ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告
2020

Kingdee

Kingdee International Software Group Company Limited
金蝶國際軟件集團有限公司
Stock Code 股份代號: 268

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Message from the President

2020 is a year of challenges, but also a year of resurrection.

The COVID-19 pandemic and trade dispute have brought many challenges to enterprises. Nevertheless, challenges mean opportunities, and difficulties mean resurrection. Kingdee has timely captured the opportunity of digital transformation and took the initiative to phase out the traditional on-premise products and accelerate the transformation of subscription-based cloud services. By helping enterprise customers to empower digital capability, discover hidden value, as well as focusing on customer success and leading in the cloud market, we have achieved a rapid growth of 45.6% in the cloud business. Kingdee was ranked No.1 in SaaS ERP customer satisfaction in 2020 IDC Global SaaS Customer Satisfaction Survey, and was the only Chinese SaaS company receiving the customer satisfaction award out of all SaaS categories.

As China's first local cloud-native platform with building EBC five capabilities as its core targets, Kingdee Cloud Cosmic has signed contracts with 367 well-known large enterprises, including State Power Investment Corporation, China Merchants Group, Yunnan China Tobacco, and Huawei during the year. In the face of the pressure of technology blockade, Kingdee Cloud Galaxy has created an industry miracle by replacing 184 systems for Huawei Ocean System in 68 days. Kingdee Jingdou Cloud has realized a rapid revenue growth of 62.4% yoy, aggregating over 160,000 customers and a dollar retention rate of approximately 76%.

主席寄語

2020 是艱難的一年，也是浴火重生的一年。

45.6%

4　　　SaaS ERM　　　2020

IDC　　SaaS

・　　　　　　　EBC

367　　　　　・

・　　　68

184

62.4%

16　　　　　　76%
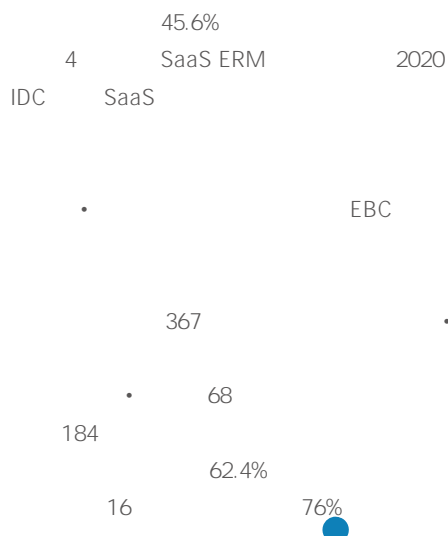
2020 is a year of responsibility and rewards for Kingdee.

In the backdrop of pandemic outbreak , Kingdee not only donated RMB 10 million directly through the China Siyuan Project Poverty Alleviation Foundation, but also released a number of product offers and related policies during the epidemic to help enterprises affected by the epidemic to tide over the difficulties, and directly helped Kyushu Pharmaceutical Company, which was fighting on the front line, to realize the whole process management of medical supplies.

In addition, Kingdee has been consistently helping and supporting medium, small and micro enterprises, which were in tough time for survival. Kingdee was selected into the product recommendation list in over 50 provincial and municipal governments, and participated in the SME digital empowerment special action, giving full play to the advantages of the SME Cloud Platform's big data to provide powerful data monitoring and analysis for SMEs to resume work and resume production. During the epidemic, Kingdee always guaranteed 7＊24 hours telephone and online customer service to ensure normal operation of customer business and provide priority service response to enterprises in the epidemic area.

At the same time, Kingdee, together with management theory experts and 18 industry leaders, released the SME Smart Growth Project to help them break through business bottlenecks and achieve intelligent growth. The "Golden Choice Project" was launched to select high-quality products from the enterprises served and to help promote them, as well as to introduce a number of enterprise support measures and product discount services.

As one of the initiators of the China Management Model Excellence Award, Kingdee has spared no effort in discovering, refining, integrating and promoting Chinese management models. More than 150 experts and scholars have participated in the research, published the series of books "Decoding Chinese Management Models" and held 13 consecutive China Management Model Excellence Awards to accumulate outstanding industry cases for the continuous progress of Chinese management and committed to the rise of Chinese management models in the world.

2020 is the year that Kingdee gains recognition and starts from the heart.

Kingdee upheld the philosophy of "customer-centric, hardworking as foundation" to walk alongside with our customers, and thus receiving their heartfelt recognition. In 2020, we received 295 customer appreciation letters through Xu Shaochun Wechat Personal Official Account. Behind every appreciation and recognition is Kingdee employees' dedication and payoff. In the process of serving customers sincerely, Kingdee also helps employees to grow rapidly. 2021 . We will carry on with the trust and anticipation of our customers

In the future, Kingdee will continue to work side by side with every enterprise customer to help more of them grow in challenges, strengthen themselves in adversities, and reconstruct their digital combat power.

2020 是金蝶勇擔責任，回饋社會的一年。

1,000

50

7*24

18

150

13

2020 是金蝶收穫認可，從心出發的一年。

2020

295

2021

2 About Kingdee

2.1 Introduction of Kingdee

Kingdee International Software Group Company Limited ("Kingdee International" or "Kingdee") was established in 1993. It is listed on the Main Board of the Hong Kong Stock Exchange (stock code: 0268.HK) and headquartered in Shenzhen, the PRC. Adhering to the core values of "Acting in all Conscience, with Integrity and Righteousness", the Company is committed to helping businesses achieve their growth targets and let the sun shine on every company through dedicated services. It strives to provide them with the most trusted enterprise service platform.

Kingdee has been repeatedly recognized by internationally renowned research institutions during the year, and IDC data shows that the company continues to rank No. 1 in the market share of growth enterprise application software and enterprise application software SaaS ERM (Cloud ERP), and Kingdee has not only been No. 1 in the market share of growth enterprise application software in China for 16 consecutive years, but also No. 1 in the market share of enterprise ERMSaaS (i.e. Cloud ERP) and financial SaaS in China for 4 consecutive years. In addition, Kingdee has been No. 1 in the market share of enterprise ERMSaaS (i.e. cloud ERP) and financial SaaS for four consecutive years. Kingdee is currently the only SaaS cloud service provider of Chinese enterprises selected into Gartner's global market guide, and has become the only Chinese SaaS company winning the 2020 IDC SaaS Customer Satisfaction Award.

In addition, Kingdee's diverse Cloud services and products are the preferred choices of leading enterprises. They include "Kingdee Cloud Cosmic" (a new generation of enterprise-class PaaS platform), "Kingdee Cloud-Singheim" (a SaaS solution for large enterprises), "Kingdee Galaxy" (a SaaS solution for medium-sized enterprises), and "Kingdee Cloud-Star" (a SaaS solution for small and micro enterprises), "Guanyi Cloud" (Cloud services for E-commerce operators), "Cargeer" (Cloud services for auto dealers) and "Wojia Cloud" (Cloud services for Property Industry). With its strengths in management software and Cloud services, Kingdee provides services and products to more than 6.8 million enterprises, government agencies and other organizations around the world.

2.2 Aims and Objectives

Kingdee adheres to the business philosophy of "the desire of business operators for growth is our goal", takes "wholeheartedly serve enterprises and let the sun shine into every enterprise" as its mission, and "be the most trustworthy enterprise service platform" as its vision. We are committed to becoming the world's leading cloud management and big data service company with the mission of "serving enterprises wholeheartedly and letting the sun shine into every enterprise" and the vision of "being the most trusted enterprise service platform".

2 關於金蝶

2.1 金蝶簡介

1993

0268.HK

IDC

SaaS ERM ERP
16

4 ERMSaaS
ERP SaaS
Gartner
Market Guide SaaS
IDC 2020 ERP SaaS
SaaS

・蒼
級 PaaS ・
SaaS ・
SaaS ・
SaaS

680

2.2 宗旨和目標

2.3 Business Architecture　　　　　　　　　　　2.3 業務架構

Kingdee International Software Group Limited (0268.HK)
金蝶國際軟件集團有限公司（0268.HK）

Kingdee China 金蝶中國	Kingdee Deeking 金蝶蝶金	Kingdee Tianyan 金蝶天燕	Kingdee Finance 金蝶金融	Kingdee Jingyi 金蝶精一
Kingdee Guanyi Cloud 管易雲	Wojia Cloud 我家雲	Cargeer 車商悅	Yundee 雲鏑智慧	Xinnong Interconnection Technology 欣農互聯	Zhang Wuyou 賬無憂

2.4 Kingdee 2020　　　　　　　　　　　2.4 金蝶 2020

Total number of employees
員工總數

10,663 persons 人

Three software parks located in Shenzhen, Shanghai and Beijing
擁有位於深圳、上海和北京的三個軟件園

Turnover: RMB
營業額：人民幣

3,356,445,000 RMB 元

0.9% year-on-year Revenue growth
同比增長

0.9 %

Cloud Services Revenue
雲服務業務收入為

1,912,385,000 RMB 元

45.6% year-on-year Cloud Revenue growth
同比增長

45.6 %

No significant changes in organizational structure, ownership and supply chain compared to 2019
組織架構、擁有權及供應鏈情況與 2019 年相比無重大變動

Corporate Governance
企業管治

Since its founding, Kingdee has attached importance to issues related to social contribution, corporate governance and environmental protection, and has actively assumed responsibility for various stakeholders, practiced corporate citizenship, and strived to promote sustainable development of the company itself, the environment and society.

本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對利益相關方的重要性		Significance to the Company 對企業的重要性	Total Score 總分
Good Corporate Governance	1.30	4.91		6.21
Business Ethics and Integrity	1.20	4.73		5.93

3.1 ESG Governance

3.1 ESG 管治

3.1.1 ESG Strategy and Governance

3.1.1 ESG 戰略與管治

In accordance with the "Environmental, Social and Governance (ESG) Reporting Guidelines" in Appendix 27 of the Listing Rules of the Stock Exchange of Hong Kong, Kingdee has gradually established its own ESG management and disclosure system, identified the sources of various ESG information, and organized the management status as the basis for information disclosure and internal risk control. The company has established its own ESG management and disclosure system, identified various sources of ESG information, and organized management status as the basis for information disclosure and internal risk control. At present, Kingdee's overall work responsibilities in ESG are set as follows.

ESG Work Levels ESG 工作層級	Person in charge 負責人員	Specific Responsibilities 具體職責
ESG Decision Making level ESG 最高決策層	Board	1. Developing and reviewing ESG frameworks, strategies and policies; 2. Reviewing and monitoring the training and continuing professional development of directors and senior management in ESG matters; 3. Setting ESG management approach, strategy, priorities and objectives, and implement them; 4. Reviewing the annual ESG Report and approve disclosures in the ESG report. 1. 2. 3. 4.
ESG Leadership Level ESG 工作領導層	Led by the CEO and composed of the vice presidents and leaders of branches/subsidiaries /	1. Discussing ESG-related risks and opportunities 2. Responsible for ESG information disclosure 3. Deploying resources to support ESG work 4. Reviewing the ef ectiveness of ESG work 1. ESG 2. ESG 3. ESG 4. ESG
ESG Management Level ESG 工作管理層	Middle management of each functional department and product business line	1. Arranging the counterparts for the implementation of ESG work 2. Oversee the implementation of ESG work 3. Report to the ESG work leadership team on the implementation of the work 1. ESG 2. ESG 3. ESG
ESG Execution Level ESG 工作實踐層	Personnel assigned to each functional department and product business line	1. Information collection and submission 2. Implementation of specif c work tasks 3. Timely feedback on work 1. 2. 3.

3.1.2 Stakeholder Identification and Communication 3.1.2 利益相關方識別與溝通

Kingdee has identified its core stakeholders by combining its own sustainable development influence scope and industry background, and by building diversified communication channels, it regularly understands the suggestions and feedback of each stakeholder group and incorporates the stakeholder demands into corporate governance.

Kingdee employees.： All employees working at Kingdee **金蝶員工：**	Treat employees with sincerity, share their fate and grow with them. Actively work with employees to create wealth, provide employment opportunities and ensure the company's financial soundness, and increase employee engagement, such as encouraging employees to achieve intra-company entrepreneurship and implementing employee restricted stock incentive plans.
	Topics of interest: occupational safety and health, promotion channels, workplace equality, internal communication, and information security.
	Daily communication: Kingdee has developed a flat organizational structure where employees can communicate directly with management through online platforms such as Cloud-Hud, and management regularly collects employee opinions and conducts annual morale surveys, etc.
Suppliers, partners.： Partners of Kingdee products and services; suppliers of production materialsrelrelated to Kingdee business such as supplying cloud servers and electronic equipment for Kingdee **供應商、合作夥伴：**	Cooperate with suppliers and partners fairly and equitably, and work with suppliers and partners for mutual benefit and mutual success, and grow bigger and stronger together. Improve the procurement model, eliminate corruption and bribery, create an orderly competition and reasonable quotation for suppliers' bidding environment, and protect the interests of suppliers. Treat partners fairly, create a healthy and orderly ecological chain system, and achieve common development.
	Topics of interest: complaint handling, supporting partners, responsible sales, anti-corruption, information security, occupational safety and health, social contribution, and product reliability.
	Daily communication: Within Kingdee, there are a series of complete processes for public bidding, supplier auditing, supplier stocking, and daily supervision in the procurement department, and we also communicate with suppliers on a regular basis and understand their needs; we make requests or feedback suggestions directly through Xu Shaochun's personal public number; the company has a department dedicated to managing communication channels, and partners carry out multi-channel continuous communication.

Investors: Existing shareholders of Kingdee and potential investors who are concerned about Kingdee's performance 投資者：	Openly face the shareholders and manage with them, so that the company can grow healthily under the sun, thus maximizing the shareholders' investment returns. Actively strengthen the monitoring function of shareholders, especially small and medium-sized shareholders, to ensure that the company's operation does not harm the interests of small and medium-sized shareholders. Pay attention to investor relations, increase the transparency of the company's operation information, and respond quickly to the issues raised by shareholders.
	Topics of interest: information security, complaint handling, responsible sales, supplier product management, corporate culture.
	Daily communication: The Investor Relations Department, as the daily contact department with investors, communicates through various means such as regular financial reports, organizing shareholder meetings, holding roadshows, and Xu Shaochun's personal public website. 2020, Kingdee held over 400 online and offine investor communication events. 2020 400
Product users: Users who purchase and use Kingdee products and service 產品用戶：	Customer first, achieve win-win situation with customers. Increase investment in R&D and services to improve the quality of products and services. Improve technical support and complaint handling system, listen more to customers' opinions and help them succeed.
	Topics of interest: labor compliance, product environmental impact, corporate culture, anti-corruption, product reliability, and information security.
	Daily communication: Kingdee has comprehensive and detailed customer service guidelines and a perfect system for the overall and each product line to listen to users and provide quality customer service; customers can also directly put forward their needs or feedback suggestions through Xu Shaochun's personal public number.
Supervision and management institutions, external intermediarie： social institutions that have various (non-supplier) cooperation relationships with Kingdee, including but not limited to government departments, public welfare organizatios, research institutes, etc. 監督管理機構、外部仲介機構：	Compliance management and acceptance of supervision. Compliance management such as information disclosure and connected transactions in accordance with relevant laws and regulations to continuously improve the company's corporate governance.
	Topics of interest: compliance, anti-corruption, information disclosure, corporate governance standards, social impact.
	Daily communication: Increase communication links with various intermediaries and actively participate in training, lectures or seminars by external institutions to understand comprehensively and clearly the requirements issued by regulators from time to time through multiple channels. Committed to improving the company's internal corporate governance by promulgating systems related to connected transactions, insider trading, board diversity, etc. Combine the opinions of external professional advisors from various parties to provide professional compliance advice to the Company to ensure that the Company operates in a legal and compliant manner.

3.1.3 Significance Issue Identification

3.1.3 重要性議題識別

We attach importance to the identification and management of sustainability issues, and regularly communicate with stakeholders to comprehensively understand and collect the views of government, shareholders, employees, customers and other parties as well as feedback on Kingdee, in order to identify material sustainability issues and make key disclosures in our reports to continuously improve the company's sustainability management. This year, we have updated the ranking and matrix of materiality issues after confirmation by the board of directors, taking into account industry analysis, capital market concerns, and regulatory requirements, as the basis for Kingdee's ESG governance and disclosure.

ESG
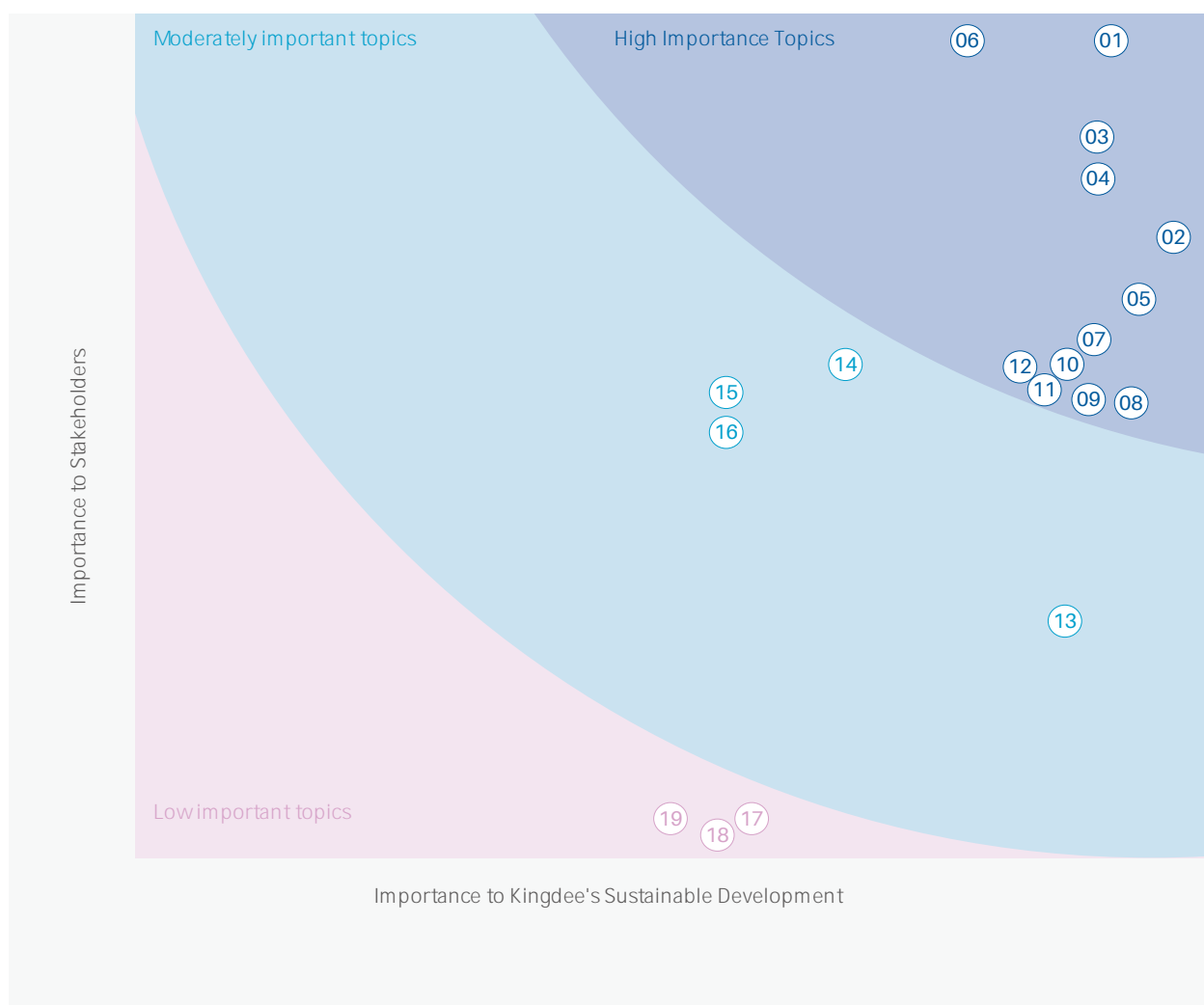
Figure:Kingdee Sustainability Importance Issues Matrix

Highly Important Issues 高度重要性議題	Moderately Important Issues 中度重要性議題	Low Important Issues 輕度重要性議題
01 Privacy and Data Security	13 Responsibility culture building	17 Climate Change Response and Opportunities
02 Customer Rights Protection	14 Employee Health and Safety	18 Supplier ESG Management ESG
03 Product deployment and technological innovation	15 Community Contribution	19 Energy and resource use and management
04 Multi-partnership and ecosystem	16 Employee Work-Life Balance	
05 Good Corporate Governance		
06 Compliance Employment and Equal Rights		
07 Business Ethics and Integrity		
08 Product Social Value		
09 Training and Development		
10 Responsible Marketing		
11 Intellectual Property Protection		
12 Value Sharing		

3.2 Business Ethics Management   3.2商業道德管理

Kingdee attaches great importance to the construction of professional ethics and integrity within the company, creating a corporate atmosphere of honesty and trustworthiness, actively establishing a monitoring mechanism, carrying out regular self-inspection actions, and focusing on the cultivation of a culture of integrity to create a healthy management model.

When there are significant changes in the company's business or when audits reveal new problem points, we will review our internal business ethics-related systems and make necessary updates to ensure the effectiveness of our business ethics management system. In 2020, based on the Kingdee Disciplinary Regulations, we successively formulated and updated the "Regulations for Cadre Management", "Standardization of Group Expense Reimbursement Standards", and "Rules for Group Expense

2020

Decision-making Level
決策層

CEO Of ce
CEO

Guide work development ↓ ↑ Report on business ethics

Management Level
管理層

Internal Control and Audit Department

Executive Level
執行層

Other Business Units   Group-wide subsidiaries
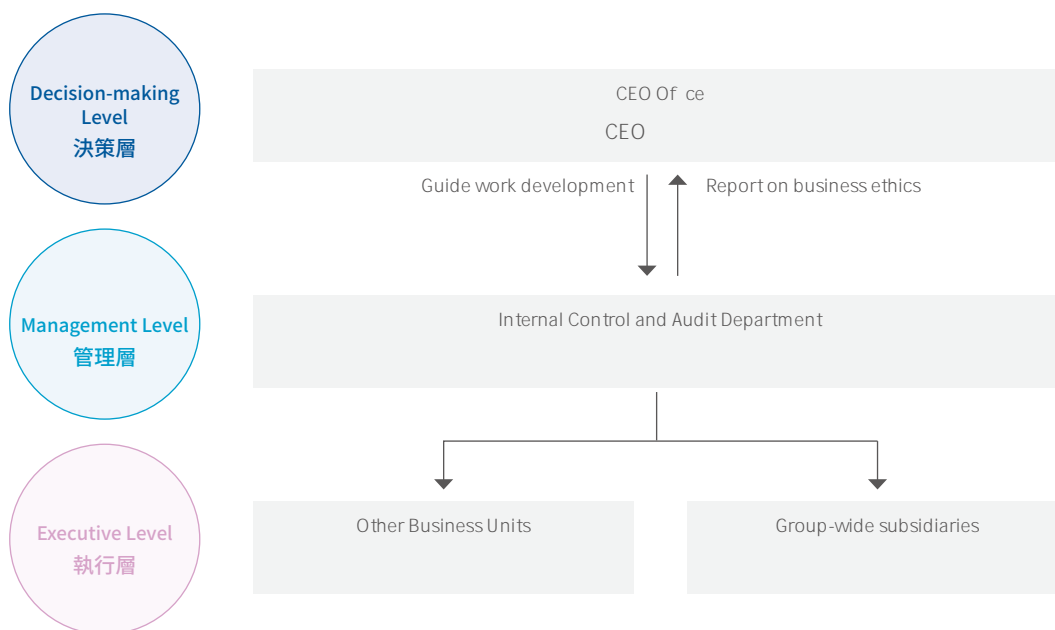
Figure: Kingdee Business Ethics Management Structure

The company's management attaches particular importance to risk control and anti-corruption management, and has clearly defined a management structure for business ethics with the CEO's office as the top decision-making management and the Internal Control and Audit Department taking the lead in carrying out the work. We conduct special audit inspections for key risky businesses every year to take proactive measures to prevent irregularities and frauds from occurring. Based on internal audit inspections, the Audit Department reports annually to the CEO's office on the status of the company's risk control and the investigation and handling of irregularities and fraud, and continuously supervises the responsible departments for the rectification of identified problem points.

CEO

CEO

3.2.1 Anti-Corruption Management

3.2.1 反貪腐管理

In order to solidify Kingdee's anti-corruption management system, the company has conducted a comprehensive compliance and integrity self-inspection and self-inspection within the enterprise, timely identifying problems, supervising rectification and correction, and effectively preventing violations and corruption.

📚 Strict monitoring and management of government funds

📚 嚴格監督與管理政府資金

During the execution of various government-funded R&D projects, Kingdee strictly complies with the "Measures for the Management of Funds of the National Key R&D Program" and other relevant funding and procurement management regulations of national ministries and commissions as well as Shenzhen Municipality, and has established R&D fund control rules and corresponding anti-corruption measures such as the "Measures for the Management of Government Funds of Kingdee Software (China) Co.

⚙ Strengthen supplier integrity management

The company attaches great importance to the integrity management of suppliers, requiring the procurement department to review supplier qualifications and conduct on-site inspections, and requiring all suppliers to sign integrity statements and to re-sign integrity statements after the renewal of cooperation agreements. The audit department also reviews supplier agreements on a sample basis during regular audit projects to ensure that the integrity statement signing rate reaches 100%.

⚙ 加強供應商廉潔管理

100%

⊡ Conducting anti-corruption training

In terms of integrity management, Kingdee not only strengthens the system, but also creates a culture by promoting the "To Conscience" culture and integrity education internally to strengthen the overall internal control atmosphere and let the sun shine into the heart of every employee.

In 2020, Kingdee launched various anti-corruption education and training programs to promote laws and regulations to all employees, explain important company policies and legal knowledge, urge employees to comply with various systems and review employee compliance, promote employee awareness of internal control, continuously strengthen corporate internal control and shape a culture of corporate integrity.

⊡ 開展反腐敗培訓

2020

Online training on intranet platform
內網平台線上培訓

In 2020, Kingdee again issued a document reiterating the importance and seriousness of the Kingdee Disciplinary Regulations, organizing all employees to learn the Kingdee Disciplinary Regulations online and requiring them to meet the assessment standards, and new employees must learn and pass the assessment before they can become regular employees. By the end of the reporting period, the online learning of the Kingdee Disciplinary Regulations reached 10,935 people and the signing rate of the Kingdee Disciplinary Regulations reached 100%.

2020

10,935
100%

On-site advocacy
現場宣導

For legal and audit staff, we have conducted more than 10 training sessions on the promulgation of the Kingdee Disciplinary Regulations and anti-corruption cases in branches such as Chengdu, Beijing, Hohhot, Shijiazhuang, Zhengzhou, Jining and Foshan.

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Figure: Kingdee Conducts Business Ethics Training

Standardize the reporting and handling process of bribery incidents

規範賄賂事件舉報與處理流程

Kingdee strengthens the investigation and punishment of internal violations. For violations that harm the interests of Kingdee, the offending employees will be warned or dismissed and other punishments according to the national regulations "Criminal Law of the People's Republic of China" and the company's "Kingdee Code of Business Conduct", "Labor Contract", "Kingdee Disciplinary Regulations" and other related management systems.

For dealing with reported incidents, Kingdee has a well-established process for handling them.

