuously optimizes the career path of employees by providing employees a dual-channel promotion mechanism as a way to deeply tap the potential of employees, promote growth of employees and the long-term development of Chanjet.

- **Employees training**

To ensure the training and delivery of outstanding talents, the Company has formulated an annual training plan based on the Chanjet Training Management System (《暢捷通培訓管理制度》), with the combination of Chanjet's business and department needs, to build a system that integrates internal and external training. It sets up training contents according to different ranks of employees, and provides a wealth of training courses both online and offline with an aim to actively build a platform for employees to grow and develop.

Focusing on the establishment and management of the internal training platform

Through the "Chanjet School" internal training platform, the Company has conducted hierarchical training based on the rank and segment of employees to improve their reserves of professional knowledge and leadership. Meanwhile, relying on the STEAM+ platform (愛樂學平台) of "Yonyou College", the Company provided a total of 1,570 courses covering general, professional, leadership and other aspects, so that employees could make full use of the special period of the epidemic to "charge" and improve themselves. The total learning time of employees on the "STEAM+" learning platform amounted to 85,594 minutes, with an average of 79.3 minutes per person.

Actively expand external training methods

The Company helps employees grow and develop by hiring external professional teachers for training and dispatching employees to participate in non-academic education and on-the-job academic education. Meanwhile, to further promote employees to improve their professionalism, the Company encourages employees to obtain work-related qualifications, and give priority to approving and reimbursing study fees.

Develop personalized training content based on the rank of employees

For new recruits, the Company focuses on training on corporate development history, product business, and financial and human resources systems to help employees better understand the Company and its culture. For grass-root level employees, we focus on training courses on expertise, industry-leading theories, and special training camp activities to comprehensively enhance their competence. For reserve management cadres, training courses focus on the cultivation and improvement of management knowledge and skills. For senior management, we actively carry out corporate culture exchanges and discussions to promote strategic consensus.

At the same time, Chanjet pays great attention to the experience of employees in training courses. Through the distribution of training satisfaction questionnaires and result analysis, we listen to the opinions and suggestions of employees and continuously improve the training system.



• Promotion mechanism

Adhering to the core value of “Friend of Users, Professional Endeavor and Continuous Innovation”, Chanjet has regulated promotion standards and processes in accordance with policy documents including the Professional Personnel Development and Management Mechanism (《專業人員發展與管理制度》), the Qualification Evaluation Management Measures for Professional Personnel (《專業人員任職資格評審管理辦法》) and the Cadre Management System (《幹部管理制度》). The Company has established a management-prone and specialty-inclined “dual-channel” development mechanism. Each employee can choose the development channel suitable for his/her position based on the position and rank system, with the combination of his/her own capability and wish, so that capable employees can maximize their personal value. By doing this, we ensure the platform for development and the channel for promotion.

Performance indicators in respect of employee trainings of Chanjet in 2020 are set out as follows:

Indicators	Unit	2020	2019	2018
Number of employees trainees	(persons)	993	945	929
Percentage of employees trainees	(%)	99.3	100	100
Expenses incurred for trainings	(RMB0'000)	101	103	43.26
Total training hours for employees	(hours)	18,748	14,641	12,748
Average training hours for employees	(hours/person)	18.88	15.49	13.72
Average training hours for male employees	(hours/person)	18.96	15.51	13.84
Average training hours for female employees	(hours/person)	18.67	15.44	13.39
Average training hours for senior management or above	(hours/person)	18.78	15.68*	4.85*
Average training hours for middle management	(hours/person)	18.73	15.68	13.91
Average training hours for ordinary employees	(hours/person)	19.46	14.50*	13.35*

*Note: In 2020, the Company further optimized the statistical standard and method of training-related information based on the actual management and operation, and synchronously updated the information in previous years.



2.4 CARING FOR THE EMPLOYEES

Chanjet is committed to creating a working atmosphere which is full of vitality and happiness for employees. It actively carries out a variety of activities for employees, enthusiastically cares for those in difficulties, and strengthens employee communication and exchanges to enhance team cohesion.

- **Conducting online activities**

In response to the requirements of COVID-19 prevention and control, Chanjet actively carried out online festival activities, including the “Chanjet Cloud Tour (雲寶貝暢遊記)” on the Children’s Day and the “8 March Goddess Campaign (三八女神戰役)”. Employees were organized to communicate and enrich their spare-time life through the Internet as a way to further enhance the team cohesion.

- **Helping employees in need**

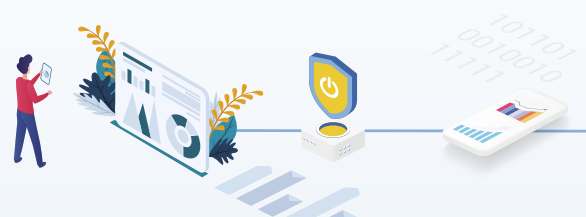
Chanjet cares about the suffering of employees, and actively helps employees in need. It visits employees who are hospitalized due to illness, and provides subsidies for employees with severe illnesses, so that employees can feel the Company’s humanistic care firsthand and continue to enhance their sense of belonging.

