明源雲

明源雲集團控股有限公司
MING YUAN CLOUD GROUP HOLDINGS LIMITED

2023 年度環境、社會與管治報告
ENVIRONMENTAL, SOCIAL AND GOVERANCE REPORT

0909.HK

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Focusing on Digital Technology Consistently to Promote Industrial Upgrading

About The Report

Ming Yuan Cloud Group Holdings Limited (hereinafter referred to as "Ming Yuan Cloud", the "Company" or "we") is pleased to announce the 2023 Environmental, Social and Governance Report (hereinafter referred to as the "Report"). Based on the principles of Materiality, Quantitative, Balance and Consistency, the Report focuses on disclosing and demonstrating the philosophy, significant progress and performance of the Company in fulfilling its environmental, social and governance (hereinafter referred to as "ESG") responsibilities in 2023 (the "Year"), so as to enhance the understanding and confidence of all stakeholders in the Company and encourage the Company to improve ESG performance in a sustainable way.

Scope of the Report

Unless otherwise specified, the policies, statements and data disclosed in the Report cover the actual business scope of Ming Yuan Cloud Group Holdings Limited. The Reporting Period is from 1 January 2023 to 31 December 2023. The currency used in the Report is RMB.

Reporting Standard

The Company prepared the Report in accordance with the Environmental, Social and Governance Reporting Guide (hereinafter referred to as the "ESG Guide") set out in Appendix C2 of the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (hereinafter referred to as the "HKEX"), so as to ensure clear presentation of the ESG issues concerned by stakeholders, with quantitative and comparative significance.

Reporting Principles

Principles		Measures
Materiality	The issues covered in the Report should reflect the significant impacts of the Company on the economy, environment, social and governance, or substantially affect the scope of assessment and decision of stakeholders.	Through continuous communication with stakeholders, and based on the development of the Company as well as the industry and business conditions, the Company identifies sustainable development issues related to its development.
Quantitative	Key performance indicators (KPIs) disclosed in the Report should be measurable to evaluate and validate the performance of ESG policies and management systems.	The Company has quantitatively disclosed and narrated in words the KPIs of the Year.
Balance	The Report should provide an unbiased picture of the positive and negative aspects of the performance of the Company, so as to make a reasonable evaluation on the overall performance.	The Report elaborates the achievements made and challenges faced by the Company on the sustainable development issues that have a significant impact, and discloses relevant quantitative information to facilitate reasonable analysis and comparison.
Consistency	The Company should use consistent disclosure principles for the preparation of the Report so that stakeholders can analyze and evaluate the performance of the entity over time. The Company should explain any changes to the methodologies.	Unless otherwise stated, the Company will ensure the scope of disclosure and reporting methodologies used in the Report are consistent with the previous year.

Source of Data and Reliability Statement

The data used in the Report are all from the official documents, statistical reports and relevant public information of Ming Yuan Cloud. The Board of Directors of the Company (the "Board") is responsible for the authenticity, accuracy and completeness of the content in the Report.

Confirmation and Approval

Upon confirmation by the management of the Company, the Report was approved by the Board on 19 March 2024.

Contents

Yearbook on Sustainable Development

Milestones in 2023

1 **Ming Yuan Cloud's new products received a lot of high praises for their deep integration with industry**

State-owned Enterprise ("SOE") Big Data Operation Platform

Helped SOEs with Intelligent Management

Yunke AIGC

Helped to Upgrade Content Productivity

Government-subsidized Housing Operation Platform

Helped SOEs of Government-subsidized Housings with Intelligent Operations

2 **Helped SOE Partners of Real Estate Industry Accelerate Digital Transformation and Achieve Numerous Successes**

Empowered Multiple Enterprises and Groups to Accelerate Digital Transformation

Winning Awards for Helping SOEs with Digital Transformation

3 Think Tank Empowerment, Ming Yuan Cloud Collaborated with Real Estate Partners in Promoting Management Innovation

Beijing, Guangzhou, Xiong'an and Hangzhou Four-city Collaboration
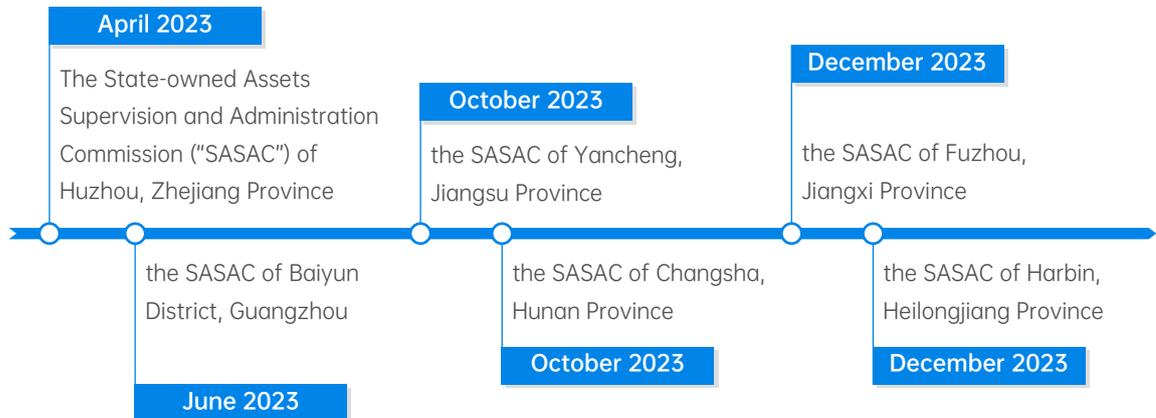Held a High-level Industry Summit with over 2,000 SOEs

Collaborated with Benchmarks of Industries in Promoting 89 "Reaching for First-class Benchmarks" (對標一流) Activities
Seeking Breakthroughs in Main Business Innovation with over 1,000 senior management from SOEs

4 Collaborated, Coordinated and Interacted for New Forms of Business

Carried out a series of activities on state-owned asset lecture within the State-owned Asset system in 35 Cities
Helped Improve the layout of high-quality state-owned Sector

April 2023
The State-owned Assets Supervision and Administration Commission ("SASAC") of Huzhou, Zhejiang Province

the SASAC of Baiyun District, Guangzhou
June 2023

October 2023
the SASAC of Yancheng, Jiangsu Province

the SASAC of Changsha, Hunan Province
October 2023

December 2023
the SASAC of Fuzhou, Jiangxi Province

the SASAC of Harbin, Heilongjiang Province
December 2023

4 Collaborated, Coordinated and Interacted for New Forms of Business

Collaborated with partners like Huawei Cloud
Collaborated for a New Ecosystem in Real Estate Industry

Signed a Strategic Cooperation Agreement with Huawei Cloud in Terms of Pangu Large Model

The Site of the Opening and Signing Ceremony of 2023 SOEs High-quality Development Summit, alongside the Ninth State Governance Summit

Worked Together with Kylinsoft to Improve the Cyberspace Ecosystem

Cooperated With Application Modernization Industry Alliance
Promoted construction of real estate industry application modernization

Establishment of the "Application Modernization Industry Alliance and Real Estate Digital Innovation Consortium" (應用現代化產業聯盟不動產數字化創新聯合體)

"White Paper on Application Modernization of Digital Transformation of the Real Estate Industry"《不動產行業數字化轉型之應用現代化白皮書》Published

External ESG Recognition

Ming Yuan Cloud was included into the MSCI ESG Ratings again in 2023 with the rating of A, showcasing the outstanding performance of the Company in the sustainable development field. The rating results showed that Ming Yuan Cloud outperformed its global peers in the fields of sustainability and information security, has the ability to innovate constantly and corporate governance and that our services will enable the Company to seize opportunities from the clean technology market.

In 2023, Ming Yuan Cloud was rated A in Wind ESG Rating, placing it a leading position within the industry. The rating result indicated that Ming Yuan Cloud had better ESG management practices than its most industry peers and stood out in the social and governance fields, showcasing its superior ability of going concern.

MSCI ESG RATINGS

| CCC | B | BB | BBB | A | AA | AAA |

RATING ACTION DATE: April 21, 2023
LAST REPORT UPDATE: January 12, 2024

Wind ESG

HONORS

Annual Awards and Honors

Excellent National Enterprise in Intellectual Property

2023 Demonstration Unit of Quality Control of Nanshan District, Shenzhen

2023 Operation Systems Conference Industry Trailblazer Award

TMTPOST Innovative Scenario 50 Best Real Estate Construction Scenario Practice Award

Demonstration Unit of Data Management and Circulation

Intelligent Monitoring Business Model Innovation Activity 2023 Outstanding Application Award, Excellent Application Award

2022-2023 IT Application Innovation Chart Leading Enterprise in IT Application Innovation

2022-2023 DDIS (Digital Driven Innovation Summit) Most Influential Enterprise

2023 China International Digital Economic Expo Third Prize

2023 DTC (數城盃) Digital Twin City Technology Innovation Award

China Software Industry Association 2023 Application Modernization Typical Cases

2023 CEPREI IT Application Innovation Excellent Solutions Collection Competition Second Prize in Full-Stack Solution

2023 Huawei Cloud Outstanding Partner Award

Navigator's Night "Navigator of Pangu Large Model Technology"

Lists

- 2022 China IT Application Innovation **Top 500** (award presented in 2023)

- 2023 IT Application Innovation Industry Ranking "IT Application Outstanding Practice" **Top 15**

- 2023 IT Application Innovation Industry Ranking "IT Application Innovation Cloud Manufacturers" **Top 30**

- 2023 CIWEEK SaaS Enterprises **Top 100**

- Included in 2023 Industrial Graph of Digital Government

- Included in 2023 China IT Application Innovation – Excellent Manufacturers Graph of Application Software Industry

- Included in iRearch's "2023 China IT Application Innovation Industrial Research Report" and China IT Application Innovation Industry Panorama

- Included in "Data Governance Industrial Graph 1.0" of the 5th Data Asset Management Conference

- Included in CAICT's "2023 Low-code and No-code Industrial Graph"

- Included in Blue Paper on "Typical Cases Analysis on 2023 China's Enterprise Digital Transformation and Empowerment"

- Included in the Cloud Computing Industry's First "Cloud Management Product and Service Graph"

- Included in "IDC MarketScape: 2023 Assessment of Chinese Manufacturers of Smart Park Solutions" in the Industry Leader Category

- Included in IDC's First "Market Share of China Digital Construction Business, 2022: Construction Business Digital Transformation is Ongoing"

Qualified Certifications

CAICT Advanced-level Certificate for Mobile Application Development Cloud Platform

Level 3 Certificate for Information Technology Service ITSS

CAICT Advanced-level Certificate for Low-code Development Platform on Enterprise Level

Our ESG Governance

Ming Yuan Cloud attaches great importance to its sustainable development and the fulfillment of corporate social responsibility, continuously improving the construction of its ESG system and dedicating to collaborating with stakeholders in achieving the value of sustainable development.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

ESG Governance Concept

Guided by the Sustainable Development Goals (SDGs), we conduct the work of ESG governance, integrate the sustainable development concept into strategic decisions of the Company and implement such concept into our daily operations and management. We identify ESG issues related to our own business and rank them subject to their importance to stakeholders so as to optimize the structure of resource inputs and actively promote the realization of the SDGs.

People-oriented to help employees to develop in an all-round way

Technology empowerment paves the way for digital transformation

Make good use of resources to reduce the footprint of operating environment

Steady operation promotes the construction of clean culture

ESG GOVERNANCE

Talent training

Quality and innovation

Environment protection

Corporate governance

Community development

Responsible supply chain

Engage in public welfare to fulfill corporate social responsibility

Work together to promote the development of the industry

Working Mechanism of ESG Governance

Regarding efficient decision-making, implementation and supervision of ESG governance of the Company, we established a three-level ESG governance structure from top to bottom, which compromises the Board, the senior management and the ESG working group.

◢ **The Board:**

As the leadership of ESG management level, the Board takes full charge of supervising the overall performance of ESG work of the Company, formulates ESG administrative approach and strategy, and assumes full responsibility for the ESG strategy and reporting of the Company. The Board authorizes the senior management to supervise and manage ESG affairs, ensuring efficiency of ESG work.

The Board also assesses and determines ESG issues that have a significant impact on investors and other stakeholders, identifies relevant risks and opportunities. With regular reporting and daily inquiries provided by the senior management, the ESG working group and relevant responsible person in charge, the Board will have a clearer understanding of the progress of ESG work and the feedback from investors on ESG performance of the Company, review and approve the official annual ESG Report. Under the ESG administrative approach and strategy formulated by the Board, relevant departments of the Company implement their corresponding parts, supervise the progress of ESG work and arrange persons in charge to regularly collect statistics and relevant quantitative indicators and data, and disclose the determined ESG issues.

◢ **The Senior Management:**

The senior management is responsible for identifying, assessing and determining the relevant risks and materiality of the Company's ESG affairs, deciding on the sustainability strategy, setting sustainability targets and supervising their implementation by the ESG working group. The senior management also assists the Board in assessing and identifying ESG issues that could have a material impact on investors and other stakeholders, and identifies related risks and opportunities.

◢ **The ESG Working Group:**

All functional departments form the ESG working group, which is responsible for promoting, executing and implementing the sustainable development strategy and goals, collecting relevant information and data on a regular basis, and reporting and providing feedback to the senior management.

