七牛智能

Stock Code: 2567

2025
Environmental, Social and Governance (ESG) Report

Qiniu Limited

(Incorporated in the British Virgin Islands and re-domiciled
and continued as a limited liability company in the Cayman Islands)



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About This Report

The Qiniu Limited 2025 Environmental, Social and Governance (ESG) Report ("the report") is the second ESG report released by Qiniu Limited. It aims to provide stakeholders with a truthful and objective overview of the company's strategies, practices, measures, and achievements in the field of ESG.

Report Scope

The report covers Qiniu Limited and our subsidiaries, consistent with the scope of the consolidated financial statements in our Annual Report. The environmental data scope is limited to the company's Shanghai headquarters. Where the specific data scope differs from the report scope, such difference will be noted in the main text. The reporting period spans from January 1,2025, to December 31, 2025. Unless otherwise specified, all monetary units are in Renminbi (RMB).

Glossary

Term		Definition
"Qiniu Limited", "the company", and "company"	Refers to	Qiniu Limited and all its subsidiaries
Qiniu Hong Kong	Refers to	Qiniu (China) Limited
Qiniu Information	Refers to	Shanghai Qiniu Information Technologies Co., Ltd.
Qiniu Shenzhen	Refers to	Qiniu (Shenzhen) Cloud Computing Co., Ltd.
Kongshan Shanghai	Refers to	Kongshan Network Technology (Shanghai) Co., Ltd.
Superstify Technology	Refers to	Superstify Technology PTE.LTD.

Reporting Guide

The report was prepared in accordance with the relevant requirements of Appendix C2, Environmental, Social and Governance Reporting Code (the "ESG Code") of the Main Board Listing Rules of The Stock Exchange of Hong Kong Ltd. ("SEHK").

This report has been prepared in accordance with the following reporting principles outlined in the ESG Code:

Materiality: Through stakeholder engagement and materiality assessments, we have identified ESG issues that are significant to stakeholders, ranked their importance, and provided targeted disclosures in this ESG report.

Quantification: This report presents key environmental and social performance indicators (KPIs) using quantitative data, along with explanations of their purpose and impact.

Balance: We strive to maintain objectivity by presenting both positive and negative information in the report.

Consistency: When preparing future ESG reports, we will adopt consistent statistical methods based on actual management practices to ensure comparability of information. In the event of any changes to the methodology, explanatory notes will be provided in the report.

Confirmation and Approval

The data and cases presented in the report are primarily sourced from the company's statistical reports and other relevant documents. The report has been reviewed and ratified by the management team and subsequently approved by the Board of Directors. The company’s Board of Directors hereby confirms that the report contains no false records, misleading statements, or material omissions, and takes full responsibility for the authenticity, accuracy, and completeness of its content.

Access to the Report

The electronic version of the report is available on our official website at https://www.qiniu.com and on the website of The SEHK at www.hkexnews.hk. The report is provided in Traditional Chinese and English for readers' reference. In the event of any discrepancies arising from language interpretation, the Traditional Chinese version shall prevail.

Chairman's Message

The year 2025 marks Qiniu Limited's first full year of operations following its listing on the Main Board of the Hong Kong Stock Exchange. It is also a pivotal year for the Company as it advances its "Audio-Video + AI" strategy and drives accelerated development. Standing at this new starting point, we remain committed to our founding mission of "helping users bridge the gap between ideas and products." Fueled by technological innovation and guided by customer value, we continue to solidify our leading position in the fields of audio-video, cloud, and AI services.

Over the past year, we have remained committed to innovation-led development and driven the practical implementation of our technological achievements.

Facing the industry trend of accelerating convergence of artificial intelligence and audio-visual technologies, we continued to increase R&D investment and built a MaaS platform centered on large-model inference. We also developed a full-stack application service system and officially launched the LAS full-stack application server, comprehensively empowering cloud-based demands in the AI era. In August, we unveiled "Ling Xi AI," our next-generation smart hardware voice interaction solution. This solution pioneers the optimal paradigm for multi-modal AI application models in both smart hardware and robotics. It also achieves an end-to-end response time of just 0.6 seconds, delivering a "human-like" conversational experience to customers. In 2025, the Company's R&D investment grew steadily, with 13 new patent applications filed. This brought the total number of authorized patents to 36, marking a highly productive year for technological innovation. Leveraging our exceptional technical capabilities and industry influence, we have received numerous prestigious awards, such as Cailian Press's "Top New Quality Productive Forces," Zhitongcaijing's "Most Valuable AI Company," GuruClub's "Excellence in Artificial Intelligence Application Enterprise of the Year," and Geek Media's "Star Product in Smart Hardware." These accolades further reinforce our industry position and public recognition.

Over the past year, we have strengthened our governance framework and laid a solid foundation for sustainable development.

Qiniu Limited has consistently integrated ESG principles into its corporate governance and strategic decision-making. The Board of Directors and the Audit Committee have continuously enhanced their oversight and guidance on ESG matters. At the same time, they have steadily refined our ESG governance framework. We have strengthened compliance management and internal controls. In doing so, we established a "three lines of defense" risk management system to ensure that our business operations are conducted in a standardized and orderly manner. In terms of business ethics, we uphold high standards in anti-corruption, anti-money laundering, and anti-unfair competition principles. All of our employees have signed the disciplinary code. Additionally, 100% of our suppliers have signed the Business Ethics Commitment Declaration Form, fostering a market environment characterized by integrity and transparency. Furthermore, the Company's Party-building efforts resonate in harmony with ESG development. Through initiatives such as theoretical education, collaborative construction with mass organizations, and industrial partnerships, we transform organizational strengths into innovative advantages. This approach infuses high-quality corporate development with the "red" driving force.

Over the past year, we have remained committed to putting the customers first and delivering exceptional products and services.

We consistently prioritize customer value by implementing a comprehensive quality management system that spans the entire product lifecycle. We have continuously maintained international certifications, including ISO 9001, ISO 20000, ISO 27001, and ISO 27701, to ensure the exceptional quality of our products and services. In 2025, the Company achieved a 100% response and resolution rate for customer complaints, with an 88.74% positive feedback rate on service tickets. We also introduced AI-powered customer service capabilities, handling more than 30,000 customer inquiries throughout the year. Moreover, we implemented an intelligent service model featuring "AI-powered initial response with human backup support." In terms of data security and privacy protection, we continuously enhanced our data security governance framework. We successfully passed the Ministry of Public Security's Cybersecurity Classified Protection Level 3 (MLPS-3), the Ministry of Industry and Information Technology's Communication Network Security Protection Level 3 (CNSP-3), and the Data Security Management Capability (DSMC) Certification. By adhering to these highest standards, we have established a robust security barrier that safeguards user trust.

Over the past year, we have empowered talent development and fostered an equal and inclusive workplace.

Employees are Qiniu Limited's most valuable asset. We adhere to compliant hiring practices, oppose all forms of discrimination, and actively fulfill our social responsibilities by employing individuals with disabilities. By the end of 2025, the Company's total workforce had grown to 338 employees, with women accounting for 33.14% of the workforce. Through platforms such as the "Xu Shiwei Craftsman Innovation Studio" and the "Qiniu Cloud Intelligence Training Center," we conducted multi-level training programs. These initiatives resulted in a total training duration exceeding 1,100 hours throughout the year, covering all employees. Concurrently, we continued to enhance our compensation and benefits system. We offered various benefits, such as supplemental commercial health insurance, maternity rooms, and a free gym. Through club activities, annual meetings, and team-building events, we fostered a "healthy, civilized, and uplifting" cultural atmosphere. These initiatives enabled every employee to realize their self-worth at Qiniu.

Over the past year, we have practiced green operations and safeguarded a low-carbon future.

We have actively responded to China's "Dual Carbon" goals by integrating the concept of green development into our daily operations and supply chain management. At our Shanghai headquarters, we have effectively reduced energy consumption by signing green energy leasing contracts and implementing energy-saving office measures. In 2025, we established a global CDN node network and developed AI-powered transcoding technology. This allowed us to replace clients' decentralized, self-built infrastructure with centralized cloud services, promoting the green and sustainable development of the digital content industry.

Over the past year, we have given back to society with compassion, spreading love and kindness.

Qiniu Limited has always committed itself to public welfare with a sincere heart, giving back to society through concrete actions. In 2025, we donated winter clothing and daily necessities to children in the mountainous areas of Sichuan Province and to underprivileged families in the Kashgar region. We actively supported remote and underdeveloped areas in Qinghai Province by funding the purchase of hyperbaric oxygen chambers and the construction of libraries. In addition, we donated all ticket proceeds from the D-Future Data Era Summit to build "Dream Center" classrooms at three primary schools in Zizhong County, Sichuan Province. Through this initiative, we used technology and compassion to brighten the children's future. From clothing donations and educational support to promoting rural revitalization, we continue to spread warmth and fulfill our corporate social responsibilities.

Perseverance paves the way for a promising future. Every milestone of our growth in 2025 reflects the hard work and dedication of all Qiniu employees, as well as the trust and support of our clients, partners, investors, and other stakeholders. Looking ahead, Qiniu Limited will continue to uphold our corporate values of "Simplicity, Integrity, and Innovation," and deepen our "Audio-Video + AI" strategic layout. We will also drive the digital and intelligent transformation of industries with high-quality products and services, contributing Qiniu's expertise to building a sustainable and prosperous future!

Xu Shiwei

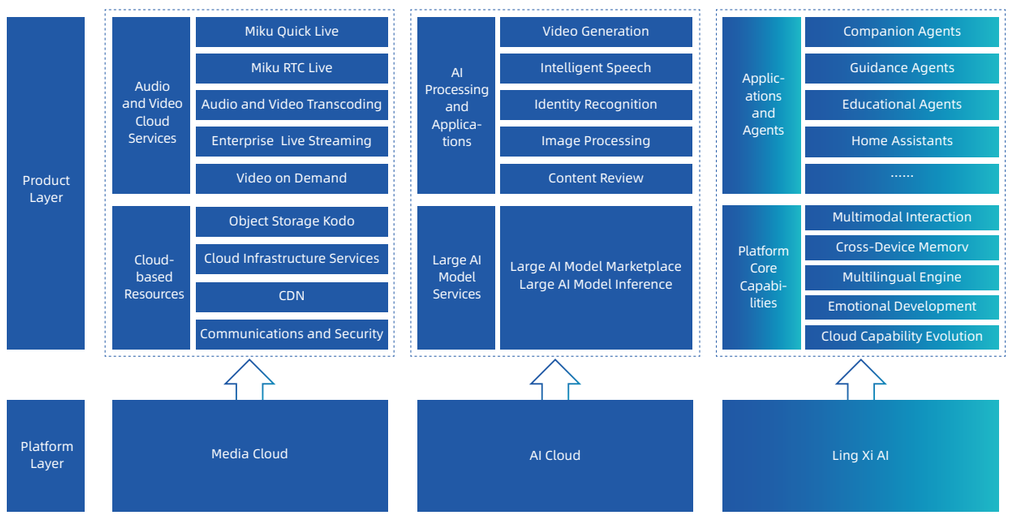
Chairman and Chief Executive Officer, Qiniu Limited

Topic



Cloud-Edge-Device Collaborative Innovation: Building a Full-Chain Technological Innovation Foundation

An Integrated AI Platform From Cloud to Edge



R&D Philosophy and Strategy

Qiniu Limited has established a full-stack technology system spanning from infrastructure to scenario-based applications, centered on its core strategy of "Audio-video + AI." The company adopts an AI Native development paradigm, promoting industrial digitalization and intelligent transformation through a coordinated "cloud-edge-terminal" architecture. In the cloud segment, Qiniu's MaaS platform aggregates over 50 mainstream large models, providing developers with unified model scheduling and inference services. Meanwhile, the LAS full-stack application server provides ready-to-use elastic computing power, reducing the barriers to AI application deployment. At the edge and terminal level, Ling Xi AI—as a multimodal interactive agent—empowers smart hardware with low-latency, emotionally responsive natural interaction capabilities. The company continues to innovate in data storage, real-time audio-video, video analytics, and AI content generation. Its products and solutions have significantly empowered multiple industries including internet services, finance, smart manufacturing, and intelligent vehicles. Through green computing optimization technologies, it is committed to reducing AI computing energy consumption and promoting sustainable technology practices.

2025

RMB **142.2** Million

R&D Expenses in 2025

R&D Management Structure

01 Independent R&D

The company has established a Product R&D Department. Guided by the "One Product" philosophy, the department continuously iterates and innovates mobile platform as a service (MPaaS) and application platform as a service (APaaS) infrastructure and product solutions, including multimedia data storage, interactive live streaming and video distribution, AI comprehension, and content generation. Its goal is to deliver high-quality, reliable, and cost-effective cloud services to customers.

02 External Collaboration

We maintain strong partnerships with video and AI-related laboratories and research teams at leading universities in China such as Tsinghua University, Peking University, and Shanghai Jiao Tong University. Through various industry-academia-research collaborations and competitions, we actively attract talent to accelerate the transformation of scientific and technological innovations into industrial applications.

Innovation Achievements

Building a MaaS Platform Centered on Large Model Inference

Leveraging both open-source and leading closed-source large inference models and multimodal large models, we provide clients with large model token generation services (including text generation, code generation, image generation, image modification, and video generation) and other AIGC services through a unified, compatible Token API. Large model services also create synergistic effects with video cloud services such as storage and distribution within the service ecosystem.

Building a full-stack application service system to address cloud demands in the AI era

We have established a global cloud computing foundation supporting diverse CPU/GPU computing power, and officially launched the commercial deployment of the LAS (Layered Application Server) full-stack application server. Through automated resource stack orchestration and support for diverse service models including virtual machines and sandboxes, LAS achieves deep integration between foundational resources and widely used software. With its innovative model of "bundled sales, one-click deployment, and out-of-the-box functionality," it significantly lowers the technical barriers and costs for SMEs and developers in areas such as website construction, AI inference, and application development. This transition marks a transformative leap from delivering basic computing power to providing scenario-based full-stack services.

Ling Xi AI

Ling Xi AI pioneers the optimal paradigm for developing multimodal application models and platforms for AI on smart hardware and robots. Intelligent voice dialogue with a **0.6**-second end-to-end response and **0.3**-second natural turn-taking delivers a human-like conversational experience. A robust MCP ecosystem with plug-and-play cloud-based MCP services enables rapid expansion of AI capabilities. An open multi-model architecture deeply integrates mainstream models such as DeepSeek, Tongyi Qianwen, and Doubao, supporting hybrid deployment across public and private domain models. Hyper-realistic AI voice technology supports multilingual switching, character customization, and voice cloning, enabling flexible switching between vocal styles. We are committed to providing a full-stack AI service platform for all developers, creators, and innovators.



Recognized as a National High-Tech Enterprise



Certified for compatibility with multiple domestic software and hardware platforms: Achieved compatibility certifications for hardware platforms including Kunpeng, Loongson, Phytium, and Hygon chips, as well as operating systems such as UOS and Kylin. The company also obtained compatibility certification for the openEuler OS for 2024 to 2027



Passed the Annual Trusted Cloud Certification Audit by the China Academy of Information and Communications Technology (CAICT) under the Ministry of Industry and Information Technology (MIIT)

R&D Talent Development

Qiniu Limited remains committed to attracting and nurturing top talent, building and maintaining a highly skilled and professional R&D team to provide solid support for its continuous innovation. As of the end of the reporting period, the company had a team of **156** dedicated R&D professionals, accounting for approximately **46%** of its total workforce. Over **91%** of the R&D team members hold a Bachelor's Degree or higher.

R&D Management

To ensure the smooth execution of R&D activities and enhance R&D process standardization and efficiency, we have established and implemented the Qiniu R&D Management Guidelines. These guidelines serve as a key reference for R&D project execution and process control, covering the entire workflow—from project initiation, design review, and planning to encoding, integration testing, product release, and maintenance. This ensures transparency and control throughout the R&D process. Through rigorous process management, workflow control, and service monitoring, we have improved product quality and delivery performance, fostering steady progress in technological innovation.

Qiniu Limited has also introduced a cross-team collaboration mechanism within the R&D department to enhance efficiency. By integrating R&D personnel from different product teams, we foster project cooperation and joint development. Additionally, through a cross-product and cross-team architecture design review mechanism, we build on previous R&D efforts to accelerate project completion, optimize resource utilization, and improve overall R&D efficiency.

Fostering an Innovative Environment

Qiniu Limited actively encourages R&D innovation and has established the Rewards Management System for Employee Inventions and Creations. This system grants incentives to inventors, designers, and authors of service-related patents, promoting innovation through effective patent management while fostering awareness and proactive protection of intellectual property rights in their work.

We cultivate an open and inclusive culture that embraces diverse thinking. By encouraging team members to share their ideas, we inspire creativity, improve products and solutions, and sustain momentum for continuous innovation. The synergistic advancement of institutional incentives and cultural guidance generates a continuous internal momentum for the company's technological innovation.

About Qiniu Limited

Introduction

Founded in 2011, Qiniu Limited (stock code: 2567.HK) is committed to providing globally leading all-in-one neutral audio and video cloud platforms with AI capabilities. With a long-term commitment to R&D in audio-video cloud and AI technologies, the company provides enterprise users with scenario-based solutions across social entertainment, video marketing, visual networking, and smart new media, supported by product services spanning video-on-demand, live streaming with real-time interaction, cloud storage, intelligent digital humans, and AI inference. It also develops intelligent services including Digital Human Marketing Agent, Intelligent Customer Service Agent, and Automated Operations Agent.

On August 15, 2025, Qiniu Limited officially launched its next-generation smart hardware voice interaction solution, Ling Xi AI.



2025

1,690,000 +
Enterprise Users and Developers

95 %
Internet Users Indirectly Served

Corporate Mission

Shorten the distance from idea to product

Corporate Culture

Be Authentic	Build Intuitive Products	Lead with Integrity
Embrace change, collaborate openly, pursue mastery with a pure heart. Stay purpose-driven to deliver value through focused execution.	Commit to client-value-oriented innovation through rapid iteration. Simplify complexities to deliver premium experiences with operational excellence.	Uphold integrity and social responsibility as a guiding principle to earn public trust. Foster an empowering organization where every member thrives.