- **Promoting democratic communication**

The Company regularly measures employee satisfaction, understands their expectations and needs, and promptly improves or solves the problems reported by employees to enhance their sense of ownership and enthusiasm for work.

- **Caring for female employees**

The Company enthusiastically cares for female employees, provides maternity leave for pregnant female employees in strict accordance with national regulations, and sets up baby care rooms in the office zone to provide convenience for female employees in lactation period.



Case: "Chanjet Cloud Tour" on the Children's Day

On 1 June 2020, Chanjet hosted a family open day activity named "Chanjet Cloud Tour" for children through online live broadcast, which attracted over 2,500 online viewers and was viewed 9,414 times in total. This activity allowed employees and their families to have fun and spend an unforgettable online open day.

Prior to the event, cute babies submitted their videos online, and warm messages from our staff for the Children's Day were collected. On the day of the live broadcast, games and activities were conducted according to the theme of different office zones. The live performances were splendid, including breathtaking magic appearance show, exciting roller skating performances, knowledgeable parent-child classrooms, interactive and interesting word guessing contests, and lively and lovely dances. Meanwhile, at the end of the event, all of Moms and Dads sent warm Children's Day messages to their children.

This online event was a new experience and attempt of Chanjet to promote corporate culture. It closely connected the Company, employees and their families, promoted communication and exchanges between the Company and employees as well as their families, and enhanced employees' sense of belonging.





3. Carry out responsible procurement to achieve win-win cooperation

3.1 OPTIMISE SUPPLY CHAIN MANAGEMENT

Chanjet continues to optimize and improve supplier management. During the reporting period, in accordance with relevant laws and regulations, the articles of association and relevant regulations of the Company, the Procurement Management System (《採購管理制度》) was revised and improved to further standardize and refine requirements on the management of supplier selection, review and procurement violations. At the same time, the supplier management system on “yonyou cloud procurement (友雲採)” platform was adopted to optimize supplier management online and ensure the orderly and standardized operation of the Company’s supply chain.

- **Supplier Screening**

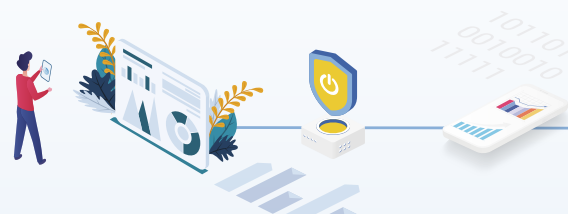
Chanjet regulates the supplier selection and admission process in accordance with the “open, fair and just” anti-corruption operation principle. On the one hand, the Company strictly manages the qualifications of suppliers by putting forward clear requirements on the supplier’s business scope, integrity records, establishment period, etc., and requiring the provision of faithful and effective dynamic qualification materials. On the other hand, the Company manages and maintains the supplier information database through an online procurement system to facilitate the procurement managers to efficiently select cooperative suppliers. Strict procedures have been formulated for new qualified suppliers. Such suppliers shall submit the approval and qualification materials in accordance with the Notes for Suppliers (《供應商須知》), and sign the Anti-corruption Cooperation Agreement (《陽光合作協議》) to fully guarantee the high efficiency and high quality of the procurement business.

- **Supplier review**

The Company lays emphasis on strengthening the management of supplier evaluation. At the beginning of each year, it regularly conducts cross-evaluation of the supplier work in the previous year to prepare the Annual Review Table of Suppliers (《供應商年度評審表》) as a way to comprehensively evaluate the performance of suppliers. There will be no cooperation with unqualified suppliers next year to ensure supplier quality.

- **Procurement violation management**

The Company has formulated strict management regulations for procurement violations to ensure the compliant operation of the supply chain. Procurement personnel are required to abide by the Procurement Management System and the Code of Business Conduct for Employees. Violations will be investigated by the audit and supervision department, and corresponding penalties will be imposed based on the level of violation. Those responsible for particularly serious violations of the law will be handed over to the judicial authorities for handling. Once procurement violations of a supplier are verified, the procurement management department will internally report the supplier’s violations according to the severity of the circumstances, and penalize such supplier in accordance with the Anti-corruption Cooperation Agreement and other binding documents. Where such violations cause particularly adverse effect, the qualification of such qualified supplier will be permanently cancelled, and if necessary, the legal department of the Company will pursue legal liabilities.



Performance indicators in respect of supplier management of Chanjet in 2020 are set out as follows:

Indicators	Unit	2020	2019	2018
Total number of suppliers	(unit)	237*	380	360
Number of suppliers in Mainland China	(unit)	230*	366	347
Number of suppliers in the regions of Hong Kong, Macau, Taiwan and other countries	(unit)	7*	14	14
Number of suppliers reviewed and evaluated	(unit)	237*	380	354
Annual rating ratio of suppliers	(%)	100	100	98

*Note: As of 31 December 2019, the total number of suppliers, the number of suppliers in Mainland China, the number of suppliers in the regions of Hong Kong, Macao, Taiwan and other countries, and the number of suppliers reviewed and evaluated were the cumulative number over the years. In 2020, Chanjet has established an online supplier management system to implement dynamic management of suppliers. The above-mentioned indicator data was the number of effective suppliers under cooperation at the end of 2020.