Structure of ESG Governance
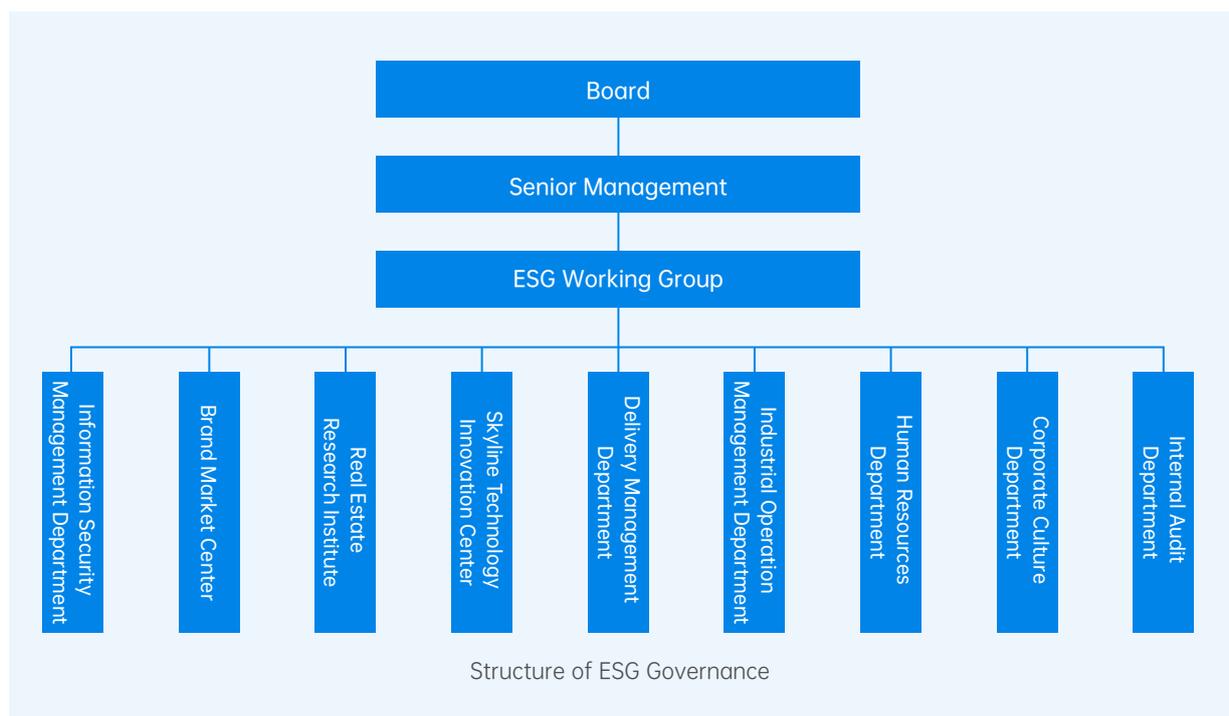
Communication with Stakeholders

Ming Yuan Cloud attaches great importance to the opinions and suggestions of all stakeholders, conducts open and transparent communication with all stakeholders on a regular basis, constantly improves the online and offline communication mechanism. We review the daily operation and management based on the suggestions of all stakeholders on the sustainable development of the Company, and respond positively by collecting the issues of concern of all stakeholders and incorporating them into the Company's strategies and decisions. Our stakeholders include governments and regulatory authorities, investors and shareholders, customers, employees, suppliers and partners, and communities etc.

Type of Stakeholders	Focus of Attention	Communication and Response
Governments and regulatory authorities	• Compliance and legal taxation • Respond to national policies • Lead industry development	• Compliance disclosure • Policy consultation and implementation • Drive employment
Investors and shareholders	• Financial performance • Protect the rights and interests of investors • Guard against business risks • Innovative development • Corporate transparency	• Annual/Interim reports and results announcements • Convene a general meeting of shareholders • Steady operation • R&D investment and product innovation • Transparent information and regular disclosure
Customers	• Quality products • Perfect customer services • Information security • User privacy	• Product satisfaction survey and R&D • Optimize product and service quality • Improve information security management • Customer privacy and information protection
Employees	• Protection of rights and interests • Performance and promotion • Career development • Employee care	• Optimize salary and welfare system • Communication on performance and clear career promotion mechanism • Carry out employee training regularly • Employee communication platform and diversified employee activities
Suppliers and partners	• Promote industrial exchange and progress • Abide by business ethics, and keep honest and trustworthy • Anti-corruption	• Promote daily communication and cooperation • Strict audit and management • Create a clean supply chain
Communities	• Public welfare and charity • Community development and progress	• Diversified public welfare activities and donation • Community development support and coordination

Materiality Assessment

We focus on market, industry and disclosure requirements of regulatory authorities, understand and identify the material ESG issues about which all stakeholders concern through in-depth interviews and questionnaire surveys with stakeholders, and taking into account actual operation of the Company. We adopt a scientific judgment method to assess and rank the materiality from two dimensions, namely materiality to stakeholders and materiality to sustainable development of Ming Yuan Cloud, and form a materiality matrix. We develop an issue management and report information disclosure strategy based on such analysis results, and form the report contents for external disclosure after the management's review.

For the Year, the steps for determining material issues are as follows:

Issue identification
The 2023 ESG issue library is selected and updated in accordance with business development and business features of the Company, the ESG management priorities concerned by the market and the requirements of "ESG Guidelines".

Issue investigation
The views of internal and external stakeholders, including corporate management, employees, suppliers, customers and government departments, on the sustainable development management of the Company are investigated, and the key concerns of stakeholders are mastered.

Issue ranking
Based on results of questionnaire surveys, the Company adopts a scientific judgment method to assess and rank the materiality from two dimensions, namely materiality to stakeholders and materiality to sustainable development of Ming Yuan Cloud.

Review and disclosure
The Company reviews material issues and their rankings. After the review, the disclosure focus of this Report will be determined according to the evaluation results of material issues, and then the materiality matrix this Year will be prepared.

The materiality matrix and ranking of ESG issues of Ming Yuan Cloud in 2023 are as follows:

Environment

1	Energy saving and consumption reduction
2	Waste management
3	GHG emission and management

Employment

4	**Employee recruitment and team building**
5	**Employee communication and care**
6	Protection of employees' rights and interests
7	Employee equality and diversification
8	A healthy and safe working environment
9	**Employee training and development**

Operation

10	**Product R&D and innovation**
11	**Management of intellectual property rights**
12	**Customer information and privacy protection**
13	**Product quality assurance**
14	**Customer communication and satisfaction**
15	**Service response and handling efficiency**
16	Procurement and supplier management
17	Anti-corruption management and training

Community

| 18 | **Promoting industry progress** |
| 19 | Public charity and social service |

● Environment ● Employment ● Operation ● Community

Words in bold are highly material issues

Through stakeholders survey and the process of determining material issues, the Company summarized 19 ESG issues, 10 of which are highly material issues, from four relevant categories of environment, employment, operation and community. All issues remained the same materiality as those in last year, of which operation and employment are the aspects mostly concerned by stakeholders. Such issues cover product and service-related issues, including product quality assurance, service response and handling efficiency, as well as employment management related issues, including employee recruitment and team building, employee communication and care, and employee training and development. The Company will continue to pay attention to and place different emphasis on such issues in our future ESG development and management, and focuses on disclosing relevant content in this Report.

Quality Innovation and Technology Empowering

As a leading provider of digital solutions for the real estate ecosystem in China, based on the strategic layout of "PaaS platform + SaaS + ecosystem" and centering on Skyline enterprise-class PaaS platform, Ming Yuan Cloud provides SaaS products and solutions such as digital operation, digital marketing, digital engineering, digital asset management, digital supply chain, digital property and digital business. Meanwhile, Ming Yuan Cloud has tailored a digital solution covering the whole value chain of real estate, including investment, financing, construction, operation and management, for industrial operations such as urban operation, industrial park and talent housing, as well as state-funded and state-owned enterprises of public utilities. We have accumulatively provided more than 7,000 real estate development and operation enterprises with high-quality digital products and services and are committed to becoming the most trusted partner in the digitalization of the real estate ecosystem.

Intelligence Products

Ming Yuan Cloud focuses on providing the main participants in the real estate ecosystem with enterprise-class cloud services, localized deployment software and services to help customers better achieve their strategic goals through digital upgrading.

1. Cloud Services

Our cloud services cover four product lines: Customer Relationship Management, Project Construction Management, Asset Management & Operation and Skyline PaaS Platform, achieving full coverage of core business areas such as development and construction, operation and services in the real estate industry.

CRM SaaS

The product line of CRM SaaS mainly helps participants along the real estate ecological chain digitalize their marketing business, which can enhance the overall marketing efficiency of customers and save marketing expenses. This product line mainly comprises CRM Cloud and other products involving real estate digital marketing scenarios.

In the field of digital marketing for residential developers, we have launched and vigorously promoted intelligent solutions such as online sales office, VR digital exhibition hall and intelligence work card, in response to the increased emphasis of sales offices on marketing storytelling and experience this Year. These solutions apply to multiple key scenarios, achieve digital transformation of traditional sales offices and help customers improve their online customer acquisition capabilities.

In the field of digital marketing for suppliers, we provide digital tools such as market insight and lead radar on the basis of construction of the real estate procurement platform to help them achieve precision marketing.

Ming Yuan CRM Cloud | Digital Marketing Solution for Real Estate

Perfectly combine cutting-edge black technologies with real estate application scenarios, create a real estate digital marketing solution that covers the full process and multiple scenarios, provide real estate enterprises with three sets of solutions: personnel efficiency improvement, expense control and visit promotion, accelerate digital upgrading of real estate, achieve cost reduction and efficiency increase and push forward performance growth!

Personnel efficiency improvement suit
Personnel efficiency improved by 50%

Expense control suit
Full-process intelligent expense control

Visit promotion suit
Grasping distribution and own channels

Ming Yuan CRM Cloud – Digital Marketing Solution for Real Estate

Project Construction SaaS

The product line of Project Construction SaaS mainly helps residential, industrial and infrastructure real estate developers achieve digital management of all processes and scenarios of project construction, achieve efficient management of construction projects in terms of schedule, cost, quality and safety, etc., and enhance the operational efficiency of major upstream and downstream participants through multi-party collaboration to achieve win-win results.

In 2023, the Company launched products such as project management and safety management that meet needs of real estate for all types to assist local urban investment companies in digital transformation of key business scenarios such as schedule coordination, contract collaboration and workplace safety. We have tailor-made an all-round digital project management product solution, which assists customers in managing multiple projects and dimensions in real time through the project operation and command center, helps customers stay informed of project updates in real time and grasp project risks in time, reshapes engineering control by using digital technology and achieves better project construction management.

Project Construction Management

Build a project construction management platform for the constructor to ensure undelayed project schedule, more scientific costs, higher engineering ratings and zero safety incidents and achieve full coverage of business processes and intelligent application scenarios
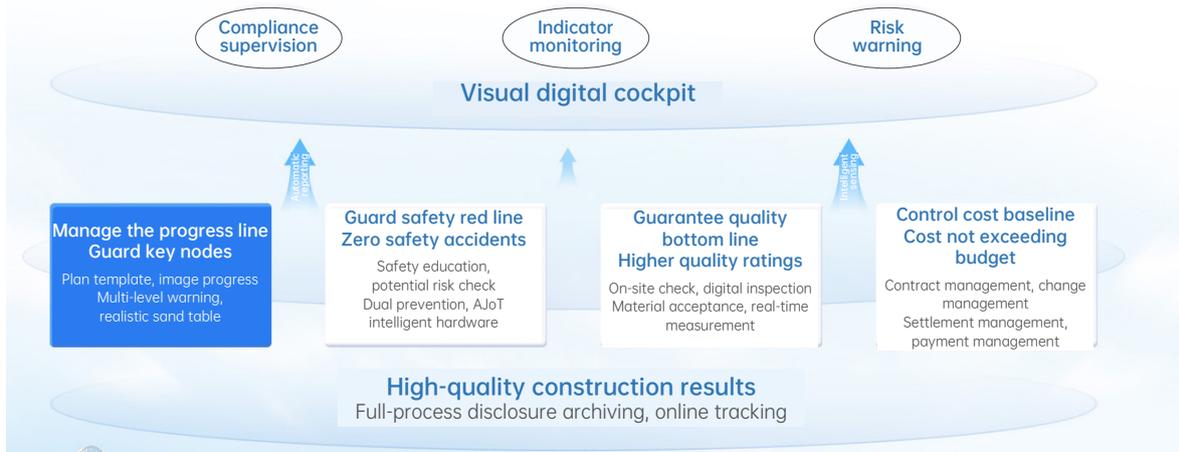

Project Construction Management

Property Management & Operation SaaS

The product line of Property Management & Operation SaaS mainly helps holders and operators of existing real estate achieve digital management on their asset and multi-business space operations & services, with products covering business areas of asset management, investment attraction, leasing, space operations, property services, etc., so as to enhance the asset operation efficiency, and promote the value preservation and appreciation of assets. In the aspect of asset management, we provide asset holders with an asset full lifecycle management solution, which mainly covers core scenarios such as asset registration, inventory inspection, business supervision and asset disposal. In the aspect of asset operation, we provide asset operators with digital solutions such as leasing operation and property services. Meanwhile, we take the initiative to outreach our customers that mainly focus on the operation of affordable housing projects (for example, local housing construction management companies and public rental housing operation companies) and provide them with digital products such as operation and leasing.

Combining years of experience and practice in asset management and operations, we have integrated a total asset management solution that covers cloud asset management, cloud leasing and customer operational support. In terms of cloud asset management, we have proposed the "1363" management system to help build the digital asset management capabilities of state-owned enterprises; in terms of cloud leasing, we have built an efficient asset operation system to help improve asset management efficiency. By virtue of customer group analysis, value proposition and core highlights of varied business, we provide our customers with personalized services and deeply empower their business.
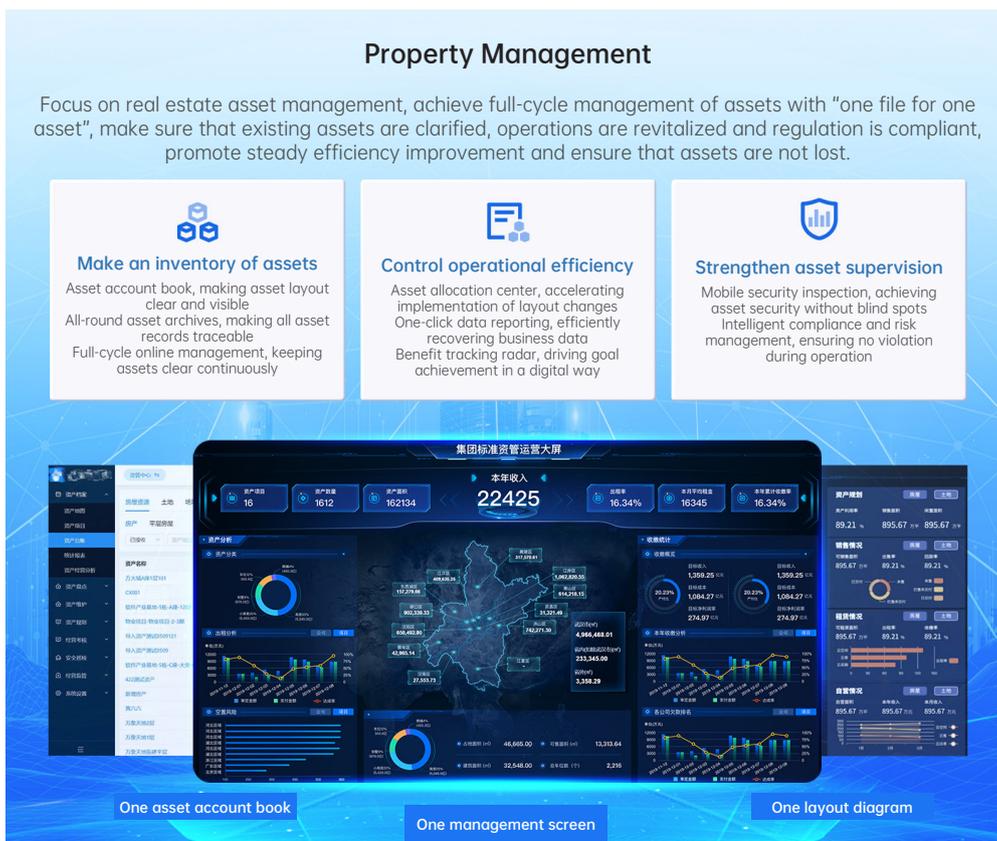

Property Management & Operation

Skyline PaaS Platform

The Skyline PaaS platform focuses on five independent capabilities: aPaaS Capacity, iPaaS Capacity, bpmPaaS Capacity, DaaS Capacity and Technological Innovation, helps customers build integrated digital technology infrastructure and provides digital solutions and services for the real estate ecosystem.

