Yealink

Yealink Network Technology Co., Ltd.

Environmental, Social and Governance (ESG) Report

2022

Yealink

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Yealink

About This Report

This report is an environmental, social and governance (ESG) report issued by Yealink Inc. for all stakeholders. The report details the practice and performance of Yealink Inc. in the fields of environmental, social and corporate governance in 2022, aiming at effective communication with stakeholders and systematically responding to their expectations and requirements.

Reporting Period

From January 1, 2022 to December 31, 2022, in order to enhance the comparability and forward-looking nature of the report, some of the contents may contain retrospective information or forward-looking descriptions as appropriate.

Boundary of The Report

The report discloses the information on the performance of environmental, social and corporate governance responsibilities by Yealink Inc. and its subsidiaries and associates, and the relevant typical cases come from the companies affiliated to Yealink Inc.

Sources of Information

The information disclosed in this report comes from the internal official documents, statistical reports and annual reports of Yealink Inc.
The data disclosed in this report is derived from the original data of the actual operation of Yealink Inc., public data of government departments, annual financial data, internal relevant statistical statements, third-party questionnaires, third-party evaluation interviews, etc. The financial data in this report is dominated in RMB. In case of any inconsistency with the financial report, the financial report shall prevail.

Reference

Yealink Inc. (hereinafter referred to as "Yealink", "the company", "we" or "us")

Basis of Preparation

- United Nations 2030 Sustainable Development Goals (SDGs)
- Global Sustainability Standards Board Global Reporting Initiative Standards (GRI Standards)
- China Academy of Social Sciences Chinese Guidelines for the Preparation of Corporate Social Responsibility Reports (CASS-ESG 5.0)
- Chinese National Standard Guidelines for the Preparation of Social Responsibility Reports (GB/T36001-2015)
- International Organization for Standardization ISO 26000: Guidance on Social Responsibility (2010)
- Shenzhen Stock Exchange Self-regulatory Guidelines for Listed Companies No.2 - Standardized Operation of Listed Companies on ChiNext Board

Report Access

This report is available for your reading in electronic form. You can read the electronic version of the report on www.cninfo.com.cn. The report is written in both Chinese and English. In the case of any discrepancies, the Chinese version shall prevail. If you have any questions or suggestions about this report, please send an email to zhengquan@yealink.com or call 0592-5702000-3100.

Yealink

Message from the Chairman

Yealink has navigated a remarkable 20-year journey through challenges and successes. As we entered 2022, the company was poised to embark on a fresh chapter of growth and innovation for the next twenty years. Focusing on deep engagement in the enterprise communication sector, Yealink has emerged as a renowned global brand in the industry. It boasts industry-leading audio and video technologies, as well as a rare one-stop communication and collaboration solution featuring proprietary development and high integration advantages.

The year 2022 was marked by both immense challenges and opportunities. Yealink proactively faced macroeconomic pressures, calmly tackled challenges in domestic and international markets, and strengthened control over external adversities to seek growth amid crises. Upholding our business principles of "focusing on segmentation, continuous investment and leading the world", we capitalized on the global trend towards "enterprise digital transformation and hybrid work models" and catered to the growing demand for cost-effective office communication equipment. Actively developing new products, continuously enhancing our enterprise communication solutions, expanding our market reach, and taking advantage of our supply chain and cost benefits as a Chinese company, we further bolstered our competitive edges. In 2022, Yealink maintained outstanding operational efficiency, achieving steady growth in both revenue and net profit.

As a research-driven enterprise that values high growth and high value, Yealink has consistently emphasized technological innovation as the core driving force for development, while remaining committed to making communication simpler and more efficient. Throughout our past, present, and future, we have pursued and will continue to pursue technological innovation, focusing intently on building our core competencies, consistently increasing our investment in R&D, and continuously expanding our team of top-quality R&D professionals. We will also maintain our dedication to independent research and innovation, crafting more professional intelligent audio and video equipment by integrating cutting-edge technologies such as artificial intelligence to enhance our four key capabilities: professional meetings, voice communication, efficient collaboration, and smart office solutions. In doing so, we aim to further improve our long-term competitiveness and offer global enterprises a variety of communication products and solutions that boost work efficiency and elevate the office experience.

Yealink values its environmental management and actively advances its green development. At the strategic level, the company has taken initial steps to foster green and low-carbon practices and is exploring measures such as carbon emissions verification and reduction planning for the future. At the product level, Yealink applies green principles throughout the product life cycle and has established green design standards for both its products and operations, as well as enhancing its green operation and maintenance management. At the employee level, Yealink advocates green and low-carbon thinking and raises awareness of energy saving and environmental protection. Energy saving and emissions reduction are not just lip service; they are reflected in the habits of every employee and department, fostering mutual progress for both the company and the society.

