

2024

Environmental, Social and Governance Report

Voicecomm Technology Co., Ltd.

* The English name Voicecomm Technology Co., Ltd. is used in this report for identification purposes only.

About the Report

This is the inaugural Environmental, Social and Governance (ESG) Report (the "ESG Report" or "this Report") issued by Voicecomm Technology Co., Ltd. ("Voicecomm" or the "Company"). It outlines the Company's ESG-related practices and achievements during the course of its operations, with the aim of enhancing transparency and communication with stakeholders.

This Report has been prepared in accordance with the ESG Reporting Guide issued by the Stock Exchange of Hong Kong Limited (HKEX). It also references international standards and frameworks including the GRI Standards issued by the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) Standards, and the Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), as encouraged in HKEX's Guidance on Climate Disclosures.

This Report is available in both Chinese and English. In case of any discrepancy, the Chinese version shall prevail.

Scope of Report

This Report covers Voicecomm Co., Ltd. and its subsidiaries. For clarity and ease of reference, they are hereinafter collectively referred to as "Voicecomm", the "Company", and "We or us". The Key Performance Indicators (KPIs) disclosed herein pertain to the major office locations in Shanghai, Sichuan, Hubei, Shandong, and Chongqing.

Reporting Period

This Report covers the period from January 1, 2024 to December 31, 2024 (hereinafter referred to as the "Reporting Period" or "the Period"). Any information beyond this timeframe is separately noted where applicable.

Reporting Principles

This Report has been prepared in accordance with the following core principles: materiality, quantitative, balance, and consistency.

Materiality

We have undertaken a materiality assessment of Voicecomm to identify and assess ESG issues that are significant to our internal and external stakeholders and to rank these issues accordingly. The disclosures in this Report will reflect the information gathered from the materiality assessment. For more details on the assessment process and its results, please refer to the "Identification of Material Issues" section in Chapter 2.

Quantitative

This Report discloses quantifiable performance indicators, with the specific criteria, methods, and assumptions for measuring these indicators explained in the relevant sections of the Report.

• Balance

The contents of this Report reflect objective facts and aim to provide a balanced and impartial presentation of Voicecomm's efforts across all aspects of ESG, including product reliability, employee well-being, environmental stewardship, transformational development, and governance.

Consistency

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... ≩≣ This Report applies consistent statistical and disclosure methods for identical indicators across different reporting periods. Any changes to these methods will be fully disclosed in the accompanying notes.

Data Statement

The data and case studies presented in this Report are sourced from internal statistical reports and supporting documentation. The Board of Directors confirms that all information disclosed herein is true, accurate, and free from any false or misleading statements, and accepts full responsibility for the authenticity and completeness of this Report.

Report Availability

This Report is published in electronic format and can be viewed and downloaded from the Company's website (www.voicecomm.cn) and the HKEXnews (www.hkexnews.hk).

If you have any suggestions or comments regarding this Report, please feel free to contact us using the details below: Address 1: 7DEF, Building G, Weijing Center, 2337 Gudai Road, Minhang District, Shanghai, China Address 2: F11, Phase 4.1, Wuhan Software New Town, East Lake High-tech Development Zone, Wuhan, Hubei Email: ir@voicecomm.cn TEL: 86-21-54590078

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Message from the Chairman



2024 marked a milestone year for Voicecomm -celebrating our 20th anniversary and our successful listing on the Main Board of the Hong Kong Stock Exchange.

From our early days in Rich Communication Services, we have driven transformation with Conversational AI. Guided by our philosophy of building an ecosystem around technology, we actively drive industrial transformation and enhance intelligent ecosystems. Under our "4+2" strategic framework, we focus on refining core sectors and pioneering emerging industries. Our focus areas include urban governance, automotive and transportation, communications, and finance, while rapidly expanding into emerging fields such as comprehensive health, new energy and tourism.

Over the past two decades, we have empowered customers to transition from traditional IT to AI-enhanced solutions. Starting in 2005 with multimedia response capabilities in unified communications, we built a strong technical foundation that led to the launch of our enterprise cloud platform in 2010, the integration of AI into management processes in 2016, and the release of our Conversational AI platform in 2020. We further embedded artificial intelligence into digital operations by upgrading systems, streamlining work order management, and improving service efficiency. In 2024, we introduced Trustworthy AI solutions by integrating large language models (LLMs), knowledge

graphs, and other advanced technologies, reinforcing our industry leadership. While deepening our presence in the domestic market, we are also accelerating global expansion and extending our Al ecosystem internationally. This 20-year journey reflects our ongoing commitment to innovation and sustained leadership in the industry.

We view sustainable development as a collective imperative and believe that AI plays a vital role in advancing technology, security, and ethics. Our strong technical foundation allows us to select the most effective models and algorithms tailored to customer needs. With extensive expertise in dialogue processing, we enable users to describe issues in natural language, ensuring they receive the most suitable solutions. Our "Trustworthy AI" solutions leverage multi-modal inputs and integrated model analyses to deliver efficient, accurate, and reliable responses, continuously enhancing AI's credibility, explainability, and cost-effectiveness.

As digitization and intelligence continue to accelerate, these trends have become irreversible. We stand ready to collaborate with partners across all sectors, championing "Trustworthy AI" and leveraging our deep expertise and ongoing innovation to drive the global digital and intelligent transformation, all while contributing to sustainable development.

Tang Jinghua Chairman of Voicecomm

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About Voicecomm

- Getting to Know Voicecomm
- Milestones of Voicecomm
- 2024 Highlights
- Board of Directors



Getting to Know Voicecomm



Voicecomm is a leading IT solution provider with strong capabilities in the field of unified communications technologies, core conversational AI (CoAI) technologies and product engine technologies, we are committed to providing services for enterprise customers to improve the level of convenience and intelligence for their information exchanges and business interactions. As a top-tier company in the conversational AI segment, Voicecomm has evolved from its origins in unified communications to a strategic focus on conversational artificial intelligence. Our full-stack solutions integrate unified communications, AI technologies, and a proprietary product engine, offering a comprehensive suite of standardized modules that deliver efficient and stable user experiences. In 2024, we continued to advance our conversational AI technology, developing highly mature and commercially valuable products and solutions. Our efforts remained focused on our four core application scenarios including city management and administration, automotive and transportation, telecommunications, and finance. At the same time, we actively expanded into emerging application scenarios such as energy management and holistic healthcare.



Staying true to our founding vision of "Technology at the core, driving AI ecosystem development", based on findings from iResearch's industry report.



Voicecomm ranks second nationally in the enterprise-level full-stack conversational artificial intelligence solutions market in China **2nd**

Voicecomm is the leading provider in the niche market segment of city management and administrative services

*Note: Rankings are based on 2023 revenue.



Milestones of Voicecomm

2007

- Recognized as a certified software enterprise.
- Launched enterprise-level conversational software products centered on unified communications

2012

- · Recognized as a National High-Tech Enterprise (HNTE)
- · Upgraded products to support distributed multitenant applications

2022

- · Selected as a National SME Public Service Demonst Platform (Innovation and Entrepreneurship)
- · Awarded the Science and Technology Invention Award by the Shanghai Computer Society for the project "Data-Driven Key Technologies and Applications for Smart City Service Coordination."
- Initiated IPO application and appointed sponsors to commence related work
- · Received the 2022 "Golden Voice Award" for Best Customer Contact Center Technology Solution in China
- · Participated in the intelligent connected vehicle project in Zibo, Shandong, a pilot city for the coordinated development of smart city infrastructure and intelligent connected vehicles (ICV)

2021

- · Honored as a "Leading Enterprise in the Industry" at the Boao Enterprise Forum
- · Became a member of the Information Technology Application Innovation Working Committee (Xinchuang)
- · Received the 2021 "Golden Voice Award" for Best All-Media Intelligent Customer Service Solution in China

2011

· Obtained the Software Product Registration Certificate (Double Software Certification)

2017

· Collaborated with the Chengdu government to implement the Smart Town project, integrating infrastructure, administrative management, and production activities of over 200 towns into a unified cloud platform

2024

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- · Successfully listed on the Main Board of the Hong Kong Stock Exchange on July 10, 2024, under the stock code 2495.HK
- among the "Top 50 AI Tech Enterprises in China" by Forbes China
- In March 2024, received filing approval from the International Department of the China Securities Regulatory Commission (CSRC)
- Actively seeking strategic investment and acquisition opportunities domestically and internationally to accelerate global expansion

2023

- · Featured in Gartner's list of representative vendors in China's artificial intelligence software market
- Submitted IPO application in June 2023
- Achieved revenue of RMB 813 million and adjusted net profit of RMB 118 million in 2023, maintaining consistent profitability over consecutive years
- · Completed the first unmanned driving project in Mianyang Science and Technology City New District

Security and Protection



2024 Outstanding Progress

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We conducted our first stakeholder questionnaire survey and completed the analysis and materiality assessment of key topics

We undertook our first identification of Climate Risks and Opportunities (CROs)

We transitioned from a focus on **public** service to a strategic emphasis on **data** governance

Leveraging our proprietary Al-based intelligent charging algorithm, we now cover **DC charging networks** across multiplel Southeast Asian countries

We hosted the "Connecting the World through Intelligence, Embracing the Future – Yanxi Lake Artificial Intelligence Forum."

Board of Directors

As a company that went public on the Hong Kong Stock Exchange in 2024, we strictly adhere to the HKEX Listing Rules' Appendix C1 Corporate Governance Code, our Articles of Association, and other relevant provisions. We have built a governance framework with clear roles and balanced oversight, ensuring a scientific and rational decision-making process that safeguards our efficient operation. We remain committed to these standards to support our sustainable growth and protect the interests of our shareholders and stakeholders.

During the Reporting Period, the Board redefined its committee functions by renaming the Strategy Committee to the Strategy and Sustainable Development Committee, laying the foundation for enhanced sustainability strategy and governance.



▲ Voicecomm's Governance Structure

*Note 1: Detailed information on Board and committee members as of the end of the Reporting Period can be found in Appendix 1 – Performance Data – Corporate Governance: Members of the Board and Committees.

*Note 2: After the Reporting Period, Voicecomm amended its Articles of Association. At an Extraordinary General Meeting held on January 13, 2025, a special resolution was passed to amend its Articles of Association, which involve cancellation of the establishment of the Company's supervisory committee and its functions would be transferred to the Audit Committee.

Board Independence and Diversity

As of December 31, 2024, the Board of Directors consisted of 10 members, including 2 executive directors, 4 nonexecutive directors, and 4 independent non-executive directors. Non-executive and independent non-executive directors collectively accounted for 80% of the Board.

The Board appointed Mr. Tang Jinghua, the founder of Voicecomm, as its Chairman. The Board comprises experts in industry, finance, law, and accounting whose deep knowledge of Voicecomm and its market enables them to create significant value for all stakeholders. We firmly believe that board diversity strengthens corporate governance. Accordingly, our Policy on Nomination of Directors evaluates candidates not only on their expertise, skills, knowledge, abilities, experience, and compliance but also on how well they contribute to a balanced and diverse board structure.



To better serve the long-term interests of our stakeholders, the Board delegates matters that require dedicated time, attention, and expertise to its committees. Accordingly, the Board has established four committees to assist in its oversight: the Strategy and Sustainable Development Committee, the Nomination Committee, the Remuneration Committee, and the Audit Committee. Notably, the Audit Committee is composed entirely of non-executive directors, and is chaired by an independent non-executive director.



Committee	Strategy & Sustainable Development Committee			
Executive Directors	2	1	1	/
Non-Executive Directors	1	/	/	1
Independent Non-Executive Directors	/	2	2	2
Percentage Of Non-Executive and Independent Non-Executive Directors	33.3%		66.7%	

Board Duties

During the Reporting Period, our directors actively participated in board and committee meetings, fully discharging their responsibilities. They provided numerous constructive suggestions on corporate strategy and governance, thereby contributing to the company's steady growth and enhanced governance standards.

Throughout the Reporting Period, Voicecomm convened 8 board meetings, 1 Audit Committee meeting, 2 Nomination Committee meetings, 1 Remuneration Committee Meeting, 1 Strategy and Sustainable Development Committee Meeting, achieving an overall attendance of board meetings and committee meetings of 91.03% and 100% respectively.