In 2023, the Skyline PaaS platform fully completed its adaptation to localized servers, operating systems and databases and obtained multiple compatibility mutual certifications. On top of that, the Company actively introduces AIGC capabilities, makes efforts to support ERP, project construction and asset management services from three typical application directions: efficiency tools and industry application of Copilot mode, AI-assisted programming and business process automation, and market content generation and media content generation, and integrate technologies such as "AIGC + zero code" and "AIGC + low code" into the AI production application of the Company's consultants and customers' developers. In addition, the Skyline PaaS Platform optimizes code annotations, assists in code generation and generates interface files during product development and customized project development, which improves development efficiency and greatly shortens the production cycle from demand, development to business application.
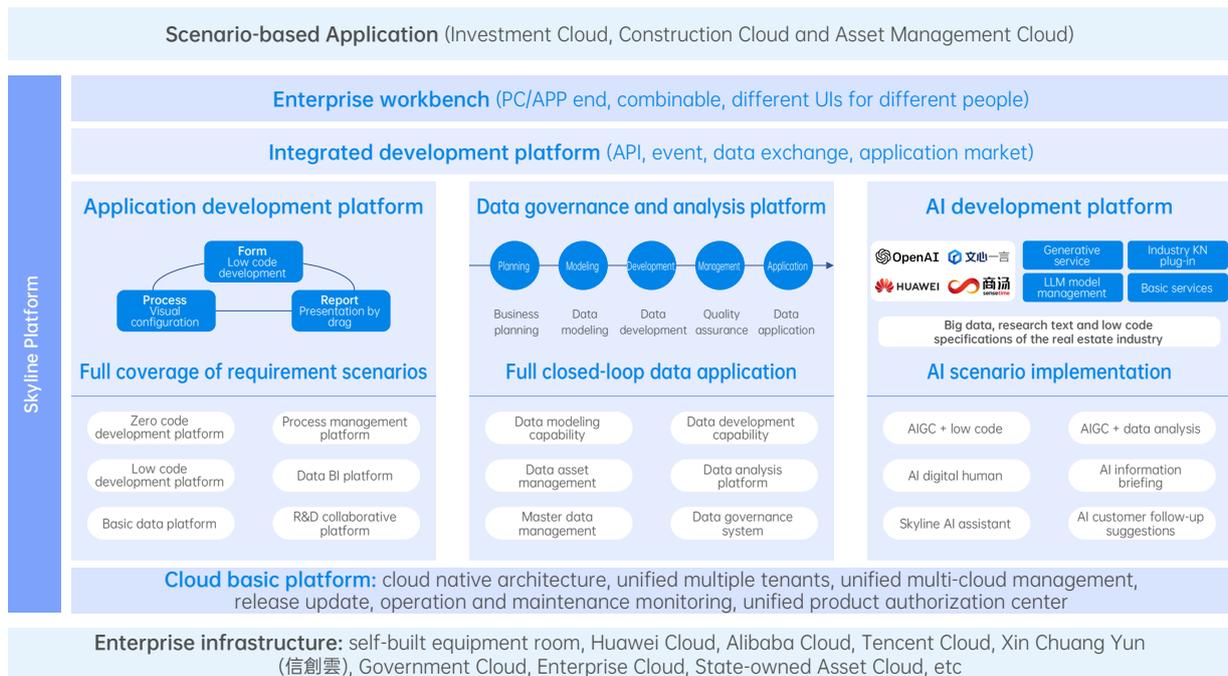
Skyline PaaS Platform

2. On-premise Software and Services

Our on-premise ERP software and services mainly provide residential property developers with real estate products covering sales, cost, procurement, planning, expenses and budgeting. In addition to the sales of software licensing, we also offer related implementation services, product support services and value-added services.

In 2023, we launched a full product cloud ERP system (Java edition) to be geared to localized servers and operating systems. The system includes functions such as public cloud subscription, private cloud subscription and migration of industrial clusters and private cloud dedicated historical tenants, supports account creation on Java for public and private cloud subscription and fully achieves the unity of one set of code, two tracks and three functions.

One-stop Management

R&D Innovation and Exchange

Adhering to the mission of "thoroughly penetrating into digital technology and helping industrial upgrading", Ming Yuan Cloud continuously ramps up the investment in innovative research and development, penetrates and integrates emerging technologies such as artificial intelligence (AI), big data and cloud computing with products and business in an in-depth manner and actively organizes and participates in various exchange activities in the industry to help customers better achieve digital reform and continuously promote the progress and development of the real estate industry.
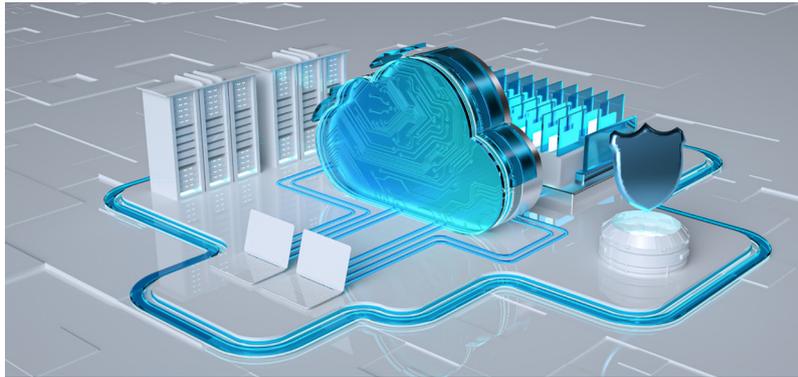
R&D Investment and Team Building of Ming Yuan Cloud in 2023

R&D expenses invested

RMB6.43 million

The R&D team consists of

1,259 members

and the team continues to grow in

We have identified the actual development needs of our customers and fully adapt to localized servers and apply AIGC. In terms of the construction of ecosystem of innovation in information technology, Ming Yuan Cloud takes the initiative to cooperate closely with mainstream domestic software and hardware vendors such as Huawei Cloud, CEC, Kylinsoft and Phytium Technology and signed strategic cooperation agreements. Meanwhile, based on product capabilities and market demand, Ming Yuan Cloud jointly released a real estate joint solution based on Huawei Cloud's cloud native database GaussDB and joins hands with CEC to create an innovative solution for the real estate industry.

In terms of product dimension, the Skyline PaaS platform of Ming Yuan Cloud adapts itself to mainstream domestic chips, domestic databases, servers, middleware and operating systems in the industry. Through capabilities such as agile development, full-domain integration, process drive and data insight, it helps customers build integrated digital technology infrastructure and provides upstream and downstream enterprises and partners in the real estate industry ecosystem with digital solutions and services. This Year, Ming Yuan Cloud was awarded three honorary qualifications: Technical Activity Unit of the Information Technology Application Innovation Working Committee, Director Unit of the Information Technology Application Innovation Working Committee of Beijing Informatization Association and Member Unit of Guangdong IT Application Innovation Industry Alliance, fully demonstrating the recognition and affirmation of Ming Yuan Cloud's innovative drives and technological capabilities in the industry.

Ming Yuan Cloud Won Multiple Technology Honorary Qualifications

Based on more than 1,000 digital transformation cases of state-funded and state-owned enterprises, Ming Yuan Cloud has tailored a digital solution for the full value chain of real estate, including "investment, financing, construction, operation and management" in "Innovative Cloud + Industry Cloud" mode, helping state-funded and state-owned enterprises deepen reform and digital transformation and achieving the long-term goal for high-quality development. In this Year, Nam Kwong Real Estate ERP project and Shenzhen Bay Smart Park Digital Construction Project served by Ming Yuan Cloud won the first prize and the second prize respectively in the 2nd "Dingxin Cup" Digital Transformation Application Competition, fully demonstrating Ming Yuan Cloud's innovative and practical achievements in the digital development of the real estate industry.

The self-developed cloud platform based on domestic CPUs and operating systems carries software and hardware infrastructure and supports new-generation enterprise-class application such as big data and AI. It is the core for digital transformation and innovative upgrading of enterprises.

Innovative Cloud

Industry Cloud

By combining the SaaS, PaaS and IaaS services with combinable business functions, the Industry Cloud provides the upstream and downstream ecosystem of the industry with complete services. Its biggest features are flexibility and uniformity, and the Industry Cloud is the best carrier that helps the Innovative Cloud penetrate into various industries.

Case Shenzhen Bay Digital Transformation Project

The digital construction project of Shenzhen Bay Smart Park, which is built by Ming Yuan Cloud for Shenzhen Bay Technology Development Co., Ltd., won the second prize in the "Industry Digital Integration - Smart Park" track. This project has created a new era of ecological operation in China 3.0 Industrial Park track. While achieving a new model of good governance, benefiting enterprises and benefiting the people, it plays a key demonstration role in setting a benchmark for state-owned enterprises to achieve regional industrial incubation and transformation.

Ming Yuan Cloud has been committed itself to perfectly integrating cutting-edge technologies with real estate application scenarios and takes the initiative to explore a real estate intelligent marketing solution that covers the full process and multiple scenarios. Based on more than 20 years of professional experience accumulated in real estate marketing, we have applied AI capabilities to the field of digital marketing, gradually bridging the four application scenarios, including "customer acquisition, transformation, services and management". Capitalizing on AI technology to empower all aspects in the full real estate marketing chain, we unleash productivity, stimulate creativity and make marketing more intelligent, scenario-based and lean. This Year, Ming Yuan Cloud joined the "AI + software engineering" working group of the Application Modernization Industry Alliance, which is composed of partners such as Huawei, China Academy of Information and Communications Technology and China Unicom Software Research Institute, to jointly build an open, collaborative and innovative software ecosystem and promote the healthy and orderly development of the industry.

Ming Yuan Cloud holds fast to the professional winning philosophy and focuses on in-depth research of real estate development and operations. The research topics include state-owned enterprise reform, digital transformation of state-owned enterprises, urban renewal and asset revitalization. By actively organizing and participating in industry exchange activities and industry standard formulation, we maintain long-term interaction and exchange with industry opinion leaders, state-owned enterprise executives and renowned scholars, continuously iterate research viewpoints and regularly release research results to actively empower the industry.

Group Photo of the First Batch of Organizations in the "AI + Software Engineering" Working Group of the Application Modernization Industry Alliance

Participating in Compilation of Industry Standards and Industry Reports

"White Paper on Application Modernization of Digital Transformation in the Real Estate Industry"

Ming Yuan Cloud and Huawei Cloud took the lead in organizing industry research institutes and representative enterprises such as Cloud Computing and Big Data Research Institute of China Academy of Information and Communications Technology, Application Modernization Industry Alliance, Chongqing State-owned Asset Big Data Intelligent Technology Co., Ltd., Property Research Institute of Kehutong Technology Co., Ltd. and Ming Yuan Real Estate Research Institute to jointly compile the "White Paper on Application Modernization of Digital Transformation in the Real Estate Industry", which systematically summarizes the current experience of digital transformation in the real estate industry and jointly explores the construction of industry application modernization.

"Technological Capability Maturity Assessment Model of Application Modernization"

As one of the first member enterprises of the Application Modernization Industry Alliance, Ming Yuan Cloud participated in the drafting and writing of the "Technological Capability Maturity Assessment Model of Application Modernization" in an in-depth manner and jointly discussed and formulated industry standards with alliance members such as Huawei and Chinasoft International. Meanwhile, Ming Yuan Cloud, as one of the first batch of enterprises participating in assessment of the standard, successfully passed the technological capability maturity assessment of application modernization and obtained an excellent certificate of application agility capability.

"Guidelines for Information Technology Application Innovation of State-owned Enterprises"

Ming Yuan Cloud and Huawei Cloud took the lead in organizing industry research institutes and representative enterprises such as Cloud Computing and Big Data Research Institute of China Academy of Information and Communications Technology, Application Modernization Industry Alliance, Chinasoft International, Chongqing State-owned Asset Big Data Intelligent Technology Co., Ltd., Haikai Smart (Beijing) Technology Service Co., Ltd., Property Research Institute of Kehutong Technology Co., Ltd. and Ming Yuan Real Estate Research Institute to jointly write the "White Paper on Application Modernization of Digital Transformation in the Real Estate Industry", which systematically summarizes the current experience of digital transformation in the real estate industry and jointly explores the construction of industry application modernization.

"Requirements for ERP Product Service Capabilities in Information Technology Application Innovation"

Ming Yuan Cloud participated in the development of a standard system for innovative ERP product and solution service providers, which was jointly launched by China Academy of Information and Communications Technology, Cloud Computing Standards and Open Source Promotion Committee of China Communications Standards Association, as well as multiple enterprises. The system clarifies the comprehensive capability requirements for innovative ERP services and helps service providers upgrade from single point product capabilities to comprehensive and trustworthy innovative service capabilities, truly understanding innovative business scenarios of customers.

Participating in Industry Summit

Case | 2nd China State-owned Enterprise Inventory Asset Management Innovation Summit

In August 2023, the "2nd China State-owned Enterprise Inventory Asset Management Innovation Summit and 2023 Industry and Park High-quality Development (Guangzhou) Forum", which was jointly organized by Shanghai State-owned Capital Operation Research Institute, Guangzhou Industrial Investment Holding Group Co., Ltd., one of Fortune Global 500 enterprises, Ming Yuan Real Estate Research Institute and Guangzhou Industrial Investment Holding Asset Management Co., Ltd., was successfully held. Themed by promotion of high-quality development of state-owned enterprises, the summit focuses on the key to revitalizing existing resources of state-owned enterprises and sets eight keynote speeches, two theme forums, two roundtable dialogues, four benchmarking enterprises to visit and an ecological docking meeting. It gathered nearly a thousand representatives from government leaders, central enterprises/key state-owned enterprises, park operations, industrial funds, industrial investment attracting and other ecological agencies to discuss how state-owned enterprises can embark on a new journey of reform in the context of high-quality development.

Case | 2023 State-funded and State-owned Enterprise High-quality Development Summit and 9th National Governance Summit Forum

In November 2023, the "2023 State-funded and State-owned Enterprise High-quality Development Summit and 9th National Governance Summit Forum" was successfully held in the lecture hall of People's Daily's New Media Building as guided by People's Daily, led by People's Tribune magazine and supported by Ming Yuan Real Estate Research Institute for the topic. The summit elaborates on viewpoints in an in-depth manner through keynote speeches and summit dialogues, which provides important intellectual support and decision-making reference for further promoting the high-quality development of state-funded and state-owned enterprises in the field of urban comprehensive development.