2025 Awards and Honors

Cailian Press	Lingcan	Top New Quality Productive Forces
Zhitongcaijing	Most Valuable Artificial Intelligence Company
GuruClub	Excellence in Artificial Intelligence Application Enterprise of the Year
Geek Media	Ling Xi AI "Star Product in Smart Hardware"
Internet Association of Shanghai	2025 Top 10 High-Growth Internet Enterprises in Shanghai
Internet Association of Shanghai	2025 Top 50 Shanghai Internet Enterprises in Comprehensive Strength





2025 ESG Performance Highlights

RMB 1,768.7 Million
Operating revenue

23.1 %
Up year on year

RMB 437.3 Million
AI-related revenue

Accounting for 24.7 %
Of total revenue for the same period

RMB 142.2 Million
R&D Expenses

ISO Certifications: ISO 9001, ISO 20000, ISO 27001, ISO 27701

60
Number of Registered Trademarks

36
Number of Granted Patents

100 %
Client Complaint Resolution

100 %
Response & Closure Rate

229.3 tons of carbon dioxide equivalent
Total amount of greenhouse gas emissions

8.4 %
Down year on year

338
Employees

112
Number of Female Employees

33.1 %
Percentage of Female Employees

224
Number of Jobs Created

1,327
Number of People Trained

1,102.5
Training Hours

0 %
Incidence of Occupational Diseases

0 %
Incidence of Work-related Injury

0
Workdays Lost Due to Work-related Injury

1,105
Number of Suppliers

100 %
Signing Rate of the Business Ethics Commitment Declaration Form / Integrity Pledge

ESG Governance Framework

Since its inception, Qiniu Limited has integrated long-term sustainable development into its core corporate strategy. We are well aware that the enterprise's steady progress is inseparable from the collaborative advancement with all partners. To this end, the company maintains close and proactive collaboration with all stakeholders, including investors, customers, developers, partners, and employees. While steadily enhancing the foundation of its audio-video cloud and AI services, the company remains dedicated to fostering the robust development of the industry and becoming a widely respected market participant. By integrating ESG ideas into our governance practices, we aim to engage all sectors of society in advancing toward a healthy, stable, and sustainable future.

Board Statement

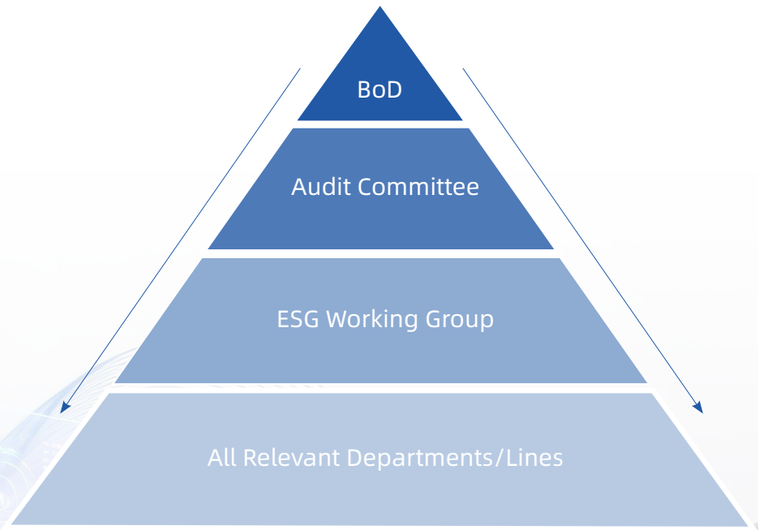
The company attaches great importance to ESG issues. The Board of Directors (BoD) bears ultimate responsibility for ESG issues and their integration into the company's development strategy, while overseeing the management and supervision of ESG-related issues.

The company's Audit Committee conducts at least annual evaluations to: identify environmental, social, and governance risks/opportunities; ensure effective ESG risk management and internal control systems; review ESG performance against established targets; report ESG-related findings and recommendations to the Board; review ESG management policies, strategies, priorities, and targets;and examine financial/accounting policies and ESG management policies and practices. During the reporting period, the BoD convened one dedicated meeting to review and approve the ESG work plan. Moving forward, we will continuously enhance our ESG governance framework, strengthen accountability mechanisms and operational execution to drive sustainable development at Qiniu Limited.

ESG Governance Structure

Qiniu Limited consistently adheres to the principle of sustainable development, and places strong emphasis on enhancing ESG governance capabilities and performance. Therefore, the company actively promotes the deep integration of its ESG governance system with corporate governance framework, and continuously refines ESG governance system and management mechanism. The company has established a four-tier ESG governance framework to ensure accountability at every level and effective implementation of actions, thereby laying a solid foundation for sustainable development.

BoD	Assumes overall responsibility for ESG governance strategies and reporting; oversees and manages all ESG governance activities through the relevant committees.
Audit Committee	Studies the company's ESG-related plans, objectives, systems, and key matters; supervises and monitors the implementation of ESG initiatives, and provides guidance as needed; identifies and monitors ESG-related risks and opportunities that significantly impact the company's operations; reviews and submits ESG-related reports and advisory recommendations to the BoD.
ESG Working Group	Implements decisions issued by the BoD and relevant committees; organizes and arranges for relevant departments to execute ESG development initiatives; manages ESG-related risks and matters arising during the company's daily operations; collects, organizes, and compiles information disclosure documents for the company's ESG reporting; coordinates resources to resolve cross-departmental collaboration and coordination issues in ESG development work.



ESG Capability Building

Qiniu Limited invites specialized ESG research institutions to provide dedicated ESG training to all members of its ESG Working Group every year. This training provides a comprehensive overview of the year's ESG management accomplishments, updates participants on the latest policy requirements and development trends in ESG, and explores industry best practices to enhance the company's sustainable development and ESG management capabilities.

Stakeholder Identification and Engagement

Qiniu Limited maintains proactive engagement with key stakeholders to align its ESG priorities with their evolving demands and expectations. Our major stakeholders include: Government & Regulatory Authorities, Shareholders & Investors, Employees, Clients, Partners/Suppliers, Industry Peers & Associations, Media, and Communities.

Stakeholder Group	Expectations & Concerns	Engagement Channels
Government & Regulatory Authorities	• Business Ethics • Regulatory Compliance • Tax Obligations • Industry Collaboration & Development • Technology Innovation	• Compliance Management • R&D and Innovation • Proactive Tax Payment • Participation in Government Activities
Shareholders & Investors	• Business Ethics and Integrity • Return on Investment (ROI) • Regulatory Governance • Information Disclosure	• Announcements & Circulars • Financial Reports • General Meeting of Shareholders • Roadshows • Investor Briefing Sessions
Employees	• Employee Rights and Benefits • Compensation and Benefits • Training and Development • Occupational Health & Safety (OHS)	• Cultural and Sports Activities • Regular Meetings and Training • Communication and Whistleblowing Channels • Employee Care Activities
Clients	• Product Quality and Safety • Product Innovation and R&D • Client Rights Assurance • Ethical Marketing Practices • Client Satisfaction	• Service Hotline and Email • Daily Communication • Client Survey
Partners/Suppliers	• Technical Exchange and Communication • Industry Collaboration & Development • Sustainable Supply Chain Management • Ethical Business Conduct	• Supplier Qualification Audits • Daily Communication • Contract Award
Industry Peers & Associations	• Product Quality and Safety • Industry Collaboration & Development	• Participation in the Development of Industry Standards • Participation in Industry Exchanges
Media	• Product Quality and Safety • Brand Marketing	• Corporate Official Website • WeChat Official Account • Daily Interview & Communication
Communities	• Community Public Welfare	• Public Welfare Activities • Volunteer Service

Materiality Issues Analysis

Materiality Issues Analysis Process

Issue Identification

Relevant issues are primarily identified through the following processes to establish an issue database.

- Benchmarking against mainstream ESG report disclosure standards and ESG rating systems, including the ESG Guide of the Stock Exchange of Hong Kong, the WIND Rating Index System, the MSCI's ESG Industry Materiality Map, and S&P Global' s Corporate Sustainability Assessment (CSA) Ratings ESG Industry Materiality Map;
- Analyzing the macro policy environment;
- Understanding the ESG performance of peer companies within the same industry;
- Considering Qiniu Limited's own business characteristics and strategic planning;
- Consulting external ESG experts for their opinions.

Stakeholder Group Engagement

Maintain regular communication with stakeholders and conduct ESG interviews across various company departments to gather stakeholder feedback .

Materiality Prioritization

Aggregate feedback from stakeholders, management, and external experts, along with the results from the issue identification process; evaluate the identified issues using two dimensions: "Importance to Qiniu Limited" and "Importance to Stakeholders"; and create a materiality matrix that maps issues according to their impact on both the company and its stakeholders.

Review and Approval

Submit the Materiality Matrix to the Board of Directors for review and approval to finalize the company's material issues.

List of Materiality Issues

Environment

- Addressing Climate Change
- Energy Management
- Waste Management
- Water resources management

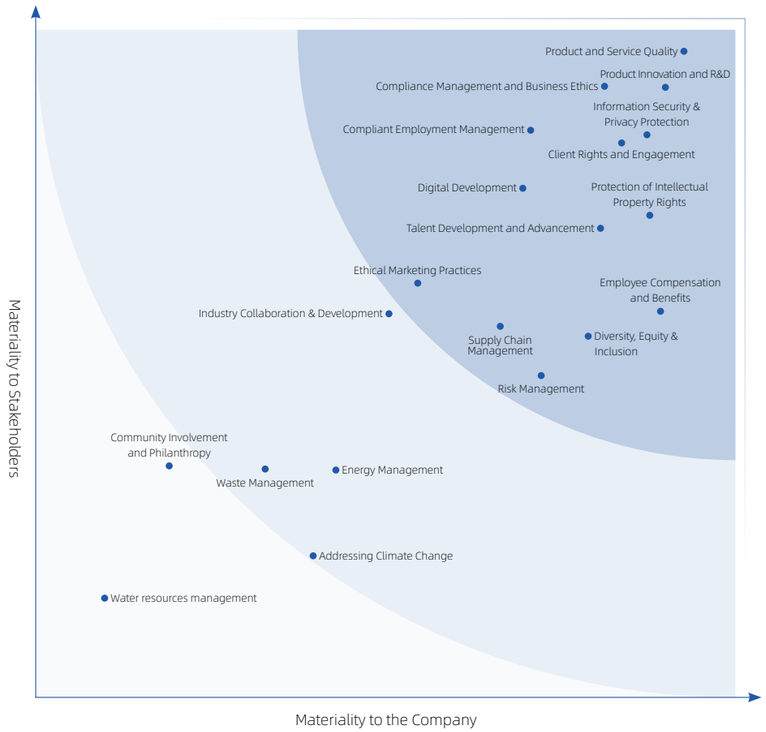
Social

- Product and Service Quality
- Information Security & Privacy Protection
- Product Innovation and R&D
- Client Rights and Engagement
- Compliant Employment Management
- Talent Development and Advancement
- Employee Compensation and Benefits
- Diversity, Equity & Inclusion
- Supply Chain Management
- Industry Collaboration & Development
- Community Involvement and Philanthropy

Governance

- Compliance Management and Business Ethics
- Risk Management
- Ethical Marketing Practices
- Digital Development
- Protection of Intellectual Property Rights

Materiality Issues Analysis Results



2025 Qiniu Limited ESG Materiality Matrix

01

Strengthening the Foundation of Governance and Building a Solid Cornerstone for Development

- Corporate Governance
- Compliance Management
- Risk Management and Internal Controls
- Business Ethics
- Protection of Intellectual Property Rights
- Party Building Work

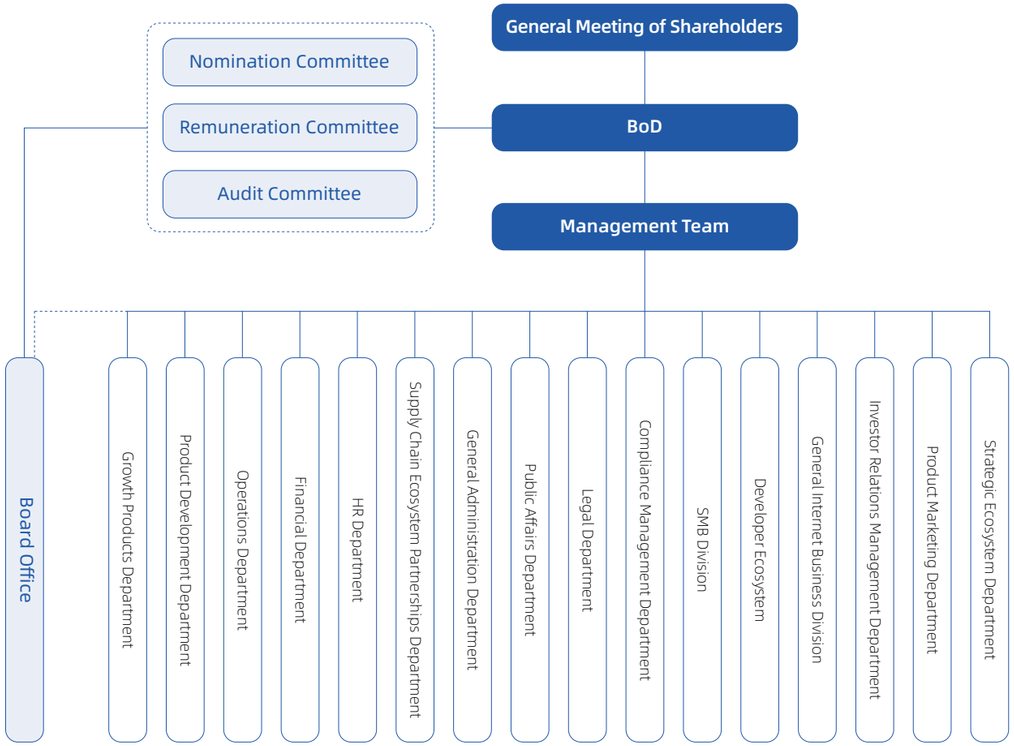


Alignment with SDGs:

Corporate Governance

Sound corporate governance forms the foundation of a company's sustainable development. By strictly adhering to the *Company Law of the People's Republic of China, Hong Kong Stock Exchange Listing Rules*, and relevant regulatory requirements, Qiniu Limited upholds a scientific and standard governance framework to continuously improve the governance mechanism, support its steady growth and consistently enhance its governance level and long-term value creation capability.

Corporate Organizational Structure



During the reporting period, the Directors actively attended meetings of the BoD and its committees, fulfilling their duties. Qiniu Limited convened four BoD meetings, three Audit Committee meetings, one Remuneration and Assessment Committee meeting and two Nomination Committee meetings with 100% attendance rate from all Directors.

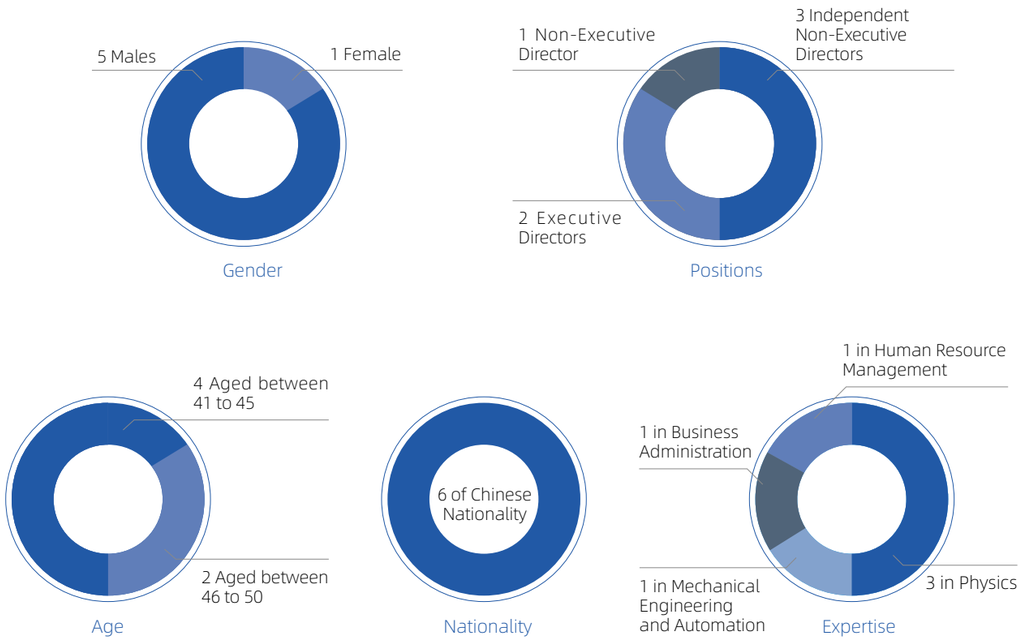
Diversity and Professionalism of the BoD

Qiniu Limited implements a board diversity policy that outlines the targets and methods for achieving and maintaining diversity within our board. According to the board diversity policy, Qiniu Limited considers multiple factors when selecting board candidates, including but not limited to professional experience, skills, knowledge, gender, age, cultural and educational background, ethnicity, and tenure, in order to ensure a diverse board whose composition reflects broad representativeness and complementarity. The current BoD includes one female director. The company also actively promotes gender diversity across all levels, particularly within the BoD and senior management, thereby fostering an inclusive and equitable organizational culture.

Our board members possess knowledge and skills across a wide range of areas, including management, strategy and business development, research and development, sales and marketing, legal compliance, and corporate finance. Qiniu Limited's Nomination Committee reviews and evaluates the composition of the BoD and provides recommendations regarding the appointment of directors. The Nomination Committee also considers the benefits of diversity across various aspects, including but not limited to independence, skills, knowledge, professional experience, gender and age to ensure that the board maintains an appropriate range and balance of different talents, skills, and experience.

The company's BoD consists of six directors, including two executive directors, one non-executive director, and three independent non-executive directors. The independent non-executive directors constitute half of the total board membership, fully leveraging their independence and checks-and-balances role to safeguard the interests of all shareholders and the company.