Note: Detailed information on the performance of board directors as of the end of the Reporting Period can be found in Appendix 1 – Performance Data – Corporate Governance: Board Performance.

Board Composition

ESG Governance

Voicecomm firmly believes that establishing and refining our governance framework and management mechanisms is a critical step in addressing material issues. In 2024, we took decisive action by launching our ESG governance framework and outlining its structure and functions in detail. Drawing on our industry expertise and unique characteristics, and guided by mainstream evaluation frameworks, we identified key ESG materiality topics and, through extensive stakeholder communication, constructed our ESG materiality matrix.

- ESG Governance Framework
- Materiality Assessment
- Business Ethics



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Board of

Directors

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Strategy and Sustainable

Development

Committee

M

ESG Working

Group

ESG Governance Framework

During the Reporting Period, Voicecomm engaged external experts for joint evaluations and established our ESG governance framework by renaming the Strategy Committee as the Strategy and Sustainable Development Committee under the Board of Directors. This framework operates on three levels: Board oversight, committee accountability, and implementation driven by the ESG Working Group. In this process, we renamed the Board's Strategy Committee to the "Strategy and Sustainable Development Committee" and clearly defined the functions of both the Committee and the ESG Working Group.

Note: The renaming of the Strategy Committee as the Strategy and Sustainable Development Committee was formally approved by the Board of Directors in December 2024, and has since become effective.

Main functions

- Learn, analyze, and track industry status and sustainable development trends (domestic & international)
- · Oversee the assessment of impacts, risks, and opportunities related to sustainability
- Guide and review sustainability strategies and objectives
- Regularly monitor the progress and completion of sustainability initiatives

Main functions

- Research ESG and sustainable development strategies and provide recommendations
- Analyze risks and opportunities for sustainable development
- Review the Voicecomm's annual ESG Report
- · Assess progress on sustainability goals and provide recommendations

The ESG Working Group consists of the ESG Governance Group, the Governance Office, the Environmental Working Group, and the Social Working Group.

ESG Governance Group

- Members: The team consists of the General Manager (team leader), Deputy General Manager, Chief Financial Officer, and senior management personnel from relevant departments.
- Main Functions: Lead the ESG Executive Working Group, develop the Company's ESG strategies and related initiatives, and report to the Strategy and Sustainable Development Committee.

Governance Office

- Member Departments: Board Office, Finance Department, and Marketing Department
- Main Functions: Oversee corporate governance matters; develop stakeholder engagement plans; coordinate the preparation of Voicecomm's Environmental, Social and Governance (ESG) Report and related sustainability documentation; and report regularly to the ESG Management Office.

Environmental Working Group

- Member Departments: Administrative Department, Marketing Department, and Technology
 Department
- · Main functions: Responsible for relevant environmental matters of the Company

Social Working Group

- Member departments: Board Office, Human Resource Department, Marketing Department, and Technology Department
- Main functions: Responsible for social matters of the company



Stakeholder Engagement We value the views and suggestions of all our stakeholders. Through various channels, we maintain open communication to understand their perspectives and expectations regarding our ESG performance. Our channels include, but are not limited to:



During the Reporting Period, we distributed Stakeholder Communication Questionnaires to all stakeholders and representatives, progressively building Voicecomm's stakeholder communication matrix to demonstrate our commitment to transparent management and focused execution.

Materiality Assessment

During the Reporting Period, we engaged third-party professional advisors to identify and assess the significance and priority of Voicecomm's ESG issues. We also distributed a Stakeholder Survey Questionnaire to collect opinions and perform data analysis. Following the three steps of "Identification -Communication - Evaluation," we assessed Voicecomm's material issues, as detailed below:



Step 1

Identification

of Material **Issues List** • Topics of concern covered by key ESG reporting criteria and reference frameworks include: The ESG Reporting Guide, the GRI Standards, the TCFD Disclosure Recommendations, the SASB Standards, UNSDGs, other standards and initiatives:

- · ESG issues highlighted by mainstream rating agencies in relevant industries;
- · Global sustainable development trends;
- · Sustainable development trends within related industries.
- During the Reporting Period, we conducted interviews with management and departmental teams to gain in-depth insights into their prioritized ESG topics;
- · Through online questionnaires, we surveyed a range of stakeholders including shareholders and investors, directors and executives, employees, customers and end-users, suppliers and partners, the media, industry associations, and audit and rating agencies to determine their materiality rankings of ESG topics and to gather their recommendations.

Step 2

Interviews and Survey **Ouestionnaires**



Step 3 **Prioritization** and Materiality Assessment

- Materiality topics are ranked based on two dimensions: "Importance to Voicecomm" and "Importance to Stakeholders";
- The Board of Directors, the Strategy and Sustainable Development Committee, and the ESG Working Group validate the evaluation results at each level, determine the distribution within the ESG materiality matrix, and emphasize these findings in the report.



	Environmental		Social T
	Topics		
01	Opportunities in Clean Tech	05	Information Security & Privacy Protection
02	Use of Resources	06	Intellectual Property Protection
03	Emissions Management	07	Employment & Talent Attraction
04	Response to Climate Change	80	Product & Service Quality
		09	R&D and Innovation
		10	Product Safety & Reliability
		11	Employee Development & Training

opics

- **12** Employee Remuneration & Benefits
- 13 Occupational Health and Safety
- 14 Industry Engagement and Advocacy
- 15 Technology Ethics
- 16 Diversity, Equity & Inclusion (DEI)
- 17 Supplier Management
- 18 Inclusive Technology & Communication Contributions

Governance Topics

- **19** Compinace Governance
- 20 Information Openness & Transparency
- 21 Business Ethics
- 22 Sustainability Strategy Management

Business Ethics

We promote a corporate culture of integrity, honesty, and ethical governance, considering these values the foundation of our operations. We strictly adhere to the Criminal Law and the Anti-Unfair Competition Law of the People's Republic of China, as well as our Articles of Association and other relevant regulations. To strengthen governance capabilities in prevention, detection, and response, we have established a suite of internal systems, including the Anti-Bribery, Anti-Corruption, and Anti-Fraud and Whistleblowing Policy. The Internal Control Department serves as the permanent body responsible for executing anti-bribery, anti-corruption, and anti-fraud initiatives. It reports directly to senior management, the Audit Committee, and the Board of Directors, ensuring a high degree of independence.



▼ Voicecomm's Anti-Bribery, Anti-Corruption, and Anti-Fraud Governance Structure

Supervision

· Supervises the establishment of an anti-bribery, anti-corruption, and antifraud culture and environment; oversees the development and enhancement of an internal control system to prevent bribery, corruption, and fraud

Executive Leadership Function

· Guides and supervises anti-bribery, anti-corruption, and anti-fraud initiatives

Dedicated Unit

• Implements the anti-bribery, anti-corruption, and antifraud measures; reports directly to the Board and the Audit Committee

Daily Management & Implementation

• Establish, improve, and effectively implement internal controls; assume specific management functions while being subject to oversight by the Board and the Audit Committee

Audit Committee

The

Board

Internal Audit Department

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Corporate Management and Heads of Subsidiaries/Departments

Prevention and Control

We attach great importance to fostering a corporate culture of anti-bribery, anti-corruption, and anti-fraud. We assess relevant risks and have established specific control procedures and mechanisms to minimize the likelihood of such incidents. working collaboratively with our employees and stakeholders, we maintain transparent business practices.

During the Reporting Period, 100% of our employees signed a clean employment agreement via the Employee Manual, and we conducted targeted training on applicable laws, regulations, and ethical standards to help prevent improper practices.







Additionally, we communicated our commitment to integrity and ethics to all external partners, achieving a 100% integrity agreement signing rate with our software providers.

▼ Six-Step Approach to Preventing and Controlling Bribery and Corruption at Voicecomm

Reporting and Whistleblower Protection



When investigating bribery, corruption, and fraud, Voicecomm's Internal Control Department primarily conducts independent investigations and engages external experts when necessary. Clues identified through routine controls, proactive screenings, and internal or external reports are carefully evaluated based on the nature of the incident, the performance of the investigators, and the adequacy of the procedures followed. We adhere to established reporting protocols to ensure proper post-incident handling and continuously improve our internal control systems.

Voicecomm has established a comprehensive Reporting and Whistleblower Protection Policy to address incidents of bribery, corruption, and fraud. We provide dedicated reporting channels, including email, mailing address, and hotline, to encourage employees, partners, and other stakeholders to report actual or suspected misconduct.

To protect whistleblowers, we enforce strict confidentiality measures covering both identity and report content. The Internal Control Department independently files and securely stores all reports. Any unauthorized disclosure of whistleblower information is subject to disciplinary action.







Advancing a Trustworthy Al Ecosystem

Our strategic vision is rooted in advancing a global AI ecosystem. By leveraging trustworthy AI technology, we drive the synergy of digital transformation and collaborate with partners to build a reliable supply chain ecosystem that delivers efficient, stable, secure, and trustworthy technology products and services.

- Building Trustworthy AI
- Building a Reliable Ecosystem
- Fueling Future Innovation
- Product and Service Quality



Building Trustworthy AI

Our Strategic Approach

Voicecomm is committed to advancing the global AI ecosystem and accelerating digital transformation. We integrate trustworthy AI into intelligent applications to enhance data transparency and explainability. By optimizing data quality and improving the transparency of decision-making, we aim to build a traceable data governance framework that provides a reliable foundation for the sustainable development of AI technologies.



Developing Trustworthy Solutions



Trustworthy AI stems from our deep understanding of the fundamental nature of AI technology-particularly its dual core features of multi-modality and multimodel capabilities. Our goal is to bring trustworthy AI into real-world applications by developing comprehensive and efficient solutions. Through the deep integration of multi-model technologies, we have built a trusted intelligent response system that combines logical reasoning with holistic analytical capabilities, delivering highprecision and reliable technical support across a range of intelligent scenarios.



At the application level

At the application level, our solutions are designed to drive digital transformation and enable practical smart technology adoption. For example, in the digital government sector, we help enable data-driven governance and unlock the value of data to drive policy innovation. In business operations, our solutions empower management decision-making and process optimization, helping organizations improve operational efficiency.



Voicecomm's Trustworthy AI Innovation Project won the "Pioneer Case of the ESG Era" award among the 2024 Outstanding Corporate Social Responsibility Cases from CNR.CN.

Our solution architecture

In addition, we have embedded trusted computing technologies throughout our solution architecture. This effectively mitigates the "black box" risks commonly associated with large models like Tongyi, significantly enhancing data transparency and traceability. Our approach not only improves the stability and trustworthiness of AI systems, but also reinforces the compliance and security of our products and services. This provides a solid technical foundation for enterprise digital transformation.



Technology Ethics

We recognize the inherent ethical risks and challenges in technological development and acknowledge the critical role of technology ethics in innovation. In an era where smart devices are widely used, preventing the misuse of AI that results in information chaos and algorithmic bias has become a pressing industry issue.

In our research. development, and application phases, we integrate technology ethics as a core consideration and continuously promote a deep fusion of technological innovation and ethical practice.

We place high importance on privacy and data reliability. addressing challenges such as algorithmic bias and privacy breaches to ensure that our AI algorithms remain transparent and fair in logical reasoning, data analysis. and decision supportthus providing users with trustworthy products and services.

Building a Reliable Ecosystem

We embrace the principles of security and innovation, calling on the public and collaborating with our partners to explore and work together. By aligning technical, policy, and public efforts, we strive to achieve trusted, reliable, and sustainable intelligent technology, ensuring the operational safety and resilience of supply chains and enabling all parties to realize long-term value.

Supplier Management

In accordance with Voicecomm's Supplier Management Policy, we have established a systematic approach for supplier onboarding and created a compliance documentation system centered on basic agreements, supplemented by quality assurance, integrity management, and confidentiality protocols. We continually enhance our capability to build a sustainable supply chain ecosystem by implementing supplier onboarding and review, routine communication, and evaluation processes, thereby refining all aspects of sustainable supplier management.