Case | "Asia-Pacific Conference on Sustainable Building Environment in 2023 - Promoting Shenzhen-Hong Kong (Qianhai and Hetao) Cooperation to Assist Development of the Bay Area" Sub-forum

In November 2023, guided by Shenzhen Housing and Construction Bureau, jointly organized by Ming Yuan Cloud and Shenzhen Qianhai Future City Technology Co., Ltd. and co-organized by Shenzhen Green Building Association and Shenzhen Enterprise High-quality Development Promotion Association, the "Asia-Pacific Conference on Sustainable Building Environment in 2023 - Promoting Shenzhen-Hong Kong (Qianhai and Hetao) Cooperation to Assist Development of the Bay Area" sub-forum was successfully concluded. With "building a green city with the power of technology" as the core theme, this sub-forum combined the digital and green development process of the current construction industry and the innovative practices of benchmarking enterprises in Shenzhen-Hong Kong Cooperation Zone to provide more transformation ideas for construction practitioners and jointly build a low-carbon, ecological and green city in the Bay Area.

Quality Management

Ming Yuan Cloud pursues high-quality product development and implements a full-process quality assurance and control plan from project preparation to product delivery. In 2023, in an effort to ensure high-quality delivery, the Company implemented eight quality review mechanisms to unify problem handling standards and tools, establish an online quality measurement framework and a star-level quality evaluation system, proactively identify quality risks, strictly control project progress, build high-quality products and services and continuously deliver outstanding customer value.

1. Quality Review Mechanisms

In the process of product development and delivery, we strictly control the key points of quality in phases such as requirement analysis, project preparation and project implementation, establish quality review mechanisms, set delivery templates and perform review according to related standards to ensure delivery quality. Meanwhile, we fully consider the critical time points during project changes and after project closure, evaluate project change plans and project review and summary, ensure controllable changes and effective project review and summary and regularly perform quality review to comprehensively improve the quality of project delivery.

Eight Quality Review Mechanisms

Project initiation review	Project planning review	Executive interview plan review	Overall solution review
Online plan review	Internal acceptance review	Contract change review	Project summary review

2. Unified Standards and System

We also unified the following standards and system this Year to make quality management more scientific and effective:

We established the standards for defining, handling and measuring online problems and unified online problem handling tools and quality operation billboards to support closed-loop accurate quality assessment, efficient operation and continuous improvement;

We established a unified star-level quality evaluation system, which divides product quality into five-star levels and unifies star rating standards; and

We set unified requirements for key activities of agile delivery, implemented quality actions and continuously improved online issues of teams to achieve annual goals.

Information Security and Privacy Protection

Ming Yuan Cloud highly values its own and its customers' information security and privacy protection. It takes "data security protection, customer production environment business continuity, and R&D production environment business continuity" as the three major security bottom lines. It strictly abides by the national laws and regulations, including the "Cybersecurity Law of the People's Republic of China" and the "Personal Information Protection Law of the People's Republic of China". It constantly improves the information security management system and enhances the information security governance capability to provide a mainstay for data security and customer information confidentiality.

Three security bottom lines

| Data security assurance | Business continuity of customer production environment | Business continuity of R&D production environment |

Three Security Bottom Lines

1. Information Security Management

By adhering to the principle of "information security is the lifeline of the Company", we have built a solid foundation of security bottom line to ensure the business continuity for R&D and production systems, improve the security technology capabilities of product development, continuously iterate the security protection capabilities, and make every effort to prevent security risks. We actively benchmark against domestic and international industry standards, and develop a full-fledged security protection system for each business based on the requirements of the third-level security certification, ISO 27001, CSA STAR standards, etc. The Company has met high-standard levels, e.g., the third-level classified protection of information security and ISO 27001 in terms of safety compliance, safety incidents, safety threats, safety operation and maintenance, and safety management.

At the same time, we will also incorporate the security development of digital business into the "Safe House" strategy, initiate the correction of application system and sensitive data permissions, adjust the permissions of operating system and database, so as to ensure an appropriate scope for database permissions, well-defined rights and liabilities, and a robust mechanism in place. In addition, we also work to fine-tune the permission application approval process, audit security logs, and strengthen data security protection. In 2023, Ming Yuan Cloud did not have any reports in connection with primary or secondary network security incidents or customer data loss incidents.

Information Security Organization Structure

The Company has set up a three-level information security governance structure composed of the Information Security Management Committee, the Information Security Management Department and the Business Unit Information Security Group, whose personnel and main responsibilities are illustrated as follows:

1 Information Security Management Committee
It is mainly composed of senior executives and business partners of the Company, and is responsible for the safety decision-making of major issues involving the Company

2 Information Security Management Department
It is mainly composed of the Security Department of the Company and the security leaders of each business unit, and is responsible for daily information security of the Company in five aspects, i.e. security management, security technology, security operation, security audit and security compliance

3 Information security group of each business unit
It is mainly composed of the team security personnel of each business unit, and is responsible for implementing the Company's security strategies and the security requirements at the business level, and regularly reporting to the Information Security Management Department of the Company

Information Security System

During the Year, we have put forward security governance requirements based on Ming Yuan Cloud SaaS business security, customer security, internal product R&D and digital business security, safety competitiveness, etc. We have implemented security governance in five aspects: security management, security operation, security technology, security audit and risk assessment, and security compliance, setting up a diversified and full-fledged data security prevention system for cloud application systems.

Security Management

We consciously comply with national laws and regulations, and continuously optimize the Ming Yuan Cloud security management policies. In order to standardize practices of security processing process and institutionalize the security management framework, we published guidelines on addressing emergency safety incidents, such as the "Ming Yuan Cloud Guidelines for Standard Handling Process of Security Incidents" and the "Ming Yuan Cloud Emergency Management Specification for Security Incidents", and updated the "Information Security Management Policy for Products of Suppliers and Vendors", the "Ming Yuan Cloud Security Protection Level Standards" and other policy documents. During the Year, the Company's information security system has met the requirements of the third-level classified protection of information security.

Security Operation

We particularly focus on the security of our cloud business operations. During the Year, built on our continued strong foundation of digital service security management, we have implemented an array of measures for security operation. The Company launched the Ming Yuan Safety Work Order System based on the Process System, established the closed-loop mechanism for operation collaboration, collected information about the existing assets of each business segment and sorted it to create a list thereof, and rolled out the asset management platform. We precisely identify asset risks, conduct asset risk assessments and security testing, and cement our capability of security protection, early warning and response and handling in Wuhan and Shenzhen offices.

Security Technology

We always regard technology as the cornerstone of our security system. With relentless efforts in research and development, we have made overall arrangement for stable promotion and application of security technologies. During the Year, we conducted analysis, research and model selection of software components, deepened the research of application security testing tools, and researched and developed information security protection technologies e.g., API security testing and security baseline inspection tools. By taking those measures for building a solid information security barrier, we ensure targeted detection and tight protection, striving to minimize the probability of information security incidents.

Security Audit & Risk Assessment

In respect of cloud services and other businesses, we continue our efforts in audit of internal data security, internal audit of application security, and risk assessments based on the security management system. The internal audits of data security and application security have reached the three-star standard this Year. We also carried out ISO-related audits based on BSI standards, and were rated as "Gold" in the Corporate Sustainability Assessment (CSA), as "Good" in the audit of the third-level classified protection of information security conducted by a network security assessment agency, and as "Sound" in the Level 3 DCMM Certification by CERPEI. Those efforts are part of our commitment to providing our customers with the better services by striving to build a reliable information security system.

Security Compliance

We increasingly strengthen our security compliance, persistently improve our data security management system, roll out a series of information security certifications, and strictly manage our own information security in accordance with the certification requirements. Meanwhile, the Company conducts security vulnerability testing and compliance checks on applications of each business line to avoid losses caused by cyber attacks and data leaks, and to ensure that information security management is both compliant and robust.

Information Security Training

Ming Yuan Cloud cultivates information security awareness and problem-solving capabilities among employees through various training in different forms and diversified channels, including routine information security training, information security training for new employees, remote online exams, and popularization of science in information security communication groups. Starting with training for new employees, we provide them with basic information security knowledge training through face-to-face offline courses or remote video, which covers information security laws and regulations, the importance of information security to the Company, and the Company's measures to implement information security. During day-to-day operations, the Company weekly shares information security knowledge with and raises the awareness of information security among Ming Yuan Cloud information security followers through various channels e.g., the Ming Yuan Cloud information security information communication and exchange group, making information security training both diversified and integrated.

Training on Basic Knowledge of Information Security for New Employees

2. Customer Privacy Protection

We strictly comply with the "Personal Information Protection Law of the People's Republic of China", the "Information Security Technology – Personal Information Security Specification", and the "Identification Methods for Illegal Collection and Use of Personal Information" by App and other laws and regulations, and have formulated a series of information security related policies including the "Management Outlines for Information Security and Privacy Protection of Ming Yuan Cloud" and the "Privacy Information Protection System of Ming Yuan Cloud" based on the ISO 27001 and ISO 27701 information security and privacy management systems, which standardize the protection of customer information privacy, and prevent and resolve the risk of customer information leakage. Data security and privacy protection have always been a top priority for us during the Year. We have continuously optimized our customer privacy protection system and policies and perfected the customer privacy protection system to protect the security of the privacy of our customers.

Ming Yuan Cloud Facial Data
Security Assessment Certificate

In order to improve the security of customer privacy in terms of product business, we have changed the storage of facial recognition data recorded during customer engagement into a video-based traceback solution, and conduct testing of the basic security of facial data, data collection, data deletion and security protection based on the "Telecommunications Network and Internet Facial Recognition Data Security Testing Requirements", and obtained the "Special Action for Facial Data Security" evaluation certificate from the China Academy of Information and Communications Technology. In terms of applications, we take the initiative to carry out security compliance security testing of sensitive data related to customer business, and timely identify security risks and correct issues with potential security threats. In terms of system development, we proactively add security checkpoints for demands, design, development, testing, release and operation to ensure the security of customer privacy in an all-round way.

In addition, in the internal and external attack and defense drills and emergency exercises we conducted this Year, we established the 2023 National/Provincial/Municipal Attack and Defense Drill Task Force, and successfully completed the emergency exercises organized by the Shenzhen State-owned Assets Supervision and Administration Commission of the People's Government of Shenzhen Municipal together with our customers, which was highly recognized by our customers.

Intellectual Property Protection

Ming Yuan Cloud regards intellectual property as a high priority by strictly complying with the laws and regulations, including the "Copyright Law of the People's Republic of China" and the "Patent Law of the People's Republic of China", and formulating and issuing the Intellectual Property Management and Incentive Guidelines. By providing intellectual property training, we cultivate the awareness of intellectual property protection throughout the Company and arouse employees' enthusiasm for invention and creation. As of 31 December 2023, Ming Yuan Cloud issued a total of 173 patent technologies under our independent control, 167 registered trademarks, and 454 software copyrights.

In addition to the efforts to actively champion innovation and creation within the Company, the confidentiality and protection of technical data is also a management priority for our business development. We provide intellectual property training and study sessions and exchange meetings from time to time to equip employees at all levels with the knowledge necessary to protect intellectual property. We also require employees to sign non-disclosure agreements, which specify the business and technical secrets that they must maintain confidential. That helps to minimize the risk of intellectual property infringement and ensures well-rounded protection of our intellectual property from the project approval to R&D. At the same time, we also conduct patent searches, analysis and evaluation, prudently review the forms of intellectual property protection, protect research and development results by adopting various forms including applying for patents, software copyrights and trademark registration in a timely manner, and formulate early warning and contingent plans for intellectual property to proactively identify and control risks in connection with the management of intellectual property.

We also have a zero-tolerance attitude for external intellectual property infringement. When we build cooperation relationship with upstream and downstream suppliers, we will clearly specify the ownership of the intellectual property generated from our cooperation in the contracts, and require our partners to provide guarantee for the intellectual property rights. By doing so, we aim to ensure that no intellectual property infringement occurs in the cooperation and to prevent the intellectual property infringement from the source.

Case	Patent training

In July 2023, the Company invited a third-party consultant to conduct a patent training session for the production and research system personnel of all business departments in Shenzhen office. The training session provided an in-depth profiling of the basic knowledge, process, patent retrieval, and preparation of patent disclosure forms. The participants had a lively discussion on the definition of patent, the uses and value of patents, the patent application process, and how patents should be mined. Through the training session, the participants developed a patent mindset and obtain a robust understanding preparation of patent disclosure forms.

Committed to Your Success through Sincere Services

Gaining insight into customer needs and helping customers succeed has been Ming Yuan Cloud's long-standing commitment. Based on actual needs of customers, we keep close engagement with customers at all times, and mobilize our own resources and advantages to help them to achieve high-quality development and navigate transformation. At the same time, we actively fulfill our responsibilities and duties, endorse the idea of sustainable development that champions compliant and honest marketing, continuously optimize the complaint management mechanism, and regularly conduct customer satisfaction surveys and return visits, which enable us to timely respond to customer feedback and opinions, and safeguard the legitimate rights and interests of customers.

Ming Yuan Cloud is committed to empowering customers and helping them achieve sustained success. To do so, we optimize our service quality in depth, stay relevant amid market development trends, focus on the actual needs of customers and expedite the improvement of in-house expertise. We are committed to providing different customer bases with efficient and high-quality digital solutions.

Through profound market researches, the Company has gained a comprehensive insight into customer business characteristics and development needs. During the Year, we benchmarked against the top-rated enterprises based on state-owned enterprise customer base, and researched and learned from their leading experience and practices. Relying on the expertise of Ming Yuan Real Estate Research Institute, we helped customers better unleash their own values through various forms of events, e.g., the lectures on state-owned assets, benchmarking against the industry leaders, enterprise training, and industry-level brand summits. Also, we leverage our extensive practical experience in the industry to share research insights and results, continuously empowering the industry while accelerating the promotion of corporate brand awareness.

Focus on the Success of SOE Customers

Lectures on state-owned assets	Under the "N+1" model endorsed by the State-owned Assets Supervision and Administration Commission, Ming Yuan Cloud carried out more than 35 lectures on state-owned asset covering reform of SOEs, asset management and digitalization in over 30 cities across the country.
Benchmark against industry leaders	We frequently arrange field trips and exchanges benchmarking against top-rated enterprises, and regularly hold benchmarking activities on different topics and invite enterprises across the country to participate. By the end of 31 December 2023, the Company had organized and promoted 89 visiting activities and exchanges, benchmarking against top-rated enterprises and building a network with 629 companies.
Bespoke internal training for enterprises	We customize special training plans for enterprises based on their development goals and actual business conditions. In 2023, Ming Yuan Cloud visited nearly 1,000 state-owned platform enterprises, focusing on the research and development of specialized courses on state-owned assets revitalization, industrial park operation, project cluster construction, and digital empowerment for high-quality development.
Holding industry summits	We provide state-owned enterprise customers opportunities of learning from proven exemplary industry leaders, including topics of state-owned enterprise reform, high-quality development, asset revitalization, project construction and development, industrial operation, and intelligent marketing. In 2023, Ming Yuan Cloud held the 2023 High-quality Development Summit for State-owned Assets and State-owned Enterprises, the 2nd Innovation Summit for Existing Asset Management and other activities.