Diversity of Board Members as of the End of the Reporting Period



Compliance Management

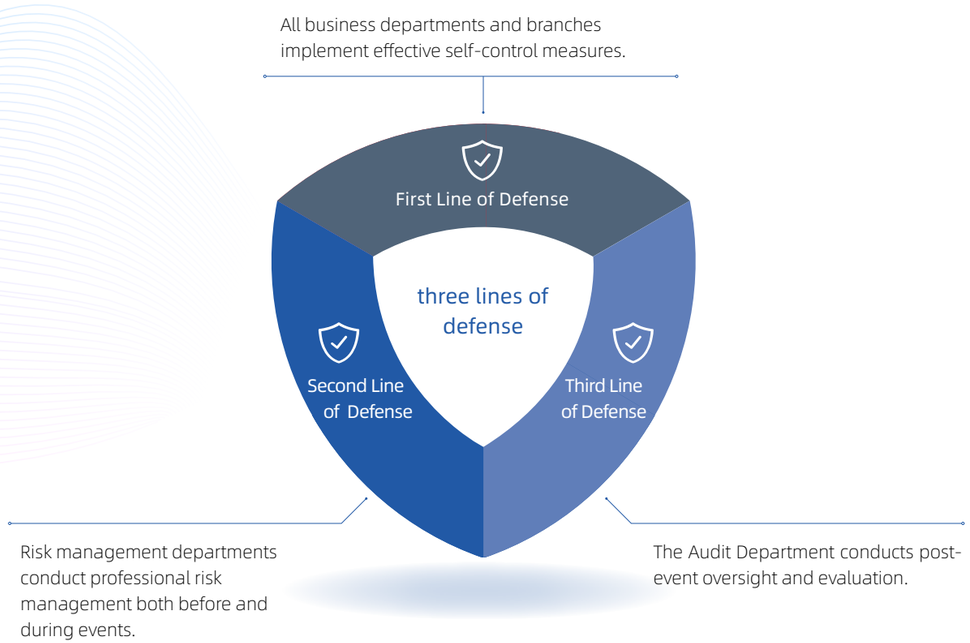
We follow stringent internal procedures to ensure that our business operations comply with relevant rules and regulations. In response to changing laws, regulations, and industry standards, the company continuously updates its internal policies and legal document templates. Currently, a "Compliance Management System" has been implemented, encompassing compliance requirements across R&D, operational management, all lines of business, departments, subsidiaries, branches, and all employees. This system applies to all stages of decision-making, execution, and oversight process.

Qiniu Limited regards the enhancement of compliance management as a key responsibility for the company's principal officers in promoting the rule of law. The company upholds the principle that "whoever oversees the business is responsible for compliance," has reinforced compliance requirements across business and functional departments, and built a three-line defense system for compliance management. Furthermore, the company has established a Compliance Leadership Group, chaired by the CEO, to oversee organizational leadership and coordinate compliance management. The Compliance Leadership Group convenes regular meetings to deliberate and decide on major compliance matters, propose recommendations, and guide, supervise, and evaluate compliance management activities. It also facilitates the effective integration of compliance management with related systems such as internal controls and risk management.

Our Employee Handbook has been approved by senior management and distributed to all employees. It includes internal rules and guidelines covering basic work conduct, professional ethics, confidentiality, negligence, and anti-bribery and anti-corruption measures. We regularly train employees on the contents of the handbook. Additionally, the company has established the "Qiniu Compliance Training System" to support the implementation of compliance initiatives, foster an overall compliance culture, continuously enhance compliance operational capabilities, and raise awareness of compliance responsibilities.

Risk Management and Internal Controls

Qiniu Limited has implemented a stringent risk management and internal control policy to ensure compliance with rules and regulations in our business operations. In accordance with relevant laws and regulatory requirements, the company has developed "Qiniu Comprehensive Measures for Risk Management," which outline the roles and responsibilities of the Board of Directors, the Supervisory Board, the management team, and employees in identifying, assessing, monitoring, and managing risks, including credit and liquidity risks, market risks, operational risks, reputational risks, compliance risks, and information and data security risks. This forms our multi-level, mutually connected and effectively balanced "three lines of defense" risk management framework.



Additionally, the company has established a Risk Management Task Force consisting of heads of various departments. For example, the Finance Department, Marketing Department, and Audit Department are responsible for managing and addressing liquidity risk, reputational risk, and overall risk management, respectively. The Risk Management Task Force identifies and assesses the risks we face, develops measures to mitigate or resolve identified risks, and reports regularly to the Board of Directors.

Risk Management Mechanism

Risk Identification and Assessment

Through methods such as process analysis and case compilation, we continuously gather internal and external information to systematically identify key risk points and categorize them according to business function and risk type. For quantifiable risks, we employ models such as risk exposure analysis and stress testing for measurement and assessment, regularly validate model effectiveness. For risks that are difficult to quantify, we implement controls through institutional frameworks and standardized processes.

Risk Monitoring and Response

A dynamic monitoring system has been established to track key risk indicators in real time and set early-warning thresholds. Any abnormal indicators must be reported immediately and countermeasures taken. Based on risk assessment results, we flexibly adopt risk management strategies including risk avoidance, mitigation, and transfer strategies. We have also established diversified response mechanisms such as asset impairment and risk hedging, and adjusted them promptly in response to changes.

Risk Information and Reporting

A risk information communication mechanism has been established among business units, risk management departments, and the BoD to ensure the timely and accurate transmission of risk status. Each business unit prepares risk assessment reports on a regular basis. Significant risk incidents must be reported in writing immediately. The management team regularly reports the overall risk situation to the BoD and fulfills reporting obligations in accordance with regulatory requirements.

Risk Emergency Response

An emergency response mechanism has been established for major incidents, clearly defining trigger conditions and response procedures. After handling incidents, we promptly summarize lessons learned and refine contingency plans. Emergency drills are conducted regularly to continuously enhance employees' risk awareness and emergency response capabilities.

Risk Assessment, Evaluation, and Accountability

A risk management evaluation mechanism has been established to periodically assess the effectiveness of the system and support continuous improvement. Business units conduct self-assessments, the Risk Management Department oversees daily operations, and the Audit Department performs independent evaluations. We have further established an accountability mechanism linked to risk management effectiveness, strictly holding units and individuals accountable for regulatory violations that lead to risk incidents.

The company has also established the "Qiniu Internal Audit System." The internal control team regularly reviews the status and effectiveness of the company's risk management procedures and policies to ensure that our procedures and policy measures are effective and adequate.

Business Ethics

Anti-Commercial Bribery

Since our establishment, we have upheld the core values of integrity and honesty, and practiced principles of honesty, fairness, and transparency in our business operations, client services, and team management. Qiniu Limited strictly complies with laws and regulations including the Criminal Law of the People's Republic of China and the Anti-Unfair Competition Law of the People's Republic of China and has established a robust anti-corruption and integrity governance framework. This framework includes institutional documents such as the Qiniu Anti-Fraud and Anti-Commercial Bribery Management System and the Qiniu Cloud Anti-Money Laundering Manual. Our Employee Handbook clearly defines the code of conduct and standards for employees, complemented by education and training programs that ensure that every employee understands the importance of self-discipline and integrity, thereby collectively maintaining the company's strong reputation.

Qiniu Limited requires all employees to strictly comply with the "Qiniu Anti-Fraud and Anti-Bribery Management System," the "Qiniu Employee Disciplinary Management Policy," and the relevant provisions of the "Qiniu Employee Handbook" regarding anti-fraud and anti-bribery conduct. The "Qiniu Anti-Fraud and Anti-Commercial Bribery Management System" outlines the company's ethical business practices, applicable to all employees, including full-time employees, executives, consultants, board members, interns, dispatched workers, outsourced employees, temporary workers, as well as all clients, suppliers, service providers, and contractors conducting business with the company. In all partnerships, both parties are required to sign a Business Ethics Commitment Declaration Form or Integrity Pledge. We also plan to provide employees with professional ethics training, including anti-corruption training, to continuously enhance their professional conduct.

Throughout the reporting period, the company and its employees faced no corruption-related lawsuits, and no such cases were concluded.

Related Anti-Commercial Bribery Measures:

- Establishing a leading body to oversee and implement efforts to combat commercial bribery;
- Creating a dedicated email address at the corporate level to receive reports concerning commercial bribery prevention;
- To enforce anti-bribery/anti-corruption measures, the Finance Department conducts open and covert investigations across other departments to develop countermeasures and strategies for preventing commercial bribery;
- Conducting investigations and research to understand the characteristics and patterns of corrupt practices and commercial bribery; developing targeted countermeasures and measures for effective prevention through education, institutional reforms, and oversight, and promptly addressing emerging issues.

100%

of employees have signed the Qiniu Employee Disciplinary Management Policy

100%

of suppliers have signed the Business Ethics Commitment Declaration Form or the Integrity Pledge

Whistleblowing Mechanism and Whistleblower Protection

To strengthen the management of business ethics oversight and whistleblowing, Qiniu Limited has developed the "Qiniu Administrative Measures for Encouraging Whistle-blowing of Corruption." Our Compliance Department has been designated as the body responsible for handling and investigating whistleblower reports. Additionally, we have established a whistleblower hotline and inbox accessible to all internal employees via the company website, internal communications, and notices, allowing whistleblowers to report concerns with their names via email, phone, or other means.

To protect the fundamental rights of whistleblowers, we have established a confidentiality system and strictly prohibit any form of obstruction, suppression, or retaliation. Personnel handling or involved in whistleblower cases must strictly follow confidentiality rules and are prohibited from disclosing any private information related to the whistleblower. Any violation that results in the disclosure of whistleblower information or violation of applicable laws will be subject to legal accountability. Any retaliation against whistleblowers shall be subject to strict disciplinary action upon verification. Where allegations are confirmed, those responsible for retaliation shall face penalties including dismissal or termination of employment contracts. If these acts are deemed criminal offenses, the cases shall be referred to judicial authorities for legal proceedings.

Upon receiving a valid whistleblower report, Qiniu Limited will promptly initiate an investigation into the relevant business activities, provide feedback to the whistleblower, and seek input from the investigated party. After confirming the violation, appropriate action will be taken to address the case.

Report Handling Department: Compliance Department

Complaint and Reporting Hotline: 18049800650

Email Address: jubao@qiniu.com

Anti-unfair Competition

Qiniu Limited strictly complies with the Anti-Unfair Competition Law of the People's Republic of China and other relevant laws and regulations, upholding the principles of fair competition and ethical business practices. In day-to-day operations, we incorporate anti-unfair competition measures into our comprehensive risk management system. We actively communicate and enforce a strict prohibition on unfair competitive practices such as commercial bribery, false advertising, and trade secret infringement, ensuring the compliance of all business activities with market competition regulations.

Throughout the reporting period, Qiniu Limited was not subject to any litigation or penalties arising from unfair competition.

Anti-money Laundering

Qiniu Limited strictly complies with the Anti-Money Laundering Law of the People's Republic of China and other relevant regulatory requirements, and has integrated anti-money laundering obligations into its internal control and risk management systems. We rigorously execute our anti-money laundering responsibilities day-to-day operations through measures such as client identification, transaction monitoring, and reporting of suspicious activities. Meanwhile, we regularly conduct training sessions for relevant personnel on anti-money laundering regulations and case studies to enhance their risk awareness and practical skills.

Protection of Intellectual Property Rights

Intellectual property rights are key to the company's competitiveness. Qiniu Limited strictly complies with intellectual property rights protection laws and regulations, including the Patent Law of the People's Republic of China, Copyright Law of the People's Republic of China, Trademark Law of the People's Republic of China, and Anti-Unfair Competition Law of the People's Republic of China. We have established an Intellectual Property Management System to promote inventions and innovations. This system optimizes our comprehensive intellectual property management framework, covering patents, copyrights, trademarks, and trade secrets, thereby ensuring timely and effective legal protection for innovative achievements, and strengthening the company's core competitive capabilities in innovation. To date, the company has obtained certification for its intellectual property management system (GB/T 29490-2023).



Intellectual Property Management System Certification (GB/T 29490-2023)

Intellectual Property Protection Measures

Qiniu Limited's Legal Department is responsible for intellectual property management, adhering to the principles of centralized management, division of responsibilities, and standardized, orderly development. To effectively manage intellectual property risks and ensure full protection of our innovations, we have implemented a series of key measures apart from trademark and patent registration to establish a comprehensive intellectual property management system.

- Filing intellectual property registrations before initiating relevant business activities;
- Promptly registering, filing, and applying for ownership of Qiniu Limited's intellectual property rights;
- Actively monitoring and responding to any potential conflicts concerning Qiniu Limited's intellectual property rights and taking timely action regarding registration and authorization status;
- Designating separate areas for technology development and trade secret protection, with strict access controls to safeguard confidential information;
- Explicitly defining intellectual property ownership, rights, and responsibilities in all employment and business contracts of Qiniu Limited;
- Establishing a comprehensive risk management system with systematic risk identification mechanisms to identify potential risks in business operations within the company, analyze their impacts and the company's tolerance, and take appropriate control measures to mitigate or avoid them.

Intellectual Property Emergency Response Mechanism

First Mechanism	Led by the Legal Department in coordination with relevant departments, the facts of the incident are promptly verified, the scope of impact is assessed, and the conditions for initiating emergency response procedures, along with the division of responsibilities, are clarified.
Second Mechanism	The Legal Department leads the protection of rights and interests through negotiation, litigation, administrative complaints, and other legal means. For significant or complex situations, it promptly reports to management while simultaneously coordinating with business departments to activate a company-wide collaborative response mechanism.
Third Mechanism	The Legal Department will notify relevant parties of the resolution outcome. When necessary, the Legal Department will coordinate with Public Relations, Investor Relations, and other departments to issue a unified external response, while simultaneously completing internal documentation and process review.

Training on Intellectual Property Rights

Qiniu Limited is dedicated to promoting a company-wide culture of compliance with and awareness of intellectual property rights. We design and deliver regular training and awareness campaigns to strengthen employees' understanding of intellectual property rights protection and ensure that compliance principles are deeply ingrained in daily operations.

The company provides intellectual property training for technical and sales personnel, enabling employees to proactively identify potential infringements of the company's intellectual property rights during business activities such as research, development, sales, and product promotion. This ensures timely protection of the company's rights. Meanwhile, the company continuously fosters a strong intellectual property compliance culture through regular communications, training sessions, and reminder emails. Upon the release of new intellectual property policies, the company promptly provides internal interpretations and notifications to keep employees informed about the latest legal developments. This effort further enhances employees'expertise in intellectual property protection and strengthens their compliance awareness.

Indicator	Unit	2024	2025
Number of patent applications (current year)	/	4	13
Number of invention patent applications (current year)	/	4	13
Number of cumulative granted patents	/	36	36
Number of granted patents (current year)	/	8	0
Number of cumulative trademark applications	/	91	95
Number of cumulative registered trademarks	/	56	60

Notes:

1. Due to the adjustment in the statistical methodology, the number of cumulative granted patents in 2024 has been retrospectively adjusted.
2. The trademark data includes the number of trademarks for Qiniu Information, Kongshan Shanghai, Qiniu Hong Kong, and Superstify Technology.

Party Building Work

In 2025, Qiniu Limited aligned with the strategic goal of "deepening technological innovation and cultivating new productive forces," and implemented a Party-mass work system characterized by "strengthening foundations through political guidance, driving development through innovation and integration, and demonstrating commitment through social responsibility." Through diverse practices such as theoretical education, collaborative efforts by mass organizations, and industrial synergy, we transform the Party's organizational strengths into corporate innovation and competitive advantages. This approach ensures that Party-building initiatives and ESG development progress in tandem, injecting revolutionary momentum into the high-quality development of the artificial intelligence industry.



★ Forging the Spirit and Strengthening the Foundation: Building a Solid Political Foundation Through Theoretical Education

Red Education Strengthening Conviction

Employees across branches nationwide watched the live broadcast of the 93rd Anniversary military parade. This immersive experience strengthened their patriotic sentiment and national confidence. Building on the technological prowess showcased during the military parade, we held a thematic seminar titled "National Strategic Assets and AI Responsibility." This initiative channeled patriotic fervor into intrinsic motivation to overcome technical challenges, engaging over **300** employees throughout the year.

Policy Lectures Clarifying Direction

Leaders from the Party Committee's Publicity Department were invited to visit the company and deliver a special lecture on the spirit of the Fourth Plenary Session of the 20th CPC Central Committee. The session focused on core principles such as "strengthening and optimizing the digital economy" and "overcoming bottlenecks in core technologies," while also interpreting policy opportunities under the "AI+" initiative. Key Party members led the translation of policy directives into concrete strategies for technological R&D and market positioning, ensuring that the ethos of the plenary session takes root and flourishes within the enterprise.

★ Innovation-Driven Synergy: Mobilizing Talent Potential Through Collaborative Group Initiatives

An Innovation Ecosystem Jointly Built by Young Talents

The company hosted the 2025 Yangtze River Delta Urban Agglomeration Youth Talent Innovation Camp Group Interaction Activity, establishing a cross-regional talent exchange platform. A brainstorming session on "AI Empowering Industrial Digitalization" was held with Qiniu's technical experts and young talents from **32** organizations, underscoring the company's pivotal role within the Yangtze River Delta innovation network.

School-Enterprise Collaboration in Cultivating Scientific and Technological Talent

We organized educational seminars for the XGo and XBuilder platforms, facilitating in-depth collaboration between **15** young technical leaders and **86** science and technology teachers from the Yangtze River Delta education system. Addressing the pain points in AI programming education, we delivered an integrated solution that combines tools, curriculum, and teaching resources. We developed AI teaching modules tailored for K-12 schools to enhance the quality and efficiency of regional science and technology education, thereby fulfilling our mission to "aggregate high-level innovation resources."

★ Industrial Empowerment: Leveraging Party-building Initiatives to Drive Development

Benchmarking Research for Quality Enhancement and Upgrading

To advance Party-building efforts within the audiovisual industry, the focus is directed toward generating practical achievements in "AI-powered innovation of audiovisual content." This involves optimizing the "intelligent encoding/decoding + content distribution" technical solution to support the development of a "hundred-billion-yuan-level" audiovisual industry cluster, thereby demonstrating corporate responsibility in promoting industrial upgrading.