2024 Quality assurance, integrity, and confidentiality

agreements signed by our software suppliers

100 %

Criteria met by our hardware suppliers

Over**90** %

• Supplier Onboarding

To ensure alignment in ecosystem collaboration, supplier onboarding involves a systematic review conducted jointly by our Marketing, Finance, Technology and Network Security, Internal Audit, and Legal departments. This review encompasses the qualification and suitability of supplier products, data and privacy management capabilities, network security performance, documentation verification and signing, as well as risk control and compliance re-examination. Suppliers are required to sign both a Confidentiality Agreement and a Data Privacy and Network Security Supplementary Agreement, clearly outlining compliance requirements and security responsibilities.

We are committed to upholding our ethical principles throughout the entire product lifecycle and will further ensure the fairness and compliance of our technology applications. Looking ahead, we plan to expand AI applications in areas such as smart energy management, intelligent elderly care, and digital cultural tourism, while strengthening international cooperation to support the development of AI standards and promote sustainable industry growth.

• Supplier Evaluation and Empowerment

In supplier management, we have established and continually refined an evaluation system covering technical, compliance, and sustainability metrics. We value empowering our suppliers in ways that enhance Voicecomm's capabilities, and we are also exploring methods for Voicecomm to further enable its suppliers.

Beyond rigorous reviews during the onboarding phase, we maintain continuous communication and evaluation throughout our collaboration regarding technology and product quality, operational and regulatory compliance, and supplier conduct. Through stringent technical screening, disciplined management, and robust internal controls, we ensure that our suppliers consistently deliver high-quality services and products while promptly identifying and mitigating risks. We have established an incident response process to swiftly and effectively address issues related to compliance, network security, data privacy, and ethical behavior. In addition, we regularly hold supplier meetings and product conferences, and collaborate with suppliers, customers, and other partners in university-led research labs and similar initiatives to foster supplier growth and drive overall progress across the supply chain.



▲ Voicecomm's Supplier Risk Control and Management System Process

Collaborative Development of Industry, Academia, Research, and Application

Leveraging our research capabilities and supply chain ecosystem, we have partnered with leading universities in China to strengthen collaboration across industry, academia, research, and practical application. Throughout our partnership, we continuously explore new application scenarios, promptly capture and review our achievements, and advance our strategies for productization and implementation to accelerate innovation. This collaborative model also enables us to gather timely feedback, refine our joint research, and actively engage both upstream and downstream partners to build a resilient ecosystem.





Voicecomm and Shanghai Jiao Tong University's Al Applications Joint Laboratory held monthly exchange meetings, focusing on thematic discussions regarding "Large-Scale Model-Driven Knowledge Generation and Analysis".

National Outreach and Global Connectivity

Amid rapid growth, Voicecomm embraces the principles of openness, inclusiveness, and collaboration, actively seeking broader market opportunities. By working closely with partners, we continuously expand our influence, pursue a global footprint, and foster widespread consensus and collaborative development.

Case

During the Reporting Period, leveraging policy incentives aimed at "optimizing the development of the Yangtze River Economic Belt, enhancing regional integration, and deepening industrial cooperation among the eastern, central, and western regions," Voicecomm relocated its corporate headquarters to Optics Valley in Wuhan, Hubei Province. This strategic move has extended our industrial ecosystem and driven the collaborative development of Trustworthy AI technologies and application scenarios.



▲ Voicecomm's driverless buses are open for public trials in Wuhan

Through our joint AI laboratory established in collaboration with Shanghai Jiao Tong University, we continuously refine our management and research frameworks, bringing together top talent from academia and industry. During the Reporting Period, we instituted monthly meetings to conduct seminars on topics such as "Large-Scale Model-Driven Knowledge Generation and Analysis" and "Large-Scale Model-Enhanced Knowledge Graph Reasoning." These initiatives enable us to address technological innovation challenges while driving both technical advancement and commercial growth.





▲ Agreement with the Donghu New Technology Development Zone to relocate their headquarters to Optics Valley About Voicecomm

Advancing a Trustworthy ESG Governance AI Ecosystem

Case

Mr. Tang Jinghua, Chairman of Voicecomm, was invited to participate in the China AI Forum in the UAE and delivered a keynote speech



During the Reporting Period, our proactive embrace of the Belt and Road initiative drove us to explore global strategies and build an effective ecosystem. A subsidiary was established in Malaysia, where we forged a strategic partnership with ACO TECH, a leading smart connectivity firm, to drive breakthrough advances in smart connected automotive technology across Malaysia and the ASEAN region. Focusing on digital connectivity, intelligent driving, and secure data analytics, our innovations deliver a more convenient, safe, and efficient driving experience for

consumers. Building on these successes, we plan to establish a Southeast Asia regional center to gradually expand into additional markets and strengthen our international brand presence.

At the same time, we have engaged in in-depth collaboration with Middle Eastern countries such as Oman, Saudi Arabia, and the UAE, actively integrating into their diverse development. While positioning the Middle East as a strategic hub, we are expanding our global footprint and extending our partnerships to additional regions. Concentrating on smart connectivity and digital government, combining our technology with local language, culture, and legal frameworks to develop tailored solutions and penetrate new markets. In addition, we remain committed to collaborating with leading global universities to drive innovation and explore new possibilities.

Fueling Future Innovation

As a pioneer in the digital economy, Voicecomm remains focused on advancing industry value through technology and empowering diverse sectors through digital transformation. Guided by our strategic roadmap, we prioritize refined development in both core industries and emerging fields. Our four core application areas include city governance, automotive and transportation, telecommunications, and finance. At the same time, we are actively expanding into emerging sectors such as healthcare, new energy, and cultural tourism to enhance our reach and brand influence.

We have continued to deepen our focus on cutting-edge technologies and innovative solutions. During the reporting period, we launched a series of products in the fields of artificial intelligence, digital transformation, and data governance, providing strong support for the sustainable development of the digital economy.

Following our "3A" technical pathway, which comprises AGI-driven human-like interaction, AIGC-enabled smart social networking, and AR-based immersive experiences, we have developed a series of innovative solutions that blend advanced technology with real-world application. These include virtual digital humans, integrated AI imaging and art generation systems, and AR companion technologies, which enhance user engagement across diverse scenarios.

We launched a comprehensive AI and video solution suite featuring intelligent customer service, AI-powered inspection tools, and video support for the hearing-impaired. These products are designed to reshape user interactions and improve service efficiency across industries We have launched innovative solutions centered on data governance applications.

We introduced a next-generation intelligent network cloud control platform, powered by AI and optimized through cloud-based coordination. This platform delivers flexible, real-time support for operational management and smart mobility, providing a solid foundation for digital infrastructure and scenario-based innovation.



Chapter, Forging Future



Empowering Smart City Development through Data Governance We are committed to leveraging technology to support regional economic development and accelerate digital transformation, enhancing the digital value and competitiveness of local economies. Our conversational AI solutions have been applied across smart city scenarios such as smart parks, digital governance, and IoT integration, helping to improve the efficiency and intelligence of urban management and public services.



Wifi Service Sites

14,920+

Area HD Videos

664+

During the reporting period, we built innovative solutions focused on data governance. Leveraging Al large-scale models and multimodal intelligent interaction technologies, Voicecomm developed industry-specific data governance applications anchored in diverse data sources—spanning hotline, enterprise, elderly care, and public security data. This transformative approach elevated basic public services into comprehensive data governance systems, creating multi-level application scenarios from municipalities to districts, counties, and townships, and delivering vital risk alerts and decision-making support for urban management.



Case Interne

Voicecomm has provided technical support and solutions for the core application "Tianfu Yunduan Xiaocheng," setting a benchmark for smart city development in Chengdu. Leveraging digital technology and our cloud platform, we have successfully developed a variety of application scenarios and delivered comprehensive solutions covering education, healthcare, and agri-e-commerce.

0

Voicecomm held a new product launch and appreciation event themed "Launching a New

Internet Town in Chengdu

About Voicecomm

Case

ESG Governance

Advancing a Trustworthy AI Ecosystem

Case Autonomous Driving in Mianyang Science and Technology City New District

🐔 Our Progress

Awards received across hotline service projects led by Voicecomm subsidiaries

46

Citizen-Oriented and Enterprise-Serving Initiatives

16

Ranked among the Top 50 National Hotlines in operational quality

7

Outstanding Hotline Case Studies at the national level

23



Voicecomm has introduced advanced products such as Intelligent Interaction, Intelligent Agent Assistance, Intelligent Quality Inspection, Data Governance, and Intelligent Reporting, all designed to transform hotline services. By enhancing connectivity and optimizing service quality, our solutions empower government agencies to move from reactive, case-bycase handling to proactive governance and preemptive issue resolution, thereby markedly improving hotline efficiency and advancing smart government initiatives.

Creating a Vertical Smart Mobility Ecosystem with Intelligent Connectivity

operate around the clock

Voicecomm's intelligent networking services are deployed across smart transportation scenarios, from customer support for automotive and logistics firms to IoV services that enable intelligent cockpits, optimized vehicle resource allocation, and collaborative autonomous driving. These solutions drive safe, convenient, and integrated transportation.



of vehicles and roads, our platform now offers intuitive, real-time traffic insights and comprehensive monitoring of traffic flows and incidents

In addition, Al-enabled digital avatars enable seamless voice interaction for early detection and rapid response. minimizing the impact of emergencies on traffic safety





Building on driverless bus services and autonomous shuttles as its core applications, the Intelligent Transportation Project in Mianvang Science and Technology Clty New District is structured around a three-tier service framework rather than fixed network layers. In its primary service domain, the project has established a "1 main route and 3 feeder routes" smart mobility network along major thoroughfares and designated circulation areas (e.g., the Shangma Business District) to support efficient automated shuttle services.

In its auxiliary service domain, the project extends smart mobility applications to key commercial districts and cultural tourism areas through the deployment of unmanned retail, autonomous delivery, robotic cleaning, and Al-enabled security patrol systems. This diversified layout enhances the overall intelligence of urban transportation and significantly improves the daily travel experience for residents.

Product and Service Quality

We leverage deep technical expertise and rich industry experience to deliver high-quality services that fully empower enterprises in information exchange and commercial interactions. Our R&D team, composed of senior engineers and researchers, works closely with clients from the outset, ensuring cutting-edge and reliable technical support.

High-Quality Services and Product Quality Management

support.



We leverage deep technical expertise and rich industry experience to deliver high-quality services that fully empower enterprises in information exchange and commercial interactions. Our R&D team, composed of senior engineers and researchers, works closely with clients from the outset, ensuring cutting-edge and reliable technical

Security and Protection



During implementation, our project team adheres to established plans to ensure stable system performance and accurate data transmission. We respond to client needs with tailored, high-quality conversational AI solutions. We apply the ISO 9001 Quality Management System to standardize internal R&D processes and ensure reliability across all stages-from design and development to testing, deployment, and after-sales support. This quality system also extends to our supply chain, where we rigorously select and manage partners to uphold consistency and product quality. Collectively, these measures support a secure and resilient delivery framework that strengthens the competitiveness of our enterprise-level conversational AI offerings.

After-sales Services

We maintain a strong focus on after-sales support and ongoing optimization through a well-established service system. With technical teams and intelligent O&M tools in place, we deliver timely, professional assistance. By monitoring system performance and applying intelligent diagnostics and data analytics, we can detect potential issues early and make proactive adjustments to ensure stable, high-performing operations.

Product Quality Assurance



Responsible for resolving technical issues, overcoming technical challenges, and providing reliable support

Implement projects strictly in accordance with management processes and implementation plans, while delivering after-sales

Responsible for proactive marketing and building robust aftersales and complaint resolution systems

Handling

Customer Complaint We value customer feedback and have established standardized, data-driven mechanisms for handling complaints and technical support. Our closed-loop process includes issue classification, the "0+48" rapid response protocol, case analysis, resolution feedback, and follow-up. We respond efficiently through cross-functional collaboration and, when needed, external legal support. For warranty services, we offer flexible options during and beyond the warranty period, including after-sales support and tailored maintenance.

> During the reporting period, we achieved a 100% complaint response and resolution rate. Within 3 to 6 months of resolving an issue, we conducted acceptance evaluations and satisfaction assessments. Through ongoing after-sales support and stable long-term services, we maintain high levels of customer satisfaction.