Yealink remains committed to its people-centric roots and never loses sight of the social responsibility it holds as a publicly-listed company. Recognizing that our knowledge-based workforce is at the heart of our competitive edges, we continually enhance our talent pool, carry out diverse employee development initiatives, and put in place various long-term incentive strategies, aiming to foster more "dedicated, ambitious, and professional" Yealink team members. The company places great importance on nurturing partner relationships, establishes environmental and social responsibility standards for suppliers, works together with them for shared growth, and constructs a responsible supply chain. Furthermore, guided by the "business for good" principle, we consistently expand our contributions and investments in social responsibility, aspiring to use our technological and resource strengths to support social progress, ceaselessly generate social value, contribute our expertise, and encourage sustainable development.

In addition to attaining remarkable financial and R&D outcomes, Yealink has consistently focused on promoting environmentally-friendly growth, empowering employees, giving back to local communities, and building responsible supply chains. The company believes that the most effective way to express gratitude to society is by actively participating in and addressing issues of shared concern for both society and the global community. In doing so, we aim to create mutual benefits for the company and all parties involved, striving for a win-win situation for all stakeholders.

Yealink

Responsibility Management

ESG Management

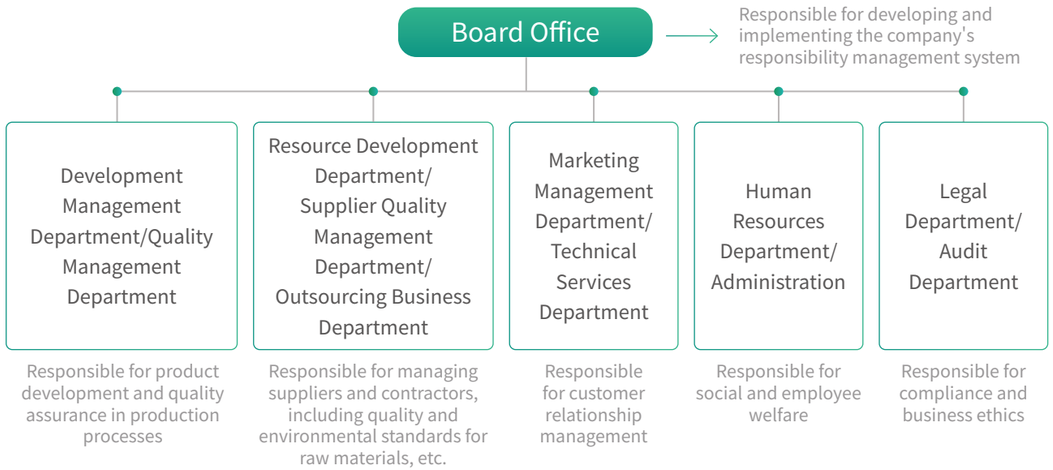
ESG Development Strategy

Sustainable development and ESG management are integral to Yealink's corporate culture. We diligently adhere to the laws and regulations of the countries and regions in which we operate, uphold our social responsibilities as a company, and are committed to advancing sustainable socio-economic growth. We support our clients in boosting efficiency, cutting energy consumption, and promoting a low-carbon economic expansion.

Guided by the strategic vision of the company's board of directors, Yealink has established an ESG management team responsible for overseeing daily ESG-related tasks and systematically integrating the ESG management framework throughout the organization. Focusing on fulfilling social responsibility and conducting business in a fair and ethical manner, the team has set clear management goals and implemented a structured system.