Reporting and acceptance 舉報與受理	Incident investigation 事件調查	Incident handling 事件處理
The company encourages any informed person to report to the company found disciplinary, illegal behavior, accept anonymous reporting, and the whistleblower and reporting clues with strict confidentiality procedures, strictly prohibit the leakage of reporting information and whistleblower information, effective protection of whistleblowers; for real-name reports, the company within 24 hours to the whistleblower to respond to the acceptance; for anonymous reports, the company within 3 working days To the whistleblower to respond to the acceptance of the situation.	After establishing an investigation into the incident, the executive investigation team will lead the execution of data inspection, personnel interviews and other investigation procedures, coordinate with the company's legal department, information security department and other support when necessary, and after obtaining relevant evidence of fraud, communicate with the personnel involved to confirm the facts of fraud.	After the investigation of the incident is completed, the company issues an investigation report and prepares handling opinions according to the "Kingdee Disciplinary Regulations" and other system regulations, which are approved by the group management. The business management department corresponding to the fraudulent personnel is responsible for implementing the handling decision, and the Audit Department will also continuously monitor the implementation of the handling decision.

24

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In order to ensure fairness and impartiality, relevant personnel who have objections can appeal to the Human Resources Department or the Kingdee Employee Committee regarding the company's punishment decision, etc. After the investigation of the incident is completed, we will make a formal public announcement of the results of the treatment, which will serve as a warning to the whole group while enhancing the transparency of the handling of the incident.

In 2020, more than 15 cases of fraud violations were investigated and handled within the company, involving 23 violators.

2020 內 違規 15

違規 數23

Economic Value
經濟價值

The economic value that Kingdee's products and services bring to enterprises and society is the basis for Kingdee to achieve sustainable corporate development.

Topics involved and their materiality in this chapter
本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對利益相關方的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Product Social Value	1.10 4.82		5.92
Responsible Marketing	1.15 4.67		5.82
Clients' Rights Protection	1.40 5.00		6.40
Privacy and Data Security	1.70 4.82		6.52
Intellectual Property Protection 识	1.13 4.64		5.77
Supplier ESG Management ESG	0.45 3.80		4.25
Product deployment and technological innovation	1.55 4.80		6.35

Kingdee is committed to becoming a leading cloud service provider. Through continuous exploration and profound insight of China enterprise cloud service market, Kingdee has focused on the enterprise PaaS and SaaS fields and actively laid out the Kingdee cloud ecosystem. A number of Kingdee's cloud service products have won the favor of benchmark enterprises, including Kingdee Cloud Cosmic (Creating a new generation of digital enterprise symbiosis platform), Kingdee Cloud Constellation (digital symbiosis platform for large enterprises), Kingdee Cloud Galaxy (intelligent growth service platform for medium-sized enterprises), Kingdee Cloud Stellar (intelligent growth service platform for small and micro enterprises), Management Easy Cloud (enterprise e-commerce cloud service platform), Cargeer (automobile dealership industry cloud) and Wojia Cloud (property industry cloud), etc. Kingdee offers service to more than 6.80 million enterprises, governments and other organizations throughtout the world via management software and cloud services.

PaaS　SaaS

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680

A number of Kingdee's cloud products have been favored by many benchmark companies, including:

Core products:
核心產品：

Kingdee Cloud Cosmic
金蝶雲·蒼穹

Creating a new generation of digital enterprise symbiosis platform

打造新一代數字化企業共生平台

Kingdee Cloud Constellation
金蝶雲·星瀚

Digital symbiosis platform for large enterprises

大企業數字化共生平台

Kingdee Cloud Galaxy
金蝶雲·星空

Intelligent growth service platform for medium-sized enterprises

中型企業智慧成長管理雲服務平台

Kingdee Cloud Stellar
金蝶雲·星辰

Intelligent growth service platform for small and micro enterprises

小微企業智慧成長服務管理雲服務平台

Kingdee EAS Cloud
金蝶 EAS Cloud

Digital management platform for large and medium-sized enterprises

大中型企業數字化管理平台

Kingdee s-HR Cloud
金蝶 s-HR Cloud

Group enterprise human resource intelligent service platform

集團企業人力資源智能服務平台

Innovative products:

| Kingdee Finance Fintech products for small and micro businesses 金蝶金融	Guanyi Cloud E-commerce cloud service platform 管易雲	Zhangwuyou SaaS cloud service prodeuct for realizing intelligent f nancial and taxation services 賬無憂 SaaS	Kingdee Invoice Cloud E-invoicing & E-tax digital cloud service 金蝶發票雲
Wojia Cloud Property industry cloud platform 我家雲	Cargeer Automobile dealership industry cloud platform 車商悅	Yundee Intelligence Industrial internet industry cloud service 雲鏑智慧	Xinnong Interconnection Technology Agriculture digital cloud platform 欣農互聯

4.1 Product Deployment

4.1 產品部署

Kingdee believes that the traditional ERP system has gradually been unable to adapt to the development needs of enterprise in the digital era, and the enterprises will usher in a new digital transformation mode, EBC (Enterprise Business Capabilities). Based on this point of view, Kingdee adheres to the concept of "helping clients succeed and creating service value", and actively assists clients' enterprises to "go to the cloud" in different business scenarios such as fiscal and tax management, e-commerce operation, supply and storage, and industrial manufacturing, etc., so as to promote the process of digital transformation of various industries.

ERP

EBC Enterprise Business Capabilities

幫助

Kingdee Cloud Cosmic: The first independently developed and controllable new generation of digital enterprise symbiosis platform based on cloud native structure in China
金蝶雲·蒼穹：中國首款自主可控和基於雲原生架構的新一代數字化企業共生平台

As the first independently developed and controllable enterprise cloud service platform based on cloud native structure in China, Kingdee Cloud Cosmic has become a global high productivity PaaS cloud service provider listed in Gartner and Provides complete enterprise PaaS services. On May 8, 2021, Kingdee Cloud Cosmic officially released version V4.0. In terms of platform architecture, it optimizes the open capability of business model based on KDDM, and newly releases Event-Driven and Serverless architectures; at the same time, it releases the capabilities and solutions such as data center, dialogue robot, intelligent search, and intelligent data analysis. In addition, Kingdee Cloud Cosmic has been able to fully adapt to all domestic technology stacks, from the underlying chip to the operating system and database, without relying on any foreign providers.

PaaS ·
Gartner PaaS
PaaS 2021 5
8 · V4.0
KDDM
Event-Driven
Serverless

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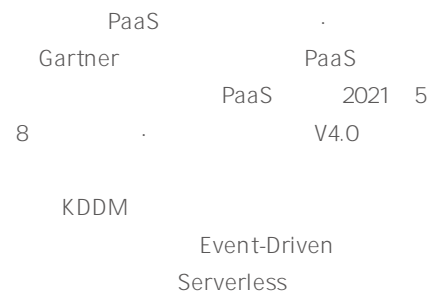
Kingdee Cloud Cosmic has many technical middleware capabilities, such as integrated low-code family, enterprise-class cloud native, etc. The core is Kingdee Dynamic Domain Model (KDDM), which is self-developed by Kingdee with technology patents, realizing conceptual classes or real-world objects in the ERP domain and presenting them through visualization. Using metadata to describe various elements in the domain model and their attributes, it can dynamically load metadata to build and run the model during the system runtime, thus improving the system development efficiency and software quality and personalization.

Kingdee has invested more than RMB 1 billion in the R&D of KDDM. Next, Kingdee will open up its core technologies and ideas, including KDDM, hoping to let more enterprises master how to build enterprise-class PaaS and help Chinese enterprises build a digital foundation platform. In the next few years, Kingdee will also provide a RMB 2 billion ecological fund to strengthen platform capabilities and build industrial alliances to provide Chinese enterprises and industries with a better, capable reusable infrastructure platform.

By the end of the reporting period, the number of Cosmic eco-partners was
截至報告期末，蒼穹生態夥伴數量

430 家

ecological products were on the shelves
生態產品上架

355 個

Since its release in 2018, Kingdee Cloud Cosmic has been tested by more than 400 large enterprises, including Huawei, SPIC, Yunnan China Tobacco, CNPC International, Xiamen Taikoo and many other Fortune 500 companies, all of which have reconstructed their digital combat power through Kingdee Cloud Cosmic.

Kingdee Strategically Invests in Dtwave to Strengthen Kingdee Cloud Cosmic Data middleware Capabilities and Build Enterprise Big Data Analytics Platform
金蝶戰略投資數瀾科技，補強金蝶雲·蒼穹數據中台能力，共建企業大數據分析平台

At the Kingdee User Conference on November 6, 2020, Kingdee announced its investment to and strategic cooperation with the first independent provider of data middleware services in China, Dtwave, based on Kingdee's years of precipitation and accumulation in the field of enterprise cloud services and cloud native technology, and Dtwave' technology and understanding in the field of data middleware, we jointly launched the data middle platform solution. Kingdee has empowered Dtwave in business scenarios, EBC architecture, and marketing, which will accelerate the upgrade of Dtwave' business, channel, solution, product, capital, technology, and other enterprise-level service capabilities at scale.

At the Kingdee Cloud Cosmic Summit on May 8, 2021, Kingdee Software (China) Limited (hereinafter referred to as "Kingdee") announced its strategic investment in the domestic RPA (Robotic Process Automation) leader, Shanghai I-search Software Co. -(hereinafter referred to as "I-search"). Kingde signed business cooperation agreements for RPA and other related products on the spot. With Kingdee's many years of experience and industry understanding in the field of enterprise cloud services and cloud-native technology, combined with I-search's technical advantages in the field of RPA, the company jointly launched the "Cosmic + RPA" fusion products and intelligent automation solutions, committed to providing important capacity support for the digitalization and intelligent transformation of 6.8 million enterprises, creating billions of digital virtual employee productivity!

2021　5　8
　　　（　）　　　（
　）　　　　RPA(Robotic
Process Automation　　　　　　)
　　　—
（　　　　　）　　　RPA

　　　　　　　沉
RPA
+RPA

680

Kingdee, together with Baiyang Pharmaceutical Group, based on the powerful low-code AI capability of Kingdee Cloud Cosmic platform, quickly and efficiently set up a good accounting and testing OCR entry application for data collection work at the first time of Qingdao COVID-19 to help Qingdao fight the pandemic.
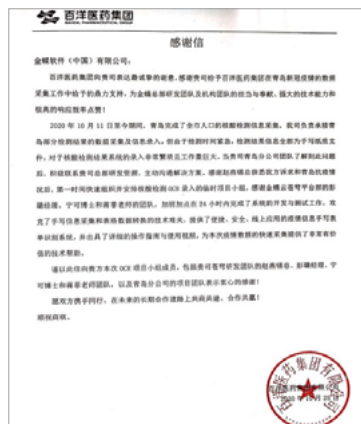
　　　　　　　　　·　　　　　　　　AI
　　OCR

The "Kingdee Cloud Cosmic" has received the digital ecological compatibility certificate report from the China Academy of Information and Communication Technology, and the Kingdee Cloud Cosmic is compatible with a series of localized technology stacks such as Feiteng chip and Galaxy Kirin operating system.

Kingdee Cloud Constellation: A digital symbiosis platform for large enterprises
金蝶雲‧星瀚：大企業數字共生平台

At the Kingdee Cloud Cosmic Summit 2021, Kingdee announced the official split of its self-developed, industry-leading digital symbiosis platform for large enterprises - Kingdee Cloud Cosmic - into PaaS and SaaS, with the PaaS platform using the Kingdee Cloud Cosmic brand and the separated SaaS applications being independently branded as "Kingdee Cloud Constellation", in order to more fully meet the increasingly specialized and personalized needs of large and mega enterprises in terms of development platforms and application solutions respectively.

After 3 years of development, Kingdee Cloud Constellation's predecessor, Cosmic SaaS Cloud Service, has been able to provide enterprise core business applications covering financial cloud, human resources cloud, supply chain cloud, procurement cloud, marketing cloud, manufacturing cloud, etc., and continues to grow rapidly and iterate under the impetus of clients and eco-partners; and has been used and widely praised by more than 400 large enterprises like Huawei, Hisense, Yunnan China Tobacco, SF, State Power Investment, Hebei Iron and Steel, Wen's, etc. . After the split, Kingdee Cloud Constellation will continue to leverage the technical advantages of its PaaS platform and focus on SaaS solutions for large enterprises, encapsulating Kingdee's more than 20 years of large enterprise management experience, solutions, industry practices and business modes to provide large enterprises with high performance, high reliability, globalization, good experience and enterprise business capabilities covering industry chain eco-partners, realizing the transition from ERP to EBC (Enterprise Business Capability).

2021

— · PaaS
SaaS PaaS 沿 ·
SaaS

·

· SaaS
3

400

· PaaS
SaaS
20
沉

ERP EBC Enterprise Business Capability
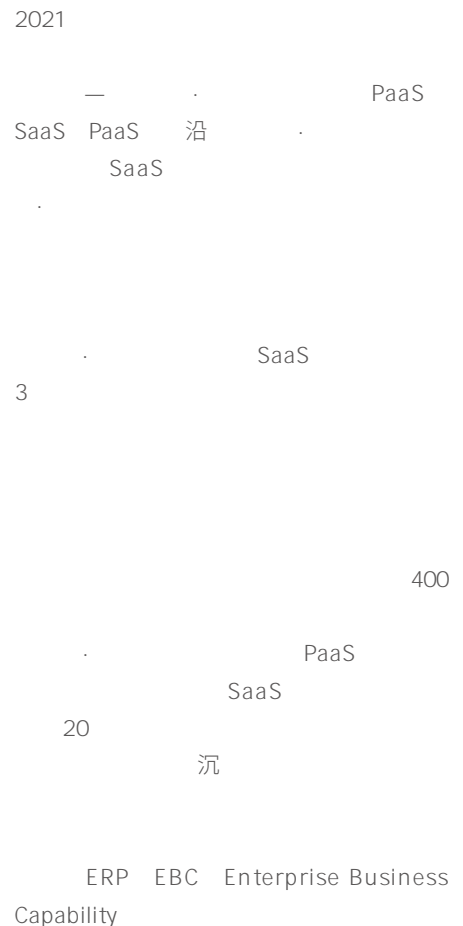
In 2020, Kingdee Cloud SaaS solution won the Global Annual SaaS Customer Satisfaction Award from IDC, an international consulting agency, and is currently the only SaaS in China to win this award, marking that China's enterprise-class SaaS software has the hard strength to compete with international providers on the same stage. The release of Kingdee Cloud Constellation marks the emergence of Kingdee's enterprise-level cloud native platform capability to a new stage of providing systematic cloud services for large enterprises, helping enterprises to move towards the era of digital symbiosis in all aspects.

SaaS   2020
IDC   SaaS
                  SaaS
      SaaS
                        .

Industry ecosystem joined force, create new value in the industry
產業生態強強聯手，共創行業新價值

Based on the full-stack adaptation of Huawei and Kingdee products and technologies, Kingdee has been cooperating with Huawei Cloud Market since 2019, and nearly 10 kinds of goods and services of Kingdee Cloud Constellation, Kingdee Cloud Galaxy, Kingdee EAS Cloud, Kingdee s-HR cloud are on the shelves of Yanxiang Mall, and the two sides have launched active and in-depth cooperation in the enterprise application market, jointly expanding head and industry clients to create a win-win situation together. At the "Partner Night" Appreciation Dinner of the 2020 HUAWEI Total Connect Conference, Kingdee won the "2020 Best Huawei Cloud Marketplace Practice Partner" award.

                            2019   .
  ·   EAS Cloud   s-HR cloud   10
                    2020HUAWEI   2020

Kingdee Cloud Constellation helps SPIC build a digital and value-based financial sharing cloud platform, and supports the planning and financial management system to adapt to the new transformation of "planning coordination" and "value management" and improve financial control capabilities by building a financial data center and a financial sharing application center, and jointly support SPIC to realize the vision of a world-class clean energy enterprise.

集团管控+全面经营分析

内部集成
- ERP
- JYKJ
- 司库系统
- 主数据系统
- 总线服务 ESB
- 数据服务平台
- 统一身份认证
- 移动平台
- 异构核算系统
- ……

场景化
- 移动化门户
- 智能化交互
- 经营分析
- 场景化应用
- 决策督办
- 风险预警
- ……

应用中心

费用管理	报账平台:预算导入、预算控制、事前申请、费用借款、对公预付、报账付付
销售到收款	回款认领、客户对账、欠款催缴、销售退回、预收付付
采购到付款	采购入账、押金扣款入账、采购付款付付
投资到资产	资产计划、采购、入库、预付、报账、计提、减值、转固、折旧、摊销付付
总账到报表	薪酬核算、内部交易、营业外收支、预提摊销、权益核算、期末结账、报表编制……
资金结算	资金计划、占用控制、收�</br>款确认、银企财企直联付付
税务核算	发票台账、开票管理、收票管理、税务账务付付
单据管理	影像系统、影像采集、处理、存储、调阅、流转、归档、事:产电子档案付付

数据中心

标准体系	集团一本账	分析体系
多核算体系	法定合并	管理合并	集团经营分析	考核指标分析
多科目体系	内部交易	规则配置	对标管理分析	重点专项分析
多账簿	总账凭证	单体报表查询	应用主题
多报表体系	会计平台	会计引擎	报表工具	轻分析

合并报表

多维指标化	多组织合并	多口径报表
报表模板	对账管理	调整抵销

共享平台
- 任务管理、信用管理、运营监控、绩效管理、质量管理付付
- 数据分段、数据分表、数据分库、数据建模、数据治理付付
- 表单 | 报表 | 卡片 | 移动组件 | 安全组件 | API | CI/CD | 流程 | 开发 | 集成 | AI智能服务 | 机器人服务 | ……
- 主数据服务 | 大数据服务 | ESB服务 | 统一身份服务 | 移动服务 | 运维服务 | 开发服务 | ……服务
- **集团PaaS平台(云基础服务、大数据、人工智能、应用开发、云部署、云运维、云运营……)**

生态集成
- 税局
- 银行
- 商旅 (Ctrip 携程)
- 出行
- 供应商
- 电商……

图例: ▇ 已有系统　▇ 本期目标

Kingdee Cloud Galaxy: Intelligent growth service platform for medium-sized enterprises
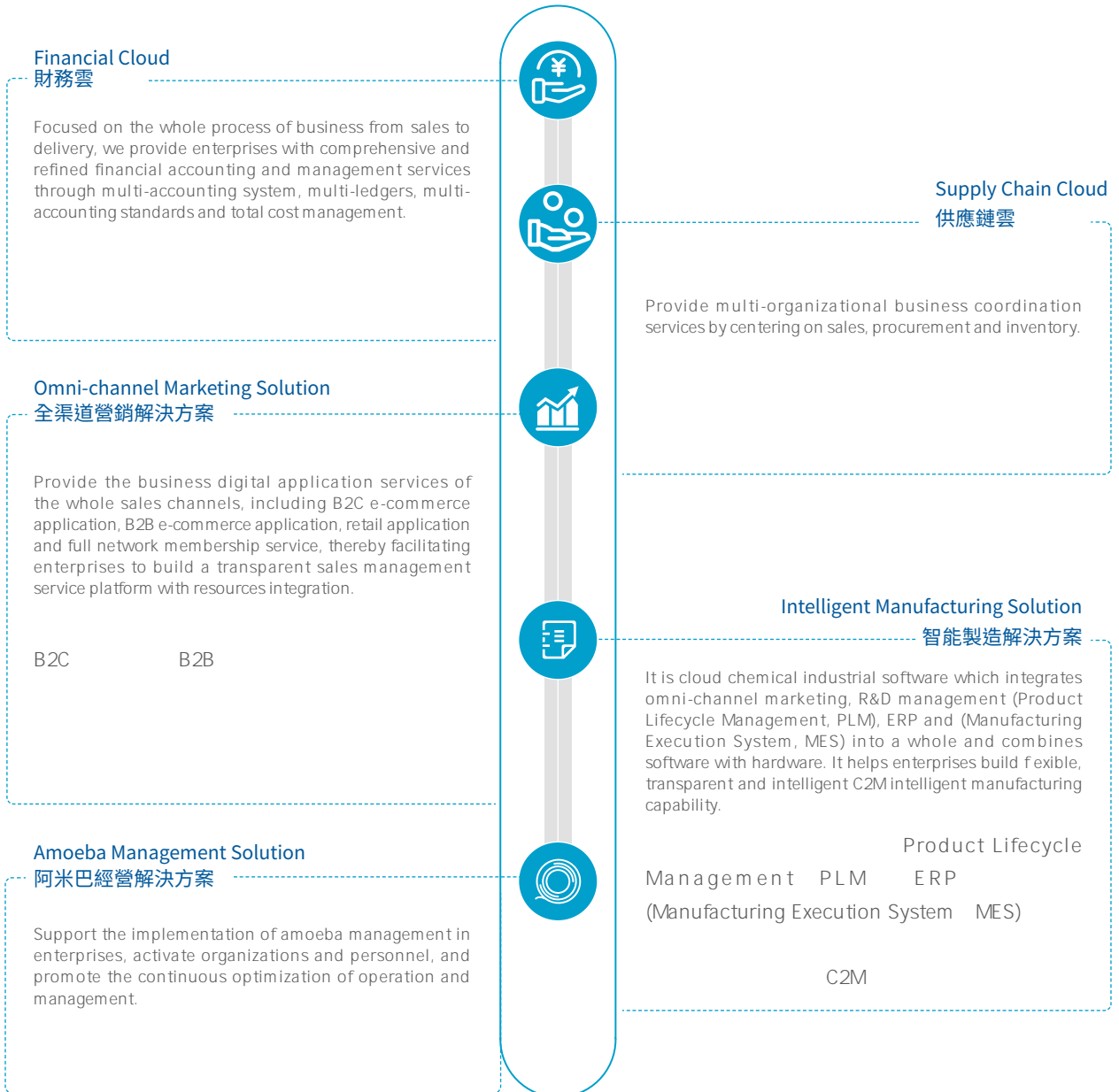### 金蝶雲·星空：中型企業智慧成長服務平台

"Kingdee Cloud Galaxy" focuses on fast-growing and medium-sized enterprises with multi-organization and multi-profit center, providing financial cloud, supply chain cloud, manufacturing cloud, intelligent workshop MES cloud, PLM cloud, omni-channel marketing cloud, retail cloud and Amoeba management application services, and through mature enterprise-level application development platform, we work together with ecological partners to create industrialized and personalized application cloud services for clients and build a new digital platform for enterprises.

MES   PLM

Financial Cloud
財務雲

Focused on the whole process of business from sales to delivery, we provide enterprises with comprehensive and refined financial accounting and management services through multi-accounting system, multi-ledgers, multi-accounting standards and total cost management.

Supply Chain Cloud
供應鏈雲

Provide multi-organizational business coordination services by centering on sales, procurement and inventory.

Omni-channel Marketing Solution
全渠道營銷解決方案

Provide the business digital application services of the whole sales channels, including B2C e-commerce application, B2B e-commerce application, retail application and full network membership service, thereby facilitating enterprises to build a transparent sales management service platform with resources integration.

B2C   B2B

Intelligent Manufacturing Solution
智能製造解決方案

It is cloud chemical industrial software which integrates omni-channel marketing, R&D management (Product Lifecycle Management, PLM), ERP and (Manufacturing Execution System, MES) into a whole and combines software with hardware. It helps enterprises build flexible, transparent and intelligent C2M intelligent manufacturing capability.

Product Lifecycle Management   PLM   ERP (Manufacturing Execution System   MES)

C2M

Amoeba Management Solution
阿米巴經營解決方案

Support the implementation of amoeba management in enterprises, activate organizations and personnel, and promote the continuous optimization of operation and management.

In 2020, the Kingdee Cloud Galaxy product incorporates the Kingdee Cloud Cosmic Data Center and releases a data intelligence application cloud service, opening a new chapter of data-driven intelligent operation capability with a view to helping enterprises construct agile collaboration and intelligent operation capability in the digital era and achieve sustainable growth.

2020

Kingdee Cloud Galaxy has grasped the good opportunity that the country attaches great importance to localization, formed rich industry solution products, launched the "18 industry solutions" to help enterprises quickly go to the cloud and quickly realize digital transformation.In June 2020, with Chen Chunhua Knowledge Lab and benchmark enterprises from 18 industries, Kingdee Cloud Galaxy launched the "Intellignet Growth Plan for Small and Medium-sized Enterprises" to practice social responsibility and to help the intelligent growth of medium-sized enterprises.

.

2020   6   18

In 2020, "Kingdee Cloud Galaxy" won several awards.
2020 年「金蝶雲·星空」獲得多個獎項

According to the research report of IDC, an international authoritative research institute, Kingdee has been ranked the first for enterprise ERM SaaS (i.e. cloud ERP) and financial SaaS market share in China for 4 consecutive years, and Kingdee Cloud Galaxy is one of the core cloud ERP products. At the same time, Kingdee Group was awarded the best "SaaS MES Application Award" and "Best Enterprise Management Cloud Service Award" by CEIA China Enterprise IT Awards Committee in December 2020, represented by Kingdee Cloud Galaxy product. This further consolidates the leading position of the product in the market.

                          IDC   4   ERM
SaaS   ERP   SaaS   ·
                ERP   ·
    2020   12   CEIA   IT   SaaS
MES

Kingdee Cloud Stellar: Intelligent Growth Service Platform for Small and Micro Enterprises
金蝶雲·星辰：小微企業智慧成長服務平台

Kingdee Cloud Stellar is a small business intelligent growth service platform built on Kingdee Cloud Cosmic Cloud native PaaS platform, focusing on small business online operation and digital management, providing SaaS services such as financial cloud, tax cloud, inventory cloud, retail cloud, order mall, etc., with the three characteristics of "new taxation, new marketing, new mode". It empowers enterprises with nine major values, such as tax intelligence, store digitalization, process-oriented supply chain, business tax integration, online ordering, marketing socialization, demand personalization, real-time decision-making, and office mobility, to help enterprises realize digitalization and intelligent transformation and upgrading.

PaaS

SaaS

Kingdee Cloud Stellar helps anti-pandemic materials control
金蝶雲·星辰助力防疫物資管控

The material security team for the prevention and control of the COVID-19 in Huzhou City, Zhejiang Province realized cloud-based management of anti-pandemic materials through Kingdee Cloud Stellar Cloud, and data from multiple warehouses can be shared in real time. Relying on Kingdee Cloud Stellar Cloud, the anti-pandemic materials are analyzed by category, region, distribution status, inventory and other multi-dimensions, and the data is accurately and graphically presented in reports, which greatly reduces the workload of staff during the pandemic.

In 2020, "Kingdee Cloud Stellar" won several awards
2020 年「金蝶雲·星辰」獲得多個獎項

In 2020, at the 3rd Industry Informatization Technology Innovation Development Summit hosted by Sadie.com, Kingdee Cloud Stellar won the "2020 Industry Informatization Best Product Award" with the advantages of leading technology, stability and reliability, and simplicity and ease of use.

2020

2020

EAS Cloud: A digital platform for group enterprises
EAS Cloud：集團企業數字化平台

Kingdee EAS Cloud Platform is an integrated management and control solution for large-sized group enterprises. Its core technology is based on domestically developed operating systems, databases, application software, and embedded socialization engines to help enterprises improve management efficiency. Kingdee EAS Cloud provides such enterprises with group financial control, group human resource control and efficient operation management solutions, facilitates the digital transformation of group enterprises, meets the group enterprises' needs for innovation and development.