Responsible Advertising and Marketing

Voicecomm adheres to a compliance- and professionalism-oriented approach. ensuring that sales and technical teams follow legal requirements, industry standards, and ethical business practices throughout market expansion and customer service. In our product strategy, we continue to optimize AI applications by enhancing learning and adaptability, enabling flexible integration across business scenarios. This improves self-learning capabilities and helps meet market needs while enhancing customer operational efficiency. Our balanced focus on compliance and expertise also supports more effective internal management and long-term business sustainability.

We have established structured training for sales and technical teams, with tailored content for technical services and maintenance. Backed by sound internal processes and practical instruction, our teams apply responsible marketing principles across product promotion, technical support, and commercial engagement. By combining professional knowledge with compliance awareness, we strengthen corporate accountability, improve customer experience, and enhance service reliability.



▲ Customer Complaint Handling Flowchart

Security and Protection

In an era of rapid global digital transformation, cybersecurity and data privacy protection have become critical challenges that enterprises must address head-on. VoiceComm fully recognizes the vital role of cybersecurity in ensuring stable operations and supporting long-term development. At the same time, internal controls form a key part of our strategies for network and information security, as well as data and privacy protection. To reinforce these measures, we have implemented risk identification and management processes alongside strict internal audit mechanisms. By integrating intellectual property planning and management, we have further strengthened our competitiveness and security capabilities, gaining broad recognition across various sectors.

- Safeguarding Network and Data Security
- Intellectual Property Management
- Certifications & Security Assurance



Strengthening Cybersecurity and Data Protection

As a technology company, Voicecomm fully recognizes the importance of safeguarding hardware, software, and data systems, with a strong emphasis on privacy protection. We are committed to sound governance, strategic planning, risk prevention, and timely response in addressing cybersecurity challenges.

Regulatory and Management Framework

In accordance with national laws such as the Cybersecurity Law, Data Security Law, and Personal Information Protection Law of the People's Republic of China as well as our internal management guidelines, we continuously strengthen our regulatory framework. Our core policies include the Voicecomm Network Security Management Compendium, Network Security Organizational Structure and Personnel Responsibilities Policy, Internal Audit System for Network Security, Network Security Training Policy, Information Asset Management Policy, Voicecomm Data Security Management Policy, and Voicecomm Information Disclosure Policy. These policies comprehensively address the key aspects of network security, data protection, and compliance, and they establish clear protocols for corporate information disclosure and auditing.



- Voicecomm Network Security Management · Network Security Organizational Structure & Personnel Responsibilities Policy Compendium
- Network Security Training Policy
- Voicecomm Data Security Management Policy · Voicecomm Information Disclosure Policy
- Network Security Internal Audit Policy

Information Asset Management Policy

Cyber and Information Security

We have established a comprehensive cybersecurity management system that applies to all employees, business units, and relevant stakeholders. Supported by a structured governance framework, the system ensures oversight, risk control, and incident response. It safeguards our network and computing infrastructure, including hardware, software, and data, and ensures continuous and reliable system operations. The framework is designed to protect the confidentiality, integrity, availability, controllability, and auditability of our information systems.



Management System

Our cybersecurity governance framework consists of the Board of Directors, senior management, the Cybersecurity Governance Group, and the Cybersecurity Operations Team. The Board oversees cybersecurity matters through regular reviews, while the Audit Committee evaluates the effectiveness of the Information Security Management System and monitors risk management.

Under the ESG guidance of the Strategy and Sustainable Development Committee, management enforces internal policies, promotes collaboration, and ensures alignment across departments. The Cybersecurity Governance Group reviews and approves related policies and defines functional responsibilities. The Cybersecurity Operations Team handles daily cybersecurity operations and incident response, led by the Vice President and Chief Technology Officer.



Advancing a Trustworthy ESG Governance AI Ecosystem

Our Management Measures

We maintain a unified security strategy with role-based access controls, supported by dedicated cybersecurity funding. Asset ownership and accountability are clearly defined.

The Cybersecurity Operations Team regularly conducts vulnerability scans, intrusion detection, security checks, and access reviews. Through structured policies and governance, we protect networks, systems, and data while ensuring compliance.

Our Progress
Over the past three
years, we have recorded incidents related to
data, cybersecurity, or
information security
0 cases

Management Measure	Management Frequency	Management Content
Security Vulnerability Scanning Intrusion Detection System	Monthly	Continuously monitor network-wide threats, log and remediate anomalies in real time, and apply targeted security patches. Identify and respond to unauthorized access attempts and potential cyber threats.
Information Security Inspection	Quarterly	Evaluate internal network infrastructure, hardware, and data storage security, identify vulnerabilities, and implement corrective actions
central Computer Room Monitoring	Regular	Conduct scheduled remote surveillance of equipment rooms via monitoring systems on an hourly basis
Comprehensive Review of Information Assets & Access Rights	Annual	Maintain an inventory of information assets and dynamically adjust access permissions based on data sensitivity and operational needs
Data Backup	Regular	Regularly back up network logs, configuration files, critical data, and systems to ensure business continuity
Security Assessment & Audit	Annual	Conduct independent third-party security assessments of internal network devices, servers, and endpoints

Data Privacy Protection

Voicecomm places the highest priority on data security and privacy protection, ensuring confidentiality, integrity, and availability as the core pillars of its cybersecurity strategy. These principles work together to support Voicecomm's long-term commitment to safeguarding data in an increasingly digital environment.

Cybersecurity Strategy



Integrity

safeguards sensitive information by restricting access to authorized personnel



ensures that critical business systems remain operational whenever needed, maintaining business continuity.

Availability

Management Measures

Voicecomm has established a data security and privacy protection governance framework, comprising the Board of Directors, management team, Data Security Governance Group, and Data Security Operations Team.

•	The Board of Directors provides over effectiveness and monitoring information
►	The Strategy and Sustainable Developn priorities.
►	The management team ensures policy ex
Þ	The Data Security Governance Group, le leaders from technology R&D and finance Data Security Operations Team handles i
	•

Strategy and Sustainable Development Committee

procedures, allocate security management resources, monitor policy implementation, prepare internal security risk assessment reports, and report findings to management

implementing security initiatives

▲ Voicecomm's Data Security Governance Framework

rsight, with the Audit Committee reviewing system security risk management.

ment Committee defines ESG-related management

xecution and cross-functional coordination.

led by the Vice President and CTO, includes senior ce, overseeing strategic security initiatives, while the

implementation.



Management Measures •

We embed multi-layered security architecture throughout the entire product lifecycle, from development to aftersales, ensuring that privacy-by-design principles are integrated into product development, data processing, and transmission. Strict authorization controls govern internal access, requiring technical personnel to sign confidentiality agreements and adhere to standardized protocols. To enhance security oversight, we maintain comprehensive audit records of key security measures. Additionally, by ensuring that user data is stored and processed on customers' local servers, we effectively mitigate data breach risks by minimizing unnecessary data retention and transfer.

Compliance and Supervision



We have established a compliance review and supervision mechanism to ensure robust data governance. Our Data Compliance Task Force, comprising legal, technology, and external compliance experts, oversees privacy protection and regulatory adherence (see "Governance Structure" for details). To maintain independence, the Task Force reports directly to the Board Chairman and is responsible for risk prevention and compliance oversight. Employees can report security concerns directly to the Data Security Governance Group via email. Upon receiving reports, the Governance Group conducts compliance reviews, verifies findings, and initiates remedial actions in accordance with established evaluation criteria.



Employee Supervision and Report Review Process



Risk Prevention

and Management

We have established a comprehensive risk management framework, implementing policies such as the Network Security Incident Management Policy, Incident Response and Contingency Plan, Vulnerability Management Policy, Cybersecurity Incident Response Plan, and IT Security Audit and Compliance Policy. Our structured risk identification and management processes, coupled with a rigorous internal audit mechanism, enable regular inspections of data assets and system vulnerabilities. Based on audit findings, we implement targeted optimization measures to strengthen security controls. We have also clearly defined incident classification, handling procedures, and oversight responsibilities to ensure effective response and mitigation.

Risk Assessment

Risk management is embedded throughout the development, operation, and modification of our network and information systems. The Cybersecurity Operations Team is responsible for risk assessments, ensuring compliance with security policies and monitoring implementation across departments. This proactive approach helps identify and evaluate potential risks related to systems, technology, personnel, and processes, ensuring operational stability.

As part of our data security and privacy protection strategy, we have established a structured risk assessment mechanism to strengthen preventive controls. The Data Security Governance Group conducts regular evaluations of internal controls, assessing partner data security, personal information protection in products, and other critical risk factors.

continuous oversight and compliance.

Identify and classify information assets within networks and information systems subject to risk management, analyzing their attributes and security requirements Assess potential threats to protected information assets and identify vulnerabilities within the network and information systems Evaluate existing security controls by identifying measures already in place and verifying their effectiveness 3 Cybersecuri Risk Conduct risk assessments based on the likelihood and impact of security incidents, Managemer 4 determining appropriate risk levels Implement risk mitigation measures by selecting and applying appropriate controls to 5 reduce network and information system security risks Establish governance mechanisms to ensure the continuous implementation and maintenance of risk management practices

Additionally, we enforce a company-wide audit system, conducting both scheduled reviews and unscheduled audits triggered by major changes in network and information systems, ensuring ecomm ESG Governance

Advancing a Trustworthy AI Ecosystem

Tiered Incident Management •

We implement tiered management of security incidents based on three key factors: operational criticality, severity of business impact, and corporate impact. The severity of business impact consists of three secondary dimensions and five incident levels, while the corporate impact classification includes four secondary dimensions, each corresponding to five incident levels. Clear protocols have been established to ensure structured identification, escalation, and resolution of security incidents.



Security Incident Classification and Tiering

Emergency Incidents and Response 🕞

We develop contingency plans guided by four key principles: proactive risk prevention, swift incident containment, structured accountability, and continuous preparedness. These plans are designed to enhance our ability to anticipate, respond to, and mitigate network security, data security, and privacy-related incidents, minimizing potential risks and safeguarding our overall security framework. Security incidents are categorized into five levels, determined by operational criticality, scope of impact, and corporate losses, ensuring that high-risk incidents receive prioritized and coordinated response.



As part of our incident response strategy, we conduct structured emergency drills led by the network and data security management teams. Each year, a full-scale drill is held, with all departments integrating incident response protocols into their workflows and participating in regular training. These drills evaluate response effectiveness, enhance readiness, and improve coordination in handling security incidents. Clearly defined roles ensure an agile and systematic response, with continuous refinements strengthening operational resilience and risk mitigation.

Contingency Management Functions



We have also established a complete feedback and reporting mechanism as part of our incident response process. Weekly summaries of security incidents are compiled, with detailed analysis and tracking of each case. Reports are submitted to management to inform future risk mitigation planning.



During the reporting period, we conducted a data security emergency drill, simulating real-world threats on our Intelligent Communication Cloud AI platform to enhance risk identification, response coordination, and crisis management.



Develop and implement contingency drill plans, conducting exercises aligned with key corporate network security risk prevention priorities.



Enterprise-Wide Cybersecurity and Privacy Protection Training Program

Cybersecurity and privacy protection training is a key pillar of Voicecomm's risk management strategy, ensuring proactive defense against evolving threats. Integrated with the Employee Manual and Employee Training Management Policy, we have established a Network Security Training Framework with compliance-driven programs that strengthen cybersecurity, data protection, and privacy management across the organization. These programs are delivered through a mix of regularly scheduled and on-demand sessions held annually.

Structured Training Framework

We have developed a comprehensive cybersecurity training framework consisting of fundamental and specialized modules to strengthen security awareness and technical expertise.

Fundamental Module

The fundamental module covers cybersecurity policies, data protection regulations, security protocols, and threat prevention, ensuring employees understand phishing risks, malware defense, and incident response.

Specialized Module

The specialized module tailors training to job functions, focusing on secure coding, system security operations, and cybersecurity incident analysis.



Personnel

we conduct security awareness sessions throughout the year, supplemented by internal briefings and access to an enterprise training portal. Technical personnel receive biannual workshops and specialized training, guided by designated instructors to ensure alignment with evolving security standards.

By integrating cybersecurity education into workplace training, we enhance overall security capabilities across the organization.