Protection of Customer Rights and Interests

The Company strictly abides by the "Advertising Law of the People's Republic of China" and other relevant laws and regulations, and formulates internal management policies, e.g., the "Process Specification Manual of Product Support Center" and the "Software and Delivery Price Policy of Ming Yuan Cloud", to prevent any false advertising and to uphold the principle of compliant operation. Meanwhile, we attach importance to engagement with customers, actively collect and respond to customer feedback, take customer complaints seriously and deal with them, and are committed to protecting every legitimate right and interest of customers and improving the customer service experience.

1. Customer Satisfaction and Complaint Management

Ming Yuan Cloud formulates a series of internal standards and management systems such as the "Process Specification Manual of Product Support Center", the "Process Specification Manual of Application Support Center" and the "Rigid Principles for Operation and Maintenance", and updates the complaint and proposal handling process this Year. With those efforts, Ming Yuan Cloud optimizes various processes, e.g., complaint notification methods, review time limit, person in charge of review, judgment results, judgment standards and complaint categorization, in order to continuously develop a sound and effective complaint management mechanism. We also have a system in place to classify complaints into different levels of violations of rules. Based on the level of violation of rules of the complaint and how often it happens, we will take different disciplinary actions against the responsible employee, including warnings, performance bonus reduction, or even termination of labor contract, so as to establish a code of conduct for employees and safeguard the legitimate rights and interests of our customers. During the Year, all complaints received by the Company were followed up on under a closed-loop mechanism.

Accept complaints
Accept complaints from customers via complaint hotlines and online feedback

Determine responsibilities
Determine the department for handling and the level according to the complaint contents, and send a complaint handling notice to relevant departments via email

Handle the complaints
The responsible department will immediately respond and handle customer complaints and feedback it receives

Communication and negotiation
Propose corresponding solutions based on contents and requirements of complaint, and reach consensus with the customer

Analysis and review
The person in charge of the department will analyze the root cause of the complaint event, clarify the subsequent improvement and prevention measures, review the complaint based on the complaint template and explain the review results via email

Judgement of result
We will follow up on the complaint and feedback, provide the judgement of result based on the review results and event process, and provide feedback on the judgment result via email

The Company highly values the customer service experience. During the Year, it established a dedicated customer service experience project, adopting the strategy of "direct connection with customers for user experience improvement", and carried out a number of key improvement and upgrade tasks, including retention of customers intending to stop using services, renewal letters for customer service, annual planning and reporting for customers. We also regularly conduct return visits to customers to collect customer comments and suggestions, and take timely measures to improve and optimize any problems found during the return visits. That helps us continuously improve customer satisfaction. During the Year, the average customer satisfaction score for Ming Yuan Cloud was 99.3%.

2. Customer Relationship Maintenance

The Company is committed to listening to the voice of every customer, regularly conduct visits to customers and customer satisfaction surveys, and has established a variety of communication channels, including a 400 service hotline, email box, and social media. That ensures that customers can easily get information and provide their feedback.

Meanwhile, we also continue to deepen our engagement with customers in the following aspects:

1 **Establish the customer relationship management system**

The Company has built a sound customer relationship management system, through which the Company can better understand customer needs and preferences, so it can provide more personalized services.

2 **Provide quality products and services**

The Company is dedicated to providing high-quality products and services that meet customer needs and expectations. Through the commitment to continuous improvement and innovation, we strive to improve the quality and competitiveness of products and services.

3 **Strengthen communication with customers**

We attach importance to strengthening communication with our customers, understand their feedback and opinions in a timely manner, and solve their problems and complaints actively. By regularly conducting customer satisfaction surveys, we gather feedback from customers and constantly improve and optimize our services.

4 **Provide personalized solutions**

The Company provides personalized solutions to according to the needs and characteristics of customers. With professional technology and experience, the Company provides tailored services to customers.

5 **Strengthen team building**

We attach great importance to team building to improve employee service awareness and expertise level. Through training, motivation, etc., we can enhance employees' service capabilities and comprehensive quality.

6 **Establish enduring partnership**

We are committed to building long-term partnerships with our customers by strengthening contact through regular visits, discussions, etc. We also look for opportunities of collaborating with our customers for common development.

3. Compliance Marketing Management

Ming Yuan Cloud upholds the sustainable development concept of compliance management and integrity marketing. Based on compliance with external laws and regulations, the Company has established a sound compliance management system. In the six aspects of "strengthening internal supervision, information authenticity and transparency, raising compliance awareness, building a culture of integrity, strengthening third-party cooperation, and encouraging customer feedback", we implement various compliance management requirements. While ensuring the smooth and safe operation of the enterprise, we also meet the various needs of customers and protect their legitimate rights and interests.

Strengthen internal regulation

We have strengthened our oversight of internal marketing activities to ensure that conducts fully comply with relevant laws and regulations and the Company's rules. We have established a dedicated business support department to oversee and manage the Company's sales compliance matters.

Authentic and transparent information

We are committed to providing consumers with true, accurate and complete information without misleading consumers by exaggerating performance or advantages of our products or services. We have strengthened our review and supervision of marketing information to ensure the quality and reliability of the information.

Strengthen compliance awareness

We provide internal training and have system processes in place to emphasize the importance of compliant marketing, and make clear the consequences of non-compliance. We encourage our employees to comply with all relevant laws and regulations, and actively communicate the concept of compliance to our customers.

Establish integrity culture

We actively advocate for the value of integrity and encourage employees to engage in honest behaviors. We have formulated a code of integrity that clearly defines the minimum standards for behaviors and strictly deals with behaviors that violate the principles of integrity.

Strengthen cooperation with third parties

We work with third parties, including certification agencies and auditing firms, to assess our performance in compliance marketing and integrity marketing. Those assessments help us identify and improve any weaknesses, so we can improve our overall performance.

Encourage feedback from customers

We encourage our customers to provide true feedback about our products and services so that we can better understand their needs and expectations. We take customer feedback seriously and use it to timely adjust and improve our marketing strategy.

Grow Together through Partnership

Ming Yuan Cloud respects and treats all employees equally, values talent cultivation and development, and continuously empowers employees by providing fruitful learning resources and a flexible digital platform. Meanwhile, we optimize and improve our compensation and performance management system, rationally allocate and utilize resources, and maximize the motivation of employees' value creation capabilities. For our employees who work hard and are dedicated to work, various employee care activities are carried to appreciate such employees for their active contributions, and we are always committed to protecting their physical and mental health and personal safety, with an aim to create an equal and warm working environment, and to ultimately achieve the common development and mutual achievement of employees and the Company.

Diversity and Equal Employment

Ming Yuan Cloud implements the concept of equality and inclusiveness in employing people, and is committed to creating a diverse and high-quality team of talents by complying with relevant laws and regulations, e.g., the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China", and the "Provisions on the Prohibition of Child Labor", and has established a robust recruitment management mechanism.

We respect the diversity of employees, eliminate any bias and discrimination based on difference of gender, age, sexual orientation, race, location and religious beliefs, and strictly prevent any form of sexual harassment. Meanwhile, we provide equal opportunities to each employee in recruitment, salary, benefits, promotion, job mobility, training and other aspects of employment, and are committed to creating a workplace that champions equality, harmony and diversity. The Company strictly prohibits the hiring of child labor or forced labor, and reviews the identity information of candidates during the recruitment process to ensure the compliance of employment.

We are always looking for ways to improve our recruitment system. With the use of a variety of talents selection methods covering multiple channels such as campus recruitment, online recruitment, and third-party recruitment, we continuously promote our corporate culture and expand our brand impact as an employer. In the meantime, in consideration of our own strategic development direction, we define our focus on building a talent pipeline. We have launched the "Source Power" campus recruitment program, which is our important talent incubator. It aims to achieve high-efficiency and high-quality talent selection and precise match. That will meet the needs for talents in different fields and regions, and lay a solid foundation for the Company's steady development.

2024 "Source Power" Campus Recruitment Program of Ming Yuan Cloud

In addition, we strictly standardize the management of the recruitment process, in which we carefully verify the background information of job applicants at all stages to ensure that the information is both true and valid, resolutely resist the employment of child labor, and eliminate any form of forced labor.

> During the Year, Ming Yuan Cloud did not found any illegal or violation of rules related to the employment of child labor or forced labor.

Training and Development

The growth of employees is closely related to the development of the Company, Ming Yuan Cloud continues to improve the talent training system, providing employees with a wealth of training courses and special empowerment programs to strengthen the practical application of knowledge and skills. At the same time, we provide our employees with a digital online learning and communication platform with wide coverage, rich resources and convenient operation to help them better realize self-improvement and customer value creation.

1. Employee Training and Empowerment

Ming Yuan Cloud continuously improves the talent cultivation system, formulates internal systems such as the "Management Specifications for the Integration and Probation Period of Ming Yuan Cloud Newcomers" and the "New Employee Training Plan", attaches importance to the cultivation and enhancement of key competencies for employees at different stages of career development and in different positions, and continually guides and stimulates the potential of talents to better create value for customers. This Year, we helped candidates from schools as admitted improve their professional skills and work ability through the Source Power Project training, in order to make them better and faster integrate into the Ming Yuan Cloud family. At the same time, for the enhancement of professional competence and solution capabilities of business personnel, we carried out targeted training activities to build an iron quadrangle business opportunity project team with the sales director, programme director, project director and business architect as the core, to achieve the transformation from a sales individual combat to a team combat.

Iron quadrangle

Sales director	Plan director	Project director	Business architect
Client building and orientation	Solution planning and implementation	Project quality and delivery	Coordination of industry-research synergies

Capacity Building for the Iron Quadrangle Team

Case 2023 Yilang (乙狼) Task Force Camp for State-owned Enterprise Sales

In August 2023, in order to better explore the new track of state-owned enterprises and new customer groups, the Company carried out a two-day and three-night 2023 Yilang (乙狼) task force camp for SOE sales, using sand table case exercises to conduct key scenario exercise and key strategy output at different stages of the same case. Through the comments and guidance of professional mentors and cross-regional exchange of experience, employees' marketing capabilities were strengthened and sales "Yilang (乙狼)" elites were cultivated.

Case   Project Manager - Large Project Director Workshop

In September 2023, in order to cope with the changes in the customer base and business structure, Ming Yuan Cloud provided training for the large project directors in the form of "pre-training seminar output + two-day and one-night training camp". Based on the key task scenarios of "setting goals, controlling costs and showing value" in the delivery of large projects, the directors discussed and reworked the project, agreed on the implementation methods of large project delivery, improved the planning ability of large projects, and laid a solid foundation for the realization of "triple win" of large projects.

While helping Ming Yuan people to continuously improve their business capabilities, we also attach importance to the leadership empowerment for middle and senior cadres, and are committed to building a high-quality and professional cadre team in order to effectively respond to the test of changes in the external environment. In this Year, we launched the "Leading Eagle Plan" for senior cadres and the "Eagle Plan" for middle-level cadres as a hybrid training programme, using a combination of online and offline methods to carry out a number of courses, such as "Leadership Advancement: Mental Growth Toward a Complex World" and "Resilience – Mental Toughness and Success under Heavy Pressure", in order to build a perfect leadership training system to support the Company's key problem solving and strategy implementation.

Internal Focus Sessions of Eagle Group Leadership Development Programme

Case   Leading Eagle Plan – Strategic Analysis and Market Insight Workshop

In July 2023, the Company hosted a Strategic Analysis and Market Insight Workshop for all Leading Eagle Plan participants and other strategy stakeholders. The workshop invited external professional consultants to start from internal real strategic issues, gain insight into market and customer concerns, discuss business design, and clarify more opportunities in the seminar; re-examine strategy and business planning, conduct a deep review of the work for the first half of the year, and produce a more focused and clearer strategic plan for the second half of the year.

2.   Lexiang Community Platform

We attach importance to each employee's ability improvement and career development. While providing diversified training programmes, we also build the Lexiang Community Platform for different employees to provide channels and opportunities for self-learning, communication and sharing, and encourage employees to grow and progress together. During the Year, we optimized and upgraded the Lexiang Community Platform to provide clear guidance to all business organizations and employees in various positions by launching more high-quality learning resources and more reasonable layout settings to help them access the required courses and knowledge documents more efficiently.

In 2023, Lexiang Community Platform:

added
3,500+
documents

introduced
480
new courses

accumulated
20,000 hours
of effective learning time
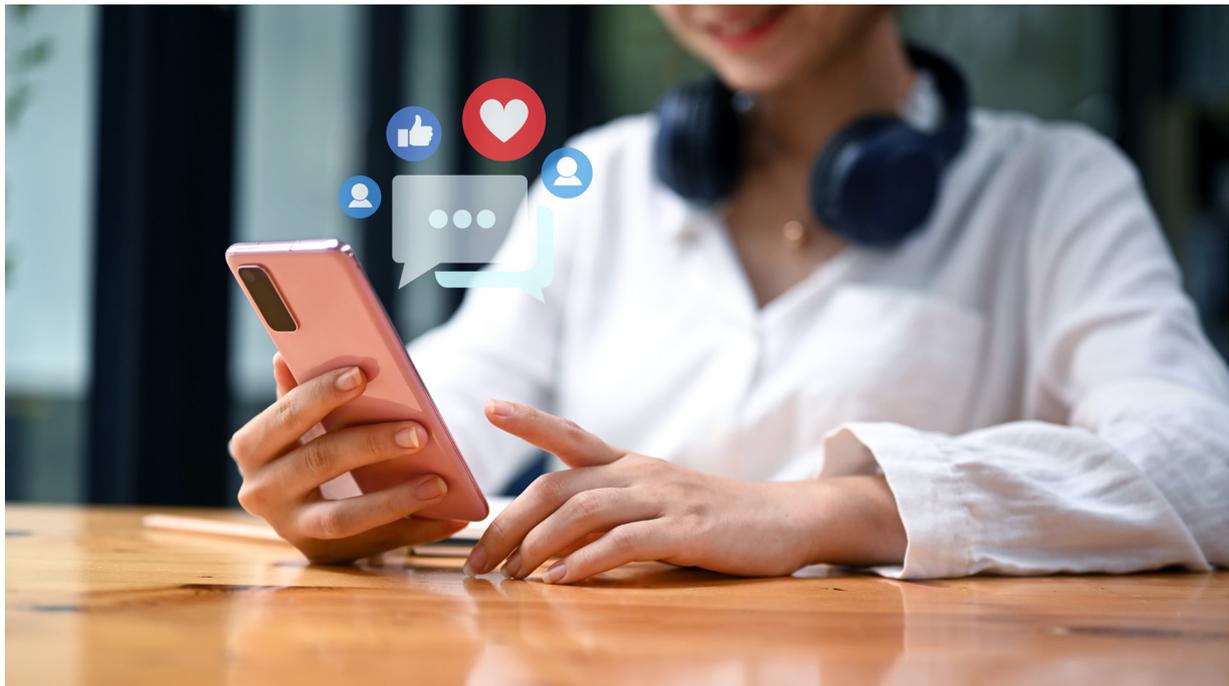
Performance and Promotion

Ming Yuan Cloud firmly believes that a reasonable compensation and performance management system is an important factor in attracting and retaining talents and revitalizing the Company. During the Year, we improved and optimized the Company's compensation system, standardized the principles of salary setting and adjustment, and realized the integration of ranks and the compensation system. The Company clarifies the performance management structure and departmental responsibilities in the "Performance Management System of Ming Yuan Cloud", conducts regular performance appraisals, and strictly standardizes the various processes of performance management.

