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## GLOSSARY OF TECHNICAL TERMS

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*This glossary contains explanations of certain technical terms used in this Document in connection with us and our business. As such, some of these terms and their meanings may not correspond to standard industry definitions or usage of these terms and may not be comparable to similar terms adopted by other companies.*

“AMR”	autonomous mobile robots, which are robots designed to navigate environments without human intervention using advanced sensors and algorithms; AMRs are commonly used in logistics and warehouses for tasks including material handling and inventory management
“CAGR”	compound annual growth rate
“end customers”	businesses that actually deploy our AMR solutions, including those who directly purchase such solutions from us or through channel partners. Unless stated otherwise in this document, end customers are calculated on a consolidated basis, i.e., end customers that are affiliated — such as subsidiaries, or companies under common control — will be treated as a single end-customer; for the avoidance of doubt, the number of “end customers” presented in this Document does not include the number of channel partner
“FMCG”	fast-moving consumer goods
“GDP”	gross domestic product
“IOP”	our intelligent operations platform designed to provide comprehensive operational insights and real-time monitoring for warehouse management

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“key account end customers”	end customers with cumulative orders exceeding RMB20 million for a given period. For avoidance of doubt, our key account end customers do not include our customers who are our channel partners. We believe that a cumulative order value exceeding RMB20 million within a given period represents a meaningful and appropriate threshold for defining “key account end customers.” This RMB20 million cumulative order threshold is grounded in several key considerations, including typical contract sizes, customer engagement and commitment, and market practice. Based on our past experience, our largest key account end customers frequently reach or exceed this order value within a given period, making it a practical and relevant metric to distinguish key accounts from smaller customers. Additionally, key account end customers with orders above RMB20 million typically represent a deeper level of engagement with our products and services. According to CIC, it is consistent with industry practice to define key account end customers based on cumulative order value exceeding a meaningful threshold
“order intake”	total value of new contracts or orders secured within a specific period
“QR Code”	quick response code, a machine-readable optical label containing information about the item to which it is attached; AMRs often use QR codes for navigation and inventory tracking
“RaaS”	Robot-as-a-Service, i.e. standardized robot leasing services, as well as a suite of operational support and management services to optimize end customers’ warehousing operations
“repeat end customers”	“Repeat end customers” for a given period refers to end customers who meet both of the following criteria: (i) we recognized revenue during the given period from a purchase made by such customers (regardless of whether the purchase was made in that period or a prior period); and (ii) they had made at least one prior purchase before the purchase referenced in (i);

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“repurchase rate”	repurchase rate is a metric to track and measure our ability to retain customers of our AMR solutions and increase their purchases over time. Our repurchase rate for a given period is calculated by dividing (i) the value of the order intake generated in that period from those end customers who purchased from us in both the current period and any prior period, by (ii) the value of the total order intake generated in the current period from all end customers
“R&D”	research and development
“RMS”	robot management system, a traffic management and task allocation system supporting large-scale robot scheduling and cluster operation strategy
“SLAM”	simultaneous localization and mapping, a computational technique used by robots to build a map of an environment while simultaneously determining their location within it which is essential for AMR navigation
“WES”	warehouse execution system, our open and user-friendly business system supporting various picking solutions