Type Coverage			Specialized Technical Training and Discussion Forum	Learning Materials
For Non-technical Employees	0	0	/	0
Technical Personnel	I	/	0	 Image: A start of the start of



Our cybersecurity and privacy training is fully integrated into Voicecomm's talent development framework, ensuring alignment with corporate learning objectives. Training participation is incorporated into employee performance assessments to reinforce compliance and practical cybersecurity proficiency.

To enhance training effectiveness, we have introduced a Cybersecurity Leadership Development Program, modeled after leading industry practices. This program leverages in-house expertise to foster continuous learning, mentorship, and knowledge-sharing among employees. The HR department, in collaboration with security teams, regularly evaluates training impact and integrates feedback into an iterative improvement cycle, creating a closed-loop training model that enhances corporate security resilience.

Case

In May 2024, we held a company-wide Network Information Security Compliance Training focused on strengthening cybersecurity awareness and regulatory alignment. Under the theme "Building a Security Defense Line, Safeguarding Information Assets," the training addressed core topics such as cyber attack and defense strategies, access control and identity authentication, data storage security, encryption and password management, and phishing prevention. This initiative reinforced our internal security framework and supported compliance with both international and domestic information security standards.

Intellectual Property Management

Voicecomm respects intellectual property (IP) rights and prioritizes the protection of its own technological innovations. We adhere to the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China, and the Copyright Law of the People's Republic of China, among other regulations. To ensure compliance and systematic management, we have established the Voicecomm Intellectual Property Management Policy and the Employee Handbook, which outline key governance principles and operational procedures. Additionally, under the Voicecomm Employee Training Management Policy, we conduct specialized training programs to enhance intellectual property protection and risk prevention.

Voicecomm's Approach

Voicecomm is committed to technology-driven innovation, building a comprehensive intellectual property framework that integrates patents, copyrights, trademarks, domain names, trade secrets, and other proprietary rights with legal protections and contractual safeguards. We continuously enhance the value creation and compliance management of our intangible assets.



Management Measures

Voicecomm respects intellectual property (IP) rights and prioritizes the protection of its technological advancements in strict compliance with China's Trademark Law, Patent Law, and Copyright Law. To ensure structured governance, we have implemented the Voicecomm IP Management Policy and the Employee Code of Conduct, which define key compliance principles and operational guidelines. Additionally, we integrate IP education into our Corporate Training Program to reinforce knowledge retention and risk prevention.



Certifications & Security Assurance

In 2024, our technical team continued to strengthen network and information security, data protection, and privacy management capabilities. Through our expertise and best practices, we obtained recognition from leading international certification bodies, including ISO, further reinforcing our security framework.

Information Security Management





Voicecomm places great importance on enhancing employee awareness and competency in patent protection. During the reporting period, we conducted 2 dedicated patent application training sessions for executives and core technology teams, engaging 86 participants.

These initiatives equip employees with a deeper understanding of intellectual property, enhance their proficiency in patent application processes, and strengthen their ability to safeguard and strategically utilize IP assets.

Intellectual Property Overview

Our patent portfolio and software development strategy are closely aligned, reinforcing our commitment to technology-driven innovation and creating a seamless value chain from R&D to industrial application.

🖬 202	0			
<u>P</u>	Patent applications 26	Granted patents 10	Active patents 12	YoY Growth in Patent and Copyright Filings
ē	Software copyright applications 20	Software Copyright Registered 4	Total Registered Software Copyright 73	19.72%



We have been certified under the ISO/IEC 27001:2013 Information Security Management System (ISMS) standard (GB/T 22080-2016)

Professional Accreditations



Talent Recruitment and Development

The development and application of artificial intelligence depend on skilled professionals, and the digital transformation of society also requires workforce evolution. Voicecomm is committed to attracting, retaining, and developing talent, recognizing the crucial role employees play in corporate growth. We have established structured training programs and a fair promotion framework to support career progression. Additionally, we are dedicated to fostering a fair, diverse, and inclusive workplace, reflecting our commitment to both business and talent development.

- Safeguarding Network and Data Security
- Intellectual Property Management
- Certifications & Security Assurance



Our Approach

We place a strong emphasis on talent acquisition and development while ensuring strict compliance with the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, and other relevant corporate governance regulations. Our Employee Handbook and internal policies provide a structured framework for managing labor relations and workforce operations. By cultivating a professional and collaborative work environment, we ensure the protection of employees' rights while promoting mutual understanding and alignment between the company and its workforce.

Talent Recruitment & Retention

Recognizing the critical role of specialized talent in achieving corporate objectives, we uphold a structured and transparent approach to recruitment and retention.

Our Talent Acquisition Policy. Probationary Performance Review Guidelines, and Performance Management *Framework* guide a rigorous selection process that fosters mutual growth between employees and the company.

We prioritize matching talent with the right roles, emphasizing integrity and merit in our selection process. Our structured, two-way evaluation approach ensures we attract and retain the most gualified professionals.

Talent Acquisition and Development

Talent Acquisition

We implement a diverse, transparent, and structured recruitment strategy that integrates external hiring channels with internal talent mobility. While external recruitment broadens our talent pool, we also prioritize internal career advancement opportunities to enhance employee engagement and motivation. We encourage self-recommendation and peer referrals, offering incentives for successful recommendations. Through internal transfers, competitive selection, and structured referrals, we maximize employees' potential, stimulate internal mobility, and foster a strong sense of belonging.



2024 0 New Employees Onboard 110



- · Campus Recruitment
- External Hiring

▲ Recruitment Channels



Our selection process incorporates comprehensive assessment tools to evaluate candidates based on job-specific competencies, ensuring a precise role fit. To strengthen our long-term talent strategy, we have established a centralized talent reserve database, where unselected candidates are categorized and archived by the HR and Administration Department for future opportunities. We also actively recruit fresh graduates and technical specialists for junior and specialized roles, preparing for future business expansion and industry competition.



Employee Benefits & Well-being

Comprehensive Benefits Program

Voicecomm is committed to fostering a people-centric workp by providing a comprehensive benefits program that inclu healthcare coverage, leave entitlements, and finar assistance. These initiatives enhance employee satisfaction contribute to a supportive and inclusive work environment.

We strictly comply with legal requirements for social security contributions and go beyond statutory provisions by offering supplementary medical insurance, which also extends coverage to employees' immediate family members. Additionally, we provide holiday allowances and employee recognition programs and offer financial assistance options for employees facing special circumstances.



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Voicecomm's Employee Well-being Program



Employee Health & Well-being

Voicecomm prioritizes holistic employee well-being, ensuring both physical and mental health support. We actively promote work-life balance through wellness programs, including on-site fitness facilities, corporate-sponsored recreational activities, and employee wellness initiatives.

Additionally, we maintain a well-managed and ergonomic office environment that upholds workplace safety and employee rights, ensuring a structured, collaborative, and healthy corporate culture-supporting the mutual growth of employees and the organization.







▲ Voicecomm Employee Birthday Celebrations

Fostering a Positive Workplace Environment

We recognize the mutual impact of the workplace environment on both employees and the company. By cultivating a harmonious and inclusive atmosphere, we enhance employees' well-being and sense of belonging, enabling them to maximize their potential and drive collective growth. Through an open management philosophy, we establish transparent communication channels, encourage honest dialogue, and foster a diverse, equitable, and inclusive workplace where every employee's uniqueness is respected and valued.

Open & Transparent Communication

Communication Framework

We value employee feedback and ensure prompt responses to concerns through a structured communication system.

O Direct Communication

Our approach integrates direct communication, hierarchical management, and open dialogue to facilitate clear and effective workplace interactions

By reducing hierarchical barriers and streamlining feedback channels, we create an environment of trust, workplace transparency, and a stronger sense of belonging among employees.

Employee Grievance Mechanism

We have established a structured grievance mechanism to protect employees' legal rights and maintain a fair and transparent workplace. Employees can submit formal written complaints through a structured escalation process, starting with their immediate supervisor and progressing to the Human Resources Department and ultimately the General Manager when necessary. This mechanism ensures that concerns related to workplace conditions, compensation, and other employment matters are addressed effectively and resolved in a timely manner.



• Transparency

Employees can voice concerns directly and efficiently, promoting a culture of transparency and accountability. To strengthen engagement between leadership and employees, we have established internal communication platforms that allow direct interaction with senior executives.

48.66%

Diversity, Equity & Inclusion (DEI)

At Voicecomm, we are committed to building a diverse workforce and ensuring equal opportunities in recruitment, retention, and development. We partner with external organizations to support underrepresented groups and provide job opportunities and benefits for individuals with disabilities.	We value each employee's strengths and potential, ensuring equal access to training, rotation programs, and promotion opportunities.	We foster a supportive workplace for women by offering inclusive benefits, statutory leave, and a comfortable, respectful working environment for all employees.
Inclusive Hiring	Equal Advancement	Support for Women
37.33% Gender Ratio	<u>15</u> 62.67%	5% Employee Age Distribution

34.67%

Under 30





31-39

Talent Development

Voicecomm continuously refines its talent development framework by implementing structured training programs tailored to different roles and expertise levels. This approach provides employees with extensive career growth opportunities, fostering mutual development between individuals and the company while driving long-term value creation.



As a full-stack conversational AI provider, we recognize the critical role talent plays in sustaining our competitive edge. We prioritize employee career development and have established the Voicecomm Employee Training Management Policy and Technical Personnel Training Policy to support this initiative. In addition to enhancing technical and professional capabilities, we also emphasize leadership and strategic management development to address evolving business needs and governance requirements. Our talent development strategy undergoes continuous refinement to align with these priorities.

We have built a structured corporate training system incorporating diverse learning modules, job rotation initiatives, and targeted development programs to strengthen employees' technical expertise and professional competencies. Our internal training faculty is continuously enhanced through curriculum development and collaboration with external industry experts. To support sustainable talent growth, we allocate dedicated training resources and offer tuition assistance for accredited academic programs, professional certifications, and technical qualifications.

Our training programs are categorized into four core areas: fundamental training, technical training, professional development, and leadership training. This structured framework forms the foundation of Voicecomm's talent development ecosystem. All employees receive systematic training, with specialized programs tailored for R&D professionals to deepen their expertise and drive continuous innovation. Additionally, we conduct regular management training and strategic workshops, including cross-functional rotations involving the Board Office, equipping leadership teams with insights into emerging technologies and external market dynamics to enhance corporate governance and strategic decision-making.

A Comprehensive Overview of Voicecomm's Talent Development and Training





Yulcecomm 2024 Environmental, Social and Governance Report

About Voicecomm

ESG Governance

Advancing a Trustworthy AI Ecosystem





▲ Voicecomm Quarterly Executive Leadership Training and Exchange Program



Expert-Led Training Sessions with External Consultants

At Voicecomm, we integrate employee career growth with corporate objectives through a structured performance management framework that defines clear advancement pathways. We uphold fairness and transparency in key position management, prioritizing internal promotions over external recruitment to provide employees with meaningful career progression opportunities.



Merit-Based Promotion & Internal Mobility

We provide a transparent and structured promotion pathway that fosters employee motivation and career growth. Our internal selection process ensures that all job vacancies are publicly posted, granting employees equal access to advancement opportunities. Guided by principles of fairness, objectivity, and merit-based selection, we prioritize internal promotions, only considering external recruitment when internal candidates are unavailable or when specialized expertise is required.





we have implemented a structured performance management system that promotes employee growth and accountability. This system includes clear policies governing salary structures and performance assessments, ensuring transparency

Model, which combines corporate financial performance, industry compensation benchmarks, and individual performance evaluations to ensure a structured and equitable assessment framework. Employee salaries comply with legal wage standards and are directly linked to performance outcomes. To maintain a balanced and data-driven evaluation process, we conduct both mid-year and annual performance reviews, systematically assessing key achievements and goal completion.

growth, we conduct regular performance review discussions, helping employees reflect on their progress, set improvement plans, and receive targeted support to clarify career development pathways.

 Performance, Competency, Professional Certifications, and Work Experience
 Panel Interview with General Manager, Department Heads, and Subject Matter Experts
Panel Evaluation & Democratic Voting
Panel Evaluation & Democratic Voting

▲ Fair Promotion Process at Voicecomm

Environmental Protection and

Responsibility

Sustainable development is a global imperative, and Voicecomm integrates environmental responsibility into its operations. We actively address climate change by identifying related risks and opportunities, aligning our strategies with business operations, and adhering to the *Paris Agreement* and the *United Nations Sustainable Development Goals* (SDGs). In line with China's carbon peaking and carbon neutrality goals, we leverage our technological capabilities to drive green transformation across industries and foster a sustainable supply chain ecosystem.