3.2 WIN-WIN COOPERATION WITH PARTNERS

Channel cooperation partners (“**partners**” or “**cooperation partners**”) are important forces for the Company’s development. Adhering to the concept of equality, mutual benefit, and win-win cooperation, Chanjet has optimized the management of channel partners. In accordance with the Chanjet Business Manual (《暢捷通商務手冊》) and the Channel Partnership Contracting Policy (《渠道夥伴簽約政策》), the Company has formulated a complete process in terms of cooperation partner authorization, sales, and business, and strives to achieve the simultaneous development of cooperation partner scale and benefits.

- **Channel authorization management**

Chanjet implements authority approach for sales channels, that is, cooperation partners carry out the sales of and provide service support for Chanjet products within designated area or industrial system. We have formed a three-layered management system comprising marketing centre, grand region and business representative outlet to regulate partners’ application for authorization and qualification management, and enter into the Chanjet Products Authorized Sales Agreement (《暢捷通產品授權經銷協議書》) with cooperation partners to clarify channel management rules, including partners’ authorization scope, behavior restriction, conflict management, violation management, to ensure a standardized channel authorization.

- **Channel sales management**

In the Company, sales management department is responsible for sales management. The Company has formulated a comprehensive and detailed system for sales target assessment, sales competition, concessional policies, cross-selling behavior, and piracy sales to ensure the standardized, orderly development of partners’ sales business.





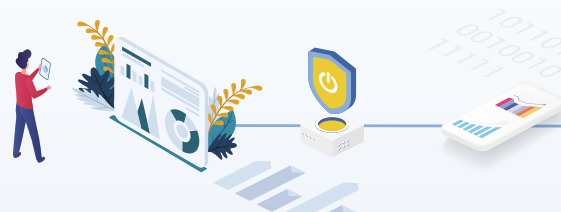
• Channel business management

The Company has formulated clear channel business processes and rules which clarify product use procedures, and has adopted a variety of communication methods to facilitate partners to familiarize themselves with product business processes and achieve win-win progress in an efficient manner:

- ★ Set up a Chanjet service community, providing 7×15 hours of manual online (all year round) and 7×24 hours of intelligent robot online service to answer questions in respect of product line and queries.
- ★ Establish a knowledge base query system to summarize and sort out the common hot issues and maintenance cases in the previous community service, support websites and service hotlines, so as to facilitate the inquiries of cooperation partners.
- ★ Establish Chanjet lecture hall, regularly publish online training courses, and authorize partners to conduct learning training. The training content mainly involves the use of products, daily problem solving methods, industry cases, and fiscal and taxation expertise.

Performance indicators in respect of channel partners management of Chanjet in 2020 are set out as follows:

Indicators	Unit	2020	2019	2018
Total number of channel cooperation partners	(unit)	2,054	1,623	1,749
Number of channel cooperation partners in Mainland China	(unit)	2,054	1,623	1,749
Number of channel cooperation partners in the regions of Hong Kong, Macau, Taiwan and other countries	(unit)	0	0	0
Service satisfaction of channel cooperation partners	(%)	72.00	73.40	76.30



Case: Chanjet cloud conference, working with business partners to “win” a digital intelligent future

During the special period in which the epidemic wreaked havoc, Chanjet hosted a cloud conference for Chanjet business partners themed of “being united to fight the ‘epidemic’ with digital, intelligent means - we are together” on 22 February 2020 by means of webcast, which attracted more than 200,000 online participants from all over the country. At the meeting, Chanjet announced a number of strategies to support business partners in responding to the epidemic, and fully seized the market opportunities of increasing demand of MSEs for digital intelligent products to better serving MSEs customers. In this way, we gave our strength to MSEs to implement digital and intelligent operations and accelerate the resumption of work and production.

Mr. Yang Yuchun, President of Chanjet, said at the cloud conference that currently, to get business online and march towards intelligent business for MSEs has evolved from instinct to rigid demand, so that to help enterprises get business online was the biggest opportunity in 2020. At the meeting, Chanjet proposed the “six-step approach” to realize the paradigm of intelligent business, so as to help more MSEs realize digital intelligent scenarios, and promote MSEs to realize the digital, intelligent and smart business process. Meanwhile, Chanjet mainly introduced three cloud products at the meeting: Chanjet Intelligent+, T+Cloud cloud host version and Good Accountant “warm version”, empowering enterprises to provide cloud-based remote business and helping them adopt the cloud as a way to deeply build the online operation and business capabilities of MSEs. Chanjet strove to help partners transform and upgrade to “providers of digital operation services”, and worked with them to better serve corporate customers, thereby helping more MSEs seize the business dividends brought by the trend of digital and intelligence, and jointly “win” a digital intelligent future.