Deep Integration of Party Building and Business Operations

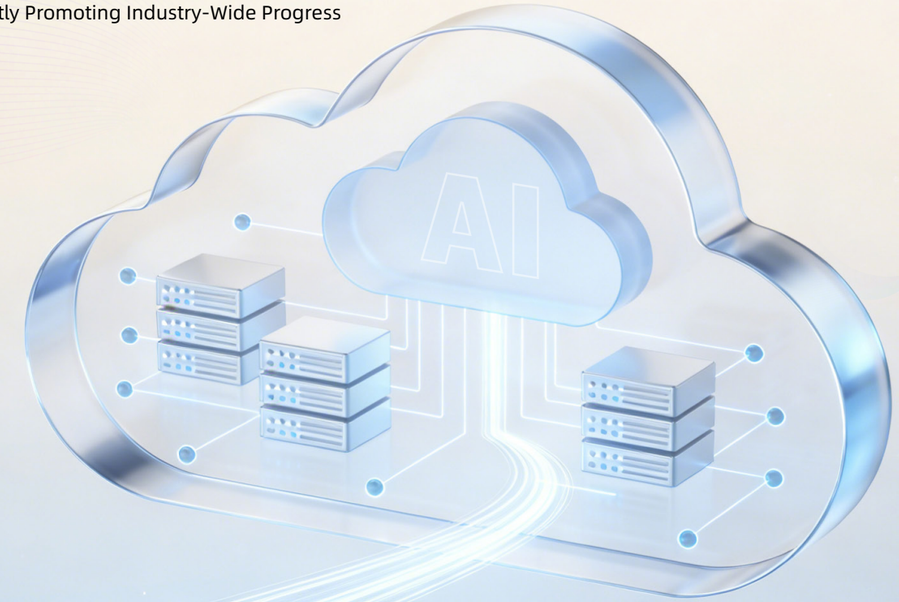
Building on the innovative experience of "AI + Smart Party Building," we integrate Party-mass work throughout the entire technological research and development process. "Party Member Pioneer Posts" and "Youth Task Forces" have been established to undertake critical missions such as XBuilder platform optimization and breakthroughs in large-scale audiovisual technology. Party member leaders spearhead efforts to overcome technical challenges, ensuring that Party building initiatives and core business operations advance in tandem.



02

Insisting on Client-First Approach for Forging Excellence

- Crafting High-Quality Products
- Superior Service Experiences
- Data Security and Privacy Protection
- Supply Chain Management
- Jointly Promoting Industry-Wide Progress



Alignment with SDGs:



Crafting High-Quality Products

Qiniu Limited remains client-value-oriented, providing products and services that prioritize simplicity of experience and uncompromising quality. In accordance with the *Product Quality Law of the People's Republic of China* and the *Standardization Law of the People's Republic of China*, the company has established a quality management system spanning the entire product life cycle guided by the quality philosophy of " prioritizing client interests and improving product quality". In alignment with ISO 9001:2015 (Quality management systems — Requirements) and other applicable laws and regulations, we have established a series of quality management policy and procedure documents such as the Quality Management Manual, Design and Development Control Procedures, and Nonconforming Output Control Procedures. These documents provide clear procedures and references for each stage from design and development to delivery. Through continuous refinement of its quality control mechanisms, Qiniu Limited fully safeguards user rights and delivers a trustworthy product experience for its clients.



Certification of ISO 9001 Quality Management System

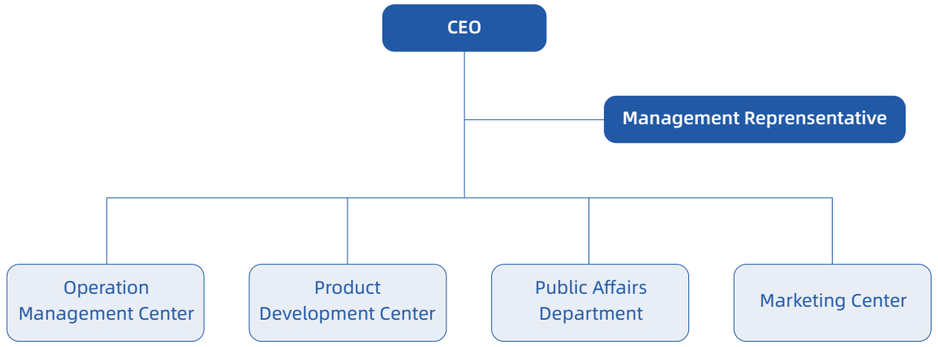


Certification of ISO 20000 Information Technology Service Management System (ITSM)

KPI B6.1 (Percentage of total products sold or shipped that are recalled for safety and health reasons) and KPI B6.4 (Description of quality verification processes and product recall procedures) are not applicable to the business operations of Qiniu Limited and are therefore not disclosed.

Quality Management Framework

Qiniu Limited has established a CEO-centered quality management framework, featuring cross-departmental collaboration and coordination. The Operations Management Center, Product Development Center, and other relevant departments fulfill their respective responsibilities while working closely together to ensure that quality management activities cover the entire product lifecycle, forming a comprehensive and efficient synergy for quality control. Department managers are responsible for breaking down and continuously overseeing quality-related processes within their respective areas of responsibility, following the quality management system's process model, ensuring that quality accountability is reinforced at every level. All employees fulfill their respective quality responsibilities according to their job duties, integrating quality awareness into every aspect of their daily work. This establishes a strong organizational foundation for the company to deliver exceptional product quality.



Quality Management Objectives

90 or above

To achieve a client satisfaction rate (average score from client satisfaction surveys)

100 %

To achieve a project delivery acceptance rate (Ratio of accepted project deliveries to total deliveries × 100%)

Qiniu Limited systematically breaks down and establishes quality management objectives for each department based on the company's overall quality goal. Department heads are responsible for communicating quality objectives to management, execution, verification, and operational teams. This ensures that every employee clearly understands their responsibilities and quality standards, thereby facilitating the effective implementation of quality objectives.

Quality Management Initiatives

Product and Service Design and Development

Based on comprehensive considerations of product design and development, product quality control, service requirements, and other aspects, we have established the Design and Development Control Procedure to ensure the smooth provision of subsequent products and services.

Product Procurement

We have developed the Supplier Evaluation and Procurement Control Procedure to guide product procurement, ensuring timely and cost-effective fulfillment of quality requirements.

Production and Service Delivery

Identification and traceability are managed through coding and maintenance services to prevent mix-ups and guarantee quality. During production and service delivery, the company adopts necessary protective measures. We operate a client service hotline to handle client requests and feedback after product or service delivery.

Product and Service Release

Products and services shall not be released to clients without prior approval. Product and service release documents are recorded to standardize the release process.

Nonconforming Outputs Control

We have developed a Nonconforming Outputs Control Procedure to stipulate specific actions based on the nature of nonconforming outputs and their potential impact on products or services. This procedure also applies to nonconforming services identified after product delivery, during service provision, or post-service completion. This enables us to promptly detect and respond to product quality issues.

Continuous Improvement

We have conducted regular internal audits and management reviews as part of our Continuous Improvement Control Procedure. The audit results are used in management reviews to evaluate system performance, identify improvement opportunities, and implement corrective actions.

Preventive and Corrective Actions

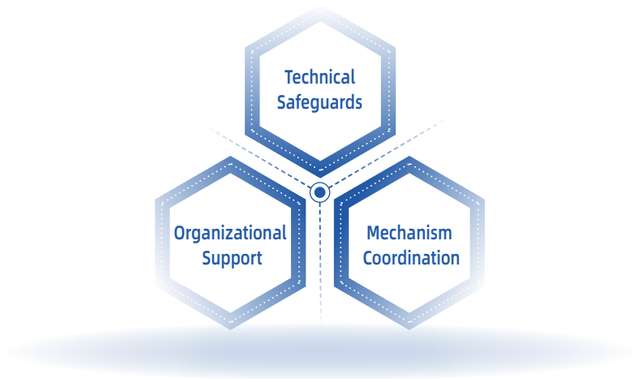
We have formulated a Corrective and Preventive Actions Control Procedure to identify critical information, analyze potential issues, and implement preventive measures. Corrective actions are implemented for nonconforming situations to prevent recurrence.
In-depth root cause analysis are conducted for nonconforming products and services identified during reviews, with measures formulated and implemented to prevent recurrence. Risks and opportunities in the quality planning phase are updated based on effectiveness of these actions.

Content Management

Qiniu Limited prioritizes the review of client-published content and is committed to creating a safe and compliant platform environment. The company has implemented a three-pronged content governance system comprising "technical safeguards, organizational support, and mechanism coordination" to comprehensively enhance the review and management of customer-published content.

From a technical perspective, the company has independently developed a proprietary intelligent content review system. This system leverages machine learning technology to conduct millisecond-level automated reviews of various types of customer-posted content, including text, images, and videos. It accurately identifies potentially non-compliant content and blocks it in real time. Through proactive technical interventions, we effectively prevent the spread of non-compliant information, ensuring the sustained and healthy operation of the platform ecosystem.

From both organizational and operational perspectives, the company has established an operational risk management team staffed with professionals to conduct comprehensive reviews and dynamic monitoring of platform content. Meanwhile, the company has established a streamlined customer feedback and reporting mechanism, enabling end users to report violations through multiple channels. The Operational Risk Management Team promptly removes or takes down verified violations in accordance with relevant laws and regulations and imposes appropriate penalties on the involved clients to ensure that the platform's order and user rights are effectively safeguarded. Through a collaborative governance model that integrates technology, human oversight, and user participation, Qiniu Limited continuously strengthens its content risk prevention and control capabilities while actively fulfilling its platform responsibilities.



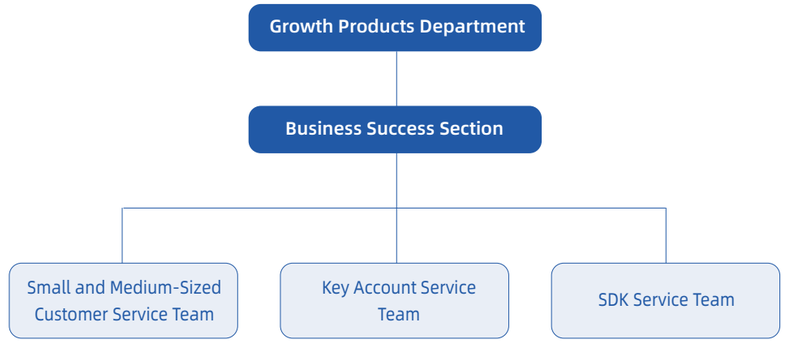
Protection of Minors

We regard the protection of minors as a crucial corporate responsibility. We have developed the "Qiniu Cloud System for the Protection of Minors" in accordance with the *Law of the People's Republic of China on the Protection of Minors, the Regulations on the Online Protection of Minors*, and the *Regulations on the Online Protection of Children's Personal Information*. This system enforces protective measures across key aspects such as the collection, storage, usage, and processing of minors' personal information, thereby strengthening information security for minors.

Superior Service Experiences

At Qiniu Limited, we follow a client-oriented approach, striving to deliver products and services with the simplest experience and highest quality. We strictly comply with applicable laws and regulations including the *Law of the People's Republic of China on the Protection of Consumers' Rights and Interests* and have established a Client Service Management System to standardize service mechanisms and workflows as well as provide institutional support for building a high-quality customer service system.

At the customer service organizational level, Qiniu Limited continuously builds a specialized service organization system centered on customer value that spans the entire lifecycle. The Growth Products Department currently oversees the Business Success Section which coordinates efforts to enhance customer service and optimize the client experience. The Business Success Section comprises three specialized teams: the SME Client Service Team, the Key Account Service Team, and the SDK Service Team. Each team delivers tailored and differentiated support to distinct client segments and technical integration methods, ensuring that all client requests are addressed promptly and effectively. The teams comprehensively handle client after-sales inquiries, technical support, complaint resolution, and feedback on client requests, establishing a client success support system that covers all client segments and spans the entire service lifecycle.



In terms of communication channel development, Qiniu Limited has established diversified client access pathways, including the client service portal and the technical support ticket platform on the company website, the Qiniu WeChat Applet, a 24/7 400 hotline, QQ group, and enterprise WeChat group. This arrangement allows clients to submit inquiries and feedback at any time and from any location, thereby improving service accessibility and response efficiency.

The 400 hotline provides 24/7 support, with a response time of 15 minutes on weekdays and 20 minutes on weekends.

Service Quality Assurance

Work Order Review Mechanism

Every day, we comprehensively review the previous day's work orders. Key focus areas include identifying inappropriate employee responses and unclear client requirement descriptions. Any substandard replies are immediately addressed to ensure adherence to established service standards.

Two-tier Support System

Frontline agents with extensive professional and practical experience handle our initial client inquiries. Complex or specialized cases are escalated to second-line technical specialists with deeper technical expertise. This two-tier system focuses on root-cause analysis and advanced troubleshooting. The tiered structure enhances client satisfaction by providing expertise-driven solutions.

Service Quality Inspection Mechanism

Qiniu Limited has established a stringent service quality inspection mechanism to maintain high standards of service delivery. We conduct monthly sample audits evaluating the 30-day service experiences of 10 clients. These assessments evaluate core operational metrics including response timeliness, service attitude and communication effectiveness, issue resolution closure rate, and professional competency and process compliance.

AI Client Service Mechanism

In 2025, Qiniu Limited implemented AI-powered client service solutions, establishing a human-machine collaborative client service system to further enhance the client experience. The AI-powered client service system can swiftly identify and resolve common inquiries, handling over 30,000 customer inquiries throughout the year. This has significantly improved the timeliness of issue responses and service efficiency. For simple and repetitive inquiries, AI provides instant and accurate answers, significantly reducing client wait times and alleviating pressure on human service staff. This allows frontline client service representatives to focus more on handling complex issues. By adopting an intelligent service model featuring "AI-powered initial response with human backup support," Qiniu Limited enhances service efficiency while consistently ensuring service warmth and problem-solving quality, thereby delivering a more convenient, efficient, and reliable service experience for clients.

Client Satisfaction

Qiniu Limited consistently prioritizes client feedback as the core basis for optimizing service quality, establishing a systematic service rating and client feedback mechanism. After a client service work order is resolved, clients can provide feedback directly through a work order evaluation. They are prompted to rate the service based on product satisfaction, work order response speed, service attitude, and other aspects. We conduct weekly reviews of historical work order evaluations, performing detailed analysis and optimization for work orders with moderate or low ratings. Additionally, our sales team periodically visits clients in person or contacts them by phone to gather feedback on their service experience.

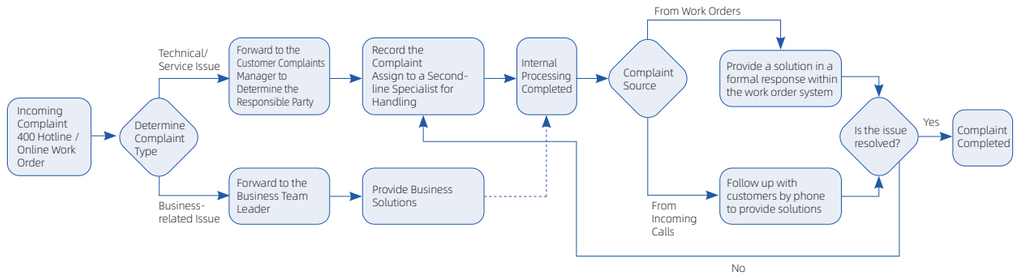
In 2025, the company achieved an **88.74%** positive rating on service orders (with a score of **8** points or above considered positive), demonstrating broad client acknowledgment of service quality and providing clear direction for continuous improvement in service standards.

Client Complaint Handling

At Qiniu Limited, we place strong emphasis on client feedback and have established a comprehensive complaint handling mechanism to help clients resolve issues more effectively. Clients can submit complaints through channels such as the 24/7 client service hotline. Once a complaint is received, client service personnel immediately commence the complaint resolution process in accordance with our mechanisms and standards.

In 2025, we handled a total of **40,374** client service work orders, including **223** complaints (after excluding invalid complaints) representing less than **1%** of total work orders.

Client Complaint Handling Flowchart



Indicator	Unit	2024	2025
Client Complaint Response Rate	%	100	100
Client Complaint Resolution Rate	%	100	100

Service Capacity Building

We believe that empowering the client service team is essential for improving service quality and enhancing corporate competitiveness. Through continuous training and empowerment, we are committed to building a highly qualified and professional service team, delivering exceptional service experiences to clients and fostering mutual growth for both the enterprise and its employees.

1 Pre-employment Training

The company provides systematic and comprehensive product training and standard service training for newly hired client service personnel to help them quickly integrate into the client service team and master the skills required for their roles. After training, new employees must complete assigned training tasks as required. Upon completion, their tasks are reviewed by a designated supervisor.

2 Routine Training

We periodically organize new product sharing sessions to ensure that client service personnel stay updated about product features and to promote internal knowledge exchange within the team.

In 2025, the company conducted a total of **six** client service training sessions, covering LAS Full-stack Server Products and AI Large Model Products.

Case

To improve the sales team's service quality, the SMB Department's sales team periodically organizes training sessions on general products and AI topics, covering fundamental product knowledge, functional applications, and scenario matching. By leveraging a case library, the team conducts case study training to improve their ability to deliver scenario-based solutions, ensuring all members master core knowledge. This training enhances the team's overall client service capabilities, enabling them to better respond to market demands and improve the service experience for end clients.



Responsible Marketing

Qiniu Limited consistently adheres to responsible marketing, treating the accurate communication of product value as a fundamental prerequisite for business growth. The company has established a comprehensive marketing content review mechanism. Materials such as product descriptions, solution plans, brand promotion, and advertising campaigns must undergo rigorous internal reviews by relevant departments. These rigorously examine all aspects from the accuracy of product information to the appropriateness of advertising language. We accurately convey product/service performance, features, and operational details without exaggeration or omission, effectively eliminating misleading or false content. To ensure the effective implementation of responsible marketing, we have clearly defined behavioral boundaries within our sales team management system. Misleading clients, making excessive promises, using ambiguous language, and exaggerating facts are explicitly classified as moderate violations. Meanwhile, fabricating information, falsifying performance records, and encouraging clients to register multiple times are categorized as serious violations. The company reserves the right to immediately terminate employment contracts for any conduct that violates its integrity standards, enforcing strict policies to safeguard client trust and corporate reputation.

Concurrently, we actively conduct internal training programs to enhance the professional competence and ethical standards of our marketing team. From initial client engagement to opportunity conversion and post-sales support, we integrate responsible marketing throughout the entire client lifecycle. Through transparent policies and professional services, we consistently set the benchmark for ethical marketing practices in the cloud services industry.



Data Security and Privacy Protection

Data security and privacy protection are cornerstones of our business. Qiniu Limited strictly complies with data security and privacy-related laws and regulations, including the *Data Security Law of the People's Republic of China*, the *Personal Information Protection Law of the People's Republic of China*, and the *Cybersecurity Review Measures*. We have established comprehensive data management policies such as the Data Security Management Policies, Management Policy for Cross-Border Data Transfer Security, Data Security Emergency Response Plan, and Management Policy for Data Security Classification and Grading to ensure the security, integrity, and availability of data. The company conducts its annual cybersecurity level protection assessments on schedule, covering its primary business systems.