- Climate Change Mitigation
- Green Operations
- Resilience & Digital Transformation



Responding to Climate Change

During the reporting period, we completed our first implementation of the Task Force on Climate-related Financial Disclosures (TCFD) recommendations, focusing on governance and strategic dimensions. This included establishing a governance framework, assessing climate risks and opportunities, and integrating climate-related management into our corporate strategy.

Governance

We have strengthened our environmental governance by establishing an ESG Working Group. The Board of Directors holds ultimate responsibility for climate-related risks and opportunities, with the Strategy and Sustainable Development Committee overseeing ESG management. Within the ESG Working Group, we have set up an Environmental Working Group dedicated to implementing climate-related strategies.

Note: For further details, please refer to the "ESG Governance Framework" section of this report.

) Strategy

During the reporting period, we completed our first Climate Risk and Opportunity (CRO) Assessment, identifying key physical and transition risks associated with our business operations. This assessment evaluated their potential impact and alignment with our corporate strategy, enabling us to develop targeted mitigation measures.

Physical Risks

To evaluate physical climate risks, we conducted a climate risk assessment based on projections from the Intergovernmental Panel on Climate Change (IPCC) under the RCP8.5 scenario, extending to 2050. This assessment covered various business sectors and identified acute risks and chronic risks most relevant to our operations.



Transition risks arise from the shift toward a lowcarbon economy and are generally categorized into policy and regulatory changes, technological advancements, market shifts, and reputational risks. We conducted a low-carbon scenario analysis based on IPCC's RCP2.6 projections, assessing financial and operational implications. This evaluation enables us to adapt our strategies to evolving regulatory and market conditions, ensuring long-term competitiveness.

Identifying Voicecomm's Key CROs

Tune of			Impact Timeline				Lovel of	
Type of Risk Categor		Impact on Voicecomm	Short- term (Present)	m (by 2030) term		Mitigation Measures	Level of Impact	
Physical F	Risks							
Tropical Cyclones	Acute	Currently, Voicecomm has not been affected by tropical cyclones. However, with climate change increasing the frequency of these events, potential impacts include disruptions to asset operations due to facility damage, leading to decreased operational efficiency and revenue loss	Sho	ort-term, Mid-te Long-term	erm,	Asset insurance has been secured for infrastructure in coastal regions to mitigate financial losses from tropical cyclones. Future site selection will prioritize locations away from high- risk coastal areas	Medium	

			Im	pact Time	line		Lovela	
Type of Risk	Category	Impact on Voicecomm	Short- term	Mid-term (by 2030)	Long- term	 Mitigation Measures 	Level of Impact	
Extreme Heat		Extreme heat increases cooling pressure on Voicecomm's data centers, raising server temperatures and straining air conditioning systems, leading to higher energy consumption and operational costs	Short-term, Mid-term, Long-term			Reduce computing deployment and lower system load during high- temperature periods	Low	
Rising Average Temperatures Chronic Ch		Mid-term, Long-term			Implement smart office energy management to reduce consumption Adjust work schedules to minimize exposure during peak heat periods and promote remote work where applicable	Medium		
Transition Ri	isks							
Regulatory Requirements on Energy Efficiency	Policy & Regulation	Stricter regulations on energy efficiency in data centers may drive increased investment to meet compliance standards		d-term, Long-te		 Optimize AI algorithms to reduce computational load and improve energy efficiency Develop low-carbon data centers and procure clean energy to minimize excert loaders computed in 	Medium	
Stakeholder Demand for Climate Risk Disclosure	Policy & Regulation	Regulators, investors, customers, and consumers are increasingly demanding transparent climate risk disclosures and low-carbon products. Non-compliance or poor climate performance may result in reputational damage, stock price declines, and financing challenges, posing risks to business operations and revenue	sumers are increasingly demanding sparent climate risk disclosures and carbon products. Non-compliance or r climate performance may result in ational damage, stock price declines, financing challenges, posing risks to		 Strengthen compliance with climate- related disclosures and establish an ESG data management system Proactively address stakeholder expectations on climate-related matters 	Medium		
Emerging Technologies	Technology	The application of Al-driven climate risk mitigation technologies may introduce product differentiation in the market, potentially impacting existing market share and reducing competitiveness		Short-term		 Leverage AI conversational technology to develop climate management solutions in advance, establishing a competitive market advantage 	Low	
Energy Price & Electricity Price Volatility	Market & Reputation	Fluctuations in energy and electricity prices, driven by climate change and energy transition, are leading to rising electricity costs and increased operational expenses		ort-term, Mid-t		 Enhance supplier management to improve energy efficiency Strengthen procurement strategies by prioritizing high-efficiency, low- energy-consumption equipment and considering power optimization measures Establish agreements with suppliers to secure electricity prices in advance 	Medium	
Opportunitie								
Implementation of Energy Efficiency Measures	Energy Sources	Adopting energy-saving measures reduces energy consumption and lowers operational expenses	Mi	d-term, Long-te	erm	 Continuously implement energy efficiency initiatives, such as replacing traditional lighting with LED energy-saving lamps, to reduce overall energy consumption 	Low	
Adoption of Renewable Energy for Power Generation	Energy Sources	Encouraging data centers to transition to renewable energy sources helps optimize energy costs and reduces long-term operational expenditures	Mi	d-term, Long-te	erm	Utilize solar photovoltaic (PV) panels for power generation	Medium	
Accelerating Climate Transition Technologies & Products	Products & Services	Developing low-carbon solutions that align with customer preferences and carbon neutrality commitments presents a strategic opportunity for market expansion. By offering advanced climate risk assessment technologies and adaptation solutions, Voicecomm can enhance its competitive positioning and contribute to the digital and low-carbon transformation of industries, driving sustainable business growth as well as revenue	Short-te	rm, Mid-term, L	.ong-term	 Voicecomm is currently integrating Al technology into urban management solutions and planning to develop drone inspection products to assist clients in mitigating climate risks 	High	

Green Operations

Commitment to Sustainable Operations

We are committed to embedding sustainability into our workplace by optimizing energy efficiency and fostering a low-carbon operational environment. Through green office initiatives and energy-saving upgrades, we continuously enhance our environmental responsibility.

Energy & Emissions Management

Aligning with both regulatory sustainability requirements and internal operational improvements, we integrate green transformation with energy efficiency enhancements. During the reporting period, Voicecomm conducted a GHG emissions assessment, upgraded office lighting in our Shanghai office with energy-efficient LED fixtures, and leveraged digital solutions to replace certain in-person training, meetings, and business travel. These efforts have reduced energy consumption and emissions while improving operational efficiency and cost-effectiveness.

GHG Emissions and Energy Consumption



In 2024, we conducted a GHG emissions assessment in strict accordance with the GHG Protocol Accounting Standard. A third-party agency was engaged to define organizational boundaries, identify emission sources, and compile a comprehensive GHG inventory. For the first time, we conducted a detailed calculation of Scope 1, Scope 2, and Scope 3 emissions. Based on our assessment, Voicecomm' s total GHG emissions for 2024 across all three scopes amounted to



Note: Voicecomm 2024 Greenhouse Gas Emissions Report

	Category	Unit
	Direct GHG Emissions (Scope 1)	
	Emissions	tCO ₂ e
	Energy Indirect GHG Emissions (Scope 2)	
	Emissions	tCO ₂ e
	Other Indirect GHG Emissions (Scope 3)	
	Emissions	tCO ₂ e
	Total Scope 1 & 2 Emissions	
	Total emissions	tCO ₂ e
	Emission Intensity (per capita)	tCO ₂ e
	Emission Intensity (per RMB million)	tCO ₂ e
	Total Emission (Scope 1, 2, 3)	
	Total emissions	tCO ₂ e
	Emission Intensity (per capita)	tCO ₂ e
	Emission Intensity (per RMB million)	tCO ₂ e
L		

Notes: 1. All indirect greenhouse gas (GHG) emissions under Scope 3 include the following categories: business travel (air, highspeed rail, hotel), employee commuting, production equipment, office supplies, municipal water use, and waste.

2. Emission factors for energy-related indirect emissions (Scope 2) are based on the 2022 CO_2e Emission Factors for Electricity published by *the Ministry of Ecology and Environment* and international statistical authorities.

Emission factors for all Scope 3 categories are sourced from the China Product Life Cycle GHG Emission Factor
 Database and the Report on Green Urban Mobility and Carbon Emissions in China. For details, refer to the Voicecomm
 2024 Greenhouse Gas Emissions Report.

2022	2023	2024
5.7	4.3	8.96
43.30	74.00	61.99
15	56.3	55.81
49.00	78.30	₹ 70.95
/	1	0.24
/	1	0.075
64	134.6	126.76
/	/	0.42
/	1	0.14

Sustainable Office Initiatives

We actively integrate digital tools into daily operations, enhancing efficiency in meetings and training while reducing reliance on in-person sessions. By minimizing unnecessary business travel, we optimize resource utilization, reducing electricity and paper consumption while effectively lowering greenhouse gas emissions.

During the reporting period, we upgraded the lighting system in our Shanghai office, replacing all fixtures with energyefficient alternatives. These efforts led to a 16% reduction in office energy consumption and a 22% decrease in operational costs compared to 2023.



Resource Management

We focus on optimizing computational performance through application-specific strategies, utilizing knowledge graphs to enhance resource allocation in product development and customer solutions. This approach enables us to achieve environmentally sustainable and resource-efficient operations. Consequently, we have not required large-scale computing infrastructure. Below is our 2024 resource consumption data:

Category	Unit	2022	2023	2024
Energy Consumption				-
Direct Energy Consumption (Gasoline)	kWh	21,273.38	16,071.12	36,133.49
Indirect Energy Consumption (Electricity)	kWh	71,034.40	121,318.20	106,398.00
Total Energy Consumption	kWh	92,307.68	137,389.32	142,531.49
Energy Intensity (per capita)	kWh	—	430.69	475.10
Total Water Consumption	tonnes	—	_	344.00
Water Intensity (per capita)	tonnes	_	_	1.15

Notes: 1. Energy consumption is presented in kilowatt-hours (kWh), based on electricity usage recorded in utility invoices issued by the power grid.

2. All water used is sourced from the municipal supply.

Resilience & Digital Transformation

Beyond reducing our carbon footprint and advancing environmental sustainability, we develop climate adaptation and resilience solutions to address escalating climate challenges. Leveraging our Al-driven full-stack solutions, we enhance efficiency and accelerate digital transformation across industries, fostering a greener, low-carbon economy.

AI Solutions Driving Industry Digitalization

As businesses navigate digital transformation, they often encounter challenges in technology integration and system interoperability. By combining our proprietary AI technology modules with extensive experience in unified communications, we deliver comprehensive solutions that optimize operations, accelerate digitalization, and enable sustainable, low-carbon business models.

Strengthening Climate Resilience: Fire Risk Mitigation

With rising temperatures and increasing climateinduced disasters, the risk of wildfires and urban fires has evolved. According to the National Fire and Rescue Department's January 2025 press briefing, outdoor and small-scale fires accounted for 46.2% of incidents nationwide in 2024. Voicecomm has developed IoTbased smart fire assessment and reporting solutions, enhancing real-time fire risk monitoring and emergency response efficiency. By deploying Al-powered resilience technologies, we minimize disaster impacts and mitigate potential human and financial losses.



 Voicecomm 2024 New Product Launch – BPO Initiative Ceremony

BPO Initiative Driving Industry-Wide Digitalization

In addition to empowering clients with Al-driven solutions, we leverage our innovation leadership by establishing a Business Process Outsourcing (BPO) division to drive digital transformation in traditional industries. During the reporting period, we made significant advancements in Al-enabled outbound communication , Al customer service, and data management services, helping enterprises in finance, internet, telecommunications, and logistics improve operational efficiency and reduce costs. This initiative has accelerated digital transformation across industries, promoting regional economic sustainability.