Performance Management Framework

Organization Development Committee

- Examining and approving performance management system and performance appraisal scheme;
- Evaluating and approving performance appraisal results; and
- Accepting and finally deciding employee appeals on appraisal.

Human Resources Department

- Developing the Company's performance management systems, department and employee performance appraisal programs, and optimizing them regularly;
- Organizing empowerment work related to performance management;
- Supervising and inspecting the assessment process; as well as applying and implementing the assessment results;
- Establishing corresponding assessment files for employees; and
- Undertaking the specific work related to assessment result appeals.

Head of each department

- Explaining the performance goals set by employees in the department and conducting performance counselling;
- Providing feedback for the assessment and evaluation results about employees in the department; and
- Helping employees to make performance improvement plans and pushing forward their improvement.

Performance management is an important basis for the adjustment of positions and ranks of employees. We develop scientific and reasonable performance appraisal indicators based on their own duties and objectives of each level, provide each employee with equal opportunities for competition, and strictly control the approval and record retention of the performance of the mid-term counselling, assessment and evaluation, and assessment results announcement, and also provide the appropriate assessment appeal process, to ensure that every employee gets a fair and objective evaluation.

Guided by strategic demands and combining different organizational positioning and business characteristics, we develop differentiated organizational and job performance incentive mechanisms for different businesses, regions and company departments, and establish a top-down organizational performance management system and core KPI index library, in order to rationally allocate and utilize resources, maximize the stimulation of the value creation capacity of the organization and individuals, and brighten up the dreams of all Ming Yuan people. This Year, we actively implemented the Plan-Do-Check-Act (PDCA) cycle mode for performance management, optimized the performance appraisal related management system, operational guidelines and process specifications to ensure that the individual performance objectives and departmental performance objectives were unified; solidified the communication of performance appraisal results, promoted the counselling and improvement for the purpose of performance improvement and enhancement to achieve the closed loop of organizational performance management, and ensure that performance management was fair, just and open.

Employee Care

We are always mindful of the hard-working Ming Yuan people, pay attention to the actual needs of employees, provide a variety of benefits and continue to optimize the office environment, creating a healthy and warm working atmosphere. The Company pays five social insurances and one housing fund for employees in full according to the law, formulates the "Attendance Management System of Ming Yuan Cloud" and the "Holiday Management System of Ming Yuan Cloud" and other systems to refine the basic rights and interests of employees in overtime work and statutory holidays, provides commercial accident insurance and various types of subsidies, and distributes benefits and carries out interesting thematic activities during festivals for employees. This Year, we upgraded the workplace environment and set up children's playgrounds, nursing rooms and other areas in the workplace to put our attention and care for our employees into practice, and to enhance their sense of well-being and belonging at work.

| Case | Mid-Autumn Festival Mooncake Distribution in the Workplace |

In 2023, Ming Yuan Cloud carried out the Mid-Autumn Festival Mooncake Distribution in the workplace on the occasion of the Mid-Autumn Festival, sending a variety of flavors of mooncakes to employees to thank them for their hard work, and the festive atmosphere at the site was very strong. We also distributed customized Mid-Autumn Festival gift boxes to our employees so that they can bring this joy back home.

| Case | Exclusive "Third Wednesday Service Day" of Ming Yuan Cloud |

We actively respond to the needs of our employees and provide them with more convenient, caring and diversified centralized services. Starting from June 2023, the third Wednesday afternoon of each month has been designated as Ming Yuan Cloud's exclusive "Third Wednesday Service Day", opening up all kinds of heartwarming services for employees. Employees can experience various services such as eyeglasses and jewelry cleaning, optometry service, visa consultation, cell phone screen film sticking, massage, health care, haircut, discounted in-house shopping sessions, and health fitness test with the help of professionals.

Case: Ming Yuan Children Play Room in Summer

In order to allow the Ming Yuan children who visit the Company in the summer to have a place to play and solve the problem that dual-working families cannot take care of their children during the summer vacation, in 2023, we set up the viewing area and building block table in the children's playground area. We opened a summer classroom of little girls in the Wuhan workplace so that the children could learn and exercise, thus relieving the worries of employees.

We always guard the physical and mental health of our employees with all our heart, providing free health checkups for all employees every year and officially launching the Employee Assistance Program (EAP) project this Year. At the same time, we respect the right of employees to freedom of association, encourage employees to form or join associations freely, and actively organize all kinds of cultural and sports activities to help employees alternate work with rest, shaping a more robust body. In addition, we continue to improve our occupational health and safety management system, strengthen the identification and assessment of risks in the workplace and in the business process, and actively do all the preventive and responsive work. In 2023, Ming Yuan Cloud has passed the supervision and audit of the ISO 45001 Occupational Health and Safety Management System.

Case: Employee Assistance Programme (EAP)

The Company officially launched the EAP programme covering employees nationwide in February 2023 to provide services such as physical and mental health promotion, 7x24-hour hotline and counseling, on-site counseling and psychological training. We also carried out EAP parent-child interactive seminars on Children's Day, inviting professional psychologists to guide parent-child relationship on the spot to help employees and children understand each other better. The EAP programme provided 134 cases of counseling to our employees during the Year, including 29 cases of on-site counseling, with a total of 140 hours of cumulative counseling.

Case: "Hot Blood with Irresistible Force" Basketball Game

In September 2023, Ming Yuan Cloud launched a basketball game with the theme of "Hot Blood with Irresistible Force". In addition to the main competition, the Company set up a variety of competitions, such as skills competitions, additional competitions, and provide employees with all kinds of medals, prizes and gifts. We set up the "O'Brien Cup" belonging to the Ming Yuan Cloud in this Year, which greatly enriched the content of employee activities and created a positive and active company atmosphere.

Case: Fall Sports Meeting

The Digital Marketing BG Division gathered more than 200 partners to start the first fall sports meeting in 2023, and the theme of this year's sports meeting is "Vitality Mobilization – Move and Whoops Now". The Game integrates sports, competition, entertainment and parent-child activities, offering a number of new and fun sports activities and providing a variety of gifts such as team building packages, sports experience coupons, and team meal coupons, to help employees and family members stay fit and maintain a full mental and energetic attitude towards work and life.

Corporate Culture Construction

With the mission of "focusing on digital technology consistently to promote industrial upgrading", Ming Yuan Cloud has gone through 26 years of stormy times and ushered in our 26th anniversary celebration. With "A Long Road with Difficulties, Gathering Strength to Break Through" as the theme, we carried out a series of online and offline activities in the anniversary celebration, with people of all regions simultaneously watching the anniversary live broadcast, the first public appearance of the AI image of Ming Yuan Cloud Group's partner, the display of Mingming story, the re-taking of entrepreneurial road in the entrepreneurial street, the open day for family members, and the three-day and two-night activity in Zunyi. Together with employees, we explored new hopes and answers, always maintaining a spirit of unremitting effort and a never-ending attitude of struggle, and practiced the cultural values of "equality, simplicity and courage; partnership and professionalism; as well as openness, innovation and customer achievement".

The 26th Anniversary Celebration Series Activities of Ming Yuan Cloud
– "Creative Neighborhoods for the Public Benefit"

The 26th Anniversary Celebration Series Activities of Ming Yuan Cloud
– Synchronized Anniversary Live Streaming in All Regions

The 26th Anniversary Celebration Series Activities of Ming Yuan Cloud – Zunyi Hiking

Integrity and Honesty, Robust Operations

Ming Yuan Cloud adheres to the principle of honesty and integrity and attaches great importance to the internal integrity of the enterprise, with "zero tolerance" for corruption and fraud. The Company strictly abides by the "Anti-Unfair Competition Law of the People's Republic of China", the "Anti-money Laundering Law of the People's Republic of China", and other laws and regulations relating to bribery, extortion, fraud and money laundering, and is committed to creating a corporate environment of integrity and honesty to safeguard the long-term soundness of the Company's business management activities. We have formulated the "Anti-Corruption and Reporting Management System" to regulate the behavior of our employees, implemented anti-corruption initiatives to rigorously investigate, prevent, and eliminate incidents of corruption, and conducted regular internal training to strengthen the culture of integrity. We have established and continuously improved the mechanism for reporting corruption, maintained confidentiality, protected the legitimate rights and interests of whistleblowers, and ensured openness, transparency, compliance and integrity in our operations. During the Year, no corruption lawsuits were filed and concluded against the Company or our employees.

Corruption Reporting

Ming Yuan Cloud provides a multi-channel reporting path to encourage all employees, business partners and the public to report corruption and malpractice involving employees by telephone, SMS, WeChat, e-mail, letter, interview, and other means that the whistleblower deems appropriate. The whistleblower can report directly to the Company's Internal Audit Department or appoint another person to report on his/her behalf. When receiving reports, the staff will evaluate and investigate each piece of reported information and organize investigations and verification of the reported problems.

Handling of Reported Incidents

After receiving the report information, the Company's Internal Audit Department will conduct a comprehensive assessment of the report information and multi-party investigation, and after determining that the report information is true and reliable, compile all the relevant clues and evidence, and write an investigation report to be handed over to the head of the Internal Audit Department for examination and approval, and submit it to the chairman or the president in accordance with the procedures. The Securities Office and the Human Resources Center will jointly issue a final processing notification of the results, ordering the recovery of economic losses, and hand over serious cases to relevant judicial organs for handling according to law. In the course of daily operations, we actively carry out anti-corruption training for our employees, so that the awareness of honesty and integrity is always maintained throughout the work. In 2023, we offered a total of three anti-corruption training sessions for directors, senior management and common employees.

During the Year, the Company did not have any violation of laws and regulations, and there were no concluded corruption lawsuits related to the Company or its employees.

Whistleblower Protection System

The Internal Audit Department adheres to the confidentiality regulations and the principle of independent verification in the investigation of whistleblowing, and resolutely protects the privacy security of the whistleblowers and their legitimate rights and interests. In the process of investigation and evaluation, we require all the handling staff shall not privately save, copy, borrow, seize, or destroy the reported information, and shall not disclose the name, employer and address of the whistleblower, nor shall they show the original or copied reporting information to the investigated unit and the investigated person. When publicizing and rewarding a reported case, the private information about the whistleblower shall not be disclosed unless the whistleblower agrees.

Join Hands with Partners for Win-Win Cooperation

Ming Yuan Cloud believes that we need to work hand in hand with partners from all walks of life to achieve a sustainable future. We strictly abide by the requirements of laws and regulations such as the "Bidding Law of the People's Republic of China" and the "Government Procurement Law of the People's Republic of China", continuously improve the supply chain management system, standardize the bidding and procurement processes, and take into account the environmental and social risks of suppliers, practicing the concept of responsible procurement. In addition, the Company always promotes multi-party communication and cooperation with an open and inclusive mind, establishes a long-term and win-win ecological partnership of mutual assistance, and carries out and participates in diversified industry exchange activities, committed to promoting the digital transformation and upgrading of the industry.

Supply Chain Management

Ming Yuan Cloud attaches great importance to the health and stability of the supply chain, and works out the management requirements for all phases such as supplier screening, admission, certification, evaluation, optimization, and upgrading, providing standardized guidance for the implementation of supplier full lifecycle management. Our suppliers are classified into three categories by the nature of business, namely, software suppliers, hardware suppliers, and comprehensive suppliers.

We recruit suppliers through proactive recruitment and supplier self-recommendation and evaluation. The Purchasing Department, based on the procurement needs of each department of the Company, contacts suppliers through proactive recruitment to collect information and conduct multidimensional evaluation. Suppliers can also take the initiative to submit information through self-recommendation and evaluation, and the responsible department will conduct comprehensive review based on the Company's evaluation criteria. The Company has established a strict supplier admission process, classifying the suppliers who comply with procurement requirements into qualified suppliers and potential suppliers, and including all of them in the supplier database. For suppliers in the supplier database, the Company will conduct pre-cooperation qualification review and cooperation fulfillment evaluation during the cooperation process. Evaluation involves aspects such as supplier qualifications, company size, scheme requirement matching, price rationality, clarity of service standards, and technical personnel capabilities to review supplier qualifications and ensure continuous supply and stable quality of products. The specific evaluation process is as follows:

Pre-cooperation qualification review:

Before conducting cooperation, we adopt different evaluation criteria for different categories of suppliers to ensure that the products and services provided by them meet the corresponding standards. As for software suppliers, the evaluation focuses on the criteria such as the matching of their product functions with needs, product accessibility experience, price rationality, as well as their sustainable development scale and strength, and benchmark customer cases of successful applications. As for the hardware and comprehensive suppliers, the evaluation criteria include supplier qualifications, matching with solution requirements, delivery capabilities, etc. While conducting evaluations, the Company conducts strict reviews of supplier qualifications through online verification of electronic qualification documents and on-site examinations, ensuring continuous supply and stable quality of products.

Cooperation fulfillment evaluation:

During the cooperation process, we also adopt various models to access and supervise suppliers of different categories. Regarding hardware and comprehensive suppliers, IT employees of Ming Yuan Cloud organize representatives from related business departments to conduct a comprehensive evaluation of the supplier's fulfillment and cooperation from four dimensions at the end of each year, i.e., system and equipment failure rate, service response speed, quality of problem handling results, and employees' business and technical capabilities. For software suppliers, we will conduct cooperation fulfillment evaluation after the pilot launching, after project acceptance, and before annual service renewal respectively.

Meanwhile, we continue to improve our communication and feedback mechanism with suppliers, and conduct regular planning for the cooperation service plans, software product upgrades, internal demands, and other aspects for future years. During the project progress, we adopt various communication methods with suppliers, provide regular feedback on project progress, implement progress, and sort out project requirements, laying a solid foundation for future cooperation.