4. Focus on innovation and improve product services

4.1 PRODUCTS OPTIMIZATION

Nowadays, the trend of digital intelligent transformation is developing rapidly, and more MSEs gradually realize the importance of online capabilities. Chanjet continues to innovate product applications, enrich and improve product lines, and build a product promotion system. It is committed to providing MSEs with more convenient cloud services, and through technical empowerment helps MSEs solve financial and management transformation problems. While promoting customer business upgrades, it has realized the corporate social value of Chanjet.

During the reporting period, Chanjet achieved outstanding results in comprehensively empowering MSEs to realize online transformation by virtue of its complete ecosystem and excellent cloud platform service capabilities:

- ★ Recognized as the “2019 Best Potential Partner” by the Thousand Sails Project (千帆計劃) of Tencent Cloud;
- ★ Honored as “First Place in User Satisfaction in MSEs Cloud Financial Market” at 2020 China IT User Satisfaction Conference hosted by CCW Research and guided by the State Development and Research Centre for Industry Information Security (國家工業信息安全發展研究中心);
- ★ Honored as the “2020 Most Influential Chinese Brand in SaaS Cloud Service for MSEs” at the 2020 International Sci-Tech Innovation Festival & Global Digital Conference;
- ★ Chanjet Good Business was honored as the “2020 Chinese Innovative and Leading SaaS Cloud Purchase-Sale-Stock Product for MSEs” in the evaluation of Chinese excellent SaaS enterprises and products in 2020 jointly launched by China Software Industry Association, SOFT6.COM and HaPi Research.

Performance indicators in respect of products and services of Chanjet in 2020 are set out as follows:

Indicators	Unit	2020	2019	2018
Cumulative enterprise users of software business	(10'000)	171	161	147
Cumulative paying enterprise users of cloud services business	(10'000)	21.7	15.7	11.3



Case: Chanjet 10th anniversary live broadcasting ceremony, creating breakthroughs for online corporate business and operation

Affected by the epidemic in 2020, the development and operation of MSEs were greatly affected. On 20 April 2020, Chanjet held a special 10th anniversary live broadcast ceremony for business owners. Big names were invited to share solid knowledge on the spot and interpreted by experts online, to help business owners solve operating problems and achieve sales growth against the trend. By doing this, we provided one-stop and comprehensive solutions for online business and operation.

In the event, we deeply discussed MSEs' application on digital intelligence scenarios. At the same time, limited-time discount activities for Chanjet Intelligent+ and Chanjet Good Business were launched, empowering enterprises to provide cloud-based remote business, and help them adopt the cloud. We deeply developed the online operating and business capabilities of enterprises.





4.2 QUALITY SERVICES

Chanjet is committed to providing stable and efficient service. During the reporting period, the Company continued to optimize service quality, ensure customer information security, and strengthen customer satisfaction management as a way to strive for a good and high-quality product and service experience. During the reporting period, Chanjet did not receive any major user complaints related to products and services.

• Stable services

Chanjet values product quality specifications, and strictly abides by the Product Quality Law of the People's Republic of China (《中華人民共和國產品質量法》), the Patent Law of the People's Republic of China (《中華人民共和國專利法》) and other laws and regulations. It refers to and follows industry-leading software engineering methods, and standards and practices related to product development models, as well as the latest developments and trends in the industry, to formulate the Product Quality Standards-Development Process Specifications, with an aim to complete product process systems and process specifications, and continuously standardize and improve various activities. Besides, the Company has passed the certification of ISO9001 quality management system and conducts annual reviews to fully ensure the quality of products and services. During the reporting period, Chanjet took a variety of measures to improve the quality of products and services:

- ★ In terms of system stability, we review the output contents including requirement documents, system design documents, interaction design documents, UI design documents, codes, test cases, and test plans in the stages of interface interaction design, technical design, coding, and testing. Meanwhile, we conduct various standardized tests and verification on product functions, performance, efficiency, safety, etc. Development process is implemented and managed in a standardized way to guarantee system stability and ensure that the stability of the delivered system meets the requirements of being controllable and reliable;
- ★ In terms of product convenience, on the one hand, the Company reviews interactive design documents and UI design documents to verify products; on the other hand, it continuously listens to feedback from users and the market to make improvement and achieve effective management of product convenience;
- ★ In terms of product pricing management, we comprehensively consider the customers' tolerance and the pricing of competitors, in combination with corresponding investment and business development needs of Chanjet to price products in a comprehensive way. Meanwhile, we strictly abide by the national price law, and take into consideration the relevant pricing laws of the software industry. Before pricing the product, we conduct pricing research among customers and agents, and finally set the price of each product based on the research data;
- ★ In terms of product return management, the Company provides convenient return channels. Users are able to efficiently complete the product return process by filling in the Cloud Products Return Application and the Electronic/Paper Invoice Return Application and dialing the hotline for customer services within 7 days after products registration and activation.