AI-Powered Smart Energy Solutions

Voicecomm has developed a proprietary Al-powered intelligent charging algorithm, designed to seamlessly integrate EV charging stations, smart parking systems, and energy management platforms. Our technology enables real-time vehicle-charger connectivity, automated identification, and autonomous charging services. Through algorithm-driven energy optimization, we assist charging infrastructure providers and government agencies in optimizing station deployment and energy distribution. During the reporting period, we expanded our intelligent charging network across Southeast Asia, strengthening the smart energy and EV charging ecosystem.



▲ In December 2024, Voicecomm co-hosted a national conference on intelligent customer service in China, bringing together industry leaders, government representatives, and academic experts to explore the role of Al-powered customer service in accelerating digital transformation and enhancing service quality and efficiency.

Al Empowerment for Inclusive Growth

Artificial intelligence is driving a global technological revolution, enhancing productivity, improving quality of life, and serving as a key force for social welfare. Voicecomm leverages AI to support rural revitalization and township development, fulfilling its corporate social responsibility through tangible actions that contribute to a more inclusive and sustainable society. Additionally, we recognize the pivotal role of education in shaping the future of technology. By partnering with universities, we foster industry innovation and aim to expand our impact globally, working alongside partners worldwide to create a smarter, more inclusive, and prosperous digital era.

- Harnessing AI for Smart Rural Development
- Empowering Education for Technological Advancement
- Industry Collaboration: Driving the AI Revolution Together



omm ESG Governance

Talent Recruitment and Development

Harnessing AI for Smart Rural Development

Voicecomm prioritizes smart city and intelligent connected systems, particularly in rural governance, as part of our broader efforts to bridge the urban-rural divide, promote regional economic development, and drive resource-sharing. Through digital platforms and data-driven governance, we enhance transparency in rural administration and improve disaster response capabilities, such as fire prevention. Additionally, we contribute to agricultural support, education, and healthcare services, elevating the overall quality of life and fostering local industrial upgrades and tourism integration. These efforts serve as a model for sustainable rural development.

Voicecomm AI Industrial Park Aerial View



We actively support the digital modernization of rural agriculture and the broader rural revitalization strategy. In collaboration with the Shanghai Chongming

District Government, we have contributed to the development of an AI Industrial Park, driving the digital transformation and intelligent upgrading of traditional industries. The park covers 71,000m² and serves as a key part of our AI industry strategy, focusing on the electronics and artificial intelligence sectors. Through forward-thinking initiatives, we promote regional technological innovation while strengthening collaboration across the industry value chain, fostering deeper integration between technology and traditional industries and injecting new momentum into regional economic growth.

Chengdu Intelligent Town

Voicecomm contributed to the Chengdu Intelligent Town initiative by providing digital infrastructure for over 200 towns, including mobile networks, cloud



computing, cloud storage, and a smart operations platform. Solutions were tailored to each town's needs, covering areas such as smart urban management, intelligent tourism, rural e-commerce, and remote healthcare. Our project has accelerated the development of intelligent town clusters, promoting urban-rural integration and enhancing digital public services across the region.

Noodle Village Project

We actively participated in the revitalization of Juehui Village (also known as Noodle Village), supporting infrastructure upgrades, transportation network optimization, and smart tourism development to enhance local economic growth. This project has improved the village's livability while preserving its natural environment. By integrating Juehui Village's traditional noodle-making culture with modern culture and tourism, we have fostered sustainable industry growth, increased employment opportunities, and promoted long-term economic vitality for the local community.





Empowering Education for Technological Advancement

At Voicecomm, we recognize the critical role of education in driving innovation and societal progress. We are committed to deepening the integration of technology and education, supporting universities in cultivating forward-thinking talent, accelerating AI adoption, and fostering industrial upgrades and social development.During the reporting period, we partnered with several leading universities in China to support talent development and academic research. Together with the School of Electronic Information and Electrical Engineering (SEIEE) of Shanghai Jiao Tong University, we established the Research Laboratory for AI Applications, focusing on next-generation conversational AI. We also launched the Voicecomm Technology Fund with Donghua University to promote academic exchange and innovation. In addition, we introduced our AI technologies into university campuses, strengthening collaboration across industry, academia, research, and application to drive scientific advancement and talent cultivation.

Voicecomm Technology Fund at Donghua University

Voicecomm established the Donghua University Voicecomm Technology Fund to support talent cultivation and discipline development at the School of Information Science and Technology.







Voicecomm's Al-driven virtual human solution played a key role in illuminating the 'Two Bombs, One Satellite' Memorial Lighthouse at the University of Chinese Academy of Sciences. ESG Governance

Industry Collaboration: Driving the AI Revolution **Togethér**

As artificial intelligence rapidly advances, industry collaboration and collective development serve as powerful engines driving technological progress and ecosystem expansion. We believe that extensive industry cooperation and deep engagement are not only catalysts for breakthroughs but also essential in accelerating technological advancements and practical implementation. As a member of the Information Technology Application Innovation Working Committee under the China Electronics Standardization Association, VoiceComm actively participates in industry association initiatives to enhance its visibility and contribute to the sustainable growth of the sector. Additionally, we organize and participate in high-profile forums and conferences, bringing together global experts, industry leaders, and ecosystem partners to build consensus, explore cutting-edge technologies, and drive AI adoption.Voicecomm collaborates closely with global industry partners to unlock AI's full potential, driving its seamless integration across sectors while advancing a more intelligent and sustainable future.





Academician He Jifeng's Keynote at the 22nd China IT Services & Intelligent Customer Service Best Practices Conference

Intelligent Connectivity for the Future – Yanxi Lake Al Forum

On August 31, 2024, VoiceComm co-hosted the "Intelligent Connectivity for the Future - Yanxi Lake AI Forum." The forum gathered prominent figures from government, industry, academia, finance, and media to explore the vast potential of future technologies and discuss key issues shaping the intelligent era.





Excellence in Science & Innovation for a Better Future



The 2024 World Artificial Intelligence Conference (WAIC 2024)

The 2024 World Artificial Intelligence Conference (WAIC 2024) took place at the Shanghai EXPO Center, focusing on the theme "Shared Governance for AI, Shared Intelligence for Good." The event brought together leading scientists, business executives, and industry pioneers from around the world to explore the latest AI advancements and industrial applications. At the conference, Voicecomm showcased its cuttingedge innovations in metaverse digital humans, human-machine interaction, and virtual reality, reaffirming its leadership in Al-driven solutions.



Voicecomm was invited to the 2024 World Laureates Forum, themed "Excellence in Science & Innovation for a Better Future," where the world's top scientists and industry leaders gathered to shape the future of technological innovation. Through its participation, Voicecomm actively contributed to advancing AI development and strengthening global collaboration in scientific and technological progress.





Appendix 1 Performance Data



The Board and Committees

Name	Area of Expertise	Gender	Age	Position	Independent from Management	Relationship with Management
Board Member Info	rmation					
Tang Jinghua	Industry	Male	48	Executive Director	No	Chairman
Sun Qi	Industry	Male	50	Executive Director	No	General Manager
Yang Xiaoyuan	Industry	Male	48	Non-Executive Director	Yes	None
Tan Xiaobo	Industry	Male	47	Non-Executive Director	Yes	None
Chen Yulei	Industry & Finance	Male	42	Non-Executive Director	Yes	None
Ma Tiantian	Finance	Female	34	Non-Executive Director	Yes	None
Liu Rong	Accounting	Male	76	Independent Non-Executive Director	Yes	None
Wu Haipeng	Legal	Male	45	Independent Non-Executive Director	Yes	None
Mu Binrui	Finance	Male	68	Independent Non-Executive Director	Yes	None
Leung Kin Hong	Accounting	Male	54	Independent Non-Executive Director	Yes	None
Sinn Wai Kin Derek ¹	Finance	Male	66	Former Independent Non-Executive Director	Yes	None
Audit Committee Me	ember Information					
Leung Kin Hong	Accounting	Male	54	Chairman	Yes	None
Wu Haipeng	Legal	Male	45	Member	Yes	None
Yang Xiaoyuan	Industry	Male	48	Member	Yes	None
Sinn Wai Kin Derek ²	Finance	Male	66	Former Chairman		
Remuneration Com	mittee Member Inform	ation				
Liu Rong	Accounting	Male	76	Chairman	Yes	None
Leung Kin Hong	Accounting	Male	54	Member	Yes	None
Tang Jinghua	Industry	Male	48	Member	No	Chairman
Sinn Wai Kin Derek ³	Finance	Male	66	Former Member		
Nomination Commit	ttee Member Informatio	on				
Mu Binrui	Finance	Male	68	Chairman	Yes	None
Tang Jinghua	Industry	Male	48	Member	No	Chairman
Liu Rong	Accounting	Male	76	Member	Yes	None
Strategy and Sustai	inable Development C	ommittee N	/lember l	nformation ⁴		
Tang Jinghua	Industry	Male	48	Chairman	No	Chairman
Sun Qi	Industry	Male	50	Member	No	General Manager
Chen Yulei	Industry & Finance	Male	42	Member	Yes	None

Note: 1. Mr. Sinn Wai Kin Derek has resigned from Independent Non-Executive Director with effect from August 1, 2024

2. Mr. Sinn Wai Kin Derek as the Former Chairman of the Audit Committee has resigned with effect from August 1, 2024.

3. Mr. Sinn Wai Kin Derek the Former Member of the Remuneration Committee has resigned with effect from August 1, 2024.

4. The Board has resolved to change the name of the Strategy Committee to the Strategy and Sustainable Development Committee on the Board meeting held on December 16, 2024.

Board Meeting Attendance

Director	Meetings Required to Attend	Meetings Attended	Attendance Rate
Board Meeting Attend	ance		
Tang Jinghua	8	8	100.00%
Sun Qi	8	7	87.50%
Yang Xiaoyuan	8	7	87.50%
Tan Xiaobo	8	8	100.00%
Chen Yulei	8	7	87.50%
Ma Tiantian	8	6	75.00%
Liu Rong	8	7	87.50%
Wu Haipeng	8	7	87.50%
Mu Binrui	8	8	100.00%
Leung Kin Hong (appointed with effect from Sep 4, 2024)	5	5	100.00%
Sinn Wai Kin Derek (resigned with effect from Aug 1, 2024)	1	1	100.00%
Audit Committee Atter	ndance		
Leung Kin Hong (Chair) (appointed with effect from Sep 4, 2024)	0	0	-
Wu Haipeng (Member)	1	1	100.00%
Yang Xiaoyuan (Member)	1	1	100.00%
Sinn Wai Kin Derek (Member) (resigned with effect from Aug 1, 2024)	0	0	-

Business Ethics Training Overview

Indicator	Unit	2024
Total Training Hours	hours	60
Number of Participants	person	5
Average Training Hours per Participant	hours	12

Director	Meetings Required to Attend	Meetings Attended	Attendance Rate
Remuneration Commi	ttee Attendance		
Liu Rong (Chair)	1	1	100.00%
Leung Kin Hong (Member) (appointed with effect from Sep 4, 2024)	0	0	-
Tang Jinghua (Member)	1	1	100.00%
Sinn Wai Kin Derek (Member) (resigned with effect from Aug 1, 2024)	0	0	-
Nomination Committee	e Attendance		
Mu Binrui (Chair)	2	2	100.00%
Tang Jinghua (Member)	2	2	100.00%
Liu Rong (Member)	2	2	100.00%
Strategy and Sustaina	ble Development Com	nmittee Atter	ndance
Mu Binrui (Chair)	1	1	100.00%
Liu Rong (Member)	1	1	100.00%
Tang Jinghua (Member)	1	1	100.00%

Environment

Greenhouse Gas (GHG) Emissions

Category	Unit	2022	2023	2024
Direct GHG Emissions (Scope 1)				
Emissions	tCO ₂ e	5.7	4.3	8.96
Energy Indirect GHG Emissions (Scope 2				
Emissions	tCO2e	43.3	74	61.99
Other Indirect GHG Emissions (Scope 3)				
Emissions	tCO ₂ e	15	56.3	55.81
Total Scope 1 & 2 Emissions				
Total emissions	tCO2e	49	78.3	70.95
Emission Intensity (per capita)	tCO ₂ e	1	0.25	0.24
Emission Intensity (per RMB million)	tCO ₂ e	1	1	0.075
Total GHG Emissions (Scopes 1, 2 & 3)				
Total emissions	tCO ₂ e	64	134.6	126.76
Emission Intensity (per capita)	tCO ₂ e	1	0.42	0.42
Emission Intensity (per RMB million)	tCO ₂ e	/	1	0.14

Note: Scope 3 emissions include: purchased goods and services, capital goods, operational waste, business travel, and employee commuting.