EAS Cloud

EAS Cloud

With the spirit of "continuous innovation", Kingdee has achieved a series of innovations in the development of EAS CLOUD and has submitted 346 invention patent applications to the National Patent Office.

EAS CLOUD

346

Some of the certifications obtained by Kingdee EAS Cloud
金蝶 EAS Cloud 獲得的部分認證

Audit Office of the People's Republic of China	Passed the national standard certification of *Accounting Software Data Interface for Financial Information Technology* (GB/T24589-2010) (GB/T24589-2010)
Ministry of Finance of the People's Republic of China	Adopted the Extensible Business Reporting Language (XBRL) Technical Specification Series national standard (GB/T25500) XBRL GB/T25500
Beijing Saisi Certification Co.	Obtained Extensible Business Reporting Language (XBRL) software certification, Extensible Business Reporting Language (XBRL) 2017 Product Certification Supervision Confirmation XBRL XBRL 2017
National Copyright Administration of the People's Republic of China	Acquired computer software software copyright certificate
China Information Security Testing and Evaluation Center	Obtained Information Technology Product Security Assessment Certificate, EAL3+ EAL3+

Intelligent Sharing Customer Case: China Merchants Group
智能共享客戶案例：招商局集團

Through two years of sharing construction, Kingdee has taken China Merchants Shekou as the pilot unit for the construction of sharing center and realized the sharing online operation of China Merchants Shekou Sharing Center and China Merchants Shipping Office Sharing Center, while other sectors such as China Merchants Port and Logistics are also promoting the construction of financial sharing center step by step.

Through the establishment of the sharing center, China Merchants has gradually unified nearly 2,380 accounting accounts and items, unified nearly 53 financial policies and systems, and unified many front-end business systems. Through the EAS CLOUD sharing platform, China Merchants has standardized contract management, commercial management and operational cost management of the port, making the sharing center a grip for integrated financial and business management of the enterprise.

2,380   ,   53

EAS CLOUD

**Kingdee S-HR Cloud: Human Resource Intelligent Service Platform for the Group Enterprise
金蝶 s-HR Cloud：集團企業人力资源智能服務平台**

Kingdee S-HR Cloud is a large-scale professional human resource management platform developed for medium and large group enterprises. Kingdee S-HR Cloud takes "strategy driven, all-staff interconnection, social collaboration and talent supply" as its core concept. It adopts advanced technologies in the era of mobile Internet to provide comprehensive solutions for differentiated management and control, cross-organizational collaboration, international human resource management and various mobile application scenarios of group enterprises. It fully meets the digital management needs of human resources in group enterprises, such as human resource planning, organization and personnel, absenteeism, salary, recruitment, training, performance and employee development. It also provides advanced solutions of human resource sharing service, manager analysis, team management and employee self-help according to the transformation theory of "HR Three Pillars".

s-HR Cloud

s-HR Cloud

HR

Jiangxi Copper Corporation Limtied, founded in 1979, is one of the largest copper enterprises in the world. In 2019, it ranked No. 343 in the world's top 500. It has more than 100 subsidiaries and, about 24,000 employees and 16,000 retired employees. In 2020, Kingdee S-HR Cloud helped Jiangxi Copper Corporation Limited in the following ways:

1979   2019   500   343   100

24,000   16,000   2020   s-HR Cloud

Built a unified human resources platform, broke the information island, and created an "archipelago" of data interconnection;

Supported the business management of 12 major industries, the total salary of a variety of equity relationship units, cadre annual salary and etc.;

12

Realized the automatic management mode of dynamic adjustment of post salary through three-year cycle performance appraisal;

Supported dynamic career development and automatic adjustment mode of corresponding positions based on annual merit points and performance ranking;

Enabled full mobile Internet service to create a new online "face to face" HR self-service mode; 60+ real and traceable statements of state-owned enterprises, to meet the true data disclosure obligations of state-owned enterprises and to assist strategic decision-making of the group.

HR   60+

In 2020, "Kingdee S-HR Cloud" won several awards
2020 年 "金蝶 s-HR Cloud" 獲得多個獎項

In 2020, under the guidance of the Information Technology Development Department of the Ministry of Industry and Information Technology, China Software Industry Association and China Association of Chief Accountants, "Insight 2021 China Enterprise Service Annual Conference" was successfully held in Beijing, co-hosted by China Software Network, a professional media in the field of digital enterprises, and Haiby Research Institute, a professional research institution. Kingdee S-HR Cloud was awarded the "2020 China HR Technology Annual Innovative Product Award".

2020

2021

s-HR Cloud   2020

HR

Kingdee Finance's mission is to "enable every enterprise to have digital credit" and help small and micro enterprises, which are difficult to be covered by traditional financial models, to obtain inclusive, convenient and low-cost financial services. During the pandemic, in response to the call of the state to increase support for small and micro enterprises, Kingdee Financie's business model of "digital business + digital credit + digital loan" has seen rapid growth.

使得

+

+

In 2020, Kingdee Finance was selected as a recommended product directory for small and medium-sized enterprises by the Ministry of Industry and Information Technology, and received many recognitions including the second prize of Shenzhen Financial Innovation Award and IDC China FinTech TOP50.

2020

IDC   TOP50

毕马威KPMG 中国领先金融科技50强 2019 2020

CB Insights 中国金融科技榜 2020

IDC 中国金融科技50强 2020

深圳市人民政府 深圳市金融创新奖 2018 2019

工信部中小企业局 推荐产品 2020

金蝶集团 产品质量金奖 首届 2020

Figure Kingdee Finance received awards
圖 金蝶金融獲得獎項

Kingdee Finance uses digital business model to help small and micro enterprises with financing problems during the pandemic
金蝶金融利用數字化業務模式，助力小微企業疫情下融資難題

Relying on Kingdee's ecological data advantages, client resources and technological advantages, Kingdee Finance has created a unique business model of "digital business + digital credit + digital loan" to provide protection for the small and micro economy and help economic development and people's livelihood stability.

At the beginning of 2020, when the pandemic was raging, Kingdee Financie acted quickly and announced on January 27 that it would fully subsidize the February credit interest for small and micro-enterprises in credit in Hubei Province served by Kingdee Finance. This year, the demand for funds from small and micro-enterprises has increased, and as a financial technology company with its genesis in financial inclusion, Kingdee Finance actively takes social responsibility in its daily services as much as it can.

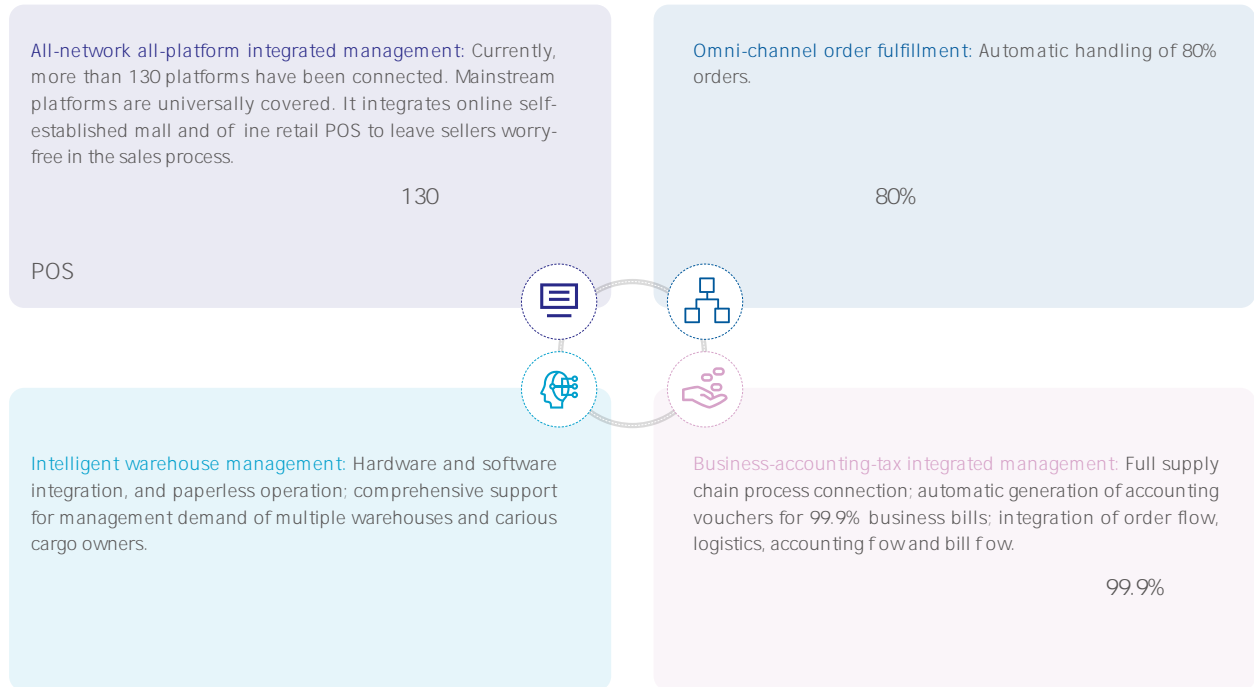+   +

2020   1 27   2

Guanyi Cloud: An integrated retail cloud service platform worth entrusting
管易雲：值得託付的零售一體化雲服務平台

Guanyi Cloud is a sub-brand of Kingdee which focuses on providing cloud services for E-commerce enterprises. Created based on SaaS mode, it is able to effectively reduce clients' hardware and IT costs while ensuring flexibility and usability of products. The main business scenarios of Guanyi Cloud include:

SaaS

IT

All-network all-platform integrated management: Currently, more than 130 platforms have been connected. Mainstream platforms are universally covered. It integrates online self-established mall and of ine retail POS to leave sellers worry-free in the sales process.

130

POS

Omni-channel order fulfillment: Automatic handling of 80% orders.

80%

Intelligent warehouse management: Hardware and software integration, and paperless operation; comprehensive support for management demand of multiple warehouses and carious cargo owners.

Business-accounting-tax integrated management: Full supply chain process connection; automatic generation of accounting vouchers for 99.9% business bills; integration of order flow, logistics, accounting f ow and bill f ow.

99.9%

In 2020, based on the core cloud service products, Guanyi Cloud provided professional services to nearly 6,000+ customers and 160,000+ users in the industry. Newly expanded well-known enterprises, such as Yili and KDDI, and established good and lasting relationships.

2020

6,000　　　　16

Zhangwuyou: SaaS Cloud Service Product that Realizes Intelligent Accounting and Taxation
賬無憂：賦能財稅服務行業智慧化的 SaaS 雲服務

Zhangwuyou product mainly focuses on the field of intelligent accounting and taxation. It integrating the technologies of artificial intelligence, block chain, cloud computing and big data. Guided by the concept of "worry-free one-click", it helps accounting and bookkeeping service companies in transformation and upgrading, thus enabling them to carry out accounting and bookkeeping services in a ease manner and reconstruct their financial operation mode.

In 2020, Kingdee Zhangwuyou wins a number of recognition. In April 2020, Kingdee Zhangwuyou was selected in the Ministry of Industry and Information Technology Industrial Internet Industry Alliance Industrial APP to help enterprises resume production

2020　　　　　　　　　2020

4

APP

and rehabilitation list; in June 2020, won "Fiscal SaaS Quality Product Award" and "Innovative Fiscal and Tax Cloud Solutions" two awards; in November 2020, won the 5th SaaS Application Conference "Digital Solution of the Year"; in December 2020, awarded " Trusted enterprise "5A level certification."

By the end of 2020, Kingdee Zhangwuyou has held more than 280 activities accumulatively in more than 300 cities nationwide, including a total of 87 activities related to associations, 160 activities relating to industry empowering, 7 training courses for presidents and 4 professional competitions with a reach to 3 million small and micro-enterprises. More than 30 president and secretary units in the associations of accounting and booking service nationwide used Kingdee Zhangwuyou product.

Kingdee Zhangwuyou's product features help enterprises to quickly resume work and production in response to the pandemic
金蝶賬無憂依託產品特性，助力企業應對疫情快速復工複產

In the year 2020 when the pandemic is spreading, Kingdee Zhangwuyou launched the "Intelligent Bookkeeping" cloud solution to address the pain points of the users, such as the difficulty of off-site collaboration, disorderly personnel management, and difficulty in collecting money at home. Through the 8 empowerment systems of "intelligent bookkeeping service, intelligent tax service, intelligent business service, digital customer management, digital collaborative management, visual operation management, employee empowerment activation, and enterprise reputation enhancement", it helps enterprises to work remotely without hindrance, resume work and production quickly, and help the bookkeeping companies to transform and upgrade, and quickly build a data-driven efficiency and business innovation digital battle force in the "post-pandemic era" which faces frequent uncertainties.

Kingdee Invoice Cloud: SaaS cloud service platform for enterprises to achieve integrated business, financial and tax solutions
金蝶發票雲：為企業實現業務、財務、稅務一體化綜合解決方案的 SaaS 雲服務平台

Kingdee Invoice Cloud, depending on The Kingdee Group which has deep cultivation in the financial field for 27 years, is a tax, invoice, video file integrated management cloud products built professionally by a gathering of senior tax control experts and tax senior consultant team, in order to help enterprises realize the digitalization of invoices as the core, to help enterprises accelerate the realization of business, finance, tax integration transformation and upgrading. Kingdee Invoice Cloud mainly provides SaaS services such as invoice issuance, invoice collection, electronic filing, and has extensively connected the business such as sales management, procurement management, receivables and payables, expense reimbursement, tax returns of more than 30,000 enterprises, revolutionizing the traditional way of fiscal and tax management. Kingdee Invoice Cloud shoulders social responsibility, helps enterprises bring values such as reducing costs and increasing efficiency, data integration, improving the degree of automation, and avoiding fiscal and tax risks.

Chow Tai Fook, as China's most famous and the largest jewelry brand, is Hong Kong's largest listed jewelry company and a raw materials procurement, production design, retail services integrated management enterprises. Kingdee Invoice Cloud helps Chow Tai Fook reduce the cost of enterprise fiscal and tax operation and management, improve the overall efficiency of corporate fiscal and tax management, and help enterprises realize business dataization, data assetization, asset serviceization, service visualization.

說

Wojia Cloud: A digital service platform for urban space development and operation worth entrusting
## 我家雲：值得託付的城市空間開發與營運數字化服務平台

Wojia Cloud builds a digital platform with a comprehensive open architecture, deeply integrates "Internet+", integrates Kingdee's cloud ecosystem, integrates Cloud-Hud and Kingdee Cloud, and builds a property industry connected cloud platform to help property enterprises' comprehensive digital transformation. Wojia Cloud empowers property enterprises to digitize their service scenarios around three aspects: basic property services, value-added and asset management services, and owner-derived services.

Comprehensively open up the associated scenarios, realize multi-participation and multi-business collaboration among property enterprises, suppliers and third parties, and form a closed loop through message-driven, reducing labor cost, time cost, management cost and consumables cost.

全面打通關聯場景，實現物業企業、供應商、第三方等多方參與、多業務協作，並通過消息驅動形成閉環，減少人力成本、時間成本、管理成本、耗材成本。

Basic property service support
基礎物業服務支持

Asset management business scenario support
資產管理業務場景支持

Owner-derived services scenarios support
業主的衍生服務場景支持

provide the whole process of value-added and management services from asset management plan, investment promotion, operation, management, value-added, service expansion, asset finance, etc. for multi-format properties including parks, office buildings, apartments, etc.

提供包括園區，寫字樓，公寓等多業態物業從資產的經營計劃、招商、營運、管理、增值、服務擴展、資產金融等全流程增值及管理服務。
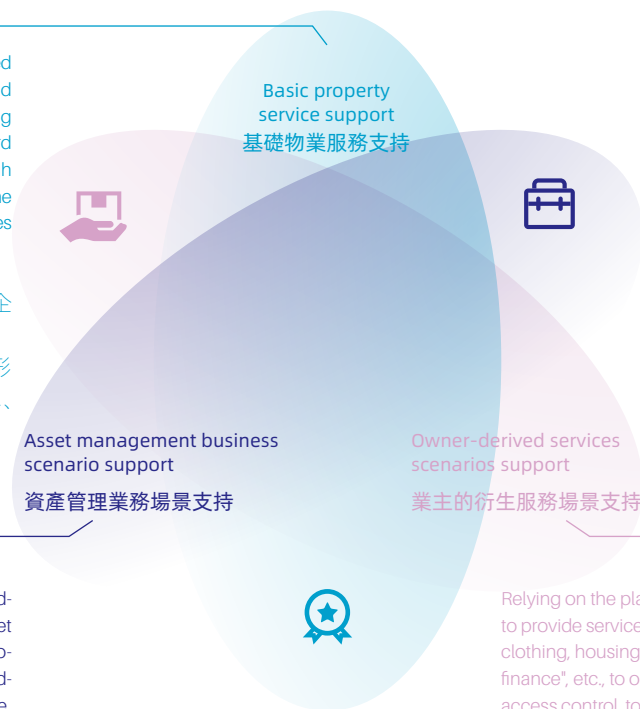
Relying on the platform's big data support capability to provide services around owners' needs of "food, clothing, housing, transportation, entertainment, finance", etc., to open up the business circle and access control, to achieve seamless integration of commercial operation and the Internet of Things, to meet owners' diversified needs and bring more sustainable value-added income for property enterprises.

依靠平台大數據支撐能力圍繞業主「吃、穿、住、行、娛、理財」等需求提供相關服務，打通商圈，門禁，實現商業營運與物聯網無縫融合，滿足業主多元化的需求，為物業企業帶來更多的持續增值收入。

At present, Wojia Cloud has served projects covering more than 160 cities in China, serving more than 3,000 projects with service resource area more than 300 million, and has gained the support and recognition of many leading enterprises in the industry, such as Shandong Greenland, Shenye Group and First Pacific Rongke.

160

3,000

3

Cargeer: A digital platform for the automobile industry worth entrusting
車商悅：最值得託付的汽車行業數字化平台

As a promoter of digital transformation in the automobile industry, Cargeer product has covered various business links including sales of new car, maintenance management, used cars, client services, inbound marketing and operation analysis etc., integrated multiple value-added services such as smart BI, collection of accessories, aggregate payment, voice robots, smart barriers, etc., to help clients strengthen centralized management and control, create a customer-centric service system, and realize the digital upgrade of industry, finance and taxation integration. Thus, helping automobile manufacturers, automobile dealers and service enterprises improve overall service and operation efficiency, and reshape the core competitiveness of automakers by lean management.

BI

說
明客戶強化集中管控，打造以客戶為中心的

In 2020, Cargeer served more than 100 large and medium-sized group clients
2020 年，車商悅服務大中型集團客戶 **100** 多家

involving more than 5,000 service stores
涉及服務門店 **5,000** 多家

Interaction with the upstream and downstream of the industry
與行業上下遊的互動

1. Establish a partnership with Wilson, a provider of intelligent systems solutions for big data, to jointly launch research projects in the automobile industry and publish industry reports to the public;

2. In cooperation with China's authoritative ICT research consultancy, World Information, issued a research report on industry trends.

1.

2.　　　　ICT

Yundee Intelligence: Industrial internet industry cloud
雲鏑智慧：工業互聯網行業雲

Yundee Intelligent Industrial Internet Platform consists of three parts: government services, industrial services and enterprise digitalization platform. The platform helps the government to build regional/industry industrial Internet and empower small and medium enterprises to digitize; it helps medium and large enterprises to build enterprise-level industrial Internet applications, in order to realize intelligent production, networked collaboration and product service.

In 2020, Yundee Intelligent Industrial Internet product release V3.0, and was included in the Ministry of Industry and Information Technology SME digi*tal empowerment service products and activities recommended directory* of digital platform recommended vendors, won the 2020 National Industrial Internet Innovation and Development Project - Industrial Internet solution provider, National Industrial Internet Innovation Development Project - Application Promotion Public Service Platform, and selected as one of the Top 50 China Industrial Internet in 2019-2020 by the Ministry of Industry and Information Technology's *Communication Industry News*.

説

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2020

V3.0

2020

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2019-2020   50

Xinnong Internet: A Digital Upgrade Service Platform for Agriculture and Animal Husbandry
欣農互聯：農牧業數字化升級服務平台

Xinong Intelligent Farming Platform includes a farming platform and an industrial interconnection platform for large farming group enterprises to provide integrated farming and animal husbandry production solutions and for small and medium-sized enterprises to provide one-stop farming production solutions.

Focus on the pain points of MSMEs to help them improve their management effectiveness
聚焦中小微企業痛點，助力其提升管理成效

Kingdee has developed a farming SaaS platform for small, micro and medium-sized enterprises (MSMEs) to address pain points such as no bargaining power, high procurement cost of feed and vaccine materials, high pressure on biosafety prevention and control, detailed and complicated work, difficulty in evaluating feed and animal protection product procurement, difficulty in effect tracking and evaluation, etc. It integrates modules for pig farm management, breeding and fattening management, task and cost management to help digital operation of MSMEs.

SaaS

Technology Innovation   ## 4.2 技術創新

Kingdee carries forward the cultural legacy of technological innovation and increases the investment in scientific and technological R&D. It has made some breakthrough in technical field of block chain and 5G etc.

5G

Blockchain

The cloud-based SaaS service configuration platform, namely Kingdeelink, is dedicated to build a tool that provides codeless configuration of enterprise SaaS services to solve the challenges in cross-platform business integration and cross-business service collaboration.

The platform adopts Kingdee's self-developed enterprise service integration framework to complete the automatic docking of third-party SaaS services, and completes the data interaction and sharing process based on the extended international standard cloud information model (CIM+) to solve the pain points of enterprise data integration. The platform supports simple manual configuration to complete the collaboration of multiple enterprise services, and supports the extension and sharing of business data models. In 2020, we have published 2 papers for the platform in total. Kingdee Cloud Chain is currently in the promotion stage and will soon serve in multiple industry scenarios.

區塊鏈

SaaS
kingdeelink
SaaS

SaaS
CIM+

2020 2

Kingdee blockchain has been applied to several business scenarios
金蝶區塊鏈已應用於多個業務場景

Kingdee Confidence Chain is currently being used in a variety of fields, including finance, taxation, enterprise management, customer service, e-commerce, supply chain collaboration and other industries.

Blockchain electronic invoice: Kingdee Software has joined hands with Shenzhen Taxation Bureau and Tencent to create a whole process and comprehensive invoice management application scenario of "WeChat payment - invoice issuance - reimbursement and accounting". Relying on the characteristics of blockchain electronic invoices, Kingdee helps clients save the manual operation and maintenance costs of invoicing physical devices and simplify the monthly tax copy and f ling work.

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說

Jingduo Cloud Accounting: After the agreements of clients, vouchers are uploaded when the system automatically passes the accounts, and reports are uploaded when the accounts are closed and tax returns are f led, making the data traceable.

Kingdee Financial Chain Solution: Kingdee Financial Chain provides a set of blockchain-based cloud-based bookkeeping solutions for small and micro enterprises. Through distributed bookkeeping, Finance Chain breaks the traditional enterprise reconciliation model, simplifies financial work, reduces the cost of reconciliation for enterprises, and records a safe and reliable book of trust.

5G

The Kingdee Research Institute follows the development trend of new technologies in the 5G era and proposes a combined solution of cloud-based SaaS based on the extended international standard Cloud Information Model (CIM+), 5G messaging middleware and cloud-based SaaS configuration platform, which is an important window to realize the "interconnection of all services" for enterprise management. CIM+ is the supplement of the Kingdee Research Institute to international standard data model, and the team has supplemented 18 data models as the basic services for 5G messaging, third-party service communication and cloud-based SaaS configuration platform. 5G messaging provides users with converged multimedia messaging services such as text, image, audio, video and location based on the terminal's native SMS portal. The cloud-based SaaS portfolio solution has been landed and is presented in the form of Kingdee Cloud Chain product, which can provide lightweight 5G messaging front-end applications that can be integrated with cloud services to complete real-time pushing of information such as approval process and event reminders, and also provide intelligent recommendations for value-added information such as analysis broadcast and data prediction.

4.3 Excellent Service

4.3 卓越服務

Kingdee has always been committed to the strategy of "accelerating cloud transformation and directly reaching and empowering clinets" and focusing on providing high quality services. We are committed to the mission of "taking enterprise operator yearning for growth as the objective of struggle", actively improve our customer service system and product quality, and strive to build "the most trustworthy enterprise service platform".

4.3.1 CEO Personal Official Account

4.3.1 CEO 個人號

The CEO Personal Official Account continues to play a vital role in client service."CEO Xu Shaochun Personal official account" opens a direct channel between the company's managements and clientss to receive inquiries and feedback from clients and various stakeholders. After receiving all kinds of questions through the Personal Account, the operation team will assign them according to their relevance or directly to the CEO's office members. The Personal Pfficial account stipulates that customer questions must be responded to within 0.5 business days.

In 2020, Xu Shaochun personal official account received a total of	of which Xu Shaochun directly replied to	and the rest were replied to by the Personal Official operation team personnel, replying to user messages operation team personnel a total of
2020 年，徐少春個人公眾號共收到消息	其中徐少春董事長直接答覆用戶	其餘由個人公眾號營運團隊人員回覆，答覆用戶消息營運團隊人員共
37,246 messages 條	**290** users 條	**331** people 人

In the future, "CEO Xu Shaochun Personal Official account " will continue to promote service changes, serve customers, build a more intelligent and efficient customer service platform on the basis of ensuring good customer service, and establish a trustworthy Kingdee service brand image in all aspects.

" Xu Shaochun Personal Official account " answers customers' questions and establishes a trustworthy Kingdee service brand - 「徐少春個人號」 為客戶答疑，建立值得信賴的金蝶服務品牌——

Kingdee clients raised their doubts about enterprise transformation through Xu Shaochun Personal Official account, and Chairman Xu Shaochun replied to them through the Personal Official account, and offered his own insights from enterprise operation, product and service, strategy and business model, and enterprise culture to serve clients and build "the most trustworthy enterprise service platform".