• Information safety and customer information protection

Chanjet values customer information security management. During the reporting period, in strict compliance with the Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers (《中華人民共和國消費者權益保護法》), the PRC Network Security Law (《中華人民共和國網絡安全法》), the Interim Measures for the Administration of Internet Advertisement (《互聯網廣告管理暫行辦法》), the Regulations on Telecom and Internet User Personal Information Protection (《電信和互聯網用戶個人信息保護規定》) and other laws and regulations, Chanjet has formulated the User Service Agreement (《用戶服務協議》), the Customer Privacy Protection Policy (《客戶隱私保護政策》) and other systems, and has established a security management system. It has passed the Trusted Cloud Evaluation System (《可信雲評估體系》), a national standard, and the class III certification under the Guideline on Grading of Information Safety Technology and Information System Safety Level (《信息安全技術信息系統安全等級保護定級指南》), and has conducted annual audit and irregular spot check audit in accordance with requirements of national professional management departments to manage network information security in a scientific and orderly manner. During the reporting period, Chanjet did not have any lawsuit due to the infringement of privacy of the customer, and continued to protect customer information security at the level of product design, personnel access, and system equipment.

Product design

- ★ In the process of product design, multiple security protection measures are taken in terms of user authentication and information storage, and numbers of security tests are performed before the product goes online to ensure the safety of the product;
- ★ Alibaba Cloud, Huawei Cloud and their external security service applications are applied to ensure the security of physical data centers, and important data is backed up to ensure corporate data security.

Personnel access

- ★ Sign confidentiality agreements with employees, and formulate relevant systems to manage access by external personnel to protect corporate information security;
- ★ Identify personal identity when logging into internal information system or application of enterprises, and set access rights for different users based on different posts and responsibilities.

System equipment

- ★ Establish a system operation monitoring center to monitor real-time changes, and detect the operational security of key links such as business systems, service systems, business back-end services, and related systems of important partners;
- ★ Establish and improve the computer room security management system, regularly scan for operating system changes and vulnerabilities, timely repair the discovered system security vulnerabilities, and classify the computer security incidents of the system according to national regulations, and take corresponding measures to deal with them;
- ★ Establish computer intrusion prevention measures, set up firewalls for employees' computer systems, and require employees to regularly modify passwords that meet the requirements on security strength as a way to avoid data leakage caused by Chanjet account password cracking.





• Customer communication

The Company regards customer communication as an important driving force for development and progress. During the reporting period, we adopted various measures on customer feedback and services.

– Customer problem feedback

In terms of product quality management, combined with customer feedback, the R&D department of Chanjet has developed patch programs. Upon being verified by operation and maintenance engineers, such programs are being installed and they would go through data verification. They are continuously tracked to ensure the customers' problems are solved effectively. In terms of service quality management, the Company has quality supervisors who are responsible for telephone return visits in respect of completed maintenance work and filing the content of such visits. We set customer satisfaction scores, and regularly classify and analyze the satisfaction degree to serve as basis for the improvement of service quality.

– Customer complaint handling

The Company has established a complete customer complaint handling process by formulating the Complaint Handling Process (《投訴處理流程》), Complaint Handling Procedure (《投訴處理程序》) and other systems. After the complaint is accepted, the Company will submit the customer complaint information to the relevant responsible personnel within 2 working hours, and give feedback on the processing status within 1 working day. For serious complaints, the Company will notify the complaint handling status within 4 working hours, properly handle the customer relationship, and monitor and track the complaint results in real time, record and file the complaint handling results, so that the Company can analyze and summarize such complaints, and continue to improve service standards and service process.

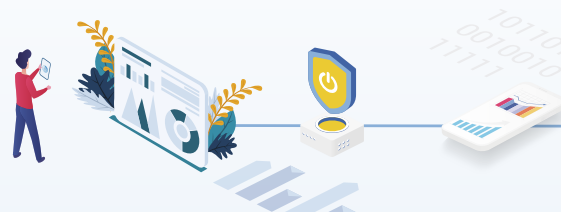
– Customer communication channels

In order to understand the needs of customers in a timely manner, the Company has established various communication channels. For example, the customer service call center helps customers solve problems anytime and anywhere through one-on-one communication all year around. Online service is provided 15 hours a day to efficiently solve customers' common issues. The WeChat subscription account for Chanjet service is available for solving professional issues of customers targeting different accounting fields and different products through fast search. "Fubao" intelligent robot covers five functions of online services, Fubao micro class, finance and taxation knowledge, contacting suppliers, lucky dip of Fubao, and users can access the "personal center" and "information center" to communicate in time to solve product problems efficiently.

Performance indicators in respect of customer service of Chanjet in 2020 are set out as follows:

Indicators	Unit	2020	2019	2018
Filed customer complaints	(items)	0*	0	0
Satisfaction on customer service	(%)	87.60	89.60	84.60

*Note: This indicator refers to the number of complaints recorded via the "12315" special line for complaints and reports of customers and nationwide internet platforms.



4.3 INCENTIVE FOR SCIENTIFIC AND TECHNOLOGICAL INNOVATION

Sticking to the core value of “continuous innovation”, Chanjet has been continuously improving the building of innovation platform system, organizing and promoting R&D work and innovation incentive activities, encouraging employees to brainstorm and jointly promoting the upgrade of products and technology services. In addition, we actively strengthen intellectual properties protection and brand protection, strictly abide by relevant national regulations and fully protect the intellectual properties and brand value of the Company.