Energy and Resource Consumption

Category	Unit	2022	2023	2024
Energy Consumption				
Direct Energy Consumption (Gasoline)	kWh	21,273.38	16071.12	36,133.49
Indirect Energy Consumption (Electricity)	kWh	71,034.40	121318.20	106,398.00
Total Energy Consumption	kWh	92,307.68	137389.32	142,531.49
Energy Intensity (per capita)	kWh	_	430.69	475.10
Resource Consumption				
Total Water Consumption	tonnes	_	_	344
Water Intensity (per capita)	tonnes	_	_	1.15

Pollutant Emissions

Category	Unit	2022	2023	2024
Nitrogen Oxides (NO _x)	kg	—	—	0.32
Sulfur Dioxide (SO ₂)	kg	-	0.086	0.06
Particulate Matter (PM)	kg	_	_	0.03



Employee Composition

Category	Unit	2022	2023	2024
Total Employees	person	-	319	300
By Gender				
Male Employees	person	-	-	188
Female Employees	person	-	-	112
By Age Group				
Age 30 and below	person	-	-	146
Age 31–39	person	-	-	104
Age 40–49	person	-	-	45
Age 50 and above	person	-	-	5

Employee Turnover

Category	Unit	2022	2023	2024
Overall Turnover Rate	%	_	_	30.07
By Gender				
Male Employee Turnover Rate	%	-	_	30.11
Female Employee Turnover Rate	%	-	_	30
By Age Group				
Age below 35	%	-	-	32.16
Age 35–50	%	_	_	23.68
Age above 50	%	_	_	0
By Region				
Mainland China	%	_	_	30.07
Hong Kong, Macau & Taiwan	%	-	_	0

Note: As we relocated our headquarters from Shanghai to Wuhan in the second quarter of 2024, our workforce structure was adjusted and optimized accordingly.

Waste Emissions

Category	Unit	2022	2023	2024
Non-Hazardous V	Vaste			
Total Emissions	tonnes	-	-	7.92
Emission Density	tonnes	-	-	0.03
Emission Intensity	tonnes/RMB million	_	_	0.008

Category	Unit	2022	2023	2024
By Employment Type				
Full-time	person	—	-	293
Part-time	person	—	—	1
Other	person	-	-	6
By Region				
Mainland China	person	—	—	299
Hong Kong, Macau & Taiwan	person	_	-	1

Occupational Health and Safety

Indicator	Unit	2022	2023	2024
Work-Related Fatalities	person	0	0	0
Work-Related Fatality Rate	%	0	0	0
Lost Workdays Due to Work-Related Injuries	Days	0	0	0

Employee Training

Category		Unit	2022	2023	2024
Total Number of Employ	ees Trained	person	_	_	243
Training Coverage		%	-	_	80.98%
Average Training Hours		hours/person	-	—	18.19
By Gender					
	Training Coverage	%	-	-	82
Male Employees	Trained	person	—	—	153
	Avg. Training Hours (Male)	hours/person	—	—	21.41
_	Training Coverage	%	—	—	80
Female Employees	Trained	person	-	—	90
	Avg. Training Hours (Female)	hours/person	-	-	10.22
By Position					
Soniar Management	Training Coverage	%	-	-	100%
Senior Management	Average Training Hours per Person	hours	_	_	12
Middle Menorement	Training Coverage	%	-	—	100%
Middle Management	Average Training Hours per Person	hours	—	—	12
By Criteria					
	Training Coverage	%	-	-	100
Management Training	Number of Participants	person	_	—	152
	Average Training Hours per Person	hours	-	-	12
	Training Coverage	%	_	_	46.67
Professional & Development Training	Number of Participants	person	—	—	140
	Average Training Hours per Person	hours	-	—	3.38
 Technical Training	Training Coverage	%	-	—	100
	Number of Participants	person	-	_	204
	Average Training Hours per Person	hours	-	—	14
	Training Coverage	%	-	—	100
 Foundational Training	Number of Participants	person	-	_	110
	Average Training Hours per Person	hours	_	_	2



Category	Unit	2022	2023	2024
Total Number of Suppliers	count	—	—	130
Number of Suppliers by Region				
Mainland China	count	_	—	130
Other Regions	count	_	-	0

Social - Intellectural Property

Patent Type	Indicator	Unit	2022	2023	2024
	Patent Applications	cases	-	-	36
Invention Patents	Patents Granted	cases	-	-	10
	Active Patents	cases	-	2	12
	Applications Filed	cases	-	-	20
Software Copyrights	Copyrights Granted	cases	-	5	4
	Active Copyrights	cases	-	69	73
 Trademarks	Trademark Applications	cases	-	-	2
	Trademarks Registered	cases	-	-	2
	Active Trademarks	cases	-	-	9

Appendix 2 – ESG Reporting Framework Index

HKEX Index	ESG Indicator Index	GRI	Corresponding Chapter
Mandatory Disc	losure Requirements		
	Governance Structure	-	ESG Governance-ESG Governance Structure
	Reporting Principles	•	About the Report
	Reporting Boundary		About the Report
"Comply or exp			
A. Environment	al		
Aspect A1: Emissions	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.	103-2(c-i), 305, 306, 307-1	Environmental Protection and Responsibility
KPI A1.1	The types of emissions and respective emissions data.		Appendix 1 Performance Data-Environment-Pollutant Emissions
	Direct (Scope 1) and energy indirect (Scope 2)	305-1, 305-2, 305-4, 305- 6, 305-7	Environmental Protection and Responsibility-Green Operations
KPI A1.2	greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	0, 305-7	Appendix 1 Performance Data -Environment-GHG Emissions
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	306-2(a)	Not applicable. Our business operations do not involve the discharge of hazardous waste.
	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	306-2(b), 306-3	Environmental Protection and Responsibility-Green Operations
KPI A1.4			Appendix 1 Performance Data-Environment-Waste Emissions
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	103-2, 305-5	Environmental Protection and Responsibility- Responding to Climate Change
		103-2, 306-2, 306-4	Environmental Protection and Responsibility-Green Operations
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.		Target setting not applicable, as Voicecomm's operatio do not involve the discharge of hazardous waste regulat by national standards, such as petroleum product chemical waste, or hazardous chemicals.
Aspect A2: Use of Resources	Policies on the efficient use of resources, including energy, water and other raw materials.	103-2(c-i), 301, 302, 303	Environmental Protection and Responsibility-Gree Operations
KPI 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).	302-1, 302-3, 302-3	Environmental Protection and Responsibility-Gree Operations
			Appendix 1 Performance Data-Environment-Energy a Resource Consumption
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	303-1, 303-3, 303-4, 305-5	Environmental Protection and Responsibility-Gree Operations
			Appendix 1 Performance Data-Environment-Energy and Resource Consumption

HKEX Index	ESG Indicator Index	GRI	Corresponding Chapter
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	103-2, 302-4, 302-5	Environmental Protection and Responsibility-Green Operations
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	103-2, 303-3, 303-4, 303-5	Environmental Protection and Responsibility-Green Operations
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	301-1	Environmental Protection and Responsibility-Green Operations Appendix 1 Performance Data-Environment-Energy Resource Consumption
Aspect A3: The	Policies on minimising the issuer's significant	103-2(c-i), 301, 302, 303,	Environmental Protection and Responsibility-C Operations
Environment and Natural Resources	impacts on the environment and natural resources.	304, 305, 306	Environmental Protection and Responsibility-Respond Climate Change
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	103-1, 103-2, 303-1, 303- 2, 304-2, 306-3(c), 306-5	Environmental Protection and Responsibility-Respond Climate Change
Aspect A4: Climate Change	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	201-2	Environmental Protection and Responsibility-Respond Climate Change
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	201-2	Environmental Protection and Responsibility-Respond Climate Change
B. Social			
Aspect B1: Employment	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.	103-2(c-i), 202, 401, 405, 406, 419-1	Talent Recruitment and Development-Talent Recruitm Retention
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	102-8, 405-1(b)	Appendix 1 Performance Data-Social-Human Reso Performance
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	401-1	Appendix 1 Performance Data-Social-Human Reso Performance
Aspect B2: Health and Safety	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.	103-2(c-i), 403, 419-1	Talent Recruitment and Development-Talent Recruitm Retention
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	403-9	Appendix 1 Performance Data-Social-Human Reso Performance
KPI B2.2	Lost days due to work injury.	403-9	Appendix 1 Performance Data-Social-Human Reso Performance

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Aspect B3: Development and Training	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	103-2(c-i), 404-2(a)	Talent Recruitment and Development-Talent
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	404-1	Appendix 1 Performance Data-Social-Human Resources Performance
KPI B3.2	The average training hours completed per employee by gender and employee category.		Appendix 1 Performance Data-Social-Human Resources Performance
Aspect B4 Labour Standards	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.	103-2(c-i), 408, 409, 419-1	Talent Recruitment and Development-Talent Recruitment & Retention
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	103-2, 408, 409	Talent Recruitment and Development-Talent Recruitment & Retention
KPI B4.2	Description of steps taken to eliminate such practices when discovered.		Talent Recruitment and Development-Talent Recruitment & Retention
Aspect B5: Supply Chain Management	Policies on managing environmental and social risks of the supply chain.		Advancing a Trustworthy AI Ecosystem-Building a Reliable Ecosystem
KPI B5.1	Number of suppliers by geographical region.	103-2(c-i), 204, 308, 414 102-9	Advancing a Trustworthy AI Ecosystem-Building a Reliable Ecosystem
11120.1	rambor of appliero by goographical region.		Appendix 1 Performance Data-Social-Supplier Data
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	103-2, 308-1, 308-2, 414- 1, 414-2	Advancing a Trustworthy AI Ecosystem-Building a Reliable Ecosystem
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	308-2, 414-2	Advancing a Trustworthy AI Ecosystem-Building a Reliable Ecosystem
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	103-2, 308-1	Advancing a Trustworthy AI Ecosystem-Building a Reliable Ecosystem
Aspect B6: Product Responsibility	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.	103-2(c-i), 416-2, 417-2, 417-3, 418-1, 419-1	Advancing a Trustworthy AI Ecosystem-Product and Service Quality
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.		Not applicable. Our business does not involve the production of physical goods, does not pose health or safety risks, and has no product recall requirements.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	102-43, 102-44, 103-2(c- vi), 418-1	Advancing a Trustworthy AI Ecosystem-Product and Service Quality
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.		Advancing a Trustworthy AI Ecosystem-Product and Service Quality
KPI B6.4	Description of quality assurance process and recall procedures.		Advancing a Trustworthy AI Ecosystem-Product and Service Quality
			Not applicable. Our business does not involve physical products and therefore does not require product recall

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KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	103-2, 103-3(a-i), 418	Advancing a Trustworthy AI Ecosystem-Product and Service Quality
Aspect B7: Anti-corruption	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.	103-2(c-i), 205, 205-3, 419-1	ESG Governance-Ethics
KPI 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.	205-3	ESG Governance-Ethics
KPI B7.2	Description of preventive measures and whistle- blowing procedures, and how they are implemented and monitored.	102-17, 103-2, 103-3(a-i), 205	ESG Governance-Ethics
	PI B7.3 Description of anti-corruption training provided to directors and staff.	205-2	ESG Governance-Ethics
KPI B7.3			Appendix 1 Performance Data-Governance-Business Ethics Training Overview
Aspect B8: Community Investment	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.	103-2(c-i), 413	AI Empowerment for Inclusive Growth-Harnessing AI for Smart Rural Development
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	203-1(a), 413-1	AI Empowerment for Inclusive Growth-Empowering Education for Technological Advancement
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	201-1(a-ii), 413-1	AI Empowerment for Inclusive Growth-Industry Collaboration: Driving the AI Revolution Together



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