徐总好！
我们是一家████的物业企业——████████，今年刚加入我家云服务系统。
受疫情影响，物业行业门槛过低，物业企业竞争格外激烈。再加上物业行业上市风口的盛行，兼并重组由南到北开始推进，我们感觉内地中小物业企业越来越会受到冲击。为了应对，我们选择了我家云管理系统，从管理转型基础上抓起，保证管理方式不落后，实现管理方式的高效协同。
我想问徐总我们的这一选择决策是否对？或者从其它角度转型效果会更好？
另外我还想问徐总，我们这样的内地企业发展前景如何？是否应该借兼并风口被收购为最佳选择？

2021/03/31下午 11:20

徐少春 回复：

首先感谢您对金蝶的信任！我留意到，在近几年的并购案例中，一些物业企业规模上去了，但服务品质并没有跟上，并没有得到客户与业主的真心认可，甚至与业主和客户之间不和谐的声音时有发生。当前物业市场的竞争格局与兼并浪潮，表面上看是规模上的竞争，其实本质还是服务品质上的竞争。

如何提升服务品质？

针对企业数字化转型的四个层面，向您分享一个我家云客户北京晟邦物业的案例。在运营转型方面，晟邦全面应用客服、品质、车场、智能巡更、设备管理、财务人力系统等现代化互联网管理手段，移动化、规范化管理，并通过移动抢单考核模式提高员工积极性与主动性，从而极大限度的提高了管理品质、管理效率。

在产品与服务方面，晟邦积极开展丰富社区活动，投入改造业主活动中心，发展业主志愿者成立4个业主俱乐部打造"老有所乐，少有所学、中青有为"的社区文化氛围，业主满意度提升，连续三年物业费收缴率100%。

在战略与商业模式方面，在日臻完善的物业管理传统服务基础上，晟邦通过不断的客户需求挖掘拓展，构建"小邦管家"线上线下对客增值服务体系，提供业主特色餐厅、业主俱乐部、婚庆服务、线上社区团直购等多种经营服务，目前增值服务收入已占30%。

在文化方面，晟邦倡导通过持续优秀服务品质，以客户为中心的文化内核，推动员工和企业的共同进步，实现企业与业主客户的相伴成长。数字化时代，"以客户为中心"就是数字化思维的本质，而物业服务行业更是如此。提升员工服务意识和效率，不仅仅是实现与客户技术上的链接，关键是通过文化和先进的管理理念、服务理念，帮助物业企业实现与客户"心与心"的链接！提升客户满意度和忠诚度！

先贤王阳明先生在《传习录》之薛侃录中有说："所以谓之圣，只论精一'，不论多寡。只要此心纯乎天理处同，便同谓之圣…若除去了比较分两的心，各人尽着自己的力量精神，只在此心纯天理上用功，即人人自有，个个圆成，便能大以成大，小以成小，不假外慕，无不具足。"企业成就不在大小，不在于权衡利弊，而在于坚持做正确的事，在心上用功，结果自然而来。与其忧心于是否被收购，不如践行于为客户创造美好的体验！
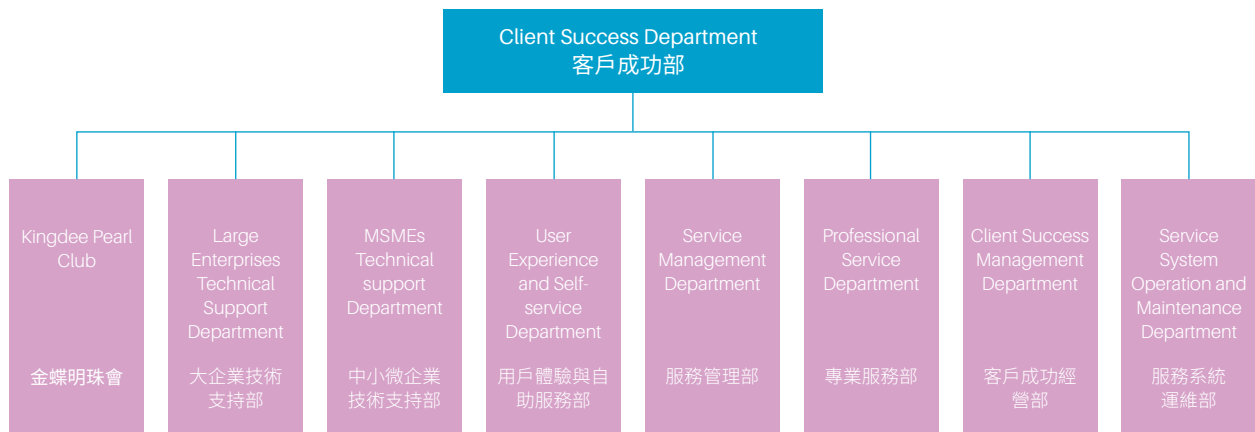
4.3.2 Client Success

Kingdee insists on high-quality product services, continues to promote service improvements, commits to the mission "taking enterprise operator yearning for growth as the objective of struggle" and strengthens the service philosophy of "operation and maintenance and service". Kingdee has set *Kingdee Service Code of Conduct* and *Kingdee Management Measures for Clients Feedback on Product Demand,* and by combining a series of existing product service management systems, the company continues to improve its service system to ensure quality services for clients and enhance client satisfaction with Kingdee and its distribution partners.

We actively explore new service models and improve the construction of client success system in 2020 by further integrating the organization, and established two client technical support departments for large enterprises and MSMEs respectively. This year, we completed the formation of the client success team, released the Customer Success Methodology V1.0, and sorted out the work content and process specifications of client success to guide the front-line client success operation team. At the same time, we developed the Client Success Management System V1.0, which realized the real time view of Kingdee Cloud Galaxy client management, monitored the abnormal client management status and intervened in time to eliminate risks.

2020

V1.0

V1.0

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                Client Success Department
                     客戶成功部
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Kingdee Pearl Club	Large Enterprises Technical Support Department	MSMEs Technical support Department	User Experience and Self-service Department	Service Management Department	Professional Service Department	Client Success Management Department	Service System Operation and Maintenance Department
金蝶明珠會	大企業技術支持部	中小微企業技術支持部	用戶體驗與自助服務部	服務管理部	專業服務部	客戶成功經營部	服務系統運維部

Organizational structure of ClientSuccess Department

圖 客戶成功部組織架構

After one year of operation, the work of the client success team has begun to show results. In 2020 the renewal rate of Kingdee Clound Galaxy increased from 76% to 85%. The satisfaction rate of customers who complained rose from 95 percent in 2019 to 98 percent in 2020.

2020   2019
76%   85%
2019   95%   2020   98%

JCHR Environmental Group is a wholly-owned subsidiary of JUNCHENG Investment Holding Co., Ltd., a member of the Wens, and will be listed independently. Through the joint efforts of Kingdee andJCHR Environmental Group, the two sides quickly determined the detailed plan of splitting the accounts and upgrading to the cloud. Within two months, they completed the splitting of more than 10 modules of business data, including general ledger, reports, funds, supply chain and a lot of secondary development, and realized the version upgrade and independent deployment to the cloud after the splitting of accounts. The customer success solution provided by Kingdee achieved rapid response and accurate implementation, helping the customer to quickly achieve business goals while assisting the customer to reduce costs.

EAS

10

幫助

Empowering clients and helping them succeed

赋能客戶，助力客戶成功

In 2020, Kingdee Cloud Community has optimized the course system according to many aspects such as product application, and guided users to choose the appropriate course, so that they can have a quick understanding of the product andalso combine their own work to learn step by step. In 2020, Kingdee online classes and live coursesdeveloped rapidly, with 3,238 new online courses and 19.53 million learners; 592 live courses and 2.087 million participants.

2020

3,238   1,953
592   208.7

Kingdee Cloud Cosmic, Cloud Galaxy and Cloud Stellar have been fully connected to the knowledge base of Kingdee Cloud Community, allowing users to learn and solve problems of the product quickly. By the end of 2020, the number of knowledge reached 45,921 with 26.4 million views, giving customers strong follow-up support in the process of using the product.

2020

45,921   2,640

With our professional services, Kingdee won the "Best Star Team" and "Most Beautiful Customer Service Person" in the 2020 (4th) China Customer Service Festival co-sponsored by China Information Industry Association, China Information Industry Association Customer Contact Center Branch and CEC Beihai Industrial Park.

专　　2020　　斩获
协　办　　协　络
　　　产　　办　2020
　　　　节　节
组
项　誉

4.3.3 Responsible Delivery

Kingdee established a number of service product sales management methods and service delivery management methods, aiming to integrate service content, improve service quality, clarify service delivery standards (SLAs), and further standardize service processes.

SLA

Kingdee EAS Service Products and Sales Management Regulations

Kingdee Cloud Galaxy Enterprise Edition Service Product and Sales Management Regulations

Kingdee Cloud Galaxy Standard Edition Service Product and Sales Management Regulations

EAS

Kingdee has issued a number of service and sales management systems:
金蝶已頒佈多項服務產品及銷售管理制度：

RegulationsKingdee KIS Service Products and Sales Management Regulations

The Kingdee Service Delivery Management Regulaitons

The Kingdee Service Code of Conduct, etc

KIS

4.3.4 Complaint Handling

Kingdee attaches great importance to user communication channels and complaint handling mechanism, which is taken as an important basis for understanding clients' needs, correction of mistakes, improving operation and optimizing control. Kingdee has formulated *Kingdee Clinet Complaint Management Regulations* to clarify the process of handling clientcomplaints in four stages: complaint acceptance, complaint processing, complaint closure, calling back and internal review, to enhance systematic customer complaint management. Each operation unit can view, record and analyze all types of complaints in real time through the cloud client service system.

We have set up communication channels including sales hotline, service hotline (including complaints), Kingdee community, online customer service center and suggestion box. In 2020, we received 790 valid complaints, 37% lower than the previous year,among which 587 were from hotline, 194 from Xu Shaochun Personal Official Account, 5 from complaint mailboxes, and 4 offical letters.

2020

790   37%

587   194

5   4

2019   95%   2020   98%

Overview of Kingdee client complaints				
Complaint method	Number in 2020	Number in 2019	Number in 2018	Number in 2017
Complaint Hotlines	587	1,037	2,602	5,321
Xu Shaochun's Personal Official Account	194	197	66	-
Complaint Email	5	11	58	58
Weibo	0	3	5	10
Online Client Service	0	1	3	-
Consumer Complaints Platform	0	1	2	-
President Mailbox	0	-	1	2
Official Letter	4	2	1	5
Total	790	1,252	2,695	5,396

4.4 Information Security and Privacy Assurance 4.4信息安全與隱私保障

Kingdee strictly abides by the *Constitution of the People's Republic of China, General Principles of Civil Law of the People's Republic of China, Tort Liability Law of the People's Republic of China, Cyber-Security Law of the People's Republic of China* and other laws and regulations regarding Cyber-security and personal information protection, and attaches great importance to product security compliance, customer data and private data security.

Regarding Product compliance, Kingdee strictly follows the requirements of *Kingdee Product Security Management Measures*, establishes security inspection and testing in the product development , pays attention to security requirements and design, security coding, security testing, security release and security operation and maintenance, solves product security issues from the source, and ensures that all new products or major version updates must be security tested and audited by the information security department before being released and put online. In addition, we have built the Information Security Management System (ISMS), which covers the whole life cycle from product development, business operation, security and marketing, and established a system optimization mechanism for regular risk assessment and continuous improvement of security measures to ensure product security.

Information Security Management System, ISMS

Regarding information security assurance, Kingdee constantly improves our own information security management system, and currently has a management system covering the whole group such as Information Security Manual for Kingdee's Employees and Kingdee Client Data Security Management Measures to establish an information security system with institutional basis and management measures to further regulate the security behavior of all employees. In addition, we constantly improve our management system, clarify the management specification process, and carry out information security training, auditing and testing to create a safe and reliable enterprise cloud service for our clients.

	System name 制度名稱	Coverage 覆蓋範圍	System Content 制度內容
Information classification and confidentiality	*Management Measures for the Protection of Assets of Information and Management Measures for Source Code Security*	Group-wide	Measures to regulate the information classification and protection
Employee Safety Behavior	*Information Security Manual for Kingdee's Employees, Kingdee's Code of Business Conduct, and Disciplinary Rules of Kingdee*	Group-wide	Determine the company's information security policy and objectives, commercial secret protection requirements, daily information security basic requirements, information security rewards and punishments, regulate the basic behavior of staff information security, protect the company's information assets and information security
Product Data Security	*Kingdee Client Data Security Management Measures*	Group-wide	Clarify the principles for security responsibility and protection of clients' data, require classification of data based on sensitivity and levels of impact, and establish requirements for security during the whole life cycle of products
Product Safety Development	*Kingdee Product Safety Management Measures, Kingdee Product Safety Specification*	Research and development staff	Clarify the requirements for secure product development and data protection
Product Security Operation and Maintenance	*Kingdee Internet Operation and Maintenance Quality Management System, Kingdee Internet Operation and Maintenance Management Rules and IaaS Public Cloud Management Standard* IaaS	Operations and maintenance personnel	Define the requirements for the operation and maintenance of production systems, such as data backup related management requirements, etc.
Supplier Management	*Group Procurement Management System, Rules on Supplier Management of the Group, and Rules on Tendering Management of the Group*	All suppliers	Clarify supplier responsibility for ensuring information security
Data Security Incident Response	*Kingdee Security Product Emergency Response Plan*	Group-wide	Standardize the emergency procedures and measures for information security incidents

4.4.1 Information Security Management Structure 4.4.1 信息安全管理架構

Kingdee has established a three-tier information security organizational structure, including decision-making, management and executive levels, with the CEO as the highest responsible person as a member of the board of directors and the committee submitting monthly information security insight reports and monthly reports on operations to provide organizational assurance for the company's information security work.
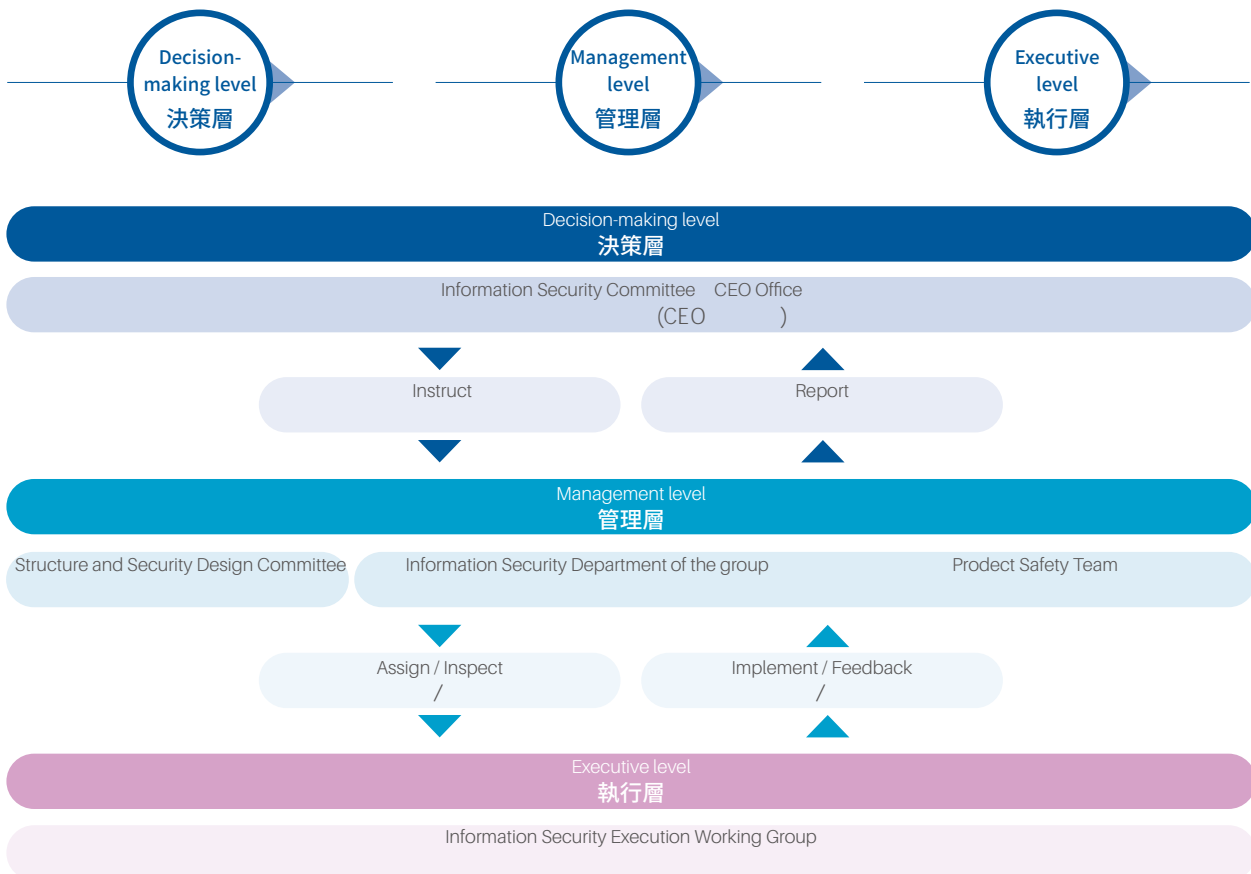
Information Security Committeee
技術和產品委員會

The CEO is the director, and the members are leaders of various business divisions.

Structure and Security Design Committee
架構與安全設計委員會

It is composed of representatives from all operations sectors, which is responsible for the information security and assistance in making decisions of information security. It is also responsible for the establishment, implementation and daily operation of the information security management system, drafting information security policies, determining information security management standards, and supervising the implementation by each information security implementing party of the information security policies and measures.

Information Security Execution Working Group
信息安全執行小組

It is composed of employees from various organizations and departments as part-time information security administrators, taking responsibility for the promotion and implementation of regular work regarding formation security.

| Decision-making level 決策層 | Management level 管理層 | Executive level 執行層 |

Decision-making level
決策層

Information Security Committee CEO Office
(CEO　　　　)

Instruct

Report

Management level
管理層

Structure and Security Design Committee | Information Security Department of the group | Prodect Safety Team

Assign / Inspect
/

Implement / Feedback
/

Executive level
執行層

Information Security Execution Working Group

4.4.2 Assurance System

4.4.2 保障體系

Kingdee promulgated *Kingdee Client Data Security Management Measures*, which establishes a data security and privacy protection management system, from data acquisition to data deletion, emphasizing that customers as data owners should enjoy the rights of information transparency, access rights, and correction rights, and based on this, increase the protection efforts in data security and user privacy.

Kingdee Privacy Policy
金蝶隱私政策

Kingdee has privacy policies which state that users have the right to change or add to or delete their personal information. We do not share user information with any companies, organizations or individuals outside of our service providers, except when we obtain explicit consent, when sharing under legal circumstances, and when the user actively chooses to do so.

We have a dedicated legal compliance department that oversees the protection of user information and provides multiple channels for users to ask questions about this privacy policy or privacy practices.

Email of the person in charge of user information protection:

junjie_xie@kingdee.com

Legal contact number:

(0)755-86073724

More details about the privacy policy can be found here:

https://cloud.kingdee.com/passport/#/policy-agree/privacy-policy

Customer service contact number:

(0)4008-836-836

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1 Data collection
數據收集

Adopt minimalist collection, classify and grade data according to their sensitivity and impact level

2 Data storage
數據存儲

Encrypt sensitive data and deploy O&M audit system to prevent O&M personnel from leaking; deploy terminal data leakage prevention software in terminal PC to monitor and audit unauthorized device outreach, file reading and writing, printing, screen watermark, instant messaging and email, etc. to protect company data security.

PC

3 Data transmission and output
數據傳輸與輸出

Transport Encryption (HTTPS)

HTTPS

Minimize output and obscure display for sensitive data with permission control measures

4 Data access and import
數據訪問和導入

Authorization of data access

Standardize the production data export application process and desensitize sensitive data for exported data

5 Data sharing
數據分享

For data export sharing management, client authorization must be obtained and submitted to the approval process. After evaluation by the Group's information security department, the exported sensitive data should be desensitized and encrypted for transmission.

If external data sharing is involved, the initiating department must collect the information security architecture construction of the application system to undertake the data, and then the Department of Information Security shall evaluate the security of the undertaking system from the aspects of network system operation and maintenance and other infrastructure security, application security and data security.

Require all suppliers to sign confidentiality agreements (external cooperation) and meet data security protection requirements.

6 Data destruction
數據銷毀

When we terminate cooperation with the client and the client requests to destroy its data, the client's authorized personnel should submit a data processing work order through the company's product operation and maintenance portal. After receiving the work order and confirming the authorization information, we will assign client service technical support staff or operation and maintenance staff to perform the destruction or deletion operation.

In case the client does not explicitly request the destruction of data, the company has established a regular data retention mechanism for a period of 30 days, and client data that exceeds the retention period will be automatically deleted.

30

In addition, Kingdee has established proactive incident contingency plans to ensure timely response to network security information leakage events. The company has standardized a unified emergency management process, and manages the recording, tracking and review of O&M events through the event management platform. When an O&M event occurs, the relevant employees should fill out an event sheet in the event management platform, the event is reviewed by relevant O&M and business personnel after the event is processed, and the event is confirmed by the quality event processing department and closed in the system after the event is resolved.

In 2020, Kingdee internally handled 6 people for information security violations, and the company did not have any major cybersecurity information leakage incidents.

2020

6

Information Security Audit

In order to protect clients' privacy and commercial secrets, Kingdee conducts internal audits at least once a year for all critical departments involved in the management system, and carries out special audits such as source code security and network security law compliance irregularly. The internal audit team prepares and forms the *Internal Audit Checklist* based on laws and regulations, industry information security standards, the company's information security management system, and the requirements of our clients and related parties. The internal audit team conducts on-site audits through sampling and other methods, and outputs the *Non-conformity Report and Correction Report Form* and *Information Security Internal Audit Report*. After completing the rectification and disposal by each responsible department, the internal auditor verifies its completion and validity.

In addition, Kingdee conducts an annual external audit of the certification department, including financial IT audits, to fully protect and safeguard the interests of our clients.

In 2020, Kingdee selected five departments to execute a special risk assessment, and identified a total of 13 potential risk points for different risk scenarios in terms of personnel, software, data and services. The information security department, together with relevant business departments, formulated corresponding risk response plans based on the risk assessment results, and the relevant responsible departments completed the rectification and feedback within a specified period of time. The information security department was responsible for verifying their completion and effectiveness, and reported to the Information Security Committee in the monthly summary report to ensure all risk points were effectively resolved.

信息安全審計

IT

2020   5

13

Figure: Kingdee 2020 Information Security Internal Audit Report
圖 金蝶 2020 年信息安全內審報告

Information Security Awareness and Training

Kingdee provides information security training through new employee orientation and occasional job security training, and conducts "Kingdee Information Security Week" once a year to strengthen information security training for all employees.

Offline special training 線下專項培訓	**Online publicity** 線上宣傳
Kingdee data compliance training and product O&M security training: special training sessions for potential data compliance issues and related risks, covering all product departments of Kingdee.	Kingdee data compliance training and information security article publicity of the online official public account.

In 2020, Kingdee released the exam course of *2020 Information Security Special Test* cloud classroom, covering all regular employees, labor dispatch employees and interns, and requiring all employees to pass the assessment.

2020　　　　2020

As a member of CSA-Cloud Security Alliance, Kingdee actively participates in seminars to promote the development of the industry
金蝶作為雲安全聯盟（CSA-Cloud Security Alliance）的成員單位，積極參與研討推動行業發展

In 2019, as a member of Cloud Security Alliance (CSA) Greater China, Kingdee received the CSA GCR membership certificate from CSA.

2019　　　　　　　　　CSA-Cloud Security Alliance　　　CSA GCR

As a member of CSA Alliance, Kingdee actively participates in various security seminars organized by the Alliance to jointly study and discuss issues related to data security and personal information protection, cutting-edge legal issues and compliance; and to translate and implement the legal provisions into concrete technical measures and management systems that the company can implement.

CSA

金蝶国际软件集团有限公司
Kingdee International Software Group
会员单位
Corporate Member

4.4.3 Information Security Certification

4.4.3 信息安全認證

By the end of the reporting period, 14 products have passed a total of 5 types of certifications (Level Protection, ISO27001, CSA-STAR, SOC, ITSS), including Kingdee Cloud Cosmic, Kingdee Cloud Galaxy, Kingdee Invoice and tax digital cloud service EAS Cloud, My Home Cloud, Jingdou Cloud, Kingdee Cloud Community, Woshou, Kingdee Intelligent Bookkeeping, KIS Cloud, Zhangwuyou, Internet Credit, Diejin Microfinance, and Aggregate Payment,. 20 certifications. The above certified products are expected to account for more than 80% of the company's total revenue.

EAS Cloud

KIS

14　　　5

ISO27001　CSA-STAR　SOC　ITSS

20

80%

Security Certification	Certified Product
Classified Protection Test Level III	Kingdee Cloud Cosmic, Kingdee Cloud Galaxy, Kingdee Invoice and tax digital cloud service, ESA cloud, My Home Cloud EAS Cloud
Classified Protection Test Level II	Jingdee Jingdou Cloud, Kingdee Cloud Community, Woshou, Kingdee intelligent Bookkeeping, KIS Cloud, Zhangwuyou, Internet Credit, Diejin Microfinance, Aggregate Payment KIS
ISO27001	Include Kingdee Cloud Cosmic and Kingdee Cloud Galaxy
CSA-STAR	Kingdee Cloud Cosmic
SOC	Kingdee Cloud Cosmic and Kingdee Cloud Galaxy
ITSS	Kingdee Cloud Galaxy

Kingdee 2020 Partial Certification
金蝶 2020 年部分認證

In 2020, Kingdee Invoice and tax digital cloud service, Wojia Cloud, Kingdee Cloud Galaxy, Kingdee Cloud Cosmic, Kingdee EAS Cloud was certified as Classified Protection Test Level III.

2020   EAS Cloud

In 2020, Kingdee Cloud Cosmic received CSA-STAR certification. This certification is a new and targeted international professional certification program designed to address specific issues related to cloud security. Based on ISO/IEC 27001 certification, CSA-STAR certification combines with the requirements of the Cloud Security Control Matrix CCM to comprehensively assess an organization's cloud security management and technical capabilities, and ultimately give an independent third-party external audit conclusion.

2020   CSA-STAR

                                        ISO/IEC 27001

                    CCM

4.5 **Protecting Intellectual Property** 4.5 **保護知識產權**

As a knowledge-driven enterprise with continuous independent innovation, Kingdee attaches great importance to the protection of intellectual property rights and constantly strengthens the system construction of corporate intellectual property rights. In accordance with the Patent Law of the People's Republic of China and other IP-related laws and regulations promulgated by the government. Kingdee has formulated a series of IP-related corporate rules and regulations, and has formulated the "Kingdee Trade Secret Management Measures" in 2020 to strengthen the protection of its own IP and innovation achievements.

Externally, Kingdee has established an intellectual property protection system combining legal means and information security technology with trademarks, patents and copyrights as the main content, and set up a group intellectual property department to be fully responsible for the management of intellectual property and rights protection affairs. Internally, Kingdee's internal rules and regulations provide detailed explanations and regulations on how each department and employee can legally and compliantly use the intellectual property rights of other enterprises and individuals, and how to protect and maintain their own intellectual property rights. At the same time, we encourage technological innovation and actively declare intellectual property rights. By the end of 2020, Kingdee had declared 1,640 patents and registered 677 software copyrights, ranking at the forefront of the enterprise SaaS cloud service industry. In the past five years, Kingdee has won 4 Chinese Patent Awards and 2 Shenzhen Patent Awards, and has been awarded the titles of "2020 National Copyright Model Park" and "National Intellectual Property Advantage Enterprise", etc. Kingdee's reserve of core technology intellectual property rights has laid a solid foundation for intellectual property rights protection.

2020

2020
1,640
677   SaaS
4   2
2020

Kingdee Cloud Dome product declares many intellectual property rights
金蝶雲 · 蒼穹產品申報多項知識產權

Adhering to the enterprise spirit of "continuous innovation", our self-developed Kingdee Cloud Dome product has achieved a series of innovative results in the process of research and development, and has declared 155 invention patents, which cover technological innovation in various aspects such as cloud native technology, application software development, enterprise management, etc. Among them, one core patent of Kingdee Cloud Dome native technology framework has won the national patent award. One core patent won the National Patent Award. These patents have been fully applied in Kingdee Cloud Dome, effectively supporting the efficient, reliable and intelligent applications of Kingdee Cloud Dome, which is an essential reflection of the core competitiveness of Kingdee Cloud Dome products.

155

4.5.1 Prevention of infringement

Software use

Kingdee guarantees the use of genuine software on all its own devices. Suppose employees need to install software on their work computers. In that case, they can request for it, and the company will purchase and install it uniformly to ensure the compliance of the installed software from the source and avoid infringement and damage to others' intellectual property rights.