• Innovative system and incentive mechanism

In order to stimulate the vitality and creativity of our team, Chanjet has formulated various innovation incentive policies including the Chanjet Innovation Results Rewarding Measures, the Patents Rewarding Measures, the R&D Knowledge Sharing and Incentive Mechanism, and the Special Rewarding Scheme of R&D Center to encourage employees to be creative and proficient in innovation with solid, complete, timely, effective, and tiered incentives.

The Company has adopted a series of incentive measures on innovation to promote its clear value orientation of being “proactive, hardworking, innovative, and progressive”. On the one hand, the Company has established a systematic and procedurized R&D management platform to improve the R&D and innovation efficiency of employees. With different stages including task flow tracking, continuous feedback, review and management and other modules, it has built a platform-based tool chain with multiple links and covered the whole process. Data is collected for analysis and testing, which is taken as the basis of management. Through the continuous optimization of functions, performance, and data collection precision, it does not only improve the efficiency of communication and cooperation among all links, but also ensure that employees will focus more on R&D and innovation. On the other hand, the Company provides a number of incentive programs to encourage employees to innovate. The specific incentive programs and standards are as follows:

Incentive programs	Incentive standards
Special incentives for new products	The launch time and delivery quality of the new product project being satisfied.
Post evaluation incentives	Substantial technological breakthroughs, innovations brought by innovative tools and methods that have greatly improved R&D efficiency, significant effects in overcoming difficulties, etc.
Knowledge sharing incentives	Based on the knowledge sharing on the “Chanjet School” platform, sharing times and the accumulated scores of the participants’ evaluations being cashed out.
Technological innovation incentives	Product and technological innovations that have made inventions, discoveries or breakthroughs in models, functions, performance, customer experience, R&D management of products and technologies, etc.
Marketing innovation incentives	Marketing innovation during the process of seeking breakthroughs or changes of marketing elements in a certain aspect or series.
Service innovation incentives	Improvements and innovations by introducing new service ideas and technical means in service systems, processes, means and management.
Management innovation incentives	Incentives based on innovations in management ideas, management theories, management systems, management techniques and methods.
Patent incentives	Reward high-quality patents.





• Protection of intellectual properties and brands

Chanjet has strictly complied with the Trademark Law of the People's Republic of China (《中華人民共和國商標法》), the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), the Interim Procedures on Internet Advertising Management (《互聯網廣告管理暫行辦法》), the Copyright Law of the People's Republic of China (《中華人民共和國著作權法》), the Patent Law of the People's Republic of China (《中華人民共和國專利法》) and other relevant laws and regulations to guarantee innovation results, brands, trademarks of the Company, enhance corporate creativity, and enhance brand core competitiveness.

– Protection of intellectual properties

To protect Chanjet's patent assets, reduce patent risks, strengthen high-quality patent applications, and improve Chanjet's core competitiveness, the Company reviews and appraises high-quality patents from pioneering patents, targeted patents or competitive patents with an annual rate of no more than 10%. The Company evaluates patent application incentives and determines the patent licensing incentives based on the type of patent and whether the patent is high-quality. By doing this, we strengthen high-quality patent applications, encourage employees to apply for patents, and motivate R&D personnel to participate in technological innovation and patent-related work.

In addition, the Company severely cracks down on intellectual property infringements to ensure business safety, R&D investment and market added value. The Company has specially formulated the Regulations on the Usage of Copyrighted Software to further promote the legalization of software, and separately deals with internal and external violations. For internal violations, the Company imposes fines or reduces salaries of relevant personnel as required, and pursues legal liabilities in case of serious violations. For external pirate and copyright infringement, in addition to pursuing liabilities, the Company has also formulated the Special Administrative Measures for Cracking on Piracy, and has entered into the Anti-Piracy Statement with all contracted partners. Depending on the degree of infringement of piracy, different measures are taken.

– Protection of brands

In order to implement the brand strategies of Chanjet and establish a complete brand system, the Company has formulated the Chanjet Brand System Management Regulations to regulate management responsibilities, supervision methods, liability for breach of regulation on brand structure, usage, introduction and exit. The Company launched the LOGO and brand vision system, and released the management manual for brand vision identification system to unify the Company's brand vision. In addition, the Company clearly defines its business, brand positioning of its products and the connotation and meaning of Slogan, and requires media advertising, network publicity, online and offline activities, marketing tools, products, websites, authorized partner brand use, etc. to strictly implement the Chanjet's brand system management standards, so as to ensure the standard and unified corporate image.

Indicators	Unit	2020	2019	2018
Investment in R&D	(RMB0'000)	16,168.8	13,862.9	12,562.3
Percentage of investment in R&D over sales income	(%)	32	30	29
Number of R&D staff	(persons)	380	342	294
Cumulative patents applied for	(pieces)	176	160	141
Newly applied patents	(pieces)	16	19	5
Cumulative patents licensed	(pieces)	84	76	64
Newly licensed patents	(pieces)	8	12	6



Case: Intellectual properties series activities

In order to strengthen Chanjet's intellectual property management, stimulate employees' enthusiasm for innovation, and promote Chanjet's technological innovation and progress, in 2020, the Company carried out a number of intellectual property activities to support product improvement and optimization.