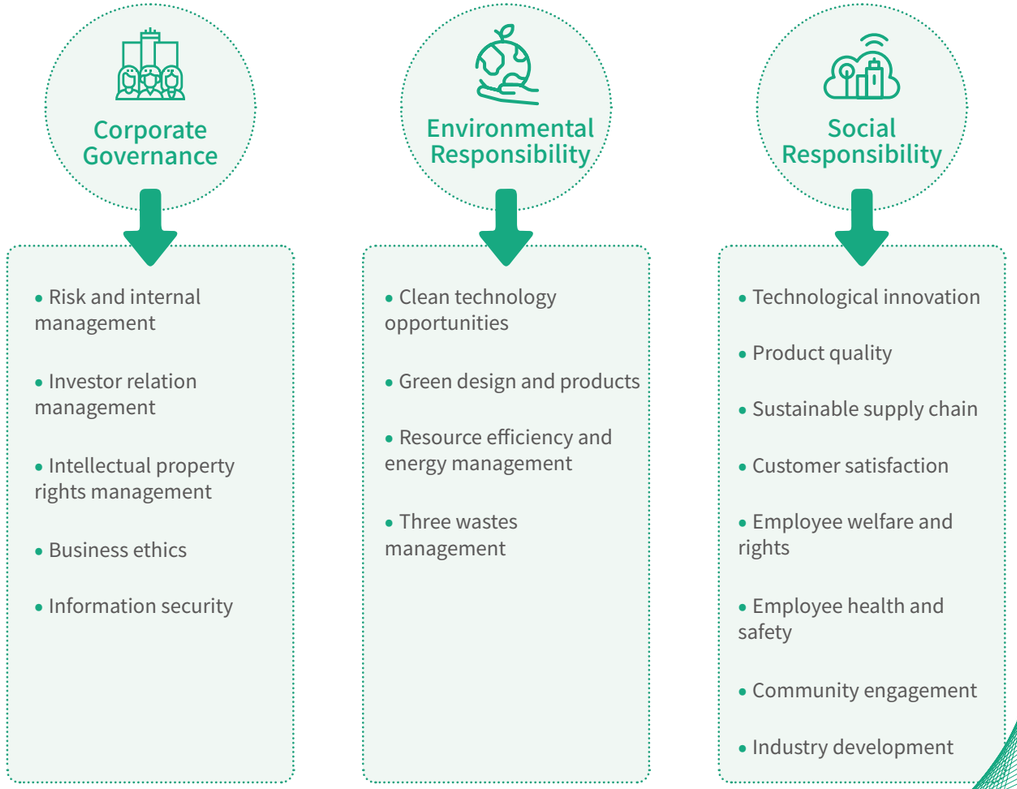
ESG Organizational Structure

With a mission to"make communication easier and more efficient" Yealink actively takes responsibility for shareholders, the environment, customers, employees, and communities. The company's ESG management philosophy is built on five pillars: strong governance, environmental conservation, collaborative growth, employee empowerment, and social contributions. The company places importance on ESG risk management and governance and is progressively establishing an ESG management system. At present, the board of directors' office serves as the decision-making authority and has formed an ESG task force to holistically coordinate ESG initiatives within the company. Various departments work together to develop ESG management systems and oversee their respective department's daily ESG tasks before reporting progress and accomplishments to the board office. The ESG task force consists of leaders from different functional departments.



Material Topics

To efficiently and accurately communicate Yealink's ESG advancements to both internal and external stakeholders, the company persistently refines its ESG issue identification and evaluation process. This process encompasses pinpointing and examining issues, carrying out stakeholder surveys, thoroughly analyzing outcomes, and ultimately compiling a list of significant concerns to address stakeholder interests and offer crucial disclosures in this report. The examination of material topics also acts as a crucial guide for the company's future ESG management endeavors.



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Stakeholder Communication

Stakeholders	Expectations and Demands	Stakeholders Communication & Participation
Government and Regulatory Authorities	• Compliance operation • Pay taxes according to law • Innovative development • Promote local economic growth • Promote local employment	• Communication meeting with government and regulatory authorities • Public consultation • Field visit
Investors	• Open and transparent information disclosure • Asset preservation and appreciation • Steady growth in performance • Steady corporate governance	• Convening general meetings of shareholders • Regular information disclosure • Investors interaction platform • Investors hotline • Online and offline research of investors
Suppliers and Partners	• Fair competition • Sunshine purchase • Common development • Convenient sales platform • Payment in time	• Supplier certification • Regular visit • Supplier training • Supplier conference
Customers	• Product quality • Product service • Product safety • Product stability • Customer information security	• Customer satisfaction survey • Customer visit • Customer meeting • Customer service platform • Interaction through the company's official website or social media
Employees	• Remuneration • Working environment • Employee welfare • Training system • Working intensity • Space for development • Flexible office	• Employee satisfaction survey • Employee interview • Employees hotline • Employee activity
Community and the Public	• Promote community development • Protect the community environment • Support public welfare undertakings	• Set up a foundation • Carry out volunteer activities • Support the disadvantaged groups

Yealink

2022 of Yealink

Yealink Inc. is the world's leading provider of communication and collaboration solutions. Since its establishment in 2001, the company has been focusing on deepening the field of enterprise communication and providing unified communication solutions for global enterprise.

About Yealink

Company Profile

Yealink Inc. is the world's leading provider of communication and collaboration solutions. Since its establishment in 2001, the company has been focusing on deepening the field of enterprise communication and providing unified communication solutions for global enterprise users. The existing services range from desktop communication terminals to smart conference rooms to cloud office terminals, with intelligent hardware terminals designed for different subdivision scenarios, meeting the communication needs of enterprise users in three scenarios: personal desktop office, conference room office and personal remote mobile office, and provide high-quality use experience with the system platform, thus forming an enterprise communication solution in which intelligent hardware terminals and system platforms are adapted in different office scenarios, and providing efficient and intelligent collaborative office experience for enterprise users. Enterprise communication market is a market that faces enterprise customers, provides communication systems or communication equipment for enterprise customers, and tamps the communication quality and efficiency within enterprises. The