Text and graphic materials

Kingdee attaches great importance to whether the fonts, pictures, trademarks, and copy used in its materials infringe on the rights and interests of other organizations and individuals. In accordance with the "Kingdee Copyright Management Measures", we have established a special intellectual property publicity column "IP Watch" and provided purchased copyright resources through the iKD platform to implement intellectual property protection.

4.5.1 防範侵權

軟件使用

文圖素材

IP

iKD

Strengthening propaganda 加強宣導	Building a platform 搭建平台
The IP publicity column is dedicated to "IP Watch" to promote and popularize IP-related knowledge, clearly point out various types of infringement of other parties' text and picture copyrights, and analyze various types of infringement and consequences. IP	The Kingdee iKD platform provides employees with fonts, pictures, PPTs and other materials that have been copyrighted, and the copyright and usage specifications are clearly stated in the platform description. iKD PPT

Kingdee's internal dedicated iKD platform as a source of material
金蝶內部專用 iKD 平台作為素材來源

4.5.2 Self-advocacy

Kingdee protects its product copyrights and seriously combats piracy through a number of measures such as online monitoring and offline actions. Kingdee monitors intellectual property infringement by monitoring Baidu's competing terms, important product name searches, keyword placement, etc. If infringement is found, Kingdee will take into account the size of the enterprise and the infringement situation and pursue the violation responsibility of the other party through judicial channels.

Online 線上

we cooperate with third-party sales platforms such as Tmall, Jingdong and PDD to monitor and compare online product prices to identify suspicious sellers, while ensuring compliance of online agents through self-management and establishing agent whitelists. If non-compliance is found, we will report directly to the sales platform, requesting it to handle andremove the relevant products.

Offline 線下

we have set up a cross-departmental piracy crackdown team, which includes the Intellectual Property Department, Audit Department, Legal Department andtechnical departments of each product, to confirm the qualifications of customers and the copyright ownership of their software usage through the ordering system.

In 2020, we increased the frequency of monitoring on online platforms to achieve a high-pressure crackdown on infringement incidents for multiple platforms through high-frequency monitoring and efficient processing. During the reporting period, Kingdee handled 197 online infringement links, received 21 cases of offline feedback on pirated software infringement and 28 cases of other infringement feedback. After receiving the incidents, we pursued the infringement responsibility of the parties responsible in accordance with the law, and assisted the sales staff to urge customers to switch to the genuine version.

2020

197

21

28

Kingdee held a quiz to enhance employees' awareness of intellectual property protectio
金蝶舉辦競答活動提升員工知識產權保護意識

In order to build up the awareness of intellectual property protection among all Kingdee employees and popularize the basic knowledge of intellectual property, Kingdee held the "Everyone Knows More" intellectual property quiz activity. The event organizers wore blue cultural shirts with the words Intellectual Property and actively distributed leaflets to everyone, enthusiastically popularizing the basic knowledge of the intellectual property.

Intellectual Property

鼓励创造创新
共筑知产核心

Talent Team
人才隊伍

Since its establishment, Kingdee has attached great importance to the issues related to social contributions, corporate governance and environmental protection. Kingdee actively assumed its responsibilities to all stakeholders, fulfilled its corporate citizenship responsibilities, and made great efforts to promote the sustainable development of the company, the environment and the society.

Topics involved and their materiality in this chapter
本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對利益相關方的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Compliance Employment and Equal Rights	1.70　4.45		6.15
Training and Development	1.11　4.73		5.84
Employee Work-Life Balance	1.10　3.82		4.92
Employee Health and Safety	1.20　4.13		5.33

5.1 Talent Management

Kingdee values every employee and strictly abides by the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China", and other laws and regulations, and has formulated a series of internal talent policies that combine the relevant national talent plans, the characteristics of the IT industry's talent and Kingdee's own development, forming Kingdee's overall talent strategy and management system. We are committed to building a "sincere, professional and confident" talent team.

5.1.1 Equal Employment

Kingdee upholds the principle of treating all employees equally and has formulated internal policies such as the "Talent Recruitment Management System", the "Kingdee Tenure Standards Model", and the "Kingdee Group Internship Management Requirements", which cover the entire group, providing detailed instructions for the recruitment and hiring of all employees (including internship employees), sorting out screening criteria, clarifying the qualifications for each position, and making requirements for all employees' work behavior, knowledge, quality and skills equally. We strictly control the quality of talent recruitment. At the same time, Kingdee also makes screening requirements for interviewers and determines different interview methods and interviewer selection criteria according to the recruitment level to ensure the applicability and fairness of interviewers.

In order to ensure the validity and credibility of recruitment, in 2020, Kingdee continued to hire third-party professional organizations to carry out all-employee endorsement surveys and issue candidate endorsement reports to achieve all-round control of the authenticity of candidate information, reduce recruitment risks, and achieve good knowledge of people so that the Company can subsequently provide more accurate training and development planning for employees, while strengthening the integrity awareness of job seekers, advocating honest behavior, and jointly creating open and fair competition in the job search atmosphere.

2020

Employee Diversity

Kingdee strictly abides by the anti-discrimination principle, strictly controls the recruitment process, clearly defines the principle of fairness and impartiality, provides applicants and employees with fair competition opportunities. We are committed to building a diverse and inclusive workforce, with no differences in hiring, promotion, or treatment based on ethnicity, race, marriage, gender, region or religious beliefs.

員工多元化

In 2020, Kingdee employed 10,663 employees

2020

10,663
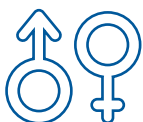
of which 7,069 are male, and 3,594 are female

7,069

3,594

The ratio of male to female is 66% and 34% respectively

66%

34%

the details of employees are as follows
員工詳情如下：

Female
3,594
34%
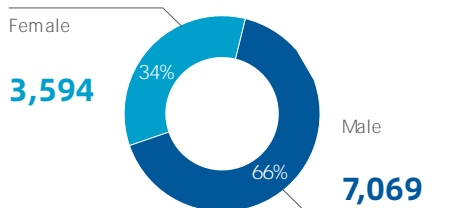
Male
66%
7,069

Male to Female Ratio of Kingdee Employees
员

College and below
专
1,279
12%
7%

Graduate and above
760

Bachelor
81%
8,624
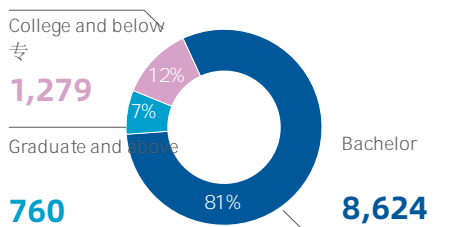
Kingdee Employees' Education Background
金蝶员工学历划分

Overseas
2

Hong Kong, Macau and Taiwan
0.02% 0.34%
36

Mainland China
陆
99.64%
10,625
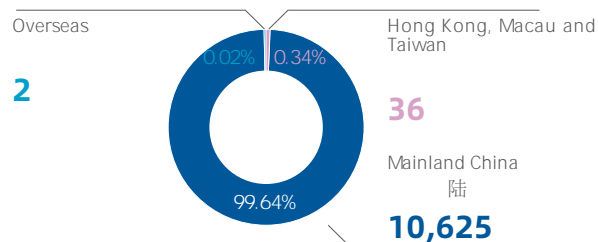
Kingdee Employees' Geographical Classification
金蝶员工地域划分

5.1.2 Compliance Employment

Kingdee strictly abides by the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China", the "Law of the People's Republic of China on the Protection of Minors", and other laws and regulations, firmly eliminating the employment of child labor and forced labor, protecting the rights and interests of employees, and ensuring compliance with the use of labor.

Labor dispatch is a common employment model in China's information technology industry. Kingdee, as a member of the industry, is highly concerned about the rights and interests of employees under this model. Kingdee has formulated comprehensive principles for access and withdrawal of labor dispatch and headhunting suppliers and improved the supplier list of labor dispatch units in accordance with the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China", the "Interim Provisions on Labor Dispatch" and other laws and regulations, as well as Kingdee's internal "Group Procurement Management System". At the same time, we have formulated the "Kingdee Labor Dispatch Management Code", which stipulates the obligations of labor dispatch employees when they work at Kingdee and clarifies that they enjoy the same training resources, treatment and benefits as the employees directly recruited by Kingdee. The rights and interests of labor dispatch employees are protected through a series of internal measures.

5.2 Talent Motivation and Retention

5.2 人才激勵與留存

Kingdee regards talents as the source of strength for enterprise development and is committed to retaining valuable talents with a sound management system and reasonable incentives to keep the growth of employees in line with the development of the enterprise, and to continuously grow and stabilize the high-quality talent team of the enterprise.

5.2.1 Compensation System

Kingdee has established a salary system that corresponds to the job grade and title system, and commissions a third-party survey company to conduct a market salary survey every year to make self-adjustment according to the current salary situation in the market and to ensure that employees are provided with industry-competitive salaries to motivate them to work.

In 2020, Kingdee implemented the four talents 'strategies of "Rejuvenation", "Ranking", "Specialization" and "Echelon". Among them, "Rejuvenation" create opportunities for outstanding young talents and builds organizational capacity for sustainable development. "Ranking" refers to matching the job content with the position, the rank with the growth of employees, the contribution and salary with the job grade and title so as to realize the matching of people and jobs, setting the rank with the job and setting the salary with the rank. We respond to every effort made by Kingdee's employees, giving high rewards to those with high ability and high contribution..

2020

5.2.2 Performance Management

Kingdee has formulated the "Performance Management Approach" and further improved the performance management work in 2020 to standardize the unified performance management measures in all subsidiaries nationwide. In order to realize the strategic goals on the ground, we sorted out the performance management work and carried out a series of work around three themes of linking, empowering and activating to better utilize employee initiatives and motivate employees more effectively.

2020

Link

Conducting employee performance talks, interviewing with outstanding managers, seminars on performance programs and other performance topics for communication, and holding all-staff promotion meetings on the Company's performance issuance in order to enhance the performance of all staff.

Empowerment

Developing and rolling out thematic courses to empower groups of managers, organizing in-depth seminars for managers in the form of thematic salons to enhance their performance management concepts and capabilities.,

Activation

Organizing the headquarters platform and each subsidiary to issue annual incentive management methods in layers to promote the achievement of performance goals and strategic objectives by setting attainment awards, over-achievement awards and special awards.

In 2020, 11 incentive articles were issued by the headquarters platform and innovation and investment subsidiaries, and more than 5,000 people were incentivized.

2020

11

5,000

5.2.3 Employee Care

Kingdee actively undertakes employer responsibilities, cares for employees from multiple perspectives such as work and life, fully protects employees' rights and benefits, pays close attention to employees' occupational health and safety, and actively creates a workplace satisfies employees.

5.2.3.1 Protection and Benefits

Protecting the rights and interests of employees

In addition to the five insurance and one gold insurance required by law, Kingdee has purchased various types of insurance for each employee, such as accidental injury insurance and accidental medical treatment, and offers preferential family business insurance plans for employees to choose from. We continuously participate in and monitor various employee welfare-related matters, including holiday benefits, employee medical checkups, housing provident fund, medical insurance for non-Shenzhen residents, etc. We continuously conduct intention surveys to understand the most fundamental demands of employees promptly.

Solving the difficulties of employees

Kingdee has established the Employee Love Mutual Aid Foundation, which the employee committee initiates. The Foundation is managed and operated by the Foundation Council and is a public welfare organization that raises funds through fundraising to assist in working employees of Kingdee who have suffered from major illnesses and injuries. In 2020, the Kingdee Love Foundation made a total donation of $195,906.18 to help employees overcome difficulties. Since its establishment, Kingdee Love Foundation has received great support from Kingdee employees and has raised more than 4.14 million yuan in donations through individual employee donations and charity sales, assisting employees and funding social welfare for a total amount of more than 2.06 million yuan.

2020

195,906.18

414

206

Facilitating the lives of employees

We are committed to providing services to facilitate the lives of our employees. In order to solve the problem of difficult commuting for employees, we offer commuter shuttles for employees, increase the number of shuttles during the epidemic, and re-plan the stopping points of shuttles to meet the needs of employees better. We set up staff canteens, regularly innovate recipes, invite staff to taste-test, and make improvements according to their opinions to provide them with nutritious and delicious meals.

Enriching the lives of employees

Kingdee pays attention to the balance between work and life of employees and cares about employees' lives. The Employee Representative Committee organizes employee activities on the four traditional festivals, including Dragon Boat Festival, Mid-Autumn Festival, Winter Solstice, and Lantern Festival every year. Combined with the corporate culture, the Company holds exciting activities with festive characteristics to let employees relax and feel the strong festive atmosphere and enhance their sense of belonging and happiness.

4

At the Dragon Boat Festival, we wrap rice dumplings, sew incense pouches and row a boat race with our colleagues.

On the winter solstice, we have fun making dumplings and feeling the warmth of winter.

For the Mid-Autumn Festival, we held a warm charity sale and various lucky draws. We designed various interesting mini-games, so that everyone could enjoy the full moon together with love and fun.

We joined hands with a number of Shenzhen enterprises to hold a "Kingdee Cloud Party" networking salon to provide a platform for single employees to make friends and gain happiness 16 pairs were successfully matched on site.

16

5.2.3.2 Safety and Health

Kingdee pays attention to employees' occupational health and safety, focuses on office safety, and is committed to creating a safe working environment for employees. In 2020, we conducted a total of two fire drills to simulate office building fires, guide employees to master the use of firefighting equipment, familiarize them with fire escape routes, and enhance their fire safety awareness and emergency self-rescue capabilities.

Taking various measures to provide safety for employees during the pandemic
採取多種措施為員工提供疫情期間的安全保障

When the Covid-19 pandemic broke out,, Kingdee made emergency purchases of pandemic prevention materials to effectively protect the safety and health of employees and the normal operation of customer service. During the pandemic:

1. Purchasing 252,640 masks to guarantee employees' return to work travel.

1　　　　　　252,640

2. Purchasing 6 sets of electronic pass scanning settings and 2 sets of thermal imaging monitoring equipment for park access management.

2　　　　　　6　　　　　　2

3. Purchasing 1 ultraviolet disinfection equipment for the staff dining room sterilization.

3　　　　　　1

4. Adding 5 shuttle buses to facilitate employees' commuting.

4　　5

5. Due to the pandemic, in response to the initiative issued by the Ministry of Human Resources and Social Security and other 7 ministries to encourage people to "spend Spring Festival locally", the Company added 2 days of "paid family reunion leave", which is valid for the whole year of 2021. Employees can apply for leave according to their personal arrangements to realize staggered leave and contribute to the prevention and control of the pandemic during the Spring Festival travel rush.

5

2　　　　　　2021

From August 8 to November 15, 2020, Kingdee launched a 100-day exercise K program with unlimited exercise forms. Employees participated as a team to let more Kingdee people develop exercise habits, fall in love with exercise, and focus on health. 69 organizations and 9,257 people participated in the program nationwide, and the accumulated exercise course finally reached 72,463 kilometers.

2020   8   8   -11   15   100   K
                                                              69   9,257

72,463

Figure Each branch actively carries out Health Exercise K plan
圖 各分公司積極開展健康運動 K 計劃
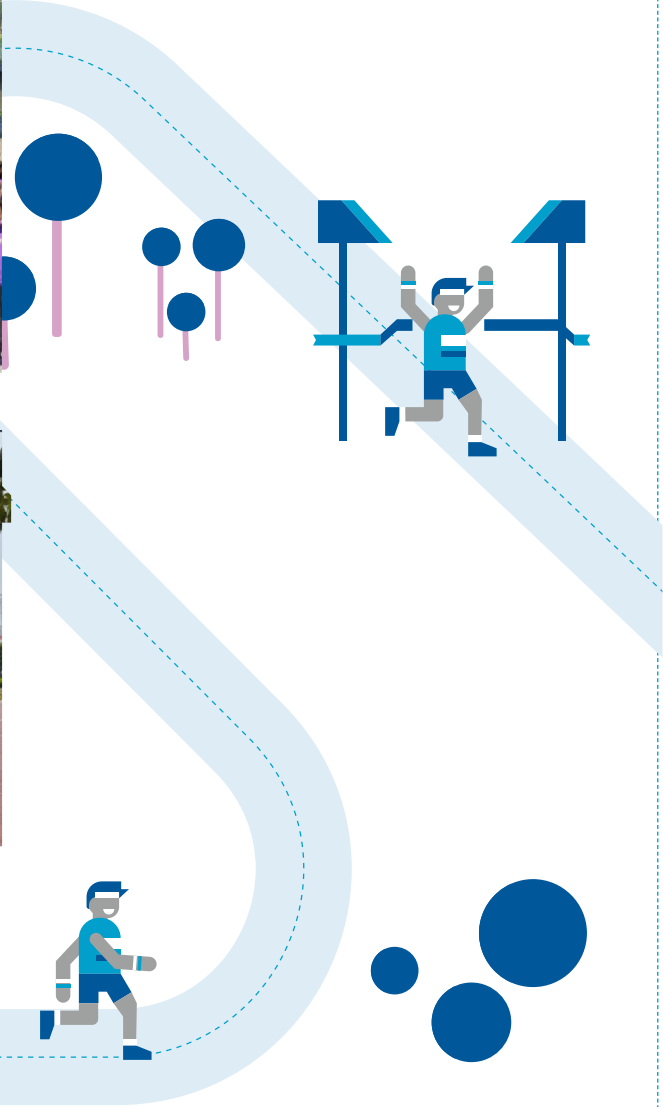
In addition, we arrange health checkups for all employees once a year. We regularly arrange expert health lectures to share knowledge about occupational disease prevention and control, helping employees understand their health and acquire the necessary health knowledge. The Health Service Center organized by Kingdee was officially opened last year, and employees can make appointments on the public number by themselves. In 2020, the Health Service Center carried out 22 famous doctors' consultation activities and Chinese medicine physiotherapy activities, benefiting 176 employees and continuously escorting the health of employees.

Kingdee Health Service Center
圖 金蝶健康服務中心

The mental health of employees is also a key concern of Kingdee. We have integrated mental health management into Kingdee's training system, set the completion of "Stress Management at Work" as a compulsory course for every new employee before their transfer, and developed courses for communication emotions such as "Emotional Pressure Management and Self Harmony" and "Communication Wisdom Based on Human Nature" to help employees relieve stress and negative emotions at work. In the future, Kingdee Health Service Center will plan to include mental health counseling and continue to provide counseling for employees' mental health.

Category	Unit	Data of 2018 2018	Data of 2019 2019	Data of 2020 2020
Work Injuries* *	Injury	3	2	1
Days lost due to performing duties	Day	31	30	30
Deaths while performing duties	Person	0	0	0

* Work injuries are subject to the af rmation of the Social Security Bureau
*

5.2.4 Communication Channels

5.2.4 溝通渠道

Kingdee opens top-down communication channels, listens to employees' suggestions on various aspects of the company, and gives timely feedback, and follows up on modifications to improve employee satisfaction in all aspects.

For performance evaluation	For training content
The Company sets and issues performance goals at the beginning of each year and conducts performance evaluation at the end of the year. Employees who have any comments on their performance can submit feedback through the internal communication platform, and their superiors will give timely responses.	Kingdee has established a benign training communication mechanism, collected employee satisfaction questionnaires on three dimensions of courses and programs, instructors, and organizers after all training, and used the results of employee training satisfaction surveys as one of the important assessment indicators for improving training. In 2020, our overall satisfaction with training reached 4.78, which maintains a high level of satisfaction.

2020

4.78

In addition, Kingdee conducts an annual employee morale GPS survey. The results of the annual survey will serve as an important reference for HRM improvement. In 2020, the GPS survey score is 89.42, which is basically the same compared to the score for 2019, still maintains a high level, showing employees' full recognition of the Company.

GPS

2020 GPS 89.42

2019

5.2.5 Talent Retention

5.2.5 人才留存

As a knowledge-based company, Kingdee hopes to grow and progress together with employees, linking them to the company as a community of destiny. Therefore, we have designed a variety of programs and implemented a variety of initiatives to treat each and every hard worker seriously, to help the talent team grow, and to let employees share the fruits of management with the Company.

In 2020, Kingdee was granted 40 sets of new talent housing units and $1.7 million in housing subsidies, with each employee received a subsidy of $10,000, benefiting 170 employees.

2020   40
                        170
1   170

The share option schemes were adopted by the Company to encourage and reward the contribution of eligible persons to the Company. Eligible persons include employees, directors, partners, consultants, suppliers and customers of the Group.

The current Share Award Scheme provide incentives and reward contributions of certain employees and directors of the Group. The Share Award Scheme shall be valid and effective for a period of 10 years commencing from the adoption date. The Board may, from time to time, in its absolute discretion select the Selected Participants after taking into various factors as they deem appropriate and determine the number of Award Shares to be awarded to each of the Selected Participants. the Awarded Shares will be comprised of Shares subscribed for or purchased by the Trustee out of cash arranged by the Company out of the Company's funds to the Trustee and be held on trust for the Selected Participants until such Shares are vested with the Selected Participants in accordance with the provisions of the Share Award Scheme.

Focusing on the most real needs of employees

Sharing business results with employees

Meeting the various needs of employees

We set up a healthy and nutritious internal canteen for employees and open an internal shuttle bus to facilitate their life; for PMP certification exams, which are in great demand by employees, we actively negotiate with suppliers to get the most favorable price for employees.

PMP

In 2020, the Company's total employee turnover was 2,211, with an employee turnover rate of 17.17%, down from a year ago (32% female employees vs. 68% male employees), with 3,973 new hires.

2020   2,211
                    17.17%
                    32%   68%
                    3,973

Employee turnover rate is calculated by the formula: turnover rate = number of turnover / (number of people at the beginning of the period + number of people on board)

*   =
/   +

Staff in maternity leave	Staff back to work after maternity leave	Staff eligible for retirement within the next five years

Staff in maternity leave:
- 164 (Data of 2018 / 2018)
- 74 (Data of 2019 / 2019)
- 49 (Data of 2020 / 2020)

Staff back to work after maternity leave:
- 106 (Data of 2018 / 2018)
- 54 (Data of 2019 / 2019)
- 164 (Data of 2020 / 2020)

Staff eligible for retirement within the next five years:
- 25 (Data of 2018 / 2018)
- 32 (Data of 2019 / 2019)
- 113 (Data of 2020 / 2020)

5.3 Talent Development

5.3人才發展

We uphold the Kingdee philosophy of "Hardworking as foundation, long-term professionalism" and are committed to creating a better career development platform for our employees and providing more support to shape professional talents. After employees join us, we provide them with various development and training courses and encourage them to obtain different certificates to improve their professional skills and enhance their competitiveness.

5.3.1 Development Path

5.3.1 發展路徑

In order to smooth the development path of employees and realize the rapid growth needs of the Company and employees, Kingdee has established a dual-channel career development system of "management" and "skills" in parallel. The dual-channel system can effectively help employees with management skills to grow into managers according to their strengths, and promote technical "top students" to continue their research and become experts in the field without any obstacles. Such a career development system helps us effectively stimulate employees' potential and provide a development platform without a career ceiling for employees to realize the common value of employees and enterprises.

Kingdee implements "Mentorship" to help new employees clarify the corporate system and development style
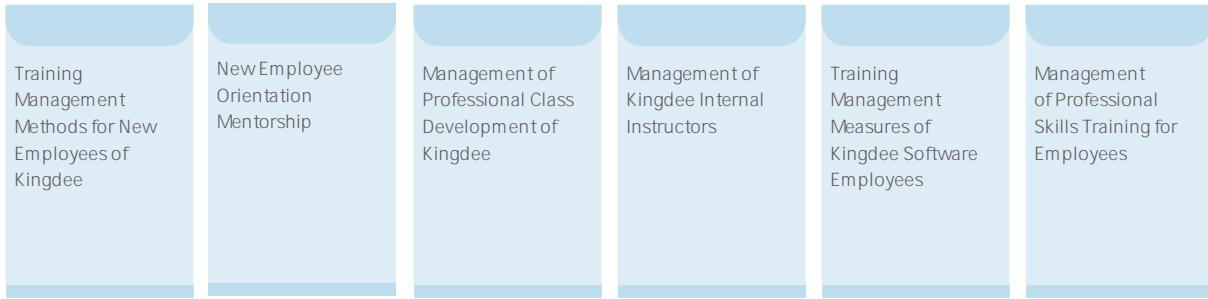**金蝶實施「導師制」幫助新員工清晰企業制度與發展方式**

Kingdee implements the "Mentorship System", assigning a mentor to each new employee. According to the "Kingdee Job Description" and "New Employee Orientation Mentorship Tool Sheet", the mentor will provide hands-on teaching and develop key tasks to help employees adapt to the work environment better and faster, and also provide mentors and superiors with an in-depth understanding of the core competencies of team members. The Mentorship System also creates the conditions for mentors and supervisors to understand the core competencies of team members. At the same time, the development history and internal rules and regulations of Kingdee will also be an important module of the training for all new employees to help them integrate into the company as a large group as soon as possible.

Training System

5.3.2 培訓體系

A sound training system is a solid backbone for Kingdee to build its high-quality talent team. The Company has developed a series of systems to ensure that various training activities are carried out effectively and in a disciplined manner and improve employees' professionalism and core competitiveness through training.

Kingdee's system for employee training
金蝶針對員工培訓的制度

Training Management Methods for New Employees of Kingdee	New Employee Orientation Mentorship	Management of Professional Class Development of Kingdee	Management of Kingdee Internal Instructors	Training Management Measures of Kingdee Software Employees	Management of Professional Skills Training for Employees

Under the guidance of the company's training system, Kingdee has built a multi-level training system, dividing the types of training into leadership training, qualification training, new employee training, and special training to ensure that the training resources effectively cover every employee. At the same time, according to the positions and business lines of employees, we develop four categories of courses, namely leadership training, qualification training, new employee training and special training, to provide employees with the necessary training for their current career stage. Meanwhile, we conduct training program research to understand the skills that employees need most for their career development, and based on the assessment, we make course adjustments and optimization in Kingdee's training system so as to provide employees with training contents that are more conducive to career development.

In 2020, we sorted out the job duties and tasks of 7 positions related to products and technology, formed learning maps for different positions based on the job criteria of the corresponding positions, and completed 30 courses to provide more targeted courses for employees.