The Company organized a Patent Mining Training Conference (專利挖掘培訓會), where departments conducted in-depth discussions on their patents, and jointly explored business innovation points with external teacher who provided further interpretation. Through such training activity, each department could grasp the main invention points of their own technological innovation achievements more accurately, understand how to design ingeniously on their claims and combinations in relation to the patent application documents, and ensure the protection scope in relevant patents so as to improve the overall quality of patent applications. Besides, the Company held the "2020 Intellectual Property Sharing Conference (2020知識產權分享會)". External experts were invited to explain the current development status and trends of intellectual properties in the industry to enhance employees' understanding on intellectual properties. At the meeting, the annual intellectual property layout was introduced and interpreted to allow employees to gain insight into Chanjet's innovation development concept.

The series of intellectual property activities demonstrated the Company's emphasis on knowledge products and technological innovation, which stimulated the enthusiasm of employees for continuous innovation, and promoted the stable and long-term development of Chanjet.



Patent Mining Training Conference



2020 Intellectual Property Sharing Conference

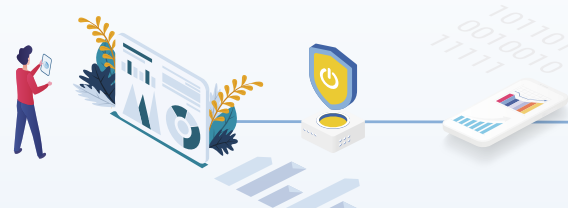


5. Implement integrity management to achieve compliant operation

Clean operation is crucial for establishing a good corporate image and maintaining corporate reputation. In strict compliance with the Company Law of the People's Republic of China (《中華人民共和國公司法》), the Law of Anti-Money Laundering of the People's Republic of China (《中華人民共和國反洗錢法》) and other laws and regulations, Chanjet has formulated various system such as the Internal Audit System (《內部審計制度》), the Code of Conduct for Employees (《員工行為守則》), and the Reporting Management System (《舉報管理制度》) to ensure that the Company's operations are compliant and lawful.

During the reporting period, Chanjet was not involved in any offence and violation in relation to commercial bribery, extortion, fraud or money laundering.

- | | |
|-------------------------------------|---|
| Focusing on risk management | ★ Improve the internal control system and risk management system, and engage a third-party external audit agency to conduct regular review and issue internal control review reports and risk assessment reports, which are reviewed by the Company's Audit Committee of the Board of Directors and the Board of Directors. |
| Ensuring integrity supervision | ★ Develop systems such as the Code of Conduct for Employees and the Procurement Management System, the Chanjet Business Manual to ensure that business activities are operated in accordance with standardized procedures;
★ Regularly carry out special inspections for anti-corruption: conducting special audits through internal audits or by engaging third-party external audit institutions to inspect illegal acts. |
| Maintaining reporting channels | ★ Establish an audit and supervision department responsible for anti-corruption reports, and improve the reporting and handling process including information verification, special investigations, and resolution in accordance with the Company's system;
★ Encourage multi-channel reporting: setting up a hotline for reporting, reporting mailboxes, reporting emails, and reporting in person; and strictly keep confidential the information of the reporter and the reporting content. |
| Conducting anti-corruption training | ★ Carry out annual value evaluation and compliance assessment for employees, and strengthen their understanding of internal and external compliance behaviors, reporting methods for violations, and punishment;
★ New employees will be trained on compliance and values to avoid corruption at the source. |



6. Support industry development and fulfill social responsibilities

To enhance the sense of belonging of accounting practitioners in the industry and continuously maintain competitive advantages, and taking into consideration of Chanjet's features of focusing on products and services for MSEs finance and management, Chanjet is committed to leveraging on its rich professional experience to promote the development of accounting industry.

Since 2008, Chanjet has set up the "Chanjet Accountant Culture Festivals" specifically for accountants. While allowing accounting practitioners to have a festival of their own, it also enables accountants to continuously enhance learning and improve professional capabilities through this platform. In November 2020, Chanjet successfully held a series of activities during the 13th Accounting Culture Festivals themed on "blooming my digital intelligent life" by online and offline means. The online cultural festival had various interactive forms, and covered a wide range of users. Numbers of warm-up activities were conducted such as turntable lottery, limited time offers for professional books, and cloud product flash sales. Meanwhile, in the 10 nationwide offline activities, the Company's senior management team and dedicated lecturers shared solid knowledge for MSEs on site. While T+Cloud 100-city tour has been continued, during which full-business operating cases were interpreted and shared as MSEs were provided with "comprehensive, integrated, and ecological" services through digital intelligent products, which in turn helped MSEs possess interconnected data, and continue to innovate and upgrade at the forefront of digitalization.