Throughout the reporting period, the company incurred no penalties or claims due to violations of applicable data security or cybersecurity laws.



ISO 27001 Information Security Management System Certification



ISO 27701 Privacy Information Management System Certification



Data Management Capability Maturity Model (DCMM) Certification

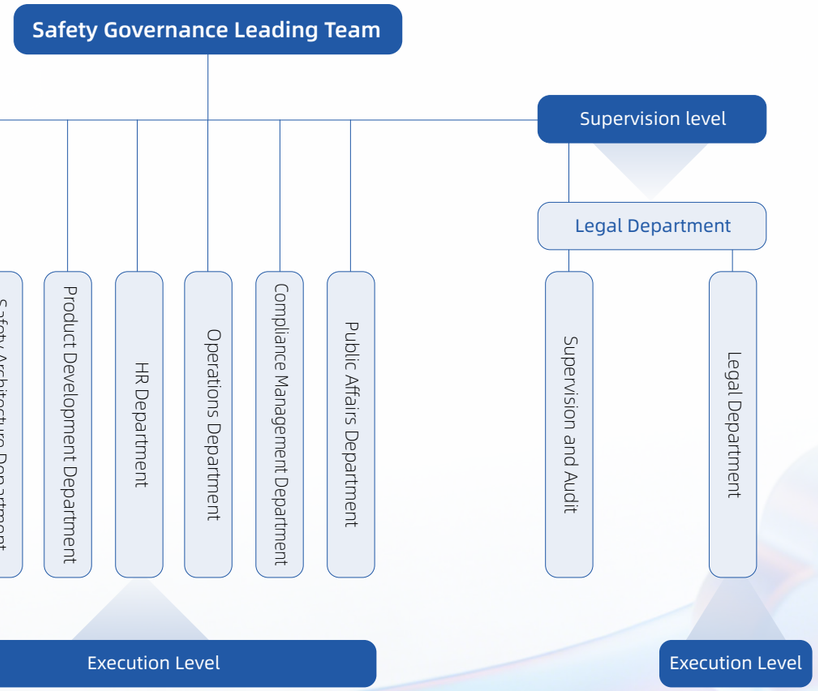


Data Security Management Capability (DSMC) Certification

- We passed the Ministry of Public Security's Cybersecurity Classified Protection Level 3 (MLPS-3) and the Ministry of Industry and Information Technology's Communication Network Security Protection Level 3 (CNSP-3).
- Our storage service has held the "Trusted Cloud" certification from the China Academy of Information and Communications Technology (CAICT) since 2015.

Data Security Governance Framework

Qiniu Limited has established a Security Governance Leading Group, led by core management members, including the CEO and CDO, to serve as the company's highest decision-making and coordinating body for data security and privacy protection. The Security Governance Leading Group focuses on data security and various business departments, complemented by members from relevant functional departments such as legal affairs, public affairs, operations, and product. This collaborative mechanism ensures clearly defined responsibilities and coordinated action, providing ample technical resources and organizational support to advance data security and personal privacy protection compliance efforts. Additionally, each department within the company has designated security governance liaisons who are responsible for coordinating and promoting the implementation of cybersecurity and data security management requirements. The supervision and audit department conducts audits and monitors compliance with security policies to ensure effective implementation of all regulations. Through a top-down cross-departmental coordination mechanism, the company integrates safety management into every stage of its business processes. To further enhance the governance framework, the Security Governance Leading Group convenes a coordination meeting every six months. These meetings provide structured guidance and review on security strategy, implementation progress, and approval matters, continuously strengthening the company's data security defenses.



Data Security Risk Management

Qiniu Limited considers data security risk management a crucial foundation for ensuring the continuous and healthy development of its business. The company has implemented a comprehensive information security management and operational risk control system through systematic policies and procedures, ensuring that data security and privacy protection requirements are integrated across all business processes. Concurrently, the company has implemented technical safeguards and management measures throughout the entire data lifecycle, providing systematic protection of data security, integrity, and availability. This establishes a solid foundation for user trust and compliant operations.

We have implemented the Data Asset Safeguard System to define data ownership, responsibilities, and access rights, and to standardize procedures for data collection, storage, transmission, and processing. We have also established requirements for implementing data security measures, including identity verification, access control, encryption, and backup, to prevent unauthorized access, data leaks, or damage.

Establishing a data classification and grading management system: We set up our Data Classification and Tiered Management System, which classifies data according to its sensitivity and importance, defines corresponding security management requirements, grades, protection measures, and access rights for each grade to ensure proper data protection and usage.



We have established management requirements throughout the entire data lifecycle and assigned data governance oversight responsibility to standardize data management. An enterprise security protection plan has been devised and implemented to prevent, detect, and respond to security incidents and attacks. It includes security strategies, processes and technical measures spanning cybersecurity, system security, application security, and employee behavior, safeguarding the company's data and information assets.

A comprehensive data breach incident response process and contingency plan have been established to enable a rapid and organized response to any security incident.

Backup and Emergency Management: We have implemented data backup/recovery mechanisms and disaster recovery plans under the Backup and Recovery Management Policies to enhance system resilience, reliability, and stability. Structurally sensitive data is stored locally with encryption.

Regular Risk Assessments: Qiniu Limited conducts periodic data security and personal privacy risk assessments. Relevant personnel have been trained to analyze key risk factors and their components based on assessment results, enabling comprehensive risk categorization. High and medium risks are prioritized for mitigation, whereas low risks are continuously monitored. This approach ensures timely and effective responses to identified risks, with actionable mitigation plans developed and implemented.

Qiniu Limited regularly holds data governance meetings to identify gaps in policy implementation and refine existing systems. This process supports the continuous improvement of policies and governance frameworks, and ensures timely updates to management protocols.

Qiniu Limited conducts two specialized information security audits annually, covering all core business domains, including one cybersecurity self-assessment and one data security self-assessment. Through systematic inspection and verification of critical systems, business processes, and management measures, the company continuously strengthens its cybersecurity and data security defenses, establishing a solid foundation for stable business operations.

Data Security Culture Building

Qiniu Limited is dedicated to integrating data security awareness into every employee's daily work, fostering a proactive mindset towards data security and privacy protection and nurturing a comprehensive and standardized data security culture.

We regularly conduct internal training sessions on data security and privacy laws, regulations, and internal policies. Every year, we organize phishing attack drills that simulate real-world cyber attacks and provide security awareness training to employees who are susceptible to these attacks. Our training combines theoretical explanations, case studies, and practical demonstrations, covering common cyber attack methods like phishing emails and malware intrusions. We also incorporate real-life cases of severe cybersecurity incidents and data breaches to help employees understand the seriousness of security risks. After the training, employees take online exams via Qiniu Limited University to identify knowledge gaps and strengthen their security awareness.

Case **2025 Data Security Drill**

In 2025, Qiniu Limited actively participated in Shanghai's "Operation Rockstone" offensive-defensive drills, conducting data security exercises to test its data protection capabilities and emergency response mechanisms through real-world scenarios. Through these drills, we promptly identify potential weaknesses, improve protective strategies, refine contingency plans, and continuously strengthen the company's overall cybersecurity resilience.

Case **2025 Data Security Specialized Training**

In 2025, Qiniu Limited organized specialized training on data lifecycle security. Focusing on potential risks in storage, transmission, processing, and destruction, the training combined theoretical explanations, case studies, and scenario simulations to comprehensively cover security vulnerabilities and mitigation strategies for critical areas such as data breaches, transmission hijacking, unauthorized access, and key management. This initiative enhanced employees' ability to identify and respond to relevant data security threats. After the training, the company released the "Qiniu Data Security Management Specifications," which clearly outlines requirements for data classification and grading, encrypted transmission, access control, and audit monitoring, thereby establishing robust security measures for data processing operations.



User Privacy Protection

Qiniu Limited has established policies such as the Qiniu Privacy Policy and Personal Information Security Management System to safeguard user privacy. According to the Qiniu Privacy Policy, users must agree to its terms before registering an account. Qiniu Limited processes personal data only to the extent necessary for identity verification, product or service delivery, maintaining secure communications, and payment processing. No personal data is shared, disclosed, or transferred to third parties without the user's explicit consent. In certain business processes, Qiniu Limited may procure or utilize third-party products or services, such as those from suppliers, service providers, or third-party software development kits (SDKs). Before sharing any personal data required for such services, Qiniu Limited obtains explicit user consent and authorization.

To prevent unauthorized access or illegitimate use, Qiniu Limited restricts data access to designated employees at specific levels, granting access strictly on a need-to-know basis. All access is logged and audited. In routine operations, Qiniu Limited does not access or use sensitive personal data. Where access to or use of such sensitive personal data is necessary, Qiniu Limited mandates that such access or use be subject to prior authorization. Qiniu Limited monitors and records any access or use of sensitive personal data in real time.

Qiniu Limited draws an absolute red line for protecting user information privacy, strictly prohibiting the disclosure of user information to any third party or unauthorized sales personnel in any form. This includes a strict ban on revealing core credentials such as Access Keys/Secret Keys in any public setting. Any employee found to have breached the aforementioned red line shall have their employment contract terminated immediately upon verification. The company enforces a zero-tolerance policy to safeguard client trust and data security.



Supply Chain Management

Qiniu Limited regards its suppliers as key partners in shared development and is continuously committed to establishing a standardized, transparent and sustainable supply chain management system. Our suppliers are primarily cloud technology providers offering network and broadband services, IDC services, server and storage solutions, as well as suppliers of everyday operational services.

Qiniu Limited strictly complies with *The Bidding Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China* and other related laws and regulations, and has established robust supplier management systems such as the Procurement Regulations, Indirect Procurement Regulations, and Supplier Development and Appraisal System. These systems create a closed-loop management mechanism that covers the entire process of supplier development, evaluation, assessment, and termination, ensuring that supply chain construction follows established procedures and adheres to sound principles. Through institutionalized supplier management, Qiniu Limited continuously strengthens the foundation for mutually beneficial development with its partners.

Software and Hardware Supplier Management Mechanism

Supplier Development and Admission

- Potential suppliers must submit a completed Supplier Investigation Form along with relevant qualification certificates.
- The demand department and the Supply Chain Ecosystem & Cooperation Department jointly assess potential suppliers based on quality, stability, delivery time, and price. For suppliers in categories like server rooms and networks, product testing and on-site inspections are also conducted to ensure compliance with procurement standards.
- Qualified suppliers are entered into the supplier register upon obtaining approval from the Director of the Supply Chain Ecosystem & Cooperation Department.

Daily Supplier Assessment

- Supplier delivery performance is continuously monitored based on feedback from the demand department. Any abnormal or unfavorable conditions must be promptly recorded and addressed by the supplier.
- Suppliers' qualifications are reviewed at regular intervals or as required according to their categories. Any changes to supplier information in the register must be approved by the Director of the Supply Chain Ecosystem & Cooperation Department before saving.
- Qiniu Limited has customized comprehensive Supplier Assessment Forms for different supplier categories to conduct annual assessments.

Supplier Appraisal

- Suppliers are graded into 4 levels based on their appraisal.
- Suppliers who fail the appraisal are entered into the non-qualified supplier database.

Indicator		Unit	2024	2025
Total Number of Suppliers		/	719	1,105
Total Number of Suppliers by Region	Chinese Mainland Suppliers	/	643	1,027
	Hong Kong, Macao and Taiwan Region Suppliers	/	20	16
	Overseas Suppliers	/	56	62

Sustainable Supply Chain

Qiniu Limited is committed to building a stable, diverse, and green supply chain system. To ensure operational stability, the company has built extensive procurement relationships with numerous high-quality suppliers across network bandwidth, IDC, servers, and storage services. By adopting a diversified procurement strategy, the company effectively mitigates the risk of relying on any single underlying resource provider. Currently, the company's IDC providers cover over 20 cities across China and overseas, enabling rapid failover during local outages to ensure continuous and stable service delivery.

The company strictly regulates procurement practices, requiring all suppliers to uphold business ethics. Before collaboration, suppliers must sign a Business Ethics Commitment Declaration Form to prevent illegal and disciplinary risks at the source and ensure a fair and transparent market order.

In green procurement, the company considers the energy efficiency of products and services as a key factor when evaluating suppliers. When selecting data centers, we prioritize partnering with high-quality service providers that comply with national carbon emission standards and demonstrate low energy consumption. We promote low-carbon transformation across the supply chain through resource optimization, thereby contributing to the achievement of sustainable development goals.

During the reporting period, the company obtained a 100% signing rate, with all suppliers completing either a Business Ethics Commitment Declaration Form or an Integrity Pledge.

Jointly Promoting Industry-Wide Progress

Qiniu Limited remains committed to an innovation-driven development strategy, leveraging its core technological strengths in the audio-video industry to integrate resources and boost the coordinated development of enterprises across upstream and downstream ecosystems. By strengthening partnerships across the industry value chain, we aim to create a mutually beneficial ecosystem that adds value for our partners and accelerates the growth of the entire intelligent audio-video industry. Together with industry stakeholders, we are embarking on a new journey to a more sustainable future.

Promoting Industry Exchange

Case **Qiniu Limited Made its Debut at Shanghai Internet Industry Conference**

On December 26, 2025, the Shanghai Internet Industry Conference, themed "Digital Intelligence Leading the Way, Shanghai Connecting the World," officially commenced. The event, centered on the theme "Building a Digital Intelligence Shanghai, Creating New AI Genes," included presentations on "Corporate Innovation and Transformation in the AI Era," providing an overview of how enterprises are responding to the AI wave through organizational restructuring, product development, and business model innovation. After the conference, Qiniu Limited was honored with two industry award plaques.



Case **Qiniu Limited Hosted Code New Era Roundtable Forum**

On November 15, 2025, Qiniu Limited successfully hosted the "Code New Era" AI Symposium in Hangzhou. The event brought together nearly 100 CEOs, CTOs, technical founders, and strategic thinkers to collectively explore ways of redefining the value of R&D in the AI era.



Case **Qiniu Limited Attended the World Internet Conference Wuzhen Summit to Showcase Cutting-edge Achievements in AI Technology**

Qiniu Limited participated in the Light of Internet Expo from November 6 to 9, 2025. At the World Internet Conference held in Wuzhen, Zhejiang Province, Qiniu Limited presented its accomplishments across three major domains: AI coding, the cloud-to-edge integrated AI platform, and youth AI education. Through its exhibits, including the "Five-Year Talent Development Plan" and school-based curricula for domestic programming languages, Qiniu Limited demonstrated its dual focus on technological breakthroughs and talent cultivation. This highlights its capability as a full-stack AI service provider to build ecosystems and promote the inclusive development of intelligent technologies.



Case **Qiniu Limited Invited to the Fifth International Sci-Tech Innovation Festival to Discuss "New Quality Productive Forces and Technological Innovation"**

On January 8, 2025, the Fifth International Sci-Tech Innovation Festival and New Quality Productive Forces Summit, themed with "Seeking Pioneers in New Quality Productive Forces," was held in Beijing. Qiniu Limited, a globally leading one-stop scenario-based intelligent audio-video APaaS provider, participated in the event alongside over **300** leading technology brands to explore technological innovation and industrial development. By showcasing its innovations in AI and audio-visual technologies, the company demonstrates both its technological prowess and industry influence as a driver of new quality productive forces, driving the digital and intelligent transformation of industries.



Win-Win Business Cooperation

Case **Qiniu Limited × Wuxiang Cloud Valley Strategic Partnership to Enter the 100-Billion-Yuan AI Inference Computing Market**

On September 18, 2025, Qiniu Limited and Wuxiang Cloud Valley entered into a strategic partnership and held an online signing ceremony. The two parties intend to jointly enter the AI inference computing power market. Leveraging resources of Wuxiang Cloud Valley's **40,000 PFLOPS** AI Computing Center, Qiniu Limited provides specialized large model inference services and computing power leasing. This collaboration will help the company reduce barriers to AI development, expand commercial applications, strengthen its leading position in the AI Cloud sector, and provide foundational infrastructure support for industrial intelligent upgrades.

School-Enterprise Strategic Partnership

Case **Strategic Partnership between Qiniu Limited and Zhejiang Normal University: Deep Integration of AI Education to Jointly Shape the Future Talent Ecosystem**

In 2025, Qiniu Limited strengthened its collaboration with Zhejiang Normal University to jointly establish the "Qiniu Youth AI Quality Education Demonstration School" and an "Off-Campus Practice Base," launching the "Five-Year Talent Development Program." Through the XBuilder platform and Vibe Learning's intelligent education paradigm as well as the integration of features such as AI speech coaches and writing assistants, we have established a "three-stage, three-tier" curriculum system to promote the integration of AI into subject-based instruction. Through collaboration, we have achieved a **45%** increase in course completion rate and a **60%** growth in learning duration. We cultivate talent for the AI era, promote educational equity through technology, build an industry-academia-research-application ecosystem, and support regional educational digital transformation and sustainable development.



Association Qualifications

Association/Group Name	Position Held	Participating Entity
Shanghai Zhangjiang Science City Chamber of Commerce	Vice President	Shanghai Qiniu Information Technologies Co., Ltd.
Shanghai Information Network Security Administration Association	Council Member Unit	Shanghai Qiniu Information Technologies Co., Ltd.
Shanghai Artificial Intelligence Association	Member Unit	Shanghai Qiniu Information Technologies Co., Ltd.
High-tech Enterprise Association	Member Unit	Shanghai Qiniu Information Technologies Co., Ltd.
Shanghai Research Center for Economic and Information Development	Council Member Unit	Shanghai Qiniu Information Technologies Co., Ltd.
Shanghai Software Industry Association	Member Unit	Shanghai Qiniu Information Technologies Co., Ltd.
Internet Association of Shanghai	Member Unit	Shanghai Qiniu Information Technologies Co., Ltd.
Internet Federation of Shanghai	Member Unit	Shanghai Qiniu Information Technologies Co., Ltd.
Shanghai Industrial Technology Innovation Promotion Association	Member Unit	Shanghai Qiniu Information Technologies Co., Ltd.

Industrial Standards

Qiniu Limited actively promotes the standardized development of the industry and is deeply involved in the formulation of multiple industry standards. In 2025, Qiniu Limited actively contributed as a drafting entity to key industry standards, including "Cybersecurity Technology - Guidelines for Cybersecurity Operations and Maintenance" led by the National Cybersecurity Standardization Technical Committee and "Technical Requirements for Cloud-Native Edge Computing Platforms in Industrial Applications" (T/SHIIOTA 006-2024) led by the Shanghai Industrial Internet Association.