2020

7

30

Learning Map and Professional Course Library
學習地圖和專業課程庫

| Professional Courses 專業課程 |
| Senior Courses 資深課程 |
| Advanced Courses 高級課程 |
| Intermediate Courses 中級課程 |
| Junior Courses 初級課程 |

Online Courses 在線課程
- Courseware
- Scripts
- Videos
- Exam questions

● 15 courses to be completed in December 2020
2020   12   15

Face-to-face courses 面授課程
- Course outline
- PPT courseware PPT
- Instructor's manual
- Participant's manual
- Exam questions

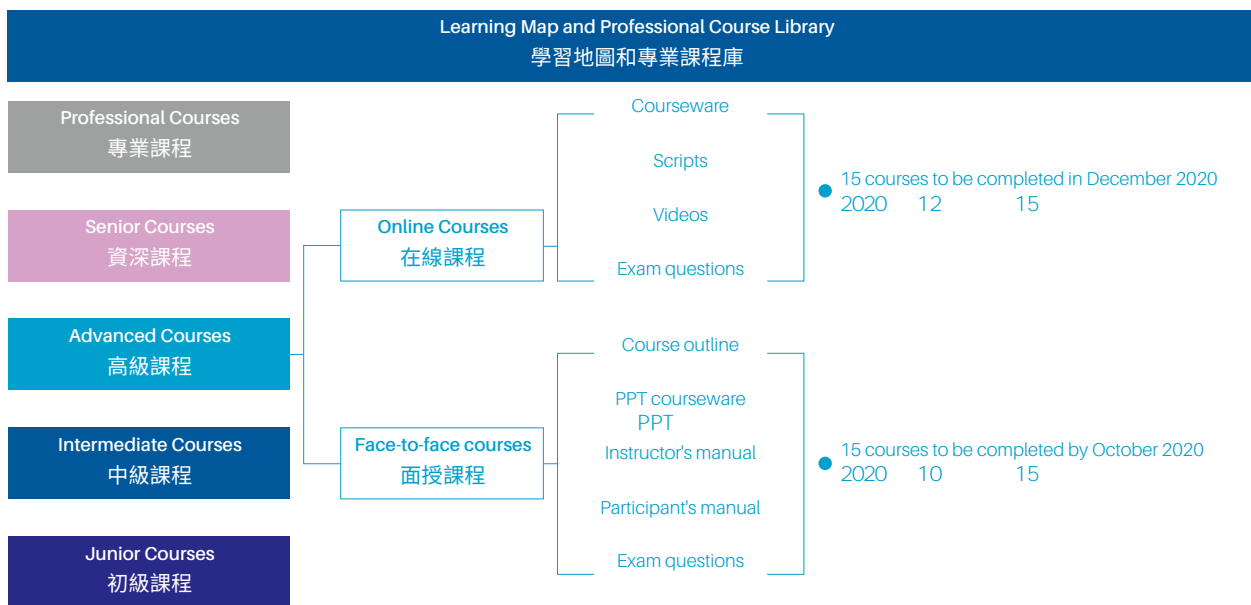● 15 courses to be completed by October 2020
2020   10   15

Figure Qualification Course System
圖 任職資格課程體系

In order to better motivate employees to improve themselves continuously, Kingdee encourages employees to participate in training actively, and issues completion certificates to employees who successfully complete the training, such as "Management Cadre Training Camp Completion Certificate" and "Interviewer Completion Certificate", etc., and gives recognition to outstanding teams and individuals. implement point system for Jike Lundao activity that all employees attend, and grants special awards to the employees participating more activities; encourages the employees to take professional certifications, and provide monthly grants bonus to CMA certificate holders. In 2020, a total of 68 employees received CMA certification through special training.

With the promotion of multiple initiatives, the total number of training hours received by all employees in 2020 is 100,972, with a total of 1,5624 people. The total number of training hours for management staff is 10,566.5 hours, and the total number of training hours for professional staff is 90,405 hours.

CMA	2020
68	CMA

2020
100,972
15,624
10,566.5
90,405

Leadership Training		Tenure Training	
Hours	People	Hours	People
10,566.5	662	40,225.5	10,119

New Employee Training		Featured Special Training	
Hours	People	Hours	People
16,558.5	1,641	33,621.0	3,202

Data for 2020
2020

Air Classroom:

During the pandemic, Kingdee actively explored the online training model, innovated the "Air Classroom", realized the dual platforms of Kingdee Cloud Classroom and Cloud-Hud, accelerated the speed and strength of online course updates, and added a total of 327 courses throughout the year. At the same time, we provided online courses, online live streaming, online seminars, and other online learning formats for all employees to enrich their online training experience.

Define "Air Classroom" 定義「空中課堂」

Gathering in the "cloud" to conduct the full operation of training programs in an online format.

Location/Path 地點 / 路徑	Two-pronged approach: Kingdee Cloud Classroom + Cloud-Hud 雙管齊下：金蝶雲課堂＋雲之家
Format 形式	Online course learning, online face-to-face teaching, online seminars, interactive communication, action learning, etc. 在線課程學習、在線面授、在線研討、交流互動、行動學習等
Target 對象	Audience A group/organization, company-wide staff 某一群體 / 組織、公司全員
Operators 營運者	Project managers, HRBP, student representatives, etc. 項目經理、HRBP、學員代表等
Participants 參與者	Project team members, HRBP, stakeholders 項目組成員、HRBP、幹系人

327

Corporate Culture
企業文化

With the core values of "Acting in all Conscience, with Integrity and Righteousness ", Kingdee is committed to the philosophy of "customer-centric, hardworking as foundation and long-term professionalism" and the mission of wholeheartedly serving enterprises, striving to be the most trusted enterprise service platform by adhering to the philosophy of Kingdee and the mission of serving enterprises wholeheartedly, and actively building "Culture of Conscience", "Culture of Innovation and Entrepreneurship" and "Culture of Sports".

Topics involved and their materiality in this chapter
本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對利益相關方的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Responsibility Culture Building	0.80 4.71		5.51
Value Sharing	1.15 4.62		5.77

6.1 Culture of Conscience

6.1 良知文化

Kingdee actively learns the excellent Chinese traditional culture, including Wang Yangming's School of Mind, and builds the corporate culture of Kingdee based on "Acting in all Conscience ".

Since the start of "Acting in all Conscience" learning in 2016, Kingdee has continued to upgrade its culture, issue the Kindee Philosophy (2nd Edition), practice "Acting in all Conscience" , and cultivate positive cognition, attitude and behavior of Kingdee people towards life and work.

2016

Through 2020, we used the excellent Chinese sage culture and Kingdee Philosophy to guide our work life through online and offline learning for all employees, senior managers' study sessions and internal learning for each organization. A total of 47 online learning sessions were conducted throughout the year, and more than 420,000 learning experiences were shared. Through continuous training, Kingdee people have been improving their quality of mind, and they are doing their best to achieve good deeds for customers and be responsible social citizens, creating a benign and harmonious atmosphere of Kingdee corporate culture.

2020

47

42

The Kingdee Philosophy (2nd Edition) was released
《金蝶哲學》（第二版）正式發佈

On August 8, 2020, the second edition of Kingdee Philosophy was officially released. While continuing to adhere to the development of "customer-centric", we focused on the whole life cycle of employees' career development and revised and improved the content related to "hard worker-oriented". In addition, we have clarified the basic guidelines for recruitment, assessment, motivation, training, development, care and collaboration. We integrate the philosophy of Kingdee into our system and daily behavior, and practice the philosophy of customer-centric, hardworking as foundation and long-term professionalism " through excellent sharing, benchmarking cases, learning and reflection by all employees.

2020   8   8

# 6.2 Innovation and Entrepreneurship Culture

6.2 創新創業文化

Kingdee is a company with innovative genes and values innovation. It encourages its employees to "be customer-centric, originate from customers, and fulfill customers", to be bold and innovative, to realize personal value, and to grow together with the Company.

Each year, the Company conducts an internal competition for outstanding innovations and gives heavy awards for major innovations. In 2020, five outstanding innovation awards were given. At the same time, Kingdee encourages the use of new technologies such as big data and AI from customer application scenarios and encourages employees to achieve progressive "small, beautiful and fast" micro-innovation, which brings obvious improvement to customers efficiency and experience. 80 micro-innovation awards were given out annually.

Kingdee rewards innovation

5   2020

                                                AI

                        80
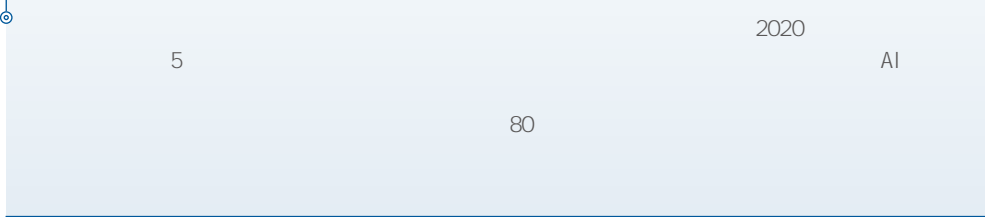
In 2020, Kingdee added the "Product Quality Gold Award", which rewards technological innovation and excellent management practices that significantly improve product quality. One year since the establishment of the Quality Gold Award, the average service level agreement SLA of each product line has increased by 0.1%, and the overall downtime has been reduced by 49% compared with the previous year, improving digital capability, significantly enhancing customer experience and supporting customer information construction more efficiently. This year, we also added the Outstanding Cloud Transformation Organization Award to encourage teams to provide high-value cloud services to customers.

Kingdee encourages quality f rst

2020

SLA   0.1%   49%
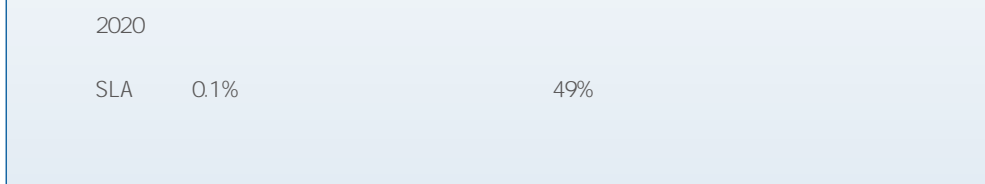
In order to give employees time to think about innovation, this year, Kingdee innovatively established the "Dormancy Leave", which allows R&D employees to take one day off every quarter for thinking. In addition, the company regularly organizes innovation exchange activities to cultivate an innovation atmosphere. In 2020, Kingdee conducted 72 innovation sharing activities, and a total of 3,202 people participated in the Geek Talk innovation sharing. With a strong innovation atmosphere, Kingdee has created more possibilities to inspire employees to innovate.

Kingdee actively shapes the innovation atmosphere

1   2020
        72   3,202
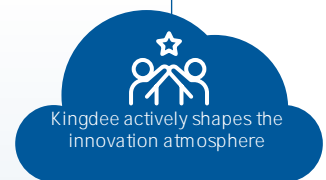
Kingdee encourages internal incubation and promotes a culture of innovation and entrepreneurship
金蝶鼓勵內部孵化，倡導創新創業文化

In 2020, Kingdee awarded 80 micro-innovation awards and 5 outstanding innovation awards. We have added "Gold Award for Product Quality" and awarded 2 teams with Gold Award for Product Quality. We insist on innovation-driven development, fulfilling customers winning in the cloud and working together to be the most trusted enterprise service platform.

2020   80   5
                                    2

Kingdee creatively proposes paid "Dormancy Leave" to encourage employee innovation
金蝶創造性提出帶薪「發呆假」，鼓勵員工創新

In 2020, we creatively proposed a paid "dormancy leave" to give our employees enough time to think about innovation and get enough rest for creativity during their busy schedules. This year, a total of 747 employees applied for "dormancy leave", and 4 of them found innovation points in "dormancy leave" and finally won the micro-innovation awards, so the "dull leave" incentive is quite effective.

2020
               747   4

6.3 Culture of Sports

6.3 運動文化

Kingdee promotes a healthy and sunny sports culture and is committed to cultivating new young people who are "super healthy, super trendy and super contributing". Kingdee China's Corporate Culture Department has set up the Staff Association (hereinafter referred to as "the Association") to enrich the spare time and recreational life of Kingdee people, improve the technical level of personal hobbies, promoting physical and mental health, and strengthening communication and exchange among Kingdee people, organizing various activities and popularizing sports culture.

As of the end of the reporting period, Kingdee had 14 associations, including table tennis association, soccer association, dance association, running association, yoga association, photography association, basketball association, music association, rowing association, board game association, badminton association, microfilm association, Kingdee press corps and staff committee, etc. The association members covered 4,035 people. In 2020, Kingdee held more than 577 events, covering 4,854 people and 871.5 hours of activity time.
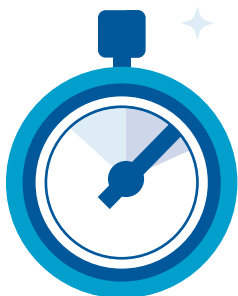
14

4,035   2020

577   4,854

871.5

Kingdee Dance Association

Kingdee Badminton Association

Kingdee Music Association

Kingdee Basketball Association

Kingdee Table Tennis Association

Social Responsibility
社會責任

Kingdee's core values of "Acting in all Conscience, with Integrity and Righteousness" guide Kingdee in the process of moving forward, constantly examining whether it can have a positive impact on society, and striving to achieve a double harvest of social benefits and corporate value. As a company that provides management software solutions for enterprises, Kingdee actively explores management model innovation with Chinese characteristics, with the mission of "Let Chinese management model rise globally", and promotes the progress of Chinese enterprise management.

Topics involved and their materiality in this chapter
本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對利益相關方的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Multilateral cooperation and ecosystem	1.49 4.80	6.29	
Community Contributions	1.15 3.82	4.97	

7.1 Value Sharing

7.1 價值共享

7.1.1 CMMR China Management Model Research CMMR

7.1.1 中國管理模式研究 CMMR

Let Chinese management mode rise globally

Become the most influential research and application institute of Chinese management mode

Seek truth from facts and unify of knowing and action

Mission
使命

Vision
願景

Core values
核心價值觀

Kingdee has taken an initiative to closely cooperate with its clients, partners, research institutions, universities, industry associations, expert organizations and various business lines within the Group to research and explore management models, transformation methods, architecture technologies, software technologies, service technologies and solutions for the development and management innovation process of Chinese enterprises, aiming to achieve the mission of "Let Chinese management models rise globally". To date, Kingdee has launched the China Management Model Excellence Award, China Management Model Innovation Award and China Digital Breakthrough Practice Award, which are judged in terms of innovation, replicability and sustainability, in order to continuously promote enterprises.

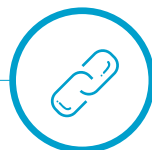| Innovation 創新性	Replicability 可借鑒性	Sustainability 可持續性
value reshaping and innovative changes in strategy, products (services), organization, business model, industry chain, etc.	positive guidance and reference value for enterprises, driving industry innovation	Focus on a sustainable business model, sound operations and good growth expectations to create value for customers over the long term
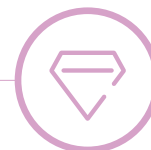
The China Management Model Research (CMMR) is a selection event organized by the China Management Modernization Research Associationand Kingdee International Software Group in collaboration with China Europe International Business School, Peking University Guanghua School of Management and other six major management schools since 2008, mainly for awarding and selecting outstanding Chinese business management practices. After 12 years of accumulation, CMMR has gained extensive influence in the industry and become the largest public welfare brand of Kingdee.

Chinese Management Model Research CMMR 2008

6

CMMR 12 沉

The winners of the China Management Model Innovation Award are usually new market entrants or emerging companies with innovative capabilities. They are adhering to long-term values, focusing on stakeholder interests, and continuously innovating practices in terms of business, internal management and external industry value chain synergies.

Unlike previous years, facing this year's survival environment, digitalization is a must for enterprises. For this reason, we have especially set up a new China Digital Breakthrough Practice Award in 2020, hoping to discover enterprise management practices with outstanding achievements in digital transformation, promote the digital development of enterprises, improve their operational efficiency, and thus solve industry development problems.

2020

In 2020, Tao Li Bread, Biyin Le Fen, Hongyang Group, Zhangjiakou Bank and Shenzhen Talent Settlement Group received the China Digital Breakthrough Practice Award for their digital transformation practices.

2020

Zhangjiakou Bank Promotes Online Financial Services and Receives Digital Breakthrough Practice Award
張家口銀行推動線上金融業務並獲得數字化突破實踐獎

In order to cope with the future business growth, Zhangjiakou Bank builds an architecture system with a sensitive front office, a large middle office and a strong back office, brings into play the support of data middle office, technology middle office, business middle office and risk control middle office for the front office business, comprehensively improves the innovation and creation ability and rapid iteration ability of the whole bank's business, and supports the creation of an open bank, ecological banks, and technology banks with strong data-driven power, scene customer acquisition power, risk control power and technology output power in terms of software and hardware.

7.1.2 CFO Acting in All Conscience Research Institute

Free the world from bad debt

Mission
使命

Co-run, Co-build and Share a new world of financial management

Vision
願景

Core concept
核心理念

Unity of knowing and action
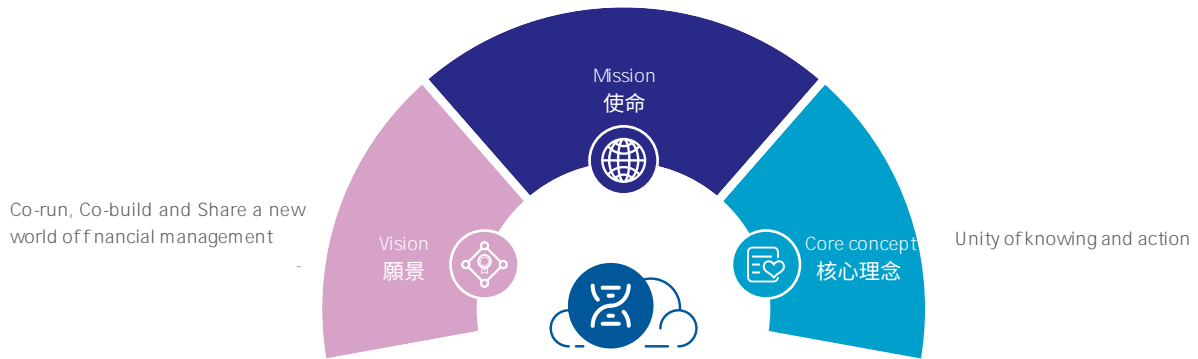
In 2018, Kingdee established the CFO Acting in All Conscience Research Institute. The Institute aims to continuously empower finance personnel and their industries in the areas of professional ethics, new technologies and new models of financial management through insight into CFOs, the top group of financial management, combined with the excellent Chinese traditional culture represented by Yangming Xinxue, to promote the development and innovation of financial management in China.

The CFO Acting in All Conscience Research Institute empowers the business of the industry and company by exporting value, and more closely links circles, industries, cultures, and hearts to form a community.

2018 CFO
CFO

CFO

Professional community: link between circles, layers and industries

Acting in All Conscience: link between cultures and minds

Link
鏈接

Forming a community

Closer connections

Insight
洞察

Output Insight Value

Empower
賦能

Insights into people: trainees and communities

Insights into the industry

Insight Output: Empowering the Company's Business

Schooling: empowering customers and industries
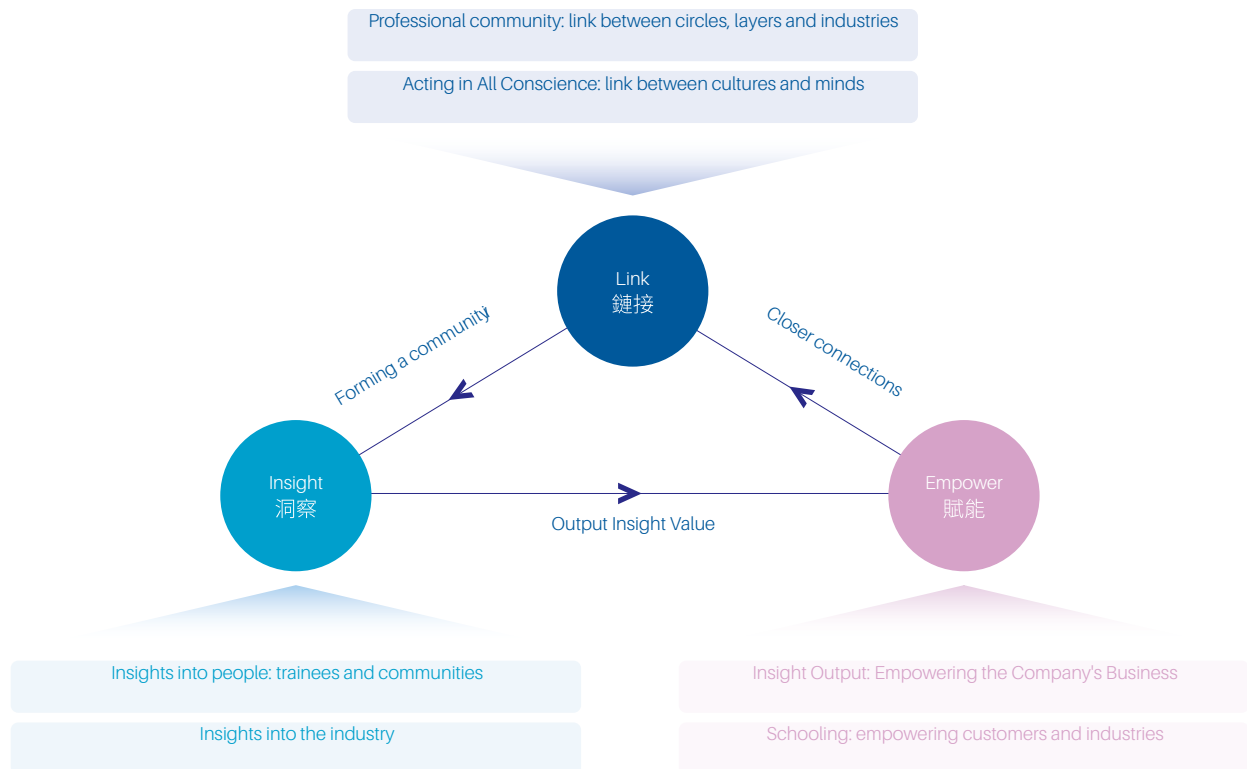
The China CFO 50+ Forum (F50+) is the most important community of the CFO Acting in All Conscience Research Institute, which is initiated by finance executives from Kingdee, Vanke, Haier, ZTE and CFOs of medium and large enterprises, and is committed to promoting the innovation and development of financial management in China. F50+ will hold two closed-door meetings each year to discuss new technologies and trends in financial management, and discuss, build and share a new world of financial management together.

CFO 50   +   F50+   CFO   F50+
          CFO   F50+

In June 2020, Kingdee held the "New World of Financial Management under the Industrial Internet-2020 CFO Seminar" and released the *Intelligent Finance White Paper*, which showed Kingdee's thinking and practice on intelligent finance in an all-round way, indicating the direction of financial transformation for enterprises and helping them in business growth. Kingdee will also always adhere to the customer-centric approach to help enterprises grow, discuss, build and share a new world of financial management together.

2020   6

· 2020 CFO

Figure: Kingdee's *Intelligent Finance White Paper* Released
圖 金蝶《智能財務白皮書》發佈

7.2 Multi-Win Cooperation

7.2 多方共贏

Kingdee has actively carried out diversified and efficient strategic cooperation with local governments, partners, suppliers, and teaching institutions to help the government with informatization construction, promote industry digital transformation, and jointly achieve sustainable and high-quality development.

7.2.1 Win-Win with Partners

7.2.1 夥伴共贏

As of 2020, Kingdee has won the brand honor of No. 1 IDC SMB market share for 15 consecutive years, and has been increasingly active in the cloud service market. At the same time, based on the Kingdee Cloud Dome platform, we are vigorously exploring the ecological market and are committed to creating a cooperative environment of co-creation, co-production and win-win with our partners.

2020   15   IDC

Kingdee and its companies have formulated a number of systems to regulate partner management based on the current business status of partners, including the *2020 Kingdee Partner Management Measures" and "2020 Kingdee China Partner Annual Evaluation Measures*, etc. At the same time, we launched the ISV cloud ecological partners, dividing the partners into five categories including general, silver, gold, diamond and strategy category. We provide free online technical training, development training and other benefits, to grow together with partners. In 2020, Kingdee continues to increase investment to support partners and give more resources in ecological cooperation to empower the partner ecosystem and improve business capabilities. We sign the *2020 Kingdee Partner Agreement* with partners and provide them with support in management, training, marketing and services according to their business types to achieve win-win cooperation and further promote the strategic implementation of Kingdee's large partners ecosystem.

2020   2020

ISV   爲

爲

2020

2020

Kingdee holds rich partner exchange and training activities	
Kingdee Cloud - Cloud Galaxy	Offline partner visits for empowerment: 400 partners visited, covering more than 40 institutions, with more than 5,000 people.
	400 40 5,000
	Online marketing empowerment training: 28 partner series win-sheet review sessions, covering more than 12,000 people; 40 "spring farming" actions, 35 "autumn harvest" actions, covering more than 5,000 people; 12 Star New Talent Training Camp, covering 1,100 people.
	28 1.2 40 35
	5,000 12 1,100
EAS Cloud	A total of 42 sessions of partner empowerment and training, covering 49 organizations and 1,082 participants.
	42 49 1,082
	Supported 19 partners in their marketing activities, with 27 events and 1,691 participants.
	19 27 1,691
	Held 4 sessions of Partner Business School, covering 49 institutions and 513 participants.
	4 49 513
	Pre-sales support and service for more than 110 million customers.
	110

Kingdee Cloud Stellar Kingdee Jingdou Cloud KIS Cloud	41 training empowerment trainings for offline partners (new employees/general managers, limited to KIS), covering over 28 provinces and regions and more than 2,500 people.
	/ KIS 41 28 2,500
	60 marketing activities for offline clients (Finance and Taxation, Reconstructing Digital Combat Power, Golden Intelligence), covering more than 30 provinces and regions and more than 19,500 people.
	60 30 19,500
	Supporting 12 times of online diagnosis of difficult projects in provinces and regions (Kingdee Cloud-Stellar), covering 12 provinces and regions and more than 1,700 people.
	· 12 12 1,700
KIS	Online empowerment training: 145 product trainings (new employees/general managers, KIS Cloud and Kingdee Cloud-Stellar), covering more than 135,800 people; 48 solution trainings, covering more than 11,600 people; 24 finance and tax trainings, covering more than 8,500 people; 10 Kingdee Cloud-Stellar sales implementation certifications, covering more than 3,100 people and about 1,900 people Passed the certification.
	/ KIS · 145 135,800 48 11,600 24 8,500 · 10 3,100 1,900

7.2.2 Support Government Affairs

7.2.2 政務支持

In recent years, Kingdee has continuously increased its investment in the field of scientific research and technological innovation, using its own platform to actively undertake a number of government research projects and to shape an open and responsible corporate image.

Under the new situation, Kingdee does not limit itself to traditional advantageous fields, but expands its innovative eyes to new fields. In recent years, Kingdee has made use of its own unique advantages and accumulation in the fields of blockchain, artificial intelligence and industrial internet, etc. In 2020, Kingdee took the lead in developing industrial internet-related solutions and won the bids for three projects related to the industrial internet innovation and development project of the National Ministry of Industry and Information Technology (MIIT). We were also selected as one of the "2020 Strategic Emerging Industry Development Special Fund Projects" by Shenzhen Development and Reform Commission for the research projects of "R&D and Industrialization of Cross-Enterprise New Generation Supply Collaboration Cloud based on Blockchain Infrastructure" and "R&D and Industrialization of Intelligent Dialogue Robot Common Technology for Enterprise Management".

2020

3

2020

In 2020, Kingdee participated in the National Ministry of Industry and Information Technology project.
2020年金蝶參與國家工信部項目

"Selection of Digital Management Solution Suppliers Based on Industrial Internet Platform"

"Public Service Platform for the Application and Promotion of Digital Transformation Solutions"

"Scaled Industrial Internet Marking New Connectivity Platform Project"

In 2020, Kingdee participated in 8 national key R&D projects 2020　　　　8	
Project Name	Project Phase
Big data-based software intelligence development methods and environments	Passed the project acceptance in November 2020 2020　11
Cross-border Service Quality Management and Value Engineering	Enter the acceptance preparation stage in 2020 2020
Secure electronic credentialing services and its key regulatory technologies	Enter the acceptance preparation stage in 2020 2020
Support pilot demonstration of the whole electronic invoicing and service system	Pass the mid-term inspection organized by the Ministry of Science and Technology in June 2020 2020　6
Open ecological cloud ERP platform 　　　ERP	Passed the first stage of inspection organized by the Ministry of Science and Technology in July 2020 2020　7
Research on Network Collaborative Manufacturing Integration Technology for 3C Manufacturing Industry Cluster Area 　3C	Passed the first stage of inspection organized by the Ministry of Science and Technology in July 2020 2020　7
Supply chain collaboration service platform for large manufacturing enterprises	Passed the first stage of inspection organized by the Ministry of Science and Technology in July 2020 2020　7
Industrial Internet platform test bed construction	Pass the mid-term inspection in October 2020 2020　10

7.2.3 Industry Cooperation

7.2.3 行業合作

Kingdee actively carries out diversified and efficient strategic cooperation with local governments, partner enterprises, industry colleagues and teaching institutions to help government information construction, promote enterprise digital transformation, explore industry innovation opportunities, and jointly achieve sustainable and high-quality development.