In the future, Chanjet will always be committed to supporting the development of the industry. While promoting the accounting culture, it will help accountants improve professional capabilities and work efficiency. At the same time, the Company will continue to devote itself in assisting MSEs managers to control financial risks, make timely and effective business decisions, and help MSEs overcome challenges and difficulties throughout transformation, as a way to actively practice corporate social responsibilities.

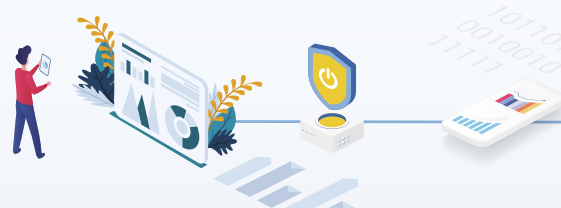




ESG Index Table

No.	Indicator description	Page
A1 Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NO _x , SO _x , and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.	P13-15
A1 Emissions	A1.1 The types of emissions and respective emission data.	P13-15
A1 Emissions	A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P15
A1 Emissions	A1.3 Total hazardous waste produced (by weigh or volume) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Not applicable ¹
A1 Emissions	A1.4 Total non-hazardous waste produced (by weigh or volume) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P15
A1 Emissions	A1.5 Description of measures to mitigate emissions and results achieved.	P13-15
A1 Emissions	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	P13-15
A2 Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	P15-16
A2 Use of Resources	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).	P16
A2 Use of Resources	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P16
A2 Use of Resources	A2.3 Description of energy use efficiency initiatives and results achieved.	P15-16
A2 Use of Resources	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	P15-16
A2 Use of Resources	A2.5 Total packing material used for finished products (in tonnes), and, if applicable, with reference to per unit produced.	P16

¹ Explanation: The Company has not produced any other hazardous wastes during its operation except electronic wastes. According to the latest relevant instructions of the Ministry of Ecology and Environment of the People's Republic of China, "electronic wastes" do not belong to "hazardous wastes", so this indicator is not applicable.



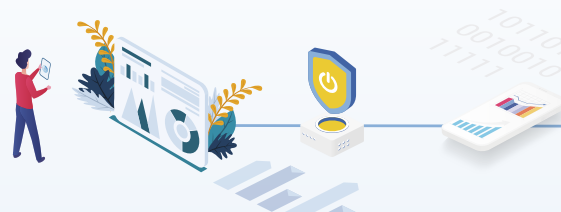
No.	Indicator description	Page
A3 The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	Not applicable ²
A3 The Environment and Natural Resources	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Not applicable ²
B1 Employment	General Disclosure Information on: (a) the policies; and (b) 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.	P17-19, P22-24
B1 Employment	B1.1 Total workforce by gender, employment type, age group and geographical region.	P19
B1 Employment	B1.2 Employee turnover rate by gender, age group and geographical region.	Not disclosed yet

² Explanation: Given the business nature of the Company, the Company did not have any business activities that have a significant impact on the surroundings, so this indicator is not applicable.



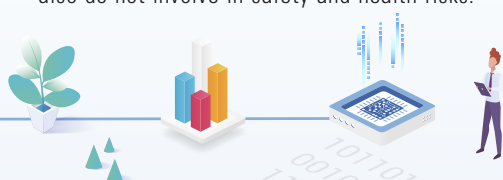


No.	Indicator description	Page
B2 Health and Safety	General Disclosure Information on; (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	P11, P20
B2 Health and Safety	B2.1 Number and rate of work-related fatalities.	P20
B2 Health and Safety	B2.2 Lost days due to work injury.	P20
B2 Health and Safety	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	P11, P20
B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	P21
B3 Development and Training	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P22
B3 Development and Training	B3.2 The average training hours completed per employee by gender and employee category.	P22
B4 Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	P19
B4 Labour Standards	B4.1 Description of measures to review employment practices to avoid child and forced labour.	P19
B4 Labour Standards	B4.2 Description of steps taken to eliminate such practices when discovered.	P19
B5 Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	P25-28
B5 Supply Chain Management	B5.1 Number of suppliers by geographical region.	P26-27
B5 Supply Chain Management	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	P25-28



No.	Indicator description	Page
B6 Product Responsibility	General Disclosure Information on: (a) the policies; and (b) 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.	P12, P29-36
B6 Product Responsibility	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable ³
B6 Product Responsibility	B6.2 Number of products and service related complaints received and how they are dealt with.	P33
B6 Product Responsibility	B6.3 Description of practices relating to observing and protecting intellectual property rights.	P34-36
B6 Product Responsibility	B6.4 Description of quality assurance process and recall procedures.	P29-31
B6 Product Responsibility	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	P32
B7 Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P37
B7 Anti-corruption	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.	P37
B7 Anti-corruption	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P37
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 into consideration the communities' interests.	P12, P38
B8 Community Investment	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	P12, P38
B8 Community Investment	B8.2 Resources contributed (e.g. money or time) to the focus area.	P12, P38

³ Explanation: the products of the Company are mainly delivered online, and the small proportion of offline products also do not involve in safety and health risks.



暢捷通 Chanjet

暢捷通信息技術股份有限公司
CHANJET INFORMATION TECHNOLOGY COMPANY LIMITED