Sustainable Supply Chain

Ming Yuan Cloud is dedicated to guiding suppliers to jointly build a responsible management system, assisting suppliers in promoting their own sustainable operations and creating a sound and long-term sustainable supply chain. In the process of supplier management, we not only strictly control the quality of suppliers' products and services, but also introduce ESG-related assessment dimensions such as compliant employment, safety management, and environmental protection in the evaluation process, paying close attention to suppliers' environmental and social risks. We will give priority to suppliers enjoying high reputation in the industry, with ISO and other qualification certificates, and whose personnel has PMP qualification. Meanwhile, when conducting procurement of IT assets, office supplies, and other physical materials, we will preferably select products with energy conservation and environmental protection labels or certificates, such as energy-conservation electronic equipment, so as to fulfil green procurement.

In addition, we continue to keep abreast of the integrity of supply chain procurement, strictly formulate and implement relevant systems, and require all cooperating suppliers to sign integrity agreements in accordance with relevant national and industry requirements, with a view to working together to forge a sunny and transparent clean supply chain. Furthermore, in our routine communication with and training activities for suppliers, we consistently advocate and convey Ming Yuan Cloud's concept of sustainable development, guide suppliers to actively practice environmental and social responsibilities, and impel sound development of the industry with joint efforts.

Joining Hands with Ecological Partners

Ming Yuan Cloud focuses on communication and cooperation with industry ecological partners, and has built a comprehensive ecological partner system, including five categories, i.e., platform partners, consulting partners, development delivery partners, technical capability partners, and industry Independent Software Vendor (ISV) partners. We hope to jointly build more competitive solutions in the market through complementary advantages and resource sharing, and continue to contribute our own strength to the digital transformation of the industry. While supporting digital innovation in the enterprise, we give full consideration to the product innovation and potential environmental and social benefits brought about by technological cooperation. During the cooperation phase, we incorporate environmental protection and low-energy consumption into our innovation direction and goals, and work together with partners to probe into low-carbon initiatives.

Platform Partners	With a localized/Trust Cloud infrastructure, working together with Ming Yuan Cloud to build complete industrial digital solutions of IaaS + PaaS + SaaS ecosystem
Consulting Partners	Integrating Ming Yuan Cloud products and solutions to provide professional consulting services for customers, and forming a win-win customer service system with Ming Yuan Cloud
Development Delivery Partners	Organizing a professional development team based on the Skyline PaaS platform and DevOps system, providing professional open source, delivery, and operation and maintenance capabilities for industry clients
Technical Capability Partners	Providing technical capability support in the SaaS application segments, and integrating Ming Yuan Cloud digital solutions based on the application market of Ming Yuan Skyline PaaS platform to achieve a sustainable cooperation mode of "API as Service"
Industry ISV Partners	In the vertical industry, core independent R&D technologies can provide scenario-based exclusive products and technical services for industry customers based on Skyline PaaS platform

Case The 8th Real Estate Supply Chain Summit of State-Owned Enterprises and Enterprises of State-Owned Assets

On 15 December 2023, the 8th Real Estate Supply Chain Summit of State-Owned Enterprises and Enterprises of State-Owned Assets, hosted by Ming Yuan Cloud, was successfully concluded in Xiong'an New Area. With the theme of "Practicing the New Green Concept and Driving High Quality Development Together", this summit attracted more than 300 leaders from state-owned enterprises and enterprises of state-owned assets from all over the country, as well as more than 500 representatives from industry brand suppliers. The summit discussed the trend of green development in the industry through sessions such as keynote speeches and peak dialogues, contributing important decision-making experience and forward-looking research and judgment to further building an ecologically harmonious real estate supply chain.

In 2023, we closely collaborated with a number of domestic manufacturers including Huawei Cloud, Kylinsoft, Dameng Database, CECLOUD, and Phytium Technology to actively co-host the second 828 B2B Enterprise Festival. We also participated in industry summits such as the 2023 Huawei Cloud Ecology Conference and Huawei China Partner Conference, making in-depth discussion of industry issues to achieve joint technological creation and solution development. At the same time, we collaborated with ecological partners to release the real estate industry cloud and led the establishment of a real estate digital innovation consortium to connect more upstream and downstream partners in the real estate industry and jointly build a sustainable development ecosystem.

Case Win-win Cooperation - Signing Ceremony of Ming Yuan Cloud & Kylinsoft Was Successfully Concluded

The signing ceremony for the strategic cooperation agreement between Ming Yuan Cloud and Kylinsoft was held in Shenzhen on 11 April 2023. In the presence of Tong Jilong, Senior Vice President of Ming Yuan Cloud, and Song Jiepeng, Senior Vice President of Kylinsoft, Zhang Jingwen, Director of Ecological Cooperation of Ming Yuan Cloud, and You Jia, Director of Ecological Pipeline of Kylin Deep Sea Business Division, signed a strategic cooperation agreement on behalf of both parties.

Case Ming Yuan Cloud Signed a Strategic Contract with CECLOUD

The 4th Western Digital Economy Expo themed "Led by Cloud and Digital Technologies and Driven by IT Innovation" was successfully concluded in Xi'an on 16 June 2023. At the site, Ming Yuan Cloud, as the only enterprise representative in the real estate field, signed a strategic contract with CECLOUD. In the future, both parties will continue to deepen the digital track of the real estate industry and jointly promote industrial transformation and upgrading.

Case Ming Yuan Cloud Joined Hands with Ecological Partners to Release Real Estate Industry Cloud

On 8 July 2023, Ming Yuan Cloud held the Cloud Ecology Forum of Real Estate Industry at Huawei Developers Conference. At the conference, Ming Yuan Cloud, together with Shenzhen Smart City, Huawei Cloud, Chinasoft International, and Landray Software, jointly released the Real Estate Industry Cloud with "IaaS + PaaS + SaaS + Ecological Partners" as the core, and created a joint solutions to support implementation of the key capabilities of digital strategy at the technical level, provide differentiated services for various customer groups, and empower real estate enterprises to undergo digital transformation and accelerate industrial upgrading.

Case Ming Yuan Cloud and Huawei Cloud Took the Lead to Set up a Real Estate Digital Innovation Consortium

At the 2023 China Programmer's Day – Application Modernization Development Forum on 25 October 2023, Ming Yuan Cloud and Huawei Cloud took the lead and worked together with China Software Industry Association, Application Modernization Industry Alliance, industry partners, and representatives from Chinese central government-led and state-owned digital technology enterprises to create a "Real Estate Digital Innovation Consortium". The consortium brings together the efforts from real estate industry partners, representatives from state-owned digital technology enterprises, industry think tanks and other parties, to set up a resource platform for upstream and downstream enterprises in the industry, share industry resources, innovation achievements and cutting-edge information, and promote digital transformation and technological innovation of the industry based on application modernization to achieve high-quality development.

Green Development, Low-Carbon Future

Ming Yuan Cloud integrates the concept of green low-carbon development into its operation and management process, attaches importance to resource utilization efficiency and waste recycling management, and insists on improving all aspects of green office. Strictly abiding by the "Environmental Protection Law of the People's Republic of China", we continue to make efforts in energy conservation and emission reduction actions, alleviate the impact of daily operations on the environment, and assist enterprises in green transformation practices. We enthusiastically identify, evaluate, and manage the risks brought about by climate changes, seize relevant opportunities, take corresponding measures to reduce the impacts of climate changes on corporate businesses, and enhance risk resilience to achieve long-term sustainable development.

Green Operation

In the routine operation and management process, we follow a series of green operation measures, committed to reducing energy and water resource consumption and waste emissions year by year, advocating the low carbon life concept among employees and practicing green operation principles in the enterprise.

In 2023, the main ways for Ming Yuan Cloud to consume energy, generate waste, or emit carbon during its production and operation include office operations and employee travel. The electricity used for routine operations of Ming Yuan Cloud is supplied by the regional power grid, and the water used is provided by the municipal mains system, without any problem in seeking water sources. The main waste generated includes routine office waste such as waste paper and batteries. The primary business does not involve any use of packaging materials.

Energy Conservation and Emission Reduction

- **Intelligence lighting management:** We set up a "Lighting Safety Expert" for intelligent lighting control to uniformly manage the operations of office light sources. It is required to conserve energy on all floors at 19:30, turn off lights in areas without people and conference room, and avoid unwanted "long-working lights" and "daytime-working lights" that may cause resource waste.

- **Manual inspection of electricity usage:** We organize a "security patrol team for energy conservation and emission reduction" to conduct regular patrol inspections to ensure that the power supplies to water dispensers, lights, conference room systems, and other equipment in areas without people are turned off, avoiding unwanted energy consumption.

- **Regulations on office energy conservation:** Supervise and require employees to turn off the power supplies of electrical appliances such as computer monitors and conference room systems after use; control the temperature of the air conditioner at a temperature not lower than 26°C in summer and not higher than 20°C in winter, and ensure that the doors and windows are closed when the air conditioner is turned on, ensuring reasonable and effective energy use.

- **Advocate for green travel:** Vigorously encourage employees to prioritize public transportation for urban travel, including subways, buses, etc.; if the time spent to reach the destination is within 2 hours by high-speed train, select high-speed train instead of air travel and practice the green travel style.

- **Remote smart office:** We use cloud service resources and PC digital applications to realize online collaborative work, and adopt green and intelligent traditional office models, while advocating for online cross-regional meetings and activities to reduce transportation carbon emissions.

Water Resources Management and Control

- **Water equipment management:** Carry out timely repair, maintenance and inspection, and regular maintenance of water use and water storage equipment such as faucets, avoiding waste of water resources due to hardware problems.

- **Advocating water conservation:** We put up slogans in water consumption places such as tea rooms and toilets, requiring employees to save water, such as controlling the water flow when washing hands and turning off the faucet after use, so as to improve employees' awareness of the importance of water resources and encourage water conservation behaviors through publicity and training activities.

- **Water conservation performance:** Compared with 2022, the total water conserved in 2023 was about over 600 m³.

Office Resource Management	

Encourage paperless office: We use internal shared office resources to integrate and publish the Company's internal systems, documents, and notices online; advocate double-sided printing and stipulate that informal documents should be printed on reusable paper; place a paper recycling box next to the printer to collect reusable paper.

Management of office consumables: We formulate regulations on the management of office consumables, requiring that non-conventional consumables (such as bottled water, batteries, and disposable paper cups) need to be registered before requested, and personal water cups are advocated in routine work and meetings.

Regulations on warehouse procurement: Purchase materials according to the actual demand and inventory to avoid accumulation and waste of materials in stock; follow the principle of allocation before procurement to increase the utilization rate of materials.

Remote smart office: We use cloud service resources and PC digital applications to realize online collaborative work, and adopt green and intelligent traditional office models, while advocating for online cross-regional meetings and activities to reduce transportation carbon emissions.

Waste Management	

Management of recyclable waste: We reinforce the recycling of recyclable materials, reuse them as much as possible, and hand them over to a third party for recycling and disposal.

Hazardous waste management: We continue to expand the use of Ming Yuan Cloud characteristic battery recycling bins, and specifically recycle and dispose of battery hazardous waste.

Non-recyclable waste management: The building property service is responsible for regular cleaning of the waste.

Reminder for Green Operation of Ming Yuan Cloud Office

Addressing Climate Change

Climate change occurs nowadays and dominates the future of humanity. Addressing climate change is an inescapable responsibility for enterprises, and also an important link in Ming Yuan Cloud's sustainable development management. We proactively practice the concept of green, low-carbon, stable, and sustainable development, refer to the recommended framework of the Task Force on Climate-Related Financial Disclosure (TCFD), closely identify and attach great importance to the risks and opportunities brought about by climate change, and carry out climate change risk management work. We strive to minimize the negative impact of climate change on the Company's business, turn risks into opportunities, and spare no effort to reduce carbon emissions year by year to help promote green development of the society.

1. Governance

To address the risks and opportunities of climate change, Ming Yuan Cloud has established and improved its ESG governance system. The Board of Directors and senior management of the Company oversee climate risk, promote governance work, and continuously review the impact of climate change on the Company's operation. As authorized by senior management, the ESG Working Group continuously identifies and evaluates highly correlated climate risks and opportunities, formulates corresponding sustainable business strategies, and strengthens management and supervision on the Company's green operation work, enhancing the Company's ability to respond to climate risks.

2. Climate Risk Management

Ming Yuan Cloud continues to monitor the trend of global climate change, earnestly reviews climate risks, and develops comprehensive risk response strategies to enhance the Company's climate risk management capabilities. After scientific evaluation and sufficient communication with stakeholders, we have identified physical and transition risks in the industry and enterprise operation, clearly listed the risks and analyzed their potential impacts, and proposed targeted prevention and response measures to minimize the negative impacts of climate changes on corporate operations.

Risk Category		Specific Risks	Potential Risk Impacts	Risk Response Measures
Physical risks	Acute	Rainstorms	Extreme weather, such as rainstorm, may cause flood disaster, affect power supply or even submerge equipment, leading to power failure or equipment damage in the equipment room; typhoons can cause damages to office buildings and equipment rooms, threaten the personal safety of employees, and yield impacts on information storage, data integrity, customer service, etc.	• Install an extreme weather alarm system in the equipment room and provide backup power supply to prepare for extreme cases • The IT Department regularly conducts cloud data backup and disaster drills to ensure data security and sustainable operations • The Crisis Management Team is responsible for monitoring weather changes, conveying relevant information to employees in a timely manner, and initiating emergency measures in case of adverse weather conditions • The Administrative Department organizes various safety training sessions for employees, cleans up potential hazardous materials in the office, and flexibly schedules working hours for employees
		Typhoons		
		Floods		
	Chronic	Continuous high temperature	Continuous high temperatures may increase energy consumption, thereby increasing carbon emissions and operating costs	• Actively explore the use of green energy, while seeking opportunities to update existing configurations using energy-conservation technologies and equipment, improve energy efficiency, and effectively reduce energy consumption

Risk Category		Specific Risks	Potential Risk Impacts	Risk Response Measures
Transition risks	Policies and laws	Requirements related to the "Carbon Peaking and Carbon Neutrality" goal	The achievement of China's "Carbon Peaking and Carbon Neutrality" goal will urge enterprises to undergo low-carbon transformation, and the requirements of relevant policies will increase some compliance operating costs	• Actively practice the green and low-carbon concept in the routine business activities of the Company, such as promoting paperless office work, encouraging online office, helping customers achieve digital transformation and upgrading, and accelerating the realization of carbon emission reduction on the value chain • Regularly monitor the development trends of laws and regulations to ensure compliant operation
	Reputation	Attention of stakeholders	Green and low-carbon is an important area of public concern for corporate social responsibility and sustainable development capabilities. If the Company fails to meet public expectations for its low-carbon transformation, it may cause damage to its corporate reputation, leading to customer churn and business damage	• Strengthen communication with all stakeholders, promptly disclose relevant information, and ensure that all stakeholders understand the climate management process of the enterprise

3.Climate Changes Opportunities

How to take the sustainable development goals as the fundamental task and seize the new development opportunities of new technologies and new services under the context of global climate warming is the key area for Ming Yuan Cloud to continue to invest in R&D and focus on development on the road to implement corporate green transformation.