03 Low-Carbon Operations for Practicing Green Development

- Commitment to Green Operations
- Addressing Climate Change



Alignment with SDGs:

Commitment to Green Operations

Qiniu Limited strictly adheres to environmental protection-related laws and regulations, including the *Environmental Protection Law of the People's Republic of China*, the *Environmental Impact Assessment Law of the People's Republic of China*, and the *Energy Conservation Law of the People's Republic of China*. We are dedicated to reducing carbon emissions and resource consumption, promoting green and sustainable development, and minimizing environmental impact, thereby contributing to the building of a beautiful China.

Energy Conservation

- By signing a green energy lease agreement with Shanghai Zhangjiang Hi-Tech Park New Energy Technology Co., Ltd., we have established an energy-saving and carbon-reduction operational model from the source. According to the agreement, the park utilizes low-temperature chilled water and high-temperature hot water for centralized energy supply, systematically implementing peak shaving and valley filling to stabilize energy consumption. Additionally, the contract clearly specifies cooling and heating periods, as well as daily energy supply hours (8:00 AM to 8:00 PM for office buildings), preventing energy wastage through precise time-based controls;
- All air conditioners must be turned off after normal working hours and on non-working days. Employees are encouraged to close doors and windows when using air conditioning. During summer, the air conditioning temperature must not be set below 26 degrees Celsius;
- When selecting data center providers, we prioritize those with lower energy consumption under comparable conditions;
- For exhibition materials, eco-friendly options are selected, such as energy-efficient LED lighting;
- Office areas are lit using energy-efficient lighting fixtures. All unused electronic devices and lights are turned off. The escape route area is equipped with motion-activated lighting;
- Printers are labeled with energy-saving slogans;
- Energy-saving posters are created for the National Day and Mid-Autumn Festival holidays.

Conservation of Water Resources

- Use sensor-activated faucets;
- Install water-saving toilets;
- Post water-saving slogans;
- Replace traditional bottled water with direct drinking water to reduce emissions from plastic bottle usage and water transportation.

Saving Paper

- Use electronic channels for internal communication to minimize paper waste;
- Promote paperless office practices, and encourage double-sided printing and reuse of scrap paper;
- Promote the widespread use of electronic invoices to replace paper invoices.

Waste Management and Utilization

- Office and household waste is uniformly collected by the property management of the respective campus;
- Encourage recycling by providing recycling bins at easily accessible locations;
- Use more eco-friendly, safe, healthy, and recyclable materials during exhibition setup to reduce the generation of hazardous waste, such as minimizing the use of glue.

Qiniu Limited's operations do not involve production processes. There are no employee cafeterias, dormitories, or company vehicles. Energy consumption primarily stems from the daily operations and maintenance of office premises. Water resources are sourced from municipal supply. Waste mainly consists of office and domestic waste generated at the workplace. Business operations have no significant impact on the natural environment or resources. The company's used printer toner cartridges and ink cartridges are collected through a specialized recycling program organized by the printer supplier. All other office and household waste is collected centrally by the property management of the company's industrial park.

Indicator	Unit	2024	2025
Total investment in environmental protection	RMB 10,000	/	8.92
Total water consumption	ton	1,504	1,574
Paper consumption	1,000 sheets	174.83	159.90
Discarded light tubes	pcs	139	402
Discarded toner cartridges	pcs	5	2
Discarded ink cartridges	pcs	18	9
General office and household waste	ton	19.58	20.37

Notes:
1. These statistics pertain to Qiniu Limited's Shanghai headquarters. The 2024 figures for total water consumption, paper consumption, and general office and household waste have been retrospectively adjusted due to changes in statistical methodology.
2. As Qiniu Limited's business does not involve finished product packaging, KPI A2.5 (Total Finished Product Packaging Weight) is not applicable.
3. As Qiniu Limited's operations do not generate hazardous waste emissions, KPI A1.3 (Total Hazardous Waste Emissions) is not applicable.
4. The total number of discarded light tubes in 2025 differs significantly from last year's data, primarily because 297 of these tubes were replaced during the renovation of Building 19 as part of its relocation.

Addressing Climate Change

Governance

The Qiniu Limited Board of Directors serves as the company's highest decision-making body for climate change matters. It bears ultimate responsibility for reviewing the company's climate-related strategies and overall initiatives, and leads the development of strategic directions and management objectives concerning climate change. The ESG Task Force is responsible for implementing climate response initiatives and regularly reporting on their progress and outcomes. Additionally, the company regularly invites third-party professional institutions to conduct training or presentations on climate change-related topics for members of the Task Force. This ensures timely awareness of the latest policy developments and industry trends, continuously enhancing professional capabilities and competency in climate governance.

Strategies

Qiniu Limited has deeply integrated the national "dual carbon" goals and the "1+N" policy framework into its corporate climate change strategy. The company actively identifies and assesses climate-related risks and opportunities, while analyzing and categorizing the impacts of climate change. During the assessment process, the company comprehensively evaluates the potential impact of both physical and transformation risks on overall operations and finances. Based on this foundation, we clearly prioritize the management of identified risks and opportunities to guide the development of climate response strategies and resource allocation, thereby enhancing the company's adaptability and resilience amid climate transition.

List of Climate Change-Related Risks and Opportunities

Risk Type	Related Risk		Potential Impact	Risk Response Measures	Timeframe of Impact
Climate Physical Risk	Acute Physical Risk	Global climate change caused extreme weather events such as floods, typhoons, and heatwaves.	This could severely impact the stability and sustainability of the power supply, potentially leading to power shortages and disruptions in Qiniu Limited's business operations. Such natural disasters may also severely impact the secure and stable operations of data centers of Qiniu Limited's suppliers and their business continuity. Service interruptions or significant equipment damage may adversely affect the sustainability of the company's services.	By building a global CDN node network, our QCDN product adopts a converged CDN approach. Our data centers are distributed across different regions, thereby mitigating the risk of disruptions caused by extreme weather events. We select data center providers that strictly adhere to the emergency operation procedures for extreme weather conditions.	Short-term
Climate Physical Risk	Chronic Physical Risk	Climate change may lead to more frequent weather-related disasters such as floods, storms, sandstorms, and prolonged droughts.	If such disasters occur in the surrounding areas of Qiniu Limited, they may adversely impact the business operations of the company and its business partners. In the long run, this could lead to operational instability and higher costs.	When selecting data center service providers and other business partners, we place great emphasis on sustainability standards. We will actively explore and prioritize business collaboration with data center providers that utilize clean renewable energy sources such as wind power, hydropower, and solar energy, as well as those employing natural resources and waste heat recovery for server cooling.	Medium- and Long-term
Climate Transition Risk	Policy and Legal Risk	Policies and regulatory requirements for addressing climate change.	Electric power restrictions may negatively impact the operations of internet data centers and cloud storage facilities of Qiniu Limited's suppliers, which could, in turn, significantly affect the company's business operations and financial condition.	Our risk management team closely monitors changes in policies and regulations to ensure our business operations comply with relevant regulatory requirements. To mitigate the impact of electric power restrictions, we select energy-efficient and eco-friendly data centers. Specifically, when selecting suppliers, we evaluate our data center providers based on national industry standards and regulations (such as the Power Usage Effectiveness (PUE) ratings).	Medium-term
	Technology Risk	Low-carbon technology transition, cost of renewable energy utilization.	With the rapid advancement of low-carbon technologies and other emerging technologies, failure to promptly identify and adopt these new technologies may expose Qiniu Limited to greater climate-related operational risks.	We plan to stay abreast of the latest technological developments, particularly low-carbon technologies, and consider adopting relevant technologies.	Medium-term
	Reputation and Market Risk	Changes in market demand; Rising raw material costs.	The increasing focus of Chinese government and global investors on environmental issues, particularly climate change issues. Inaction or passive responses to climate issues may negatively impact Qiniu Limited's reputation and market position or result in the loss of financing opportunities.	To proactively address such risks, our Risk Management Department incorporates climate-related risks into its risk assessment models, studies potential reputational impacts, and implements follow-up measures. Additionally, we have established a transparent information disclosure mechanism to better communicate our environmental efforts and objectives to stakeholders.	Short/ Medium-term

Opportunity Type	Climate-related Opportunities	Potential Impact	Opportunity Response Measures	Timeframe of Impact
Products and Services	As global attention to climate change grows and the low-carbon transition advances, market demand for low-carbon, eco-friendly products and services continues to rise.	This provides an opportunity to enhance the company's reputation, increase business demand for products and services, and boost operating revenue.	We will focus on developing green and low-carbon products and services, while strengthening their environmental sustainability.	Medium- and Long-term
Markets	In the context of increasing consumer and investor attention to corporate environmental responsibility, companies that actively address climate change can establish a strong reputation and brand image, thereby enhancing consumer loyalty and investor confidence.	This will help enhance corporate image, strengthen brand premium potential, and attract ESG-driven investments.	We will regularly publish ESG reports; actively participate in environmental public welfare initiatives; strengthen market research to understand the needs of clients from various industries for cloud computing, big data, and other technologies in addressing climate change.	Medium- and Long-term
Resilience	Climate change may lead to more extreme weather events, threatening the stability of suppliers' data centers. This also presents an opportunity for the company to develop disaster recovery and emergency response services.	And it opens up new market opportunities such as disaster recovery services, increases the proportion of infrastructure service revenue, and boosts overall operating income.	Qiniu Limited can develop more advanced disaster recovery solutions to attract customers with high data security requirements. It will also establish long-term business continuity plans, strengthen the disaster resilience requirements for supplier data centers, and increase investment in research and development of disaster recovery and emergency response technologies to enhance its service capabilities in this area.	Short/ Medium-term

Note: Short-term—within 1 year; Medium-term—1 to 5 years; Long-term—over 5 years

Risk and Opportunity Management

The company systematically manages climate-related risks through a dynamic, end-to-end process that includes identification, assessment, response, monitoring, and reporting. This approach continuously enhances the enterprise's risk resilience and governance capabilities.

In its carbon-neutral practices, the company replaces clients' decentralized self-built infrastructure with centralized cloud services. By leveraging resource sharing and intelligent scheduling, it significantly enhances computing power utilization, effectively reducing energy consumption caused by redundant data center construction. Ling Xi AI extends AI capabilities to smart hardware and robotics terminals, replacing cloud computing with edge-side inference to reduce data transmission and cloud computing demands. Meanwhile, AI-driven intelligent transcoding technology compresses video file sizes while preserving image quality, lowering the carbon footprint associated with storage and distribution processes, thereby supporting the green and sustainable development of the digital content industry.

Indicators and Targets

Guided by the national "Dual Carbon" targets, Qiniu Limited continues to improve resource efficiency and reduce greenhouse gas emissions. Using 2024 as the base year, we set a target to reduce total greenhouse gas emissions by 5% in 2025 (which has been achieved).

Indicator	Unit	2024	2025
Gasoline consumption	ton	/	0.76
Indirect energy consumption	kWh	466,562	427,934
Total energy consumption	tce	57.34	53.71
Intensity of energy consumption	tce/person	0.29	0.28
Scope 1: Direct greenhouse gas emissions	tCO_2e	/	2.27
Scope 2: Indirect greenhouse gas emissions	tCO_2e	250.36	227.06
Total greenhouse gas emissions	tCO_2e	250.36	229.33

Notes:

1. The statistical scope includes Qiniu Limited's headquarters office in Shanghai, with headcount calculated as the annual monthly average number of employees at the headquarters.

2. In 2024, Qiniu Limited's operations did not involve any production or manufacturing processes and there were no staff canteens, dormitories, or company vehicles. Energy consumption was primarily for the daily operations and maintenance of the office space, with all energy supplied through purchased electricity. Therefore, Scope 1 emissions were not applicable. Gasoline consumption from company vehicle transportation was included in the statistical scope in 2025.

3. Energy consumption was calculated in accordance with China's General Rules for Calculation of Comprehensive Energy Consumption (GB/T 2589-2020), with gasoline calculated at 43.124 GJ/t.

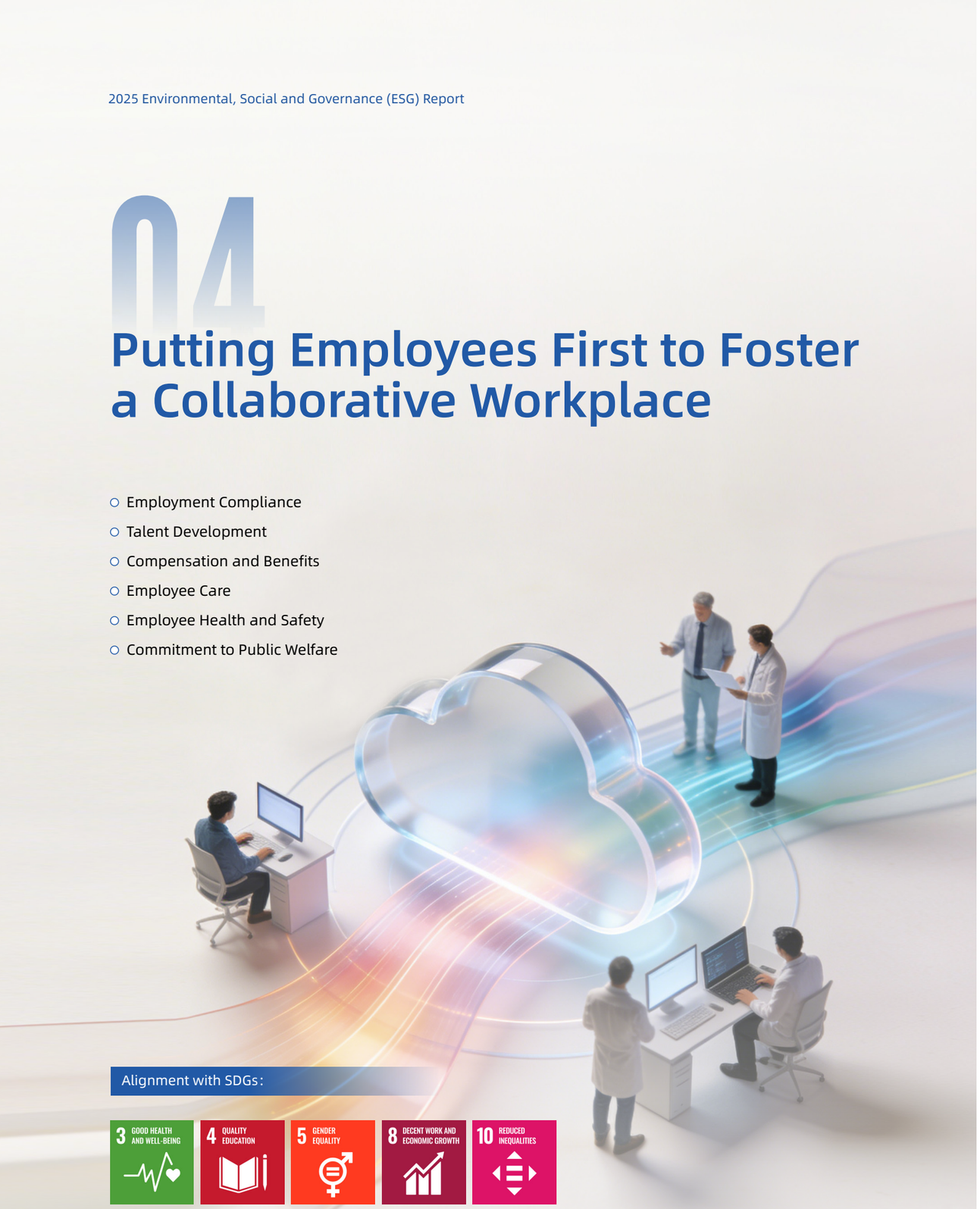
4. Carbon emissions from electricity generation in 2024 were calculated using the national average carbon dioxide emission factor of 0.5366 $kgCO_2$/kWh, as specified in the Announcement on the 2022 Electricity CO_2 Emission Factors issued by the Ministry of Ecology and Environment of the People's Republic of China. Carbon emissions from electricity generation in 2025 were calculated using the national average carbon dioxide emission factor of 0.5306 $kgCO_2$/kWh, as specified in the Announcement on the 2023 Electricity CO_2 Emission Factors issued by the Ministry of Ecology and Environment of the People's Republic of China.

5. As data collection processes continue to evolve, we will assess the feasibility of expanding climate-related disclosures (including Scope 3 greenhouse gas emissions data) in future reporting periods.

04

Putting Employees First to Foster a Collaborative Workplace

- Employment Compliance
- Talent Development
- Compensation and Benefits
- Employee Care
- Employee Health and Safety
- Commitment to Public Welfare



Alignment with SDGs:

Qiniu Limited consistently regards its employees as its most valuable asset. We strictly comply with national laws and regulations as well as international labor standards, firmly prohibiting child labor and forced labor. We ensure that all employment relationships are formed legally and voluntarily. Throughout the entire career cycle management—including recruitment and onboarding, training and development, and compensation and benefits—the company upholds principles of fairness and impartiality, opposes all forms of employment discrimination, and strives to provide equal development opportunities for every employee. We not only offer competitive compensation and benefits packages for employees, but also prioritize employees' career development. Through comprehensive training programs, we help employees enhance their skills and broaden their career horizons. We foster a harmonious work environment that promotes teamwork and innovation. We also prioritize the physical and mental well-being of all employees by providing a wide range of activities and care measures. We are committed to helping every employee thrive and grow alongside the company.

Employment Compliance

Qiniu Limited strictly adheres to relevant labor laws and regulations, including the *Labor Law of the People's Republic of China* and the *Labor Contract Law of the People's Republic of China*. We have developed a series of employee management systems, including our Recruitment Process and System and Compensation Management Measures, to actively safeguard employees' legitimate rights and ensure that they can reach their full potential in a fair and just working environment, thus laying a solid foundation for the company's long-term development.

100%

During the reporting period, the company labor contract signing rate

Anti-Child Labor and Forced Labor Management

Qiniu Limited strictly adheres to laws and regulations including the *Law of the People's Republic of China on the Protection of Minors* and the *Provisions on the Prohibition of Using Child Labor*. The Recruitment Department conducts identity verification and registration for all new hires to prevent child labor. The company and employees shall enter into written employment contracts in accordance with the law on the basis of equality, voluntariness, and mutual agreement. Forced labor is prohibited, and no employee shall be compelled to labor through violence, threats, or unlawful restrictions on personal freedom.