Promote industry cooperation and communication

促進合作交流

Kingdee has established good cooperation relationship with many industry associations and societies at home and abroad, and has carried out long-term cooperation, striving to build a communication platform for all parties to communicate and liaise, being active in various industry forums with an innovative,

responsible and positive corporate image, continuously focusing on industry trends, realizing information sharing and promoting industry progress.

Since 2019, Kingdee has continued a series of cooperation with Services Society, China Computer Federation (CCF), Guangdong Big Data Association, Shenzhen Computer Industry Association, Shenzhen Entrepreneurship and Innovation Federation, Shenzhen Nanshan District Blockchain Technology Application Association, etc., and jointly initiated the establishment of Shenzhen Kunpeng Industry Alliance with Huawei and other organizations. We have participated in organizing or leading the 8th China Big Data Industry Summit, conference and forum of "Public Data: Smart City and Smart Government", salon of "AI Chip and Blockchain Technology for New Infrastructure" and other large-scale activities, which have achieved Good social benefits.

2019
Services Society
CCF

AI

Kingdee leads or participates in the development of multiple industry standards in 2020 2020
New retail multi-logistics cross-border service application interface specif cation (enterprise standard, proposed to apply for national standards)
Electronic invoice application convergence interface specif cation (industry standard)
Electronic invoice status control specif cation (industry standard)
Technical requirements for electronic voucher checking services (industry standard)
Guangdong Classif cation and Codes of Big data services (Guangdong Local Standards)

Kingdee Holds EAS Cloud Summit Forum on Reconstructing Digital Combat Power to Empower Industry Transformation
金蝶舉辦重構數字戰鬥力 EAS Cloud 高峰論壇，為產業轉型賦能

From October to November 2020, Kingdee held a summit forum on "Reconstructing Digital Combat Power" in Zhengzhou, Gansu and other places to explore the path of enterprise digital transformation with enterprise executives. Kingdee proposed "Enterprise Digital Combat Power", which is the ability to collect, store, process, analyze and convert data in every value chain and scenario of an enterprise These capabilities will bring additional power and competitive advantage to enterprises, helping them embrace the industry chain ecology and reconstruct their digital combat power.
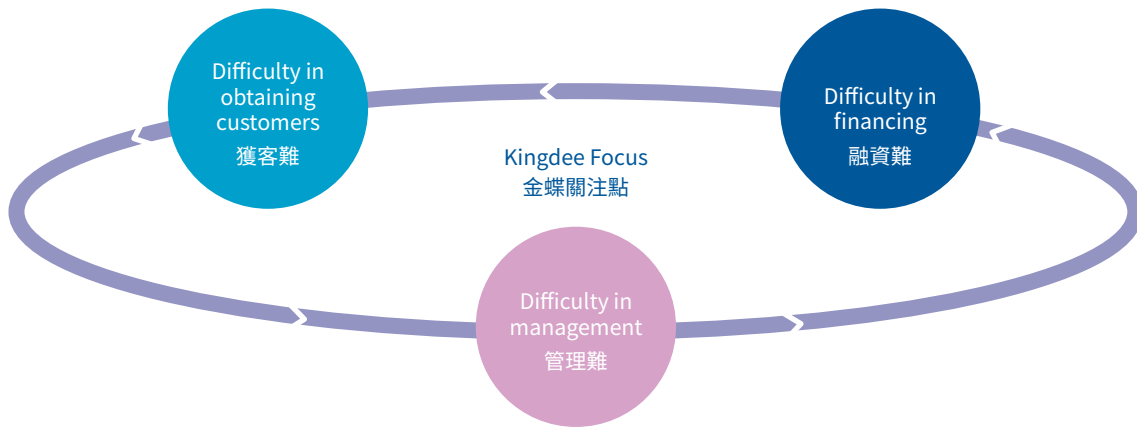

2020 10 -11

Figure: "Reconstructing Digital Combat Power" Summit Forum
圖 「重構數字戰鬥力」的高峰論壇

7.2.4 Helping Micro and Small Enterprises

Helping Micro and Small Enterprises with growth

In 2020, Chinese micro and small enterprises are facing great challenges against the backdrop of new technology wave, the COVID-19 pandemic and complex international relations. As a company providing services to 6.8 million enterprises in China, Kingdee has inspected the three core difficulties of customer acquisition, financing and management, and actively promoted cooperation and exchange, and launched the "Smart Growth Plan for MSMEs" with Chen Chunhua Knowledge Lab and benchmark enterprises from 18 industries in June 2020 to practice Social responsibility, help MSMEs to grow smartly.

助力微小企業成長

2020

680

2020 6

18

How to get more customers through new digital technologies

How to use digital credit support to get funding quickly and efficiently

Difficulty in obtaining customers
獲客難

Difficulty in financing
融資難

Kingdee Focus
金蝶關注點

Difficulty in management
管理難

How digital capabilities can help companies reduce operating costs and make business management more standardized

Helping micro and small enterprises with resuming work and production during the pandemic

At the beginning of 2020, in response to the sudden impact of the COVID-19 pandemic on the production and operation of small and medium-sized enterprises, we took advantage of the big data of the cloud platform serving small and medium-sized enterprises, and the monitoring analysis and index research of the resumption of work of SMEs, proving the government with strong decision-making support to issue various policies to support SMEs promptly after pandemic.

疫情期間助力小微企業復工復產

2020

7.2.5 Train Information Talents

7.2.5 培養信息化人才

In order to meet the industry's demand for information technology talents, Kingdee always takes the vision of "the most trusted platform for training and lifelong learning of enterprise information technology talents" and continues to help universities nationwide to train related talents. We actively work with universities to develop academic training and practical teaching, and provide high-level consultant talent training and output for the industry.

2020 Kingdee carry out cooperation projects with universities across the country 2020
Cooperated with Wuhan University, Central South University, Hunan University of Science and Technology, Hainan Normal University, etc., and set up the "Service Computing Joint Laboratory" as the National Enterprise Internet Service Support Software Engineering Technology Research Center in universities.
Cooperated with Wuhan University to establish the internship training base of Wuhan University International Software Institute - Kingdee Software (China) Co. —
Cooperated with Peking University and other universities, and undertook the "Big data-based software intelligence development methods and environments" project, the key special topic of the National Key R&D Program "Cloud Computing and Big Data".
Cooperated with Wuhan University, Beijing University of Posts and Telecommunications, University of Electronic Science and Technology etc., to carry out relevant research in the field of "network collaborative manufacturing and smart factories", and jointly applied for relevant national government projects.
Cooperated with Tongji University, Anhui University, Xi'an Jiaotong University, University of Electronic Science and Technology, etc., and jointly applied for and undertook the National Key R&D Program "Open Ecological Cloud ERP Platform". ERP
Cooperated with Guangdong University of Technology and Jointly applied for and undertook the National Key R&D Program "Research on Network Collaborative Manufacturing Integration Technology for 3C Manufacturing Industry Cluster Area". 3C
Cooperated with Peking University and Southern University of Science and Technology, and jointly applied for and undertook the project of Shenzhen Science and Technology Innovation Commission in 2020, "Key Technology Development of Cross-Financial Industry Intelligent Engine System Based on Trusted Isolated Federal Learning". 2020

Consultant College

The Consultant College is open to college students and in-service information technology talents, and carries out different types of training according to the different needs of talents. The Consultant College adopts a training model combining offline systematic training and online knowledge acquisition, and teaches three systematic courses covering knowledge, skills and literacy related to enterprise informatization consultant.

In 2020, influenced by the external environment changes brought about by the COVID-19 pandemic, Kingdee carried out a purely online teaching model based on the original training model, and newly lanuched the Kingdee Cloud Dome Implementation Consultant class and Kingdee Cloud Dome Development Consultant class at all levels to break through the physical limitations of time and space, making it convenient for students to conduct professional learning anytime and anywhere. At the same time, we continue to carry out knowledge level improvement training and knowledge level certification for consultants of Kingdee ecosystem.

Courses of ered by Kingdee Consulting College
Kingdee EAS Implementation Consultant Class 　　EAS
Kingdee EAS Development Consultant Class 　　EAS
Kingdee Cloud Stellar Implementation Consultant Class
Kingdee Cloud Stellar Development Consultant Class
Kingdee s-HR Implementation Consultant Class 　　s-HR
Kingdee Cloud Dome Implementation Consultant Class
Kingdee Cloud Dome Development Consultant Class

In 2020, we trained 547 people online and 503 people offline in Kingdee Cloud Dome Implementation Consultant Class and Kingdee Cloud Dome Development Consultant Class, for a total of 1,050 people. We organized 11 on-site knowledge level improvement training, of which 234 people passed; we organized 8 Kingdee Cloud Dome development and operation and maintenance partner certification training, of which 267 people passed; we invited Kingdee partners to join Kingdee partner certification assessment, of which 1,161 people passed.

2020
547
503   1,050
11   234
8
267
1,161

In 2020, in terms of talent cultivation, JingYi Information Technology Service Co., Ltd (JingYi), a subsidiary of Kingdee, will carry out more in-depth school-enterprise cooperation with colleges and universities, build industrial colleges with Changchun Finance and Economics College and Chongqing Mechanical and Electrical Vocational Technology College, jointly develop talent cultivation programs for college students, and make joint efforts to build a digital talent cultivation system, enabling students to receive professional courses from Kingdee from their freshman year.

2020

In terms of internship and employment, Kingdee Jing Yi and schools jointly launched Kingdee order classes. Based on the four colleges in 2019, four new cooperative colleges were added, and 95 students were trained, and the recommendation rate for internship positions for students who passed the assessment was 100%, helping the college to cultivate new talents that are more in line with the requirements of the modern new business context.

2019   95

100%

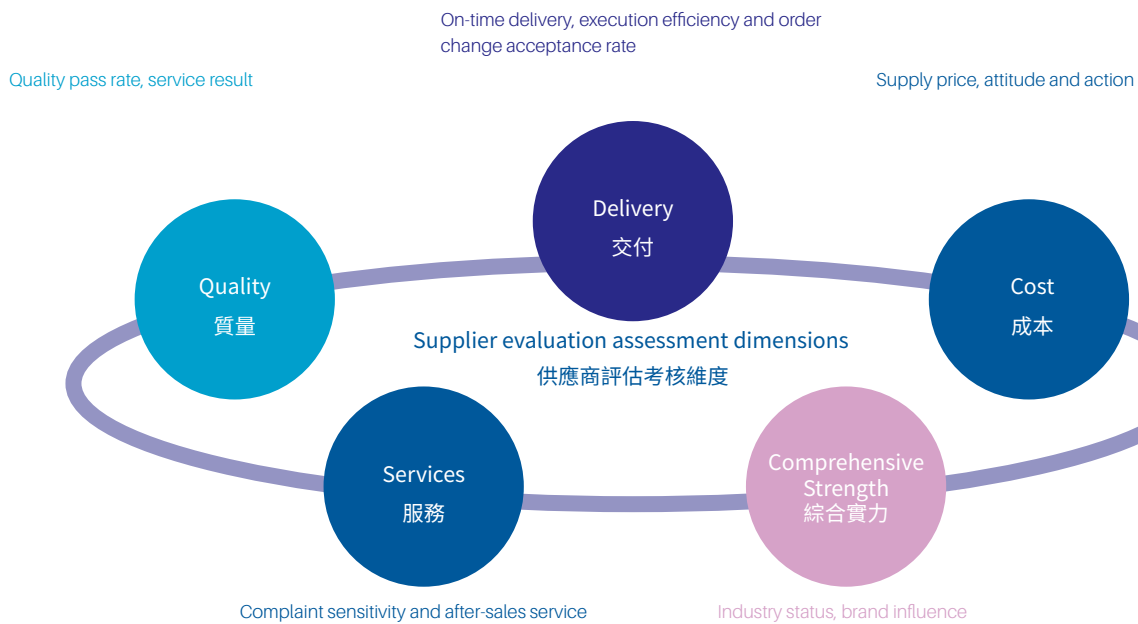## 7.2.6 Supply Chain Management

7.2.6 供應鏈管理

Kingdee regards suppliers as a key link in the partnership, and is committed to long-term strategic cooperation development with them to share a win-win situation.

Procurement Management System

採購管理制度

Kingdee has formulated an array of internal procedures for bidding procurement and supplier management, including the *Group Procurement Management System, Group Bidding Management Rules, Group Supplier Management Rules,* and *Group Procurement Catalog Management Rules*, with a view to standardizing the Group's procurement business, strengthening the supervision and management of procurement practices, and improving the efficiency of procurement resource allocation. Currently, Kingdee enables the solicitation and procurement platform (i.e. Supplier Collaboration Cloud) to carry out supplier cooperation. The solicitation and procurement platform can realize the information control of the whole business, forming a one-stop service, and a full online closed-loop management for planning, bidding, purchasing, and suppliers. The solicitation and procurement platform can improve the standard in supplier management, and all solicitation and procurement information will be disclosed on the platform throughout the process, thus reducing the involvement of human factors and realizing open and fair bid evaluation.

In accordance with the provisions of *Rules on Supplier Management of the Group*, the Group's bidding process requires the participation of the Purchasing Department, the Demand Department, and the Legal & Audit Department. When formally working with a supplier, the Group's Procurement Department will evaluate the supplier in five dimensions: quality, delivery, cost, service, and overall strength. When supervising the compliance of suppliers, the Audit Department will refer to the relevant management system of the Purchasing Department to decide the scope and frequency of audits, and arrange for a second-party audits of suppliers or entrust independent parties to conduct third-party audits.

Quality pass rate, service result

On-time delivery, execution efficiency and order change acceptance rate

Supply price, attitude and action

Delivery
交付

Quality
質量

Cost
成本

Supplier evaluation assessment dimensions
供應商評估考核維度

Services
服務

Comprehensive
Strength
綜合實力

Complaint sensitivity and after-sales service

Industry status, brand influence

7.3 Charity

7.3公益慈善

While making long-term progress, Kingdee will give back to the society with a grateful heart and practice public welfare undertakings. As a knowledge-based enterprise, we deeply understand the importance of education to a country and a nation, and therefore we are very concerned about the basic education in areas where education resources are scarce, and do our best to contribute to the development of public welfare education in China. During theCOVID-19 pandemic, Kingdee took advantage of its own products to provide convenience to many industries and enterprises to help resume work and production.

Kingdee Ya'an Education Immigration Class

After the 4.20 earthquake in Ya'an, Kingdee set up the "Kingdee Education Immigration Class" with the China Siyuan foundation for poverty alleviation to support outstanding students from poor families to successfully complete their education. In 2013 and 2016, Kingdee established "Kingdee Education Migrant Class" in Ya'an Tianjiaping School and Ya'an No. 2 Middle School respectively, and set up education funds to help 50 poor students in each migrant class to successfully complete their junior and senior high school education.

In addition to Ya'an, Kingdee also supported students of different levels to realize their dreams through "Beautiful China", including Yuanjiang in Hunan, Southeast University in Jiangsu, China Europe International Business School in Shanghai, and primary schools in remote mountainous areas across the country.

金蝶雅安移民班

4.20

2013   2016

50

The third "Siyuan-Kingdee Education Migrant Class" started
第三屆「思源·金蝶教育移民班」開學

On April 28, 2020, the third "Siyuan-Kindyee Education Migrant Class" in Ya'an officially started. 50 students started their three-year high school education and pursued their dreams with the help of Kingdee Group, China Siyuan foundation for poverty alleviation and all walks of life. Due to the special reason of the COVID-19 pandemic, Xu Shaochun, Chairman of the Board of Directors of Kingdee Group, expressed his expectations and instructions to these 50 children of the migrant class on the spot through video at the opening ceremony of the third "Siyuan-Kingdee Education Migrant Class". By sharing his own experience of growing up in school, he inspired the students to set up their dreams, build up their self-confidence and inspire their infinite potential, and he looked forward to seeing the growth of the students after three years.

2020   4   28   ·   50

                                                                    50

Fight against the pandemic

Donation of funds to support medical personnel in Wuhan: Kingdee is always concerned about the needs of the front line in the early stage of the COVID-19 pandemic outbreak. In order to support the fight against the pandemic, Kingdee donated RMB 10 million through the China Siyuan foundation for poverty alleviation to support the frontline medical personnel fighting and preventing the COVID-19 pandemic in Wuhan and the surrounding areas.

抗擊疫情

捐贈資金資助武漢地區醫護人員：

1,000

In addition to cash donations, Kingdee released a number of products with preferential services and related policies during the pandemic period, to help companies affected by the pandemic to tide over the difficulties.

Rent waiver: Up to June 1, 2020, the cloud service rent collected from MSMEs in Hubei Province who use Jingdou Cloud was waived for 60 day.

2020   6   1   60

Subsidized loan interest: Kingdee Financial fully subsidized the loan interest in February 2020 for micro and small enterprises in Hubei Province.

2020   2

Multi-terminal data synchronization helps remote collaborative office
多端數據同步助力遠端協同辦公

Since employees cannot return to their workplaces due to the impact of the pandemic and traffic control, Kingdee uses Cloud-Hud, an intelligent collaborative office platform, to provide free intelligent collaborative office services for Hubei region and rescue organizations. At the same time, Kingdee Intelligent Bookkeeping can help small and micro enterprises to carry out basic inventory and sales services, while exempting the use of fees to reduce the burden. Employees can operate through Kingdee Intelligent Bookkeeping, and the relevant data can be synchronized with other terminals, and their boss can view the business performance at home in real time, reducing the impact of not being able to come back to work and resume production. At present, Kingdee Intelligent Bookkeeping has been included in the cloud service software recommended by Shandong Province, Henan Province, Gansu Province, Guizhou Province, Shenzhen City, and Chongqing City for fight against the COVID-19 pandemic, and will be stationed in more provincial and municipal government agencies in the future.

Smart Micro Store helps online zero-touch service
智慧微店助力線上零接觸服務

To solve the problem that customers can't go to the store for consumption, Kingdee helps small and micro enterprises quickly build online stores, speed up the review process, and open stores in as soon as 3 days. Through online order taking and offline zero-touch delivery service, it breaks the deadlock of offline business and effectively improves turnover.

3

中华人民共和国工业和信息化部

感 谢 信

金蝶软件（中国）有限公司：

为应对突如其来的新冠肺炎疫情对我国中小企业生产经营造成的冲击影响，工业和信息化部深入学习贯彻习近平总书记关于统筹推进疫情防控和经济社会发展工作重要指示精神，按照党中央、国务院决策部署，发挥国务院促进中小企业发展工作领导小组办公室协调作用，动态监测中小企业复工复产情况，推动出台惠企政策，优化公共服务体系，推动中小企业有序复工复产，稳定生产经营。

Picture: A letter of thanks from the Ministry of Industry and Information Technology
圖：工信部的一封感謝信

Help MSMEs with the normal operation based on the business characteristics
基於業務特性助力中小微企業正常營運

In addition to cash donation, Kingdee combined its technical advantages to launch a number of enterprise support measures and preferential product service policies during the pandemic. As a financial technology company with its origins in financial inclusion, Kingdee Financial Services fully subsidizes the interest on February credit for small and medium-sized enterprises in Hubei Province, and actively undertakes social responsibility in its daily services as far as it can. At the same time, Kingdee's Jingdou Cloud platform offers a 60-day waiver on cloud service rental fees for micro and small business customers in Hubei Province. Kingdee also joined hands with management theory experts and 18 industry leaders to release the "Smart Growth Plan for Small and Medium-sized Enterprises" to overcome difficulties with customers and help small and medium-sized enterprises break through business bottlenecks and achieve smart growth.

2

60

18

Environmental Protection
環境保護

Kingdee attaches great importance to its own environmental impact in the process of development, actively implements environmental protection measures, and strictly regulates environmental protection operation in its business operation. Through the cloud technology in its products and services, Kingdee helps customers reduce the negative impact on the environment, thus achieving the win-win goal of improving business performance and environmental protection.

Topics involved and their materiality in this chapter
本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對利益相關方的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Climate Change Response and Opportunities	0.50 3.90	4.40	
Energy and resource use and management 能源和資源的使用及管理	0.47 3.70	4.17	

8.1 Environmental-Friendly Operations

8.1 環保營運

Kingdee attaches importance to the harmony and unity of industrial operation, resources and environment, to ensures the environmental protection and green operation. Starting with the daily operation, we pay attention to the energy and carbon emission management, focus on resource usage, and improve our own environmental management system from various aspects one by one.

8.1.1 Energy and Resource Use

8.1.1 能源與資源使用

Energy consumption Reduction

減少能耗

The impact of Kingdee on the environment mainly comes from the energy consumption in the office area. For this reason, we have formulated the *JD Energy Saving and Consumption Reduction Operation System and Measures* to standardize the management of energy use in the company, which stipulates the energy saving measures for the air conditioning temperature, lighting system and bus use, etc.; we have formulated the *Regulations on Energy Saving Operation of Air Conditioning System in Kingdee Software Park* to set up the specifications for energy saving operation of air conditioning system, energy saving inspection of air conditioning system and energy saving maintenance of air conditioning system, to ensures that the air conditioning system operates with high quality and efficiency, reduces energy consumption, and extends the maintenance cycle and service life.

JD

Based on the systems in place, each park has taken multiple measures to achieve full energy savings:

基於已制定制度，各個園區採取多措施全面實現能源節約：

Equipment upgrade
設備升級

continuously improve the park's old facilities and equipment, and gradually use energy-saving lamps and time-controlled lighting systems to achieve energy saving and consumption reduction.

Real-time control
實時管控

control the number of air-conditioning hosts in the parks every day, monitor and adjust the opening hours of the air conditioners according to the temperature of the day in real time, thus reducing the power consumption.

Energy consumption analysis
能耗分析

Continuous monthly analysis of energy consumption data on a chain basis to track energy consumption.

Energy Type	Unit	Beijing	Shanghai	Shenzhen
Gasoline	Liter	10,906	10,266	18,721
Electricity on Outsourced Power Grid	Kwh	686,484	10,184,010	226,982

* Gasoline consumption only includes partial vehicles owned by Kingdee and its subsidiary holding companies, excluding rented vehicles; the scope of outsourced electricity statistics includes the office areas used by Kingdee in 3 software parks in Beijing, Shanghai and Shenzhen.

*

3

Resource Usage

Kingdee has actively implemented a cloud platform to store files in the cloud, which in turn reduces the need for office paper. At the same time, we have set up a data management system for resource usage, which provides statistics on the main types of resources and continuously optimizes the management of resource usage through data analysis.

The water consumption of Kingdee mainly comes from the office area, and the water used in the park includes greening, cleaning and restrooms. In order to promote water conservation, Kingdee has posted "Save Water" environmental protection signs in the restrooms and changed the faucets in the restrooms to sensor type to reduce water consumption.

Resource Type	Unit	Beijing	Shanghai	Shenzhen
Office paper consumption	Kg	8,400	1,711	6,588
Water consumption	M^3	1,000	11,188	122,330
Water consumption density	M^3/M^2 /	0.053	1.58	2.00

8.1.2 Waste Management

8.1.2 廢棄物管理

Kingdee strictly complies with national laws and regulations on waste management. In the three parks of Kingdee in Beijing, Shanghai and Shenzhen, we follow the local regulations on waste and garbage management and have established a waste recycling process that complies with the regulations. In order to create a clean and green office environment, Kingdee strictly abides by the regulations, disposes of hazardous waste properly, and effectively reduces waste generation through effective recycling and statistical weighing.

Shenzhen Park
深圳園區

Unify the quantity counting and control of hazardous waste such as used lamps; uniform disposal of waste oil generated during maintenance of the generator room.

Shanghai Park
上海園區

Unified the piling of hazardous waste of by qualified personnel.

Beijing Park
北京園區

Monthly unified the collection of hazardous waste by qualified personnel.

During the reporting period, there were no violations related to waste disposal in Kingdee.

報告期內，金蝶未發生廢棄物處置相關的違規情況。

Waste type	Unit	2017 Data 2017	2018 Data 2018	2019 Data 2019	2020 Data 2020
Waste Electronic Equipment	Pieces	1,464	3,370	709	1,389
Waste Modulator Tube	Pieces	1,663	2,601	1,662	1,146

8.2 Cleaning Technology

8.2 清潔技術

The Cloud system is characterized by concentrated and efficient operation of rear-end servers, which can effectively reduce the energy consumption of independent unit computation and front-end allocation of server and other equipment in the enterprise.. We keep promoting the cloud platform services and assist clients in reducing equipment and energy usage from a more macro perspective, thereby achieving resource savings and reducing the environmental impact of the enterprise.

Kingdee Cloud System Helps Companies Improve Operational Efficiency and Reduce Environmental Impact
金蝶雲系統助力企業提升營運效率減少環境影響

Kingdee's Zhangwuyou builds a digital product ecosystem
金蝶賬無憂構建數字化產品生態

Relying on Kingdee's 28 years of experience in enterprise management and 14 years of experience in financial cloud services, Kingdee Zhangwuyou is committed to helping book keeping companies fully realize the intelligence of financial and taxation services, with the concept of "intelligent bookkeeping", to open up business links such as bill collection, financial accounting, tax accounting, tax declaration, customer service and staff management for bookkeeping companies, so as to reconstruct the digital combat capabilities in the digital era.

28   14

Kingdee EAS Cloud improves computing efficiency
金蝶雲EAS提高運算效率

We assist Mengniu to realize the electronification of return receipts of 10 banks, and the corresponding electronic return receipts can be checked through the receipt, payment slip, upward and downward transfer receipt. In addition, Mengniu establishes an online bill pool, which can handle online bills at any time; bills are electronically processed, which circulate quickly and process efficiently without verification, and by replacing voucher paper with the electronic version, the use and waste of paper is greatly reduced and resource costs are saved.

10

8.3 Climate Change Response

8.3氣候變化應對

Kingdee focuses on the impact of climate change, proactively identifies climate change risks to Kingdee's operations, and manages greenhouse gas emissions to proactively address potential risks.

Identifying Climate Change Risks

識別氣候變化風險

We identify the climate change risks we face at each of our operations and develop plans to proactively address them in our daily operations in order to improve and mitigate the negative impacts of major climate change.

Kingdee Beijing Park actively took measures against extreme weather and develop maintenance program for lawns on the parks under extremely cold weather.

Kingdee Shanghai Park has formulated the *Anti-Freezing and Anti-Low Temperature Weather Plan* together with the property company in response to climate change, to strengthen the monitoring and analysis of the parameters of freeze-prone instruments, pumps and pipelines (such as pressure and flow), and to prevent the freezing and breaking of pipelines caused by extreme low temperature weather, etc..