Impelled by both the climate change development pressure and economic development momentum of "Carbon Peaking and Carbon Neutrality", Ming Yuan Cloud continues to improve its intelligent management and digital operation, while actively seizing new opportunities in market development and exploring new business development points. Based on the strategic layout of "SaaS + PaaS + ecology" diversified product value chain management, the Company implements in-depth development of AIGC interactive technology to help improve industrial productivity and effectively support application innovation of enterprise information technology. We focus on the highly-certain market that empowers enterprises' digital transformation and upgrading, continue to invest in core products and technologies, keep up with the needs of the low-carbon era, and seize green development opportunities.

4.Our Commitment

As responsible corporate citizens, we continue to improve the Company's risk assessment and management system in the process of ESG risk management practice, strictly follow the ESG compliance management requirements of the HKEX, and fully refer to the TCFD framework. We always pay attention to climate change risks related to our business, evaluate, disclose and manage them in a timely manner, and ensure the continuity of our business. We will also continue to seek opportunities amidst risks, turn challenges into motivation, discover new business development points, and empower the Company to achieve sustainable development.

Technology for Social Good, Giving Back to the Society

Taking serving the digital transformation of enterprises as its top priority and giving back to the society as its own responsibility, Ming Yuan Cloud has adhered to its original intention of public welfare, enthusiastically carry out community welfare activities, proactively understand the needs of poor areas in society, strive to fulfill corporate social responsibilities, and continue to contribute to social development over the years.

Ming Yuan Cloud always keeps close tabs on social needs and established its own charity brand – Yuan Public Welfare in 2021, focusing on rural education and other fields. As devoting itself to steady development, the Company expands public welfare channels, deepens public welfare efforts, and actively carries out in-depth research on the educational needs of poor areas, seeking sustainable public welfare feedback paths, and developing a virtuous circle of love transmission based on the philosophy of responsibility.

Original Intention of Yuan Public Welfare

It takes ten years to grow trees and a hundred years to cultivate people. Our original intention is to provide children in regions with scarce educational resources with the opportunity to receive more comprehensive education, and to embrace a wider range of choices in the future.

– Gao Yu, Chairman of Ming Yuan Cloud

Ming Yuan Cloud has continuously explored the possibility of public welfare, focusing on optimizing and building a more orderly Yuan Public Welfare mechanism, and striving to provide considerate and warm assistance for grassroots development in the Year. We have set up a public welfare convenience cabinet for the first time in our office area. Every transaction of our employees will contribute a small amount of income to the Yuan Public Welfare fund pool, and the accumulation of love can also make an accomplishment, bringing hope to children of mountainous areas for better education and growth.

Public Welfare Convenience Cabinet in Ming Yuan Cloud Office Area

While conveying the concept of simplifying public welfare to the staff of Ming Yuan Cloud, we added a multi-functional public welfare exhibition area in the Company's exhibition hall, allowing visitors to not only learn about the Company's excellent products and services, but also feel our love and warmth since we never forget our original intention.

Multi-functional Public Welfare Exhibition Area in Ming Yuan Cloud Exhibition Hall and Public Welfare Honors Received

In 2023, Yuan Public Welfare continued to further cover underdeveloped areas and assist Hope Education, and proactively participated in activities such as "99 Public Welfare Day", committed to balancing educational development and providing children with more growth opportunities. "A road to the Mountain of Books – Rural Library Donation Program" provides various books to children so that they can gain extra knowledge; "Boundless Dreams – Rural Teaching Support Program of Employees" not only broadens children's horizons, but also offers them infinite possibilities to change the world. As of 31 December 2023, Yuan Public Welfare, in conjunction with local public welfare organizations, has jointly assisted 8 rural primary and secondary schools located in Hunan and Guizhou, with a total of 61 students in need supported, and a total funding amount of RMB200,000.

Case   World Book Day Activity – "I Pay the Books You Recommend"

On 22 April 2023, the World Book Day, Ming Yuan Cloud organized the "I Pay the Books You Recommend" activity to mobilize all employees to recommend a list of easy and enjoyable books for children to read at Hejiang Town Rural Primary School, replacing outdated old books in the reading room with interesting books that better meet the physical and mental development needs of students. All employees actively participated in the recommendation. Based on the list of books, we supplemented more than 70 books for the reading rooms of Gengbeipo Primary School, Liyu Primary School, and Tongzhibao Primary School, renovating the reading rooms of rural primary schools.

Case   Mobilizing Employee Family Members to Recommend Books to Help with Happy Reading

Yuan Public Welfare has noticed that children are easily attracted to electronic entertainment, which can affect their interest in active reading. To encourage children to read happily, we mobilized their family members and children to record their favorite extracurricular books into videos and share them with their peers at Gengbeipo Primary School. A total of 14 children actively contributed to this activity. We firmly believe that love knows no age, and growth knows no region. On the fertile soil called Hope, as long as nutrients are timely given and sunshine poured, children will thrive on their own.

Case   1-Day Teaching Support Charity Tour" Activity

The "1-Day Teaching Support Charity Tour" was successfully launched on 8 June 2023. Yuan Public Welfare deeply linked with Shenzhen Party Branch, volunteers, and cooperative public welfare organizations (Foshan Friends Camp Children & Teenagers Education Foundation) to enter Hejiang Town, providing unified teaching classes to multiple primary schools on the local campus. This provided comprehensive high-quality courses such as science, sex education, reading, and sports for the local region, and allowed children in Hejiang Town to not only absorb knowledge from textbooks, but also gain multi-dimensional exercise and growth for body and mind. At the same time, Yuan Public Welfare fixed the hardware problems of local primary school teaching by replacing host devices and assisting in installation and maintenance, solving children's worries about reading.

Outlook for 2024

In 2024, we will adhere to the values of "equality, simplicity and courage; partnership and professionalism; as well as openness, innovation and customer achievement", tirelessly practice the corporate mission of "Focusing on digital technology consistently to promote industrial upgrading", and strive to become the most trustworthy partner in the digitalization of the real estate ecosystem.

Innovative Products

We will continue to make efforts in product upgrades, R&D innovation, empower enterprises with science and technology, and pave the way for successful digital transformation of our customers

Talent Development

Keeping a foothold in the past, we will constantly explore and surpass ourselves, and work together with the staff of Ming Yuan to embark on a brilliant new journey

Corporate Governance

We will always adhere to and optimize the construction of integrity, and safeguard the bottom line of compliance and integrity to ensure sound operations of the Company

Green Operation

We will continue to implement the philosophy of green and low-carbon development in our Company's operation and management activities, committed to reducing the carbon emissions of the earth

Responsible Supply Chain

We will continuously build and maintain a responsible and sustainable supply chain and work together with ecological partners to promote the industrial development

Social Participation

We will actively engage in the "Yuan" Public Welfare cause while developing our own business, and continuously convey love and beauty

APPENDIX I ESG KPI DATA SHEET IN 2023

Environmental Subject Area

KPIs		Unit	2023
Emissions	SO_2 emissions	kg	0.04
	NOx emissions	kg	1.64
	PM emissions	kg	0.12
Greenhouse Gas ("GHG") emissions	GHG emissions (Scope 1)	tCO_2e	7.02
	GHG emissions (Scope 2)	tCO_2e	2,155.14
	Total GHG emissions	tCO_2e	2,162.16
	GHG emission intensity	tCO_2e/m^2	0.07
Hazardous wastes	Total hazardous wastes	kg	94.98
	Intensity of hazardous wastes	kg/m^2	0.002
Non-hazardous wastes	Total non-hazardous wastes	tonne	10.08
	Intensity of non-hazardous wastes	$tonne/m^2$	0.0003
Energy consumption	Total energy consumption	MWh	2,610.46
	Direct energy consumption	MWh	22.90
	Indirect energy consumption	MWh	2,587.56
	Energy consumption intensity	MWh/m^2	0.09
	Total electricity consumption	MWh	2,587.56
	Gasoline consumption	Litre	2,640.00
Water consumption	Water consumption	m^3	16,500.14
	Water consumption intensity	m^3/m^2	0.55

Notes on Environmental Data and Factors

1. The time span of environmental data is from 1 January 2023 to 31 December 2023; the scope of data collection covers the Company's headquarters in Shenzhen and its R&D base in Wuhan.

2. GHG emissions (Scope 1) mainly come from the fuel consumption by official vehicles, while GHG emissions (Scope 2) are generated from purchased electricity consumption, with the data source from the payment bills of related expenses and the administrative statistical ledgers. For the GHG emission factors of purchased electricity, please refer to the "2017 Baseline Emission Factors for Regional Power Grids in China" issued by the Ministry of Ecology and Environment of the PRC, and for other energy emission factors, please refer to the "Environmental KPIs Reporting Guide" issued by the HKEX.

3. The types of energy consumed by the Company in 2023 include fuel for official vehicles and purchased electricity, with the data source from the payment bills of related expenses and the administrative statistical ledgers; for the energy consumption factors, please refer to the conversion factors provided by the International Energy Agency and "GB/T2589-2008 General Principles for Calculation of the Comprehensive Energy Consumption".

4. Hazardous wastes include waste batteries, waste lamp tubes, waste light bulbs, waste ink cartridges and toner cartridges.

5. Non-hazardous wastes include office wastes generated for administrative office.

6. The water supply of the Company comes from the municipal water supply network, with the data sources from financial records and administrative statistical ledgers.

Social Subject Area

KPIs		2023	
Total workforce by gender, employment type, age group and geographical region			
		Number of employees (person)	Percentage (%)
By gender	Male	1,702	66.05%
	Female	875	33.95%
By employment type	Full-time	2,562	99.42%
	Intern	15	0.58%
By age group	Below 30	1,067	41.40%
	Aged 31-40	1,354	52.54%
	Aged 41-50	149	5.78%
	Above 50	7	0.28%
By geographical region	Mainland China	2,577	100.00%
	Overseas and Hong Kong, Macao and Taiwan	0	0
Total workforce		2,577	
Employee turnover rate by gender, age group and geographical region			
		Number of turnover employees (person)	Turnover rate (%)
By gender	Male	639	27.30%
	Female	352	28.69%
By age group	Below 30	561	34.46%
	Aged 31-40	408	23.16%
	Aged 41-50	22	12.87%
	Above 50	0	0
By geographical region	Mainland China	990	27.75%
	Overseas and Hong Kong, Macao and Taiwan	1	100%
Health and Safety			
Number of work-related fatalities	0 (no work-related fatalities occurring in the past three years)		
Lost working days due to work injury	0		

KPIs	2023	
Percentage of employees trained and average training hours completed per employee by gender and rank		
	Percentage of employees trained (%)	Average training hours completed per employee (hour)
By gender		
Male	61.52%	0.88
Female	70.06%	0.78
By rank		
Senior management	84.62%	3.84
Middle management	88.98%	6.12
Common employees	63.03%	0.56
Number of Suppliers		
Number of Suppliers		
East China	175	
South China	355	
Central China	76	
North China	154	
Southwest China	37	
Northeast China	8	
Northwest China	15	
Overseas and Hong Kong, Macao and Taiwan regions	19	
Customer Service Data		
Number of customer complaints (time)	109	
Number of follow-up visits (time)	109	

APPENDIX II INDEX TO THE ESG REPORTING GUIDE

ESG INDICATORS		Disclosure	Corresponding Sections
A1 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Disclosed	Green Development, Low-Carbon Future
A1.1	The types of emissions and respective emissions data.	Disclosed	Appendix I
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, density (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
A1.5	Description of emission target(s) set and steps taken to achieve them.	Disclosed	Green Development, Low-Carbon Future
A1.6	Description of how hazardous and nonhazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Disclosed	Green Development, Low-Carbon Future
A2 General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Disclosed	Green Development, Low-Carbon Future
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).	Disclosed	Appendix I
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Disclosed	Green Development, Low-Carbon Future
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Disclosed	Green Development, Low-Carbon Future
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable, as our main business does not involve the use of any packaging material.	–
A3 General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	Not applicable, as our business activities don't have a material impact on the environment and natural resources	–
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Not applicable, as our business activities don't have a material impact on the environment and natural resources	–

ESG INDICATORS		Disclosure	Corresponding Sections
A4 General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Disclosed	Green Development, Low-Carbon Future
A4.1	Description of the significant climate related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Disclosed	Green Development, Low-Carbon Future
B1 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Disclosed	Grow Together through Partnership
B1.1	Total workforce by gender, employment type (for example, full-time or part-time), age group and geographical region.	Disclosed	Appendix I
B1.2	Employee turnover rate by gender, age group and geographical region.	Disclosed	Appendix I
B2 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to providing a safe working environment and protecting employees from occupational hazards.	Disclosed	Grow Together through Partnership
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Disclosed	Appendix I
B2.2	Lost working days due to work injury.	Disclosed	Appendix I
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Disclosed	Grow Together through Partnership
B3 General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	Grow Together through Partnership
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	Appendix I
B3.2	The average training hours completed per employee by gender and employee category	Disclosed	Appendix I
B4 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to preventing child and forced labour.	Disclosed	Grow Together through Partnership
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Disclosed	Grow Together through Partnership
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	Grow Together through Partnership
B5 General Disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	Join Hands with Partners for Win-Win Cooperation

ESG INDICATORS		Disclosure	Corresponding Sections
B5.1	Number of suppliers by geographical region.	Disclosed	Appendix I
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Disclosed	Join Hands with Partners for Win-Win Cooperation
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Disclosed	Join Hands with Partners for Win-Win Cooperation
B5.4	Description of practices used to promote environmentally preferable products and service when selecting suppliers, and how they are implemented and monitored.	Disclosed	Join Hands with Partners for Win-Win Cooperation
B6 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.	Disclosed	Quality Innovation and Technology Empowering Committed to Your Success through Sincere Services
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable, as our core business doesn't involve any safety or health risk.	–
B6.2	Number of products and services related complaints received and how they are dealt with.	Disclosed	Committed to Your Success through Sincere Services Appendix I
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	Quality Innovation and Technology Empowering
B6.4	Description of quality assurance process and recall procedures.	Disclosed	Quality Innovation and Technology Empowering
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Disclosed	Quality Innovation and Technology Empowering
B7 General Disclosure	Information on the policies, and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to bribery, extortion, fraud and money laundering	Disclosed	Integrity and Honesty, Robust Operations
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	Disclosed	Integrity and Honesty, Robust Operations
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Disclosed	Integrity and Honesty, Robust Operations
B7.3	Description of anti-corruption training provided to directors and staff.	Disclosed	Integrity and Honesty, Robust Operations
B8 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.	Disclosed	Technology for Social Good, Giving Back to the Society
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Disclosed	Technology for Social Good, Giving Back to the Society
B8.2	Resources contributed (e.g. money or time) to the focus area.	Disclosed	Technology for Social Good, Giving Back to the Society

Contact Us

We firmly believe that the valuable opinions of stakeholders will contribute to our continuous improvement. If you have any valuable suggestions or questions about the content of this Report or our sustainable developments, please feel free to contact us in the following ways:

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