During the reporting period, the company did not engage in the employment of child labor or forced labor.

Diversity, Equity, and Inclusion

Qiniu Limited adheres to the principles of fairness, transparency, and merit-based selection. Our Employee Handbook clearly prohibits discrimination and forbids any discriminatory behavior based on gender, sexual orientation, age, race, color, nationality, disability, or religious beliefs. We select employees based on both their personal attributes and professional capabilities, in line with our recruitment plan. We are committed to providing a fair and equitable work environment and development opportunities for employees from diverse nationalities, races, genders, religions, and cultural backgrounds, creating a diverse talent pool. We also value diversity and inclusivity, ensuring that all employees have equal opportunities across all aspects of employment, including recruitment, training, benefits, and professional and personal development.

Employee Composition

Indicator		Unit	Data of 2024	Data of 2025
Total number of employees [1]		Person	325	338
Number of employees by gender	Male	Person	223	226
	Percentage of male employees	%	68.62	66.86
	Female employees	Person	102	112
	Percentage of female employees	%	31.38	33.14
Number of employees by age group	Aged 60 and above	Person	0	0
	Aged 50-59	Person	3	3
	Aged 40-49	Person	40	43
	Aged 30-39	Person	212	199
	Aged 20-29	Person	70	93
Number of employees by job level	Core management personnel	Person	3	2
	Middle management personnel	Person	17	15
	Junior management personnel	Person	68	73

Note: 1: Employee-related data includes only full-time employees.

Indicator		Unit	Data of 2024	Data of 2025
Number of employees by region	Employees in the Chinese mainland	Person	319	332
	Employees in Hong Kong, Macau, and Taiwan	Person	4	5
	Employees in other overseas regions	Person	2	1
Number of employees by educational level	High school and below	Person	1	1
	Associate Degree	Person	42	45
	Bachelor's Degree	Person	225	238
	Master's Degree and above	Person	54	52
	Doctorate Degree	Person	3	2
Total turnover rate		%	41	31
Employee turnover rate by gender	Male employees	%	43	31
	Female employees	%	36	31
Employee turnover rate by age group	Aged 60 and above	%	0	0
	Aged 50-59	%	0	33
	Aged 40-49	%	61	35
	Aged 30-39	%	37	31
	Aged 20-29	%	44	28
Employee turnover rate by region	Employees in the Chinese mainland	%	42	31
	Employees in Hong Kong, Macau, and Taiwan	%	0	44
	Employees in other overseas regions	%	0	67

Talent Acquisition

Qiniu Limited actively supports the national employment-first strategy and diligently fulfills its corporate social responsibility to stabilize and promote employment by formulating and implementing the Recruitment Process and System. This system standardizes the company's hiring procedures, with recruitment primarily conducted through recruitment agencies, campus job fairs, internal referral programs, and online channels (including the company website and social media platforms). The company has adopted various measures to broaden employment channels and establish platforms for talent recruitment and development, continuously creating high-quality job opportunities for society.

In its campus talent recruitment and cultivation efforts, the company adopts an innovative hiring model by utilizing specialized campus competitions. This approach closely aligns job competency requirements with competition assessment criteria, allowing the company to accurately identify high-potential young talent suited to its growth through real-world competitive scenarios. Simultaneously, these competitions serve as bridges to establish deep communication channels with university students, while comprehensively showcasing the company's development platform, training system, and corporate culture. This approach effectively attracts top contestants to join the company, fulfilling the recruitment objectives of "selecting talent through competitions" and "attracting talent through competitions." This process injects fresh talent into the company's talent pipeline while providing university graduates with high-quality employment opportunities.



224
Total number of individuals employed by the company throughout 2025

including

123
full-time employees

101
interns

Case **Providing Employment Opportunities for Employees with Disabilities**

In talent recruitment and employment, Qiniu Limited consistently upholds the principles of equality, diversity, and inclusion, actively fulfilling its corporate social responsibilities. The company innovatively implements a flexible employment model of "tailoring positions to individuals" based on the physical condition, professional background, and personal strengths of employees with disabilities. By appropriately adjusting job responsibilities and optimizing the work environment and facilities, the company creates suitable employment opportunities and development space for employees with disabilities.

Talent Development

Career Development

Talent is the core driver of corporate success. Qiniu Limited is committed to continuous business expansion and the achievement of strategic goals to generate greater business value, thereby providing strong resource support and reinvestment for talent development. We strongly believe in aligning employees' personal capabilities with their career aspirations, offering broad development opportunities as well as fair promotion and internal transfer options. To support this, we have established a comprehensive review system and promotion pathways, enabling employees to advance both vertically and horizontally while planning their future careers with clarity.

Vertical development: Career progression through promotion, with two distinct paths—the Professional Track and the Management Track. The Professional Track emphasizes deepening expertise within specialized fields to cultivate specialists across distinct professional domains. The Management Track requires both professional competence and leadership skills, with a focus on leading teams to maximize value and achieve business breakthroughs. After serving the company for a specified period, employees who meet performance evaluation standards, and fulfill other relevant company requirements may be nominated by their department or the company's senior management. Once approved through the company's review process, employees become eligible for promotion from a lower rank to a higher rank.

Horizontal development: Internal job transfers to help employees find roles better suited to their skills and aspirations. Employees may be transferred to a new department when vacancies exist, provided that they meet the corresponding performance and work hour requirements, obtain approval from their original team supervisor, and pass the assessment conducted by the new team.

Talent Development

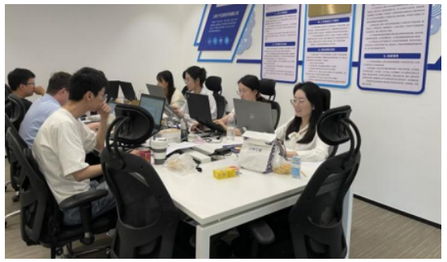
Qiniu Limited has always regarded employee education and training as a cornerstone of sustainable corporate development and we have dedicated ourselves to creating an excellent environment for long-term talent growth. We have developed a comprehensive and systematic training program that covers a wide range of topics such as corporate culture, employee rights and responsibilities, team building, professional conduct, compliance, and job performance. Training forms include new employee orientation, on-the-job training, professional development seminars, and accredited educational courses, catering to employees' learning needs at various stages.

The company also prioritizes the continuous enhancement of technical capabilities, regularly providing employees with targeted technical training to deepen their understanding of new features in the company's products and solutions. Additionally, we involve management in training courses, encouraging them to leverage their extensive experience and professional insights to support and advise on business development strategy. Through continuous training and empowerment, Qiniu Limited is committed to ensuring that employees' skill sets remain up to date, enabling them to keenly identify client needs and deliver effective solutions, thus creating greater value for clients.

Indicator		Unit	2024	2025
Total number of trainees for the year		Person-times	2,215	1,327
Total training hours for the year		Hour	2,444	1,102.5
Average training hours for the year		Hour	4.6	3.21
Average training hours of employees by gender	Male	Hour	4.6	3.21
	Female employees	Hour	4.6	3.21
Average training hours by employee category	Full-time employees	Hour	4.6	3.21
	Temporary workers/Labor dispatched workers /Interns	Hour	32	37.7
	Core management personnel	Hour	4.6	3.21
	Middle management personnel and key technical personnel	Hour	4.6	3.21
	Junior management personnel and technicians	Hour	4.6	3.21

Case **Xu Shiwei Craftsman Innovation Studio**

Established in 2019, Xu Shiwei Craftsman Innovation Studio currently has **18** core members, and specializes in innovations in object storage technology, intelligent video cloud technology, and related fields. Since its inception, the studio has developed a robust technical team to support smooth project execution and high-level technological advancements. Leveraging its talent advantages, Qiniu conducted multiple training sessions in 2025, covering topics such as architecture, GO + programming, data security, and product operations. These sessions attracted over **300** participants. The studio actively promotes knowledge sharing among employees and regularly organizes internal technical exchanges and training sessions to enhance technical expertise and overall team competency.





Case **Qiniu Limited Training Center**

The Qiniu Limited Training Center serves as the Company's dedicated training base, focusing on talent development and corporate empowerment. Guided by the principle of "Recognizing and Developing People," the center operates under the Human Resources Department, focusing on strengthening internal faculty, constantly improving premium training programs, and fostering a learning-driven organizational culture. Maintaining an open approach, the center also incorporates top-tier external instructors and courses.

Since its establishment, the training center has leveraged Qiniu Limited's talent advantages to deliver high-quality training programs. The center has hosted multiple training sessions with over 1,000 attendees in areas such as architecture design, GO + programming, data security, and product operations. In corporate compliance management, we provide comprehensive internal compliance training led by our compliance officers and invite external law firm lawyers to conduct specialized sessions, achieving significant results.

In 2025, the company conducted the third and fourth sessions of its 1024 Training Camp for interns, totaling six months of training. The curriculum centered on open-source projects such as LLPkgStore, Go+ Builder, and XLink, enabling participants to experience the complete engineering project lifecycle from inception to completion while following strict engineering standards. These training sessions improved participants' product design thinking, architectural design capabilities, and practical engineering skills. Through the training camp, the company not only helps the trainees hone their technical skills, but also inspires them to reflect on their career paths, offering graduates diverse career development options and opportunities.





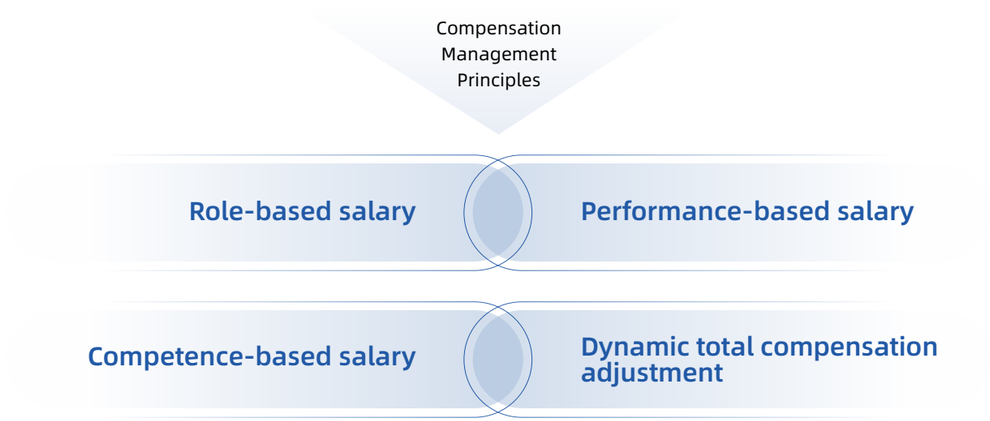
Third and Fourth Sessions of 1024 Training Camp in the Training Center

Case **Live Public Lecture**

In 2025, Xu Shiwei, CEO of Qiniu Limited and other industry leaders delivered six live public lectures to Qiniu employees and online viewers. These public lectures effectively established a practical growth empowerment platform for the AI era. The training content primarily explored product thinking and architectural thinking in the AI era, alongside personal growth pathways and the development of individual value. By combining forward-looking topics, experience sharing from top practitioners, and the systematic delivery of conceptual frameworks, the training facilitated participants' advancement in cognition, capabilities, and value creation.

Compensation and Benefits

Qiniu Limited is committed to establishing an outstanding and diverse performance-based compensation system guided by the principles of efficiency and fairness to fully unlock talent potential and support the company's sustainable development. We have developed the Qiniu Compensation Management Policy, and implements comprehensive compensation practices, including base salary, role-specific bonus plans, long-term cash incentives, stock options, benefits, work environment, and career development opportunities. The policy aims to offer employees multi-dimensional and tiered incentives and support.



Performance Management

To objectively evaluate each employee's contributions and efforts within the team, and to provide a basis for promotions, compensation incentives, job adjustments, and development, Qiniu Limited has established the Qiniu Performance Appraisal Management Policy, which links employees' salary increases to their job performance and to help outstanding employees receive recognition.

Qiniu Limited conducts performance evaluations once or twice annually to ensure that performance assessments promptly reflect work outcomes and provide immediate and valuable incentives for team contributions. Qiniu Limited also reserves the right to conduct temporary performance evaluations when necessary. After each performance evaluation, one-on-one feedback and career planning discussions are held to help employees understand their work evaluations, address any issues, and take corrective actions to continuously enhance their skills.

Furthermore, Qiniu Limited has developed the Qiniu Employee Performance Improvement Plan to provide targeted support for colleagues whose performance is temporarily lagging. This plan helps employees identify gaps and areas for improvement, setting specific performance enhancement goals within a specified period. Through more detailed goal setting and process management, we continuously monitor progress and strive to fulfill performance commitments, ultimately helping employees achieve their personal growth and improvement.



Employee Benefits

Qiniu Limited fully complies with national regulations by providing employees with social insurance and housing provident fund contributions. In addition, the company offers competitive salaries, generous bonuses, comprehensive maternity leave policies, and various other allowances, and has formulated the Qiniu Employee Holiday System. Through a comprehensive and competitive compensation and benefits system, Qiniu Limited aims to create a stable, fair, and motivating work environment that enables employees to realize their personal value and advance their careers, while laying a solid foundation for the company's long-term development.

In addition to safeguarding employees' statutory rights and interests, the company provides diverse non-salary benefits, including health benefits, family care benefits, financial support benefits, workplace benefits, and vacation benefits. The company also utilizes local government subsidy policies to maximize employee benefits and is committed to enhancing workplace well-being.

Statutory Benefits

- Five social insurance programs and one housing fund
- National statutory holidays
- Statutory marriage, bereavement, pregnancy, and paternity leave
- Occupational health examination

Company Benefits

- Supplementary commercial health insurance: Supplementary commercial health insurance has been purchased for each employee, covering personal accident, medical expenses, critical illnesses, and household property. Similarly, supplementary commercial health insurance has been purchased for employees' children
- Paid leave: 12–15 days of paid leave and 5 days of paid sick leave
- Annual employee health check
- Holiday gifts for occasions like Chinese New Year
- Wedding gifts and maternity packages
- Healthy snacks and beverages available in the tea room
- Free access to gym, sleep pods, showers, and other company facilities
- Team-building funding support for departments or employees

Employee Care

Qiniu Limited consistently places employee well-being at the center of its development, fostering a culture that emphasizes work-life balance. By strengthening democratic management, refining care initiatives, and organizing diverse recreational activities, we continuously enhance employees' sense of happiness and belonging, striving to create a positive and comfortable work environment.

Democratic Management of Employees

Qiniu Limited strictly adheres to the *Chinese Trade Union Constitution*, the *Trade Union Law of the People's Republic of China*, the *Regulations on Trade Union Work in Enterprises*, and other relevant laws and regulations. The company places great emphasis on employee communication and the development of democratic management. The company's labor union has established an employee representative assembly system, electing representatives from each department to participate in corporate decision-making processes on behalf of the workforce. Employee representatives can convey employees' opinions and needs to management, and bring management's decisions and explanations back to employees, thereby establishing a two-way communication mechanism. Additionally, the company's labor union regularly conducts employee training and awareness campaigns to enhance employee understanding of the democratic communication system and encourage active participation in democratic management. Through training and awareness campaigns, employees gain a clear understanding of their rights and responsibilities, thereby enhancing their sense of ownership.

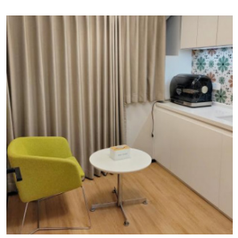
During the 2025 trade union leadership transition, the company strictly followed the established "Election Procedures for the Second Membership Congress." Departmental representatives were elected proportionally within each department. Candidates for the Chairperson and the Audit Committee were elected via direct vote, whereas candidates for the Trade Union Committee were selected through competitive elections. Following approval by the Zhangjiang Hi-Tech Park Trade Union Federation, a Membership Congress was convened to conduct competitive elections via secret ballot. This series of measures clearly demonstrates the company's commitment to implementing democratic management, decision-making, and oversight through the Employee Representative Assembly. It has effectively established a communication bridge between employees and management, strengthened employees' sense of belonging and participation, and ensured that the election process is open, fair, and impartial.

Employee Care

Case **Maternity Room**

Our maternity room is a dedicated space for pregnant and breastfeeding female employees. This cozy and comfortable room is equipped with a sofa, refrigerator, sterilizer and maternity-related books. Access to this room is exclusively reserved for expectant mothers, ensuring both privacy and convenience.

Our maternity rooms help female employees balance work and parenting responsibilities, fostering an overall more cohesive and inclusive work environment.



Case **Basketball Competition**

Regarding team culture development, Qiniu Limited encourages employees to spontaneously form various clubs, with the basketball club being one of the most active examples. Club members regularly organize training sessions and friendly matches during their free time. Through sweat and effort, they relieve work-related stress and deepen mutual understanding. This gradually fosters a workplace culture characterized by "health and civility, positivity and collective participation." The teamwork and rapport developed on the court extend to the office, effectively strengthening team cohesion and a sense of belonging.



Case **2025 Spring Shanghai Half Marathon**

To promote healthy lifestyles and strengthen team cohesion, Qiniu Limited organized employee participation in the Shanghai Half Marathon during the spring of 2025. The company not only handled unified registration and purchased sports equipment for participating employees, but also invited professional coaches to conduct two months of pre-competition training guidance. The event not only heightened employees' health awareness but also fostered a spirit of mutual support and teamwork among colleagues through the act of running.



Case **Annual Meeting and Team-Building Activities**

Qiniu Limited integrates employee care into its corporate culture through meticulously planned annual gatherings and team-building activities. At the themed events of the annual meeting, the company placed every employee at the center stage as the "Number One Participant" to instill a sense of ownership and value recognition. This approach allows employees to feel their pivotal role and irreplaceable importance within the company's development. In daily team-building activities, the company fosters a warm atmosphere of "one family, one mind" by breaking down departmental barriers through relaxed, collaborative group interactions that strengthen emotional bonds among employees.



Annual Meeting of Qiniu Limited



Team-Building Activities of Qiniu Limited

Employee Communication

Qiniu Limited consistently regards employee communication and feedback as a key driver of corporate development, and is committed to continuously improving its communication and feedback mechanisms. The company values employees' opinions and suggestions regarding the work environment, job responsibilities, and compensation packages. We actively listen to employee feedback and provide timely responses. Employees can submit questions or suggestions at any time during their daily work through the Human Resources Business Partner (HRBP). Meanwhile, the company maintains a transparent directory policy to break down hierarchical barriers, allowing employees to directly contact colleagues or leaders at any level. This approach ensures smooth communication and fosters an open, inclusive corporate culture.