Kingdee Shenzhen Parks has formulated the emergency plan for typhoon, *Emergency Measures for Typhoon Prevention and Flood Control*, to strengthen the building protection measures in typhoon weather, and prepare enough wooden strips, blocking sandbags and other tools to prevent the building damage caused by extremely strong typhoon which will bring inconvenience to the company's operation.

Managing Carbon Emissions

Since 2016, we have taken the lead in conducting carbon audits in Shenzhen Software Park, identifying GHG emission sources as well as operational boundaries, and ensuring the accuracy, completeness and availability of GHG emission information through third-party professional organizations' inspection.

As of the end of the reporting period, the carbon verification process for FY2020 is still in progress. We calculated the CO2 emissions from the three software parks of Kingdee by using the direct and indirect emission sources of Scope 1 and Scope 2.

管理碳排放

2016

2020

	Topics	Unit	2017	2018	2019	2020
Beijing			517	281	632	690
Shanghai	Greenhouse gas emissions	Tons of carbon dioxide equivalent	205	151	164	207
Shenzhen			7,295	7,297	7,296	8,565
Beijing			0.040	0.015	0.119	0.036
Shanghai	Greenhouse gas emissions intensity	Tons of carbon dioxide equivalent/m^2 /	0.037	0.027	0.023	0.029
Shenzhen			0.139	0.149	0.137	0.140

9 Overview of Sustainable Development Performance

9 可持續發展表現概述

9.1 List of Policies

9.1 政策列表

ESG index ESG	Laws and regulations/Policies /	Internal policies
A Environment	Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution Environmental Protection Law of the People's Republic of China	Kingdee Operation Regulation and Measure for Energy Conservation and Consumption Reduction Kingdee Group Fixed Asset Management Regulation Rules for Management of Kingdee IT Electronic Assets IT Kingdee Software Park Air Conditioning System Energy Conservation Operation and Management Regulation
B1 Employment	Labor Law of the People's Republic of China Labor Contract Law of the People's Republic of China Interim Regulations on Labor Dispatch Employment Promotion Law of the People's Republic of China Social Insurance Law of the People's Republic of China Provisions on the Prohibition of Using Child Labor of the People's Republic of China Law of the People's Republic of China on the Protection of Minors	Talent Recruitment Management Regulation Kingdee Group Interns Management Measures Kingdee Job Duty Manual The Kingdee Tenure Standards Model Kingdee Group Labor Dispatch Management Regulation Performance Management Measure The Kingdee Code of Conduct for Employees The Excess Incentive Scheme
B2 Health and Safety	Labor Law of the People's Republic of China Fire Control Law of the People's Republic of China Work Safety Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Control of Occupational Diseases Regulation on Work-Related Injury Insurance Regulation on Supervision and Administration of Occupational Health in Workplaces Provision on Report, Investigation and Treatment of Work Safety Accidents	The Kingdee Code of Conduct for Employees

ESG index	Laws and regulations/Policies	Internal policies
B3 Development and Training		Management Measures for Kingdee New Employees Training Mentor System for New Employees Kingdee Management Measures for Professional Programs Development Kingdee Management Measures for Internal Lecturer Kingdee Management Measures for Software Employee Training Management Measures for Employee Professional Skill Training Kingdee Rotation Management Measure
B5 Supply Chain Management	*The Bidding Law of the People's Republic of China*	*Rules on Tendering Management of the Group* *Rules on Supplier Management of the Group* *Procurement Management System of the Group* *Rules on Procurement Merchandise Catalog of the Group* *Manual of Kingdee China Channel Operation Management 2018*
B6 Product Responsibility	*Constitution of the People's Republic of China* *General Principles of the Civil Law of the People's Republic of China* *Trademark Law of the People's Republic of China* *Advertising Law of the People's Republic of China* *Product Quality Law of the People's Republic of China* *Law of the People's Republic of China on Consumer Protection* *Cybersecurity Law of the People's Republic of China* *Intellectual Property Law of the People's Republic of China*	*Kingdee Customer Complaint Management Regulations* *Kingdee Business Code of Conduct* *Kingdee Management Measures for Trademarks* *Kingdee Ruling and Treatment Process of Conflicts between Chinese Partners* *Technical Support Job Specifications* *Work Order Processing Specification* *The Management Approach of Kingdee Customer Product Requirements Feedback* *Franchise and Management Measures for Product Marketing Partners of Kingdee KIS 2017* *Management Measures for Assets of Kingdee KIS Customers* *Management Measures for Business Opportunities of Kingdee KIS*

ESG index ESG	Laws and regulations/Policies /	Internal policies
B6 Product Responsibility		Kingdee Product Safety Management Measures

Telemarketing Business Management Regulations of Headquarters Marketing Department

Kingdee Software (China) Co., Ltd. (4008-830-830) Hotline Specialist Manual 4008-830-830

Kingdee Service Code of Conduct

Kingdee Requirements for Protection of Production Data

Kingdee Information Security Manual for Employees

Management Measures for Protection of Information Assets

Information Asset Protection Management Measures

Management Measures for Source Code Security

Kingdee Internet Operation and Maintenance Quality Management System

Kingdee Internet Operation and Maintenance Management Rules IaaS Public Cloud Management Standard IaaS

Kingdee Management Measures for Copyright

The Management of Kingdee Trademark

Kingdee Management Measures for Patents |
| B7 Anti-Corruption | Criminal Law of the People's Republic of China

Company Law of the People's Republic of China

Anti-Money Laundering Law of the People's Republic of China

Anti-monopoly Law of the People's Republic of China

Law of the People's Republic of China against Unfair Competition

Interim Provision on the Prohibition of Commercial Bribery

Regulations on Fund Management of National Key Research Program | Kingdee Code of Conduct of Business

The Kingdee Disciplinary Regulations

Regulations on the Management of Cadres

Standardization of Group Expense Reimbursement Standards

Rules on Group Expense Reimbursement and Audit Requirements

Labor Contract

Regulations for Prohibition on Employees' Improper Conduct

Notice on Internal Control Inspection of Molecular Mechanism

Governmental Fund Management Regulations of Kingdee Software (China) Co., Ltd. |

9.2 List of Key Performance Indexes

9.2 關鍵績效指標列表

ESG Indicators ESG	Unit	2020 Data 2020	2019 Data 2019	2018 Data 2018	2017 Data 2017
A1. Emissions **A1.**					
A1.2 Greenhouse gas emission and intensity A1.2					
Greenhouse gas emission (Scope 1 &Scope 2) &	Tonnes of CO_2e	9,462	8,092	7,729	8,017
Greenhouse gas emission intensity (per million business volume)	Tonnes of CO_2e/million operating revenue /	2.82	2.43	2.75	3.48
Greenhouse gas emission (per m^2)	Tonnes of CO_2e/m^2 /	0.108	0.102	0.105	0.072
A1.3&1.4 Waste A1.3 & A1.4					
Used and scrap electronic equipment (companywide)	Pcs	1,389	709	3,370	1,464
Waste lamps	Pcs	1,146	1,662	2,809	1,664
A2 Use of Resources **A2**					
A2.1 Total energy consumption and intensity A2.1					
Gasoline	Litre	39,893	51,354	96,765	88,412
Outsourced electricity	kWh	11,097,476	10,989,715	7,922,658	8,245,821
Electricity Use Intensity	kWh/m^2 /	127.20	138.71	108.03	70.59
A2.2 Total water consumption and intensity **A2.2**					
Total water consumption	m^3	134,518	120,044	115,340	124,013

ESG Indicators ESG	Unit	2020 Data 2020	2019 Data 2019	2018 Data 2018	2017 Data 2017
A2 Use of Resources A2					
A2.2 Total water consumption and intensity A2.2					
Water used intensity	m^3/m^2 /	1.54	1.52	1.57	1.18
A2.3 Resource usage A2.3					
Office paper	Kg	16,699	20,155	10,048	9,310

Notes:

The environmental data for the year 2020 covers emissions, resource consumption and carbon emissions generated within the scope of Kingdee's business, and does not include environmental data from other companies or enterprises in the leased portion of the software park.

2020

Carbon emissions refer only to carbon dioxide emissions and do not include the types of greenhouse gases such as methane and nitrous oxide emitted by other emission sources.

Restated. To improve report readability and comparability, data disclosure for 2019 has been optimized and improved with standardized data collection methods and data scope. Electricity usage, electricity usage density, greenhouse gas emissions and greenhouse gas emission density for 2019 have been updated.

Based on the content of Kingdee International's business, emissions from its operations, including emissions of nitrogen oxides, sulfur oxides and other pollutants regulated by national laws and regulations, are insignificant.

According to the ISO 14064 greenhouse gas auditing standard, direct greenhouse gas emissions (Scope 1) are from sources directly owned and controlled by the organization, such as greenhouse gas emissions from its own transportation; indirect greenhouse gas emissions (Scope 2) are from indirect sources of energy, such as greenhouse gas emissions from purchased electricity.

ISO 14064

According to the Guide (Trial) to Accounting and Reporting Methods for Enterprise Greenhouse Gas Emission in Other Industries, the carbon dioxide is accounted, in which the factor of emission from outsourced electricity is based on the Benchmark Emission Factor of Regional Grids in China published by South Regional Grid on a yearly basis.

ESG Indicators ESG		Unit	2020 Data 2020	2019 Data 2019	2018 Data 2018	2017 Data 2017
B1 Employment **B1**						
B1.1 Total workforce by gender, employment type, age group and geographical region B1.1						
	Total number of employees	Person	10,663	8,903	7,777	6,634
By gender	Males	Person	7,069	5,830	5,107	4,367
	Females	Person	3,594	3,073	2,670	2,267
By employment type	Managerial staff	Person	1,334	1,795	1,303	1,141
	Specialty staff	Person	9,329	7,108	6,474	5,493
By educational background	Associate degree and below	Person	1,279	1,346	1,463	1,409
	Bachelor's Degree	Person	8,624	6,950	5,807	4,793
	Master's Degree and above	Person	760	607	507	422
By age	Aged 29 and below 29	Person	5,322	4,496	3,812	3,425
	Aged 30-49 30-49	Person	5,228	4,308	3,899	3,155
	Aged 50 and above 50	Person	113	99	66	54
By geographical region	Mainland China	Person	10,625	8,869	7,748	6,607
	Hongkong, Macau & Taiwan	Person	36	32	28	25
	Overseas	Person	2	2	1	2
Other type	Employees on maternity leave, pending maternity leave	Person	49	74	164	80

ESG Indicators ESG		Unit	2020 Data 2020	2019 Data 2019	2018 Data 2018	2017 Data 2017
B1 Employment **B1**						
B1.1 Total workforce by gender, employment type, age group and geographical region B1.1						
Other type	Staff back to work after maternity leave	Person	164	54	106	56
	Staff eligible for retirement within next five years	Person	113	32	25	15
B1.2 Employee turnover raye by gender, age group, and geographical region 别　　　　　　　　　员						
	Total of employee turanover	Person	2,211	1,981	-	-
By gender	Males	Person	1,496	1,355	-	-
	Females	Person	715	626	-	-
By employment type	Managerial staff	Person	92	133	-	-
	Specialty staff	Person	2,119	1,848	-	-
	Staff employed in this current year	Person	3,973	3,101	-	-
By gender	Males	Person	2,737	2,073	-	-
	Females	Person	1,236	1,029	-	-
By employee type	Managerial staff	Person	2	262	-	-
	Specialty staff	Person	3,971	2,840	-	-

ESG Indicators ESG		Unit	2020 Data 2020	2019 Data 2019	2018 Data 2018	2017 Data 2017
B2. Health and Safety B2.						
B2.1 Number and rate of work-related fatalities B2.1						
	Number of work-related deaths	Person	0	0	0	0
	Number of work-related injury	Times	1	2	0	1
B2.2 Lost days due to work injury B2.2						
	Total number of days lost due to work-related injuries	Day	30	30	0	31
B3. Development and Training B3.						
B3.1 The times of employee trained by gender, employee type, and training type 別						
	Total times of training	Person-time	15,624	15,095	9,281	2,072
By gender	Times of male staff training	Person-time	9,678	10,090	7,784	1,433
	Times of female staff training	Person-time	5,946	5,005	1,497	639
By employee type	Times of managerial staff training	Person-time	662	1,209	429	303
	Times of specialty staff training	Person-time	14,962	13,886	8,852	1,769
By training type	Leadership Training	Person-time	662	-	-	-
	Job Qualification Training	Person-time	10,119	-	-	-
	New Employee Training	Person-time	1,641	-	-	-
	Featured Special Training	Person-time	3,202	-	-	-

ESG Indicators ESG		Unit	2020 Data 2020	2019 Data 2019	2018 Data 2018	2017 Data 2017
B3. Development and Training B3.						
B3.2 The average training hours completed per employee by gender and employee category						
	The training Hours	Hour/ person /	9.47	6.37	8.09	6.43
By gender	Average training hour for male employees	Hour/ person /	9.13	6.89	9.85	6.87
	Average training hour for female employees	Hour/ person /	10.15	5.40	4.72	5.60
By employee type	Average training hour for managerial staff	Hour/ person /	7.92	4.71	7.38	6.42
	Average training hour for specialty staff	Hour/ person /	9.69	6.79	8.23	6.44
B5.Supply Chain Management B5.						
B5.1 Number of suppliers by geographical region						
By geographical region	China	Entity	407	420	403	412
	Overseas	Entity	0	2	1	1
B6.Product Responsibility B6.						
B6.2 Number of products and service related complaints received and how they are dealt with						
	Total complaints	Case	790	1,252	2,695	5,396
By means of complaint	Complaints hotline	Case	587	1,037	2,602	5,321
	Complaints email	Case	5	11	58	58
	Official letter	Case	4	2	1	5

ESG Indicators ESG		Unit	2020 Data 2020	2019 Data 2019	2018 Data 2018	2 0 1 7 Data 2017
B6.Product Responsibility **B6.**						
B6.2 Number of products ans service related complaints recerived and how they are dealt with						
By means of complaint	Weibo	Case	0	3	5	10
	President's mailbox	Case	-	-	1	2
	Xu Sahochun personal official account	Case	194	197	66	-
	Online customer Service	Case	-	1	3	-
	Consumer complaint platform	Case	-	1	2	-
B7.Anti-corruption **B7.**						
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.		Person	23	-	-	-
B8. Community Investment						
Inwarad Donation (Love Charity Fund)	Ten thousand RMB		19.59	5.84	-	-
Yeaan Immigration Class	Ten thousand RMB		30	-	-	-
Other [3]	Ten thousand RMB		1,000	-	-	-

Notes:

1. In 2020, Kingdee's training business is adjusted from the original enabling business, performance business, platform business and innovation business to four types: leadership training, job qualification training, new employee training and Featured special training.

2. In 2020, Kingdee subdivided and adjusted the categories of non-compliance incidents with a view to strengthening business ethics management.

3.Other refers to the COVID-19 pandemic-related donations

1. 2020

2. 2020

3.

9.3 Index to Environmental, Social and Governance Reporting Guide

9.3 《環境，社會及管治報告指引》內容索引

Topic	Guiding requirement	Report chapter	Remarks
A. Environment **A.**			
A1 Emissions A1	General Disclosure Key Performance Index A1.2, A1.3, A1.4, A1.5, A1.6 A1.2　A1.3　A1.4　A1.5　A1.6	8.1Environmental Operation 8.1 8.1.2Waste Management 8.1.2	Gas emission is not important to operation of the Company. Therefore A1.1 does not apply. A1.1
A2 Use of Resources A2	General Disclosure Key Performance Index A2.1, A2.2, A2.3 A2.4 A2.1　A2.2　A2.3　A2.4	8.1Environmental Operation 8.1 8.1.2Waste Management 8.1.2	Packaging material is not needed for products in the prime businesses of the Company. Therefore A2.5 does not apply A2.5
A3 The Environmental and Natural Resources A3	General Disclosure Key Performance Index A3.1 A3.1	8.1.1Energy and Resource Used 8.1.1	
B1 Employment B1	General Disclosure Key Performance Index AB1.1, B1.2 B1.1　B1.2	5.1 Talent Management 5.1	
B2 Health and Safety	General Disclosure Key Performance Index AB2.1, B2.2, B2.3 B2.1　B2.2　B2.3	5.2.3 Employee Care 5.2.3	
B3 Development and Training B3	General Disclosure Key Performance Index AB3.1, B3.2 B3.1　B3.2	5.3 Talent Development 5.3	
B4 Labour Standards B4	General Disclosure Key Performance Index AB4.1, B4.2 B4.1　B4.2	5.1 Talent Management 5.1	
B5 Supply Chain Management B5	General Disclosure Key Performance Index AB5.1, B5.2 B5.1　B5.2	7.2.6 Supply Chain Management 7.2.6	

Topic	XXX	Report chapter	Remarks
B6 Product Responsibility B6	General Disclosure Key Performance Index AB6.2, B6.3, B6.4, B6.5 B6.2 B6.3 B6.4 B6.5	4.4 Protection of Intellectual Property Rights 4.4 4.2 Excellent Service 4.2	B6.1 is not applicable to business of the Company and therefore is not disclosed. B6.1
B7 Anti-corruption B7	General Disclosure Key Performance Index AB7.1, B7.2 B7.1 B7.2	3.2Business Ethics Management 3.2	
B8 Community Investment B8	General Disclosure Key Performance Index AB8.1, B8.2 B8.1 B8.2	6.1 Conscience Culture 6.1 6.2Innovation and Entrepreneurship Culture 6.2 6.3 Sports Culture 6.3 7.1.1China Management Model Research CMMR 7.1.1 7.1.2 CFO Acting in All Conscience Research Institute 7.1.2 CFO 7.3Charity 7.3	

9.4 Index to Codes of Global Reporting Initiative (GRI) - Core Options

9.4 全球報告倡議組織（GRI）準則內容索引 - 核心選項

GRI Code Index GRI	Details	Source	Remarks
General Standard Disclosure			
Overview			
102-1	Name of the Organization	2 About Kingdee 2	
102-2	Activity、Brand、Product and Service	2 About Kingdee 2	
102-3	Location of Headquarters	2 About Kingdee 2	Shenzhen
102-4	Operational Activity Venues	2 About Kingdee 2	China
102-5	Ownership and Legal Form	2 About Kingdee 2	Limited Liability Compay listed on SEHK
102-6	Service Market	2 About Kingdee 2	
102-7	Scale of Organization	2 About Kingdee 2	
102-8	Information on employee and other workers	5.1 Talent Management 5.1	
102-9	Description of Supply Chain	7.2 Multi-Win Cooperation 7.2	
102-10	Significant changes to the organization and its supply chain	Not applicable	No significant change
102-11	Whether and how the organization applies the Precautionary Principle or approach	3.2 Business Ethics Management 3.2 4.3 Excellent Service 4.3 7.2 Multi-Win Cooperation 7.2 5.1 Talent Management 5.1	
102-12	External initiatives	3.2 Business Ethics Management 3.2 4.3 Excellent Service 4.3 7.2 Multi-Win Cooperation 7.2 5.1 Talent Management 5.1	

GRI Code Index GRI	Details	Source	Remarks
General Standard Disclosure			
Overview			
102-13	Membership pf association	10 About this report 10 3.1.1 ESG Strategy and Governance 3.1.1 ESG	
Strategy			
102-14	Statement of Decision Makers	1 Message from Chairman 1	
Ethic and integrity			
102-16	Values, principles, standards, and norms of behavior	1 Message from Chairman 1 6.1 Conscience Culture 6.1 6.2 Innovation and Entrepreneurship Culture 6.2 6.3 Sport Culture 6.3	
Governance			
102-18	Governance structure	3.1.1 ESG Strategy and Governance 3.1.1 ESG	
Stakeholder engagement			
102-40	List od stakeholder groups	3.1.2 Stakeholder Identification and Communication 3.1.2	
102-41	Collective bargaining agreement	Not applicable	All employees have joined the union
102-42	The basis for identifying and selecting stakehoders with whom to engage	3.1.2 Stakeholder Identification and Communication 3.1.2	The benchmark for identifying stakeholders is their interaction with the day-to-day operations of the Group
102-43	Approach to stakeholder engagement	3.1.2 Stakeholder Identification and Communication 3.1.2	
102-44	Key topics and concerns that have been raised through stakeholder engagement	3.1.2 Stakeholder Identification and Communication 3.1.2	
Reporting practice			
102-45	Entities included in the consolidated financial statements	10 About this report 10	

GRI Code Index GRI	Details	Source	Remarks
General Standard Disclosure			
Reporting practice			
102-46	Defining report content and topic Boundaries	10 About this report 10	
102-47	List of material topics	3.1.3 Significance Issue Recognition 3.1.3	
102-48	Restatements of information	Not applicable	
102-49	Significant changes from previous reporting periods in the list of material topics and topic Boundaries /	10 About this report 10	No significant changes in reporting scope and boundaries
102-50	Reporting period	10 About this report 10	
102-51	Date of most recent report	Not applicable	Please refer to Kingdee International's 2019 Environmental, Social and Governance Report 2019
102-52	Reporting Cycle	10 About this report 10	
102-53	Contact point for questions regarding the report	10 About this report 10	
102-54	Claims of reporting in accordance with GRI Standards GRI	10 About this report 10	
102-55	GRI content index GRI	9.4 GRI Guideline Indexes 9.4 GRI	Key Items
102-56	External assurance	Not applicable	
Management Approach			
103-1	Explanation of the material topic and its Boundary	3.1.3 Significance Issue Recognition 3.1.3	
103-2	The management approach and its components	3.1.1 ESG Strategy and Governance 3.1.1ESG	
103-3	Evaluation of the management approach 评估	3.1.1 ESG Strategy and Governance 3.1.1 ESG	

GRI Code Index GRI	Details	Source	Remarks
Economic Topics			
Economic Performance			
Management Approach		4.3 Excellent Service 4.3	
201-1	Direct economic value generated and distributed	4.1 Product value 4.1	
Indirect Economic Impacts			
Disclosure Management Method		7.3 Charity 7.3	
203-1	Extent of development of significant infrastructure investments and services supported	7.3 Charity 7.3	
Procurement Practices			
Disclosure Management Method		7.2 Multi-Win Cooperation 7.2	
204-1	Percentage of purchasing expenditure from local suppliers	7.2 Multi-Win Cooperation 7.2	Divided into domestic and overseas suppliers
Environmental Topics			
Energy			
Disclosure Management Method		8.1.1 Energy and Resource Used 8.1.1	
302-1	Energy consumption within the organization	8.1.1 Energy and Resource Used 8.1.1	
302-3	Energy Intensity	8.1.1 Energy and Resource Used 8.1.1	
Water			
Disclosure Management Method		8.1.2 Waste Management 8.1.2	
303-1	Total water intake by source	8.1.2 Waste Management 8.1.2	Within the scope of the report, municipal water supply is the only source of water intake in each location
Emissions			
Disclosure Management Method		8.1.1 Energy and Resource Used 8.1.1	
305-1	Direct greenhouse gas emissions (scope 1)	Not applicable	The business scope of Kingdee does not have large-scale direct greenhouse gas emissions, so it is not applicable

GRI Code Index GRI	Details	Source	Remarks
305-2	Indirect greenhouse gas emissions (scope 20	8.1.1 Energy and Resource Used 8.1.1	
Sewage			
Disclosure Management Method		8.1.2 Waste Management 8.1.2	
306-4	Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste	8.1.2 Waste Management 8.1.2	
Social Topics			
Employment			
Disclosure Management Method		5.1 Talent Management 5.1	
401-1	New employee hires and employee turnover	5.1 Talent Management 5.1	
Occupational Health and Safety			
Disclosure Management Method		5.2.3 Employee Care 5.2.3	
Training and Education			
Disclosure Management Method		5.3 Talent Development 5.3	
404-1	Average hours of training per year per employee	5.3 Talent Development 5.3	
Local Community			
Disclosure Management Method		7.1.1 China Management Model Research CMMR 7.1.1 CMMR 7.1.2 CFO Acting in All Conscience Research Institute 7.1.2 CFO 7.3 Charity 7.3	
413-1	Operations with local community engagement, impact assessments, and development programs	7.1.1 China Management Model Research CMMR 7.1.1 CMMR 7.1.2 CFO Acting in All Conscience Research Institute 7.1.2 CFO 7.3 Charity 7.3	
Customer Health and Safety			
Disclosure Management Method		4.2 Excellent Service 4.2	
416-1	Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable	No violations occurred during the reporting period

Kingdee International Software Group Company Limited

GRI Code Index GRI	Details	Source	Remarks
Customer Privacy			
Disclosure Management Method		4.3 Excellent Service 4.3 4.4 Information Security and Privacy Assuance 4.4	
418-1	Total number of substantiated complaints received concerning breaches of customer privacy and losses of customer data	Not applicable	No violations occurred during the reporting period
Regulation Abidance			
Disclosure Management Method		9.1 List of Policies 9.1	
307-1	Non-compliance with environmental laws and regulations	Not applicable	No violations occurred during the reporting period
419-1	Non-compliance with laws and regulations in the social and economic area	Not applicable	No violations occurred during the reporting period

10 About this report

10.1 Overview

This report is an annual environmental, social and governance report published by Kingdee International Software Group Company Limited (hereinafter referred to as"the ESG Report"), disclosing the key facts about the concepts, significant progress and performance of Kingdee International Software Group Company Limited and its holding companies (collectively referred to as "the Company") on environment, economy, employment and community from January 1, 2019 to December 31, 2019, based on the principles of materiality, quantification, balance and consistency. The reporting period is from January 1, 2020 to December 31, 2020.

This is the fourth year that the Company has voluntarily released its Environmental, Social and Governance (ESG) report to the public

10.2 Standard of Reporting

This report has been prepared in accordance with Appendix 27 of the Environmental, Social and Governance Reporting Guidelines (the "ESG Guidelines") of the Main Board Listing Rules of the Stock Exchange of Hong Kong, with reference to the reporting requirements of the core options of the Global Reporting Initiative (GRI) Guidelines.

The content of this report has been determined in a systematic manner. This report was prepared through a process of identifying important stakeholders, identifying important ESG-related issues, understanding the opinions of stakeholders, and determining the importance of the issues, which led to the determination of ESG reporting boundaries, the collection of relevant reporting information and data, the organization and aggregation of the information, and the review of the information in the report.

10.3 Report scope and boundaries

Unless otherwise specified, the policies, statements, data, and other materials in this report cover the actual scope of business of Kingdee International Software Group Company Limited and its holding companies.

Unless otherwise specified, the monetary amounts in this report are denominated in RMB.

10 關於本報告

10.1 概覽

ESG

ESG

10.2 報告準則

ESG

GRI

ESG

ESG

10.3 報告範圍及邊界

10.4 Definitions

For the purposes of expression and readability, ease of presentation and reading, "Kingdee", "the Company" and "We" in this report refer to Kingdee International Software Group Company Limited and its holding companies.

10.5 Sources and Reliability Statement

The information used in the report is obtained from the official documents, statistical reports and relevant public information of Kingdee International Software Group Company Limited and its holding companies, and the Board of Directors is responsible for the truthfulness, accuracy and completeness of the contents of the report.

10.6 Access and Response to this Rreport

An electronic copy of this report can be downloaded at www.kingdee.com.

www.kingdee.com

Please email your opinions or advice on the Company's environmental, social and governance performance to IR@kingdee.com.

IR@kingdee.com

10.7 Confirmation and approval

This report was adopted by the Board of Directors in June 4, 2021 after confirmation by management.

Kingdee

Kingdee International Software Group Company Limited
金蝶國際軟件集團有限公司