Dual-channel Feedback Collection:

Employee-Initiated Feedback: Employees can communicate face-to-face, via WeChat, or through any other form to contact HRBP to provide feedback or make suggestions.

Company-Initiated Invitations: Based on actual needs, the company invites suitable members to provide opportunities and platforms to share their suggestions that they might not have had the chance to express otherwise.

Holistic Advising Warrior

To encourage employees to identify and address issues, exchange ideas, jointly refine "products," and promote an open, inclusive mindset for dialogue, collaboration, and problem-solving, Qiniu has established the "Holistic Advising Warrior" scheme for all employees. The term "Advising" encourages employees to provide practical suggestions on critical issues; "Holistic" motivates employees to adopt big-picture thinking to identify and solve systemic problems; and "Warrior" calls for employees to take ownership and work together as mutual beneficiaries in solving challenges.

This scheme is based on the fundamental principles of eliminating opposition, being value-oriented, empathizing with others, and offering constructive suggestions. It consists of seven steps: direct communication, issue escalation, feedback collection, summary reporting, coordination and evaluation, follow-up, and providing feedback.

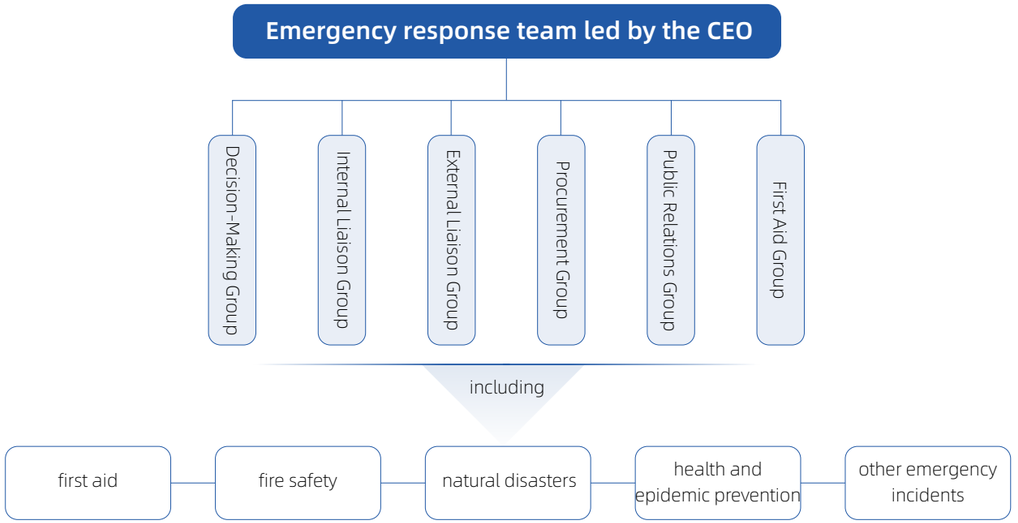
Employees can resolve 80% of issues encountered in their daily work by communicating directly with their supervisors. If the issues cannot be resolved promptly, employees may seek assistance from the company. At this point, opinions can be gathered either through employees proactively offering suggestions or by the company inviting suitable members to participate in discussions. After collection, the issues are compiled and submitted to the company. The company then assesses and prioritizes the issues, assigning designated personnel to follow up and resolve them. We ensure thorough problem resolution and feedback.

The mechanism also includes corresponding bonus incentives for different roles—suggestion providers, implementers, and key contributors—based on the adopted, implemented, and impactful suggestions. The exact amount of the bonus will be determined according to the actual value of the results.

Employee Health and Safety

Qiniu Limited strictly complies with relevant occupational health and safety laws and regulations, including the *Labor Law of the People's Republic of China*, the *Work Safety Law of the People's Republic of China*, the *Occupational Disease Prevention and Control Law of the People's Republic of China*, and the *Fire Prevention Law of the People's Republic of China*. The company also follows and enforces its internal policies, including the Safety Management System, Emergency Response Plan and Employee Work Injury Handling Process, to create a safe and comfortable working environment and safeguard employees' occupational health and safety.

Qiniu Limited is committed to establishing a quick and effective emergency response mechanism to enhance self-rescue capabilities and prevent injuries and property damage. The company has established an emergency response team led by the CEO with subgroups including Decision-Making Group, Internal Liaison Group, External Liaison Group, Procurement Group, Public Relations Group, and First Aid Group. These groups are responsible for areas including first aid, fire safety, natural disasters, health and epidemic prevention, and other emergency incidents.



Occupational Health Management Goals and Plans

The company's overall safety objective is "Two Eliminations and One Control," which means eliminating major and above accidents, effectively controlling minor accidents resulting in injuries or fatalities, and achieving zero fatalities on the ground.

The performance goals for the company's departments and branches are: no fatal or mass casualty accidents related to the company's production operations; no serious injuries or fatalities unrelated to the company's production operations; and no non-personal injury accidents of Level 3 or higher.

Occupational Health and Safety Management Measures

01 The Safety Management System stipulates that the company shall conduct a comprehensive safety inspection once every quarter. The inspection assesses potential safety hazards at project sites, evaluate the safety and effectiveness of equipment and its safety accessories, and verify that employees strictly follow safety operating procedures. The Deputy General Manager is responsible for organizing these comprehensive safety inspections. Upon completion, a Statistical Analysis Report on Safety Hazard Identification shall be prepared. Once signed and approved by the General Manager, the Statistical Analysis Report on Safety Hazard Identification shall be filed by the General Affairs Office for future reference.

02 The Employee Disciplinary Management System highlights various behaviors that may endanger office safety and the corresponding disciplinary measures, such as the unauthorized use of open flames or the unauthorized operation of fire safety equipment.

03 The Safety Management System stipulates that all construction sites under the company's jurisdiction must establish first-aid and emergency medical response teams composed of full-time and part-time personnel, and be equipped with the necessary equipment, supplies, and medications.

04 The Safety Management System stipulates that the General Affairs Office shall take the lead, with all departments cooperating, in developing the company's training materials or courseware, and in organizing, documenting, and evaluating pre-employment safety training.

05 The company's departments or branches conduct regular and ad hoc safety inspections, including routine safety inspections of various types and other safety inspections.

06 The company conducts monthly self-inspections of fire extinguishers in its office buildings; property management teams at the Beijing and Shanghai office buildings conduct random spot checks of fire safety equipment on an irregular basis.

07 The company collaborates with local fire control departments and property management teams to conduct periodic fire drills and other emergency response exercises.

08 Office safety reminders are issued during holidays and major events.

09 Regular health check-ups are organized for employees.

Case **Fire Safety Drill**

On November 19, 2025, Qiniu Limited employees actively participated in a fire emergency drill organized by the office campus property management team to enhance safety awareness. Through their active and rigorous participation, they not only strengthened their individual emergency self-rescue skills, but also improved the company's overall coordination capabilities in responding to sudden public emergencies.



Indicator	Unit	Data of 2024	Data of 2025
Number of work-related fatalities	Person	0	0
Work-related fatality rate	%	0	0
Work-related injury rate	%	/	0
Workdays lost due to work injury	Day	0	0
Amount of contributions to work-related injury insurance	RMB	/	239,162
Work-related injury insurance coverage rate	%	/	100
Health and safety expenses [1]	RMB 10,000	/	1.65
Incidence of occupational diseases	%	/	0

Notes: 1: The statistical scope covers the national insurance sector and first-aid kits.

Commitment to Public Welfare

As one of China's leading cloud service providers, Qiniu Limited continuously advances technological innovation in the field while actively fulfilling its social responsibilities through charitable initiatives. Through concrete actions, we aim to contribute positively to society and promote society's sustainable development.

Indicator		Unit	2024	2025
Number of Public Welfare Activities		Case	6	2
Volunteer Service Participants		Person-times	6	0
Volunteer Service Hours		Hour	3	0
Total Donation Amount		RMB	43,503	5,800
Donation Breakdown	Education	RMB	43,503	/
	Other Categories	RMB	/	5,800

Case "Junai Clothing Donation" Supports Children and Youth in Sichuan's Mountainous Areas

Qiniu Limited actively fulfills its corporate social responsibilities and remains committed to supporting the healthy development of children and adolescents in remote areas. During the reporting period, the company donated more than 80 pieces of winter clothing and cotton quilts to children in the mountainous areas of Sichuan, providing them warmth during the winter. This charitable initiative not only conveyed the care and concern of the broader community, but also forged an emotional bond with children in mountainous areas. It vividly embodied the deep bond of "the Chinese nation as one family" and demonstrated the company's commitment to giving back to society and supporting one another.



Case "Ren'ai Clothing Donation" Supports Families in Need and Vulnerable Groups

During the reporting period, Qiniu Limited donated a total of 90 pieces of clothing to families facing financial hardship and vulnerable groups in Gundulukumu Village, Yingawati Township, Shule County, Kashgar Prefecture. The donation included short-sleeve T-shirts and sun hats, offering tangible and sustainable support to enhance the well-being and security of vulnerable groups.



Case Providing Active Assistance to Remote and Underdeveloped Areas in Qinghai Province

During the reporting period, Qiniu Limited actively made charitable donations to support the development of preschool children in remote and underdeveloped areas of Qinghai Province, particularly in rural communities, and to improve the quality of local education. These funds were used to purchase two hyperbaric oxygen chambers, build five libraries, and implement a forensic evidence collection system, significantly improving local educational and public service conditions.



Case Donating Snacks on Children's Day

To show its support for children with special needs, the company donated a batch of snacks to the children with ASD through the Junai platform on the eve of Children's Day to celebrate the holiday and bring them some festive joy.



Case Actively Supporting the Construction of the Dream Center Classrooms

During the reporting period, Qiniu Limited announced that it would donate all proceeds from ticket sales for the D-Future Data Era Summit to the construction of Dream Center classrooms. Three schools were selected to receive the donation: Wuzhongliang No. 5 Primary School in Zizhong County, Sichuan Province; Liangshuijing Primary School in Shuinan Town, Zizhong County, Sichuan Province; and the Central School in Xinqiao Town, Zizhong County, Sichuan Province. A standardized model is followed to provide classrooms of schools in underdeveloped regions with a comprehensive set of resources, including tablets, books, and multimedia equipment, to spark children's curiosity and thirst for knowledge and help them discover the joy of learning.



Appendices

ESG Reporting Index

Level	Description	Chapter Name
A1	**Emissions**	
General Disclosure	Information about air emissions, greenhouse gas emissions, discharges to water and land, and the generation of hazardous and non-hazardous waste, including: (a) policies; and (b) information on compliance with laws and regulations that have a significant impact on the issuer.	Commitment to Green Operations
A1.1	Types of emissions and related emission data.	Commitment to Green Operations
A1.3	Total amount of hazardous waste generated (in tons) and, where applicable, intensity (e.g., per unit of production, per facility).	N/A
A1.4	Total amount of non-hazardous waste generated (in tons) and, where applicable, intensity (e.g., per unit of production, per facility).	Commitment to Green Operations
A1.5	Description of emission targets set and the steps taken to achieve these targets.	Commitment to Green Operations
A1.6	Description of the management of hazardous and non-hazardous wastes, and a description of reduction target(s) set and steps taken to achieve them.	Commitment to Green Operations
A2	**Resource Use**	
General Disclosure	Policies on efficient use of resources, including energy, water and other raw materials.	Commitment to Green Operations
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).	Commitment to Green Operations
A2.2	Total water consumption and intensity (e.g. per unit of production volume, per facility).	Commitment to Green Operations
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Commitment to Green Operations
A2.4	Description of any issues in sourcing water suitable for use, water efficiency target(s) set and steps taken to achieve them.	Commitment to Green Operations
A2.5	Total quantity of packaging materials used for finished products (in tons) and, where applicable, intensity (e.g., per unit of production).	N/A
A3	**Environmental and Natural Resources**	
General Disclosure	Policies aimed at minimizing the issuer's significant impacts on the environment and natural resources.	Commitment to Green Operations
A3.1	Description of the significant environmental and natural resource impacts of activities, and the measures taken to manage them.	Commitment to Green Operations
B1	**Employment**	
General Disclosure	Policies on remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination, and other benefits and welfare, including: (a) policies; and (b) information on compliance with laws and regulations that have a significant impact on the issuer.	Employment Compliance
B1.1	Total number of employees by gender, employment type (e.g., full-time, part-time), age group, and region.	Employment Compliance
B1.2	Employee turnover rate by gender, age group and region.	Employment Compliance
B2	**Health and Safety**	
General Disclosure	Policies for providing a safe working environment and protecting employees from occupational hazards, including: (a) policies; and (b) information on compliance with laws and regulations that have a significant impact on the issuer.	Employment Compliance Employee Care Employee Health and Safety
B2.1	Number and rate of work-related fatalities occurred in each of the past three years (including the reporting year).	Employment Compliance
B2.2	Number of workdays lost due to work-related injuries	Employment Compliance
B2.3	Description of occupational health and safety measures adopted, and related implementation and monitoring methods.	Employee Health and Safety
B3	**Development and Training**	
General Disclosure	Policies on enhancing employees' knowledge and skills to perform their duties, and description of training activities.	Talent Development

Level	Description	Chapter Name
B3.1	Percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Talent Development
B3.2	Average training hours per employee by gender and employee category.	Talent Development
B4	**Labor Standards**	
General Disclosure	Policies for preventing child labor or forced labor, including: (a) policies; and (b) information on compliance with laws and regulations that have a significant impact on the issuer.	Employment Compliance
B4.1	Description of measures taken to review recruitment practices and prevent child labor and forced labor.	Employment Compliance
B4.2	Description of steps taken to address and resolve issues when violations are identified.	Employment Compliance
B5	**Supply Chain Management**	
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
B5.1	Number of suppliers by region.	Supply Chain Management
B5.2	Description of practices for hiring suppliers, including the number of suppliers to which these practices apply, and the related implementation and monitoring methods.	Supply Chain Management
B5.3	Description of practices for identifying environmental and social risks at each stage of the supply chain, and related implementation and monitoring methods.	Supply Chain Management
B5.4	Description of practices that promote the use of environmentally friendly products and services when selecting suppliers, and related implementation and monitoring methods.	Supply Chain Management
B6	**Product Responsibility**	
General Disclosure	Policies on health and safety of the products and services provided, advertising, labeling, privacy matters, and remedy measures, including: (a) policies; and (b) information on compliance with laws and regulations that have a significant impact on the issuer.	Business Ethics Crafting High-Quality Products Superior Service Experiences Data Security and Privacy Protection Protection of Intellectual Property Rights

Level	Description	Chapter Name
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
B6.2	Number of complaints received regarding products and services, and responses to those complaints.	Crafting High-Quality Products Superior Service Experiences
B6.3	Description of practices related to maintaining and protecting intellectual property.	Business Ethics Protection of Intellectual Property Rights
B6.4	Description of quality control processes and product recall procedures.	N/A
B6.5	Description of consumer data protection and privacy policies, and related implementation and monitoring methods.	Data Security and Privacy Protection
B7	**Anti-corruption**	
General Disclosure	Policies for preventing bribery, extortion, fraud, and money laundering, including: (a) policies; and (b) information on compliance with laws and regulations that have a significant impact on the issuer.	Business Ethics
B7.1	Number of corruption-related lawsuits filed against the issuer or its employees during the reporting period, and the outcome of those lawsuits.	Business Ethics
B7.2	Description of preventive measures and reporting procedures, and related implementation and monitoring methods.	Business Ethics
B7.3	Description of anti-corruption training provided to directors and employees.	Business Ethics
B8	**Community Investment**	
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Commitment to Public Welfare
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sports).	Commitment to Public Welfare
B8.2	Resources (e.g., money or time) allocated to the focus areas.	Commitment to Public Welfare

Level	Description	Chapter Name
Part D	**Climate-related Disclosures**	
Governance	a) The governance body(s) or individual(s) responsible for oversight of climate related risks and opportunities. b) Management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities.	Addressing Climate Change
Strategy	a) Climate-related risks and opportunities b) Business model and value chain c) Strategy and decision-making d) Financial position, financial performance and cash flows e) Climate resilience	Addressing Climate Change
Risk Management	a) The processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks. b) The processes the issuer uses to identify, assess, prioritise and monitor climate related opportunities. c) The extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.	Addressing Climate Change
Metrics and Targets	a) Greenhouse gas emissions b) Climate-related transition risks c) Climate-related physical risks d) Climate-related opportunities e) Capital deployment f) Internal carbon prices g) Remuneration h) Industry-based metrics i) Climate-related targets j) Applicability of cross-industry metrics and industry-based metrics	Addressing Climate Change

Reader Feedback Form

Thank you for reading the Qiniu Limited 2025 Environmental, Social, and Governance (ESG) Report. To further strengthen the company's environmental, social, and governance efforts, we invite you to share your comments and suggestions.

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1. What is your relationship to the company?

☐ Consumer ☐ Employee ☐ Partner ☐ Government ☐ Media ☐ Other (please specify)

2. Overall, are you satisfied with the report?

☐ Yes ☐ No ☐ Neutral

3. How do you rate the structure and presentation of the report?

☐ Reasonable ☐ Fairly Reasonable ☐ Neutral ☐ Poor

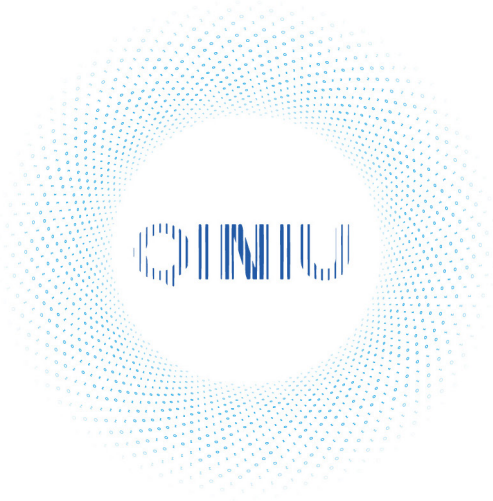
4. How do you evaluate the quality of the information disclosed in the report?

☐ Excellent ☐ Good ☐ Neutral ☐ Poor

5. Is the content arrangement and layout of the report easy to read?

☐ Yes ☐ Neutral ☐ No

6. Do you have any additional comments or suggestions regarding the company's ESG efforts or this report? (Please provide your feedback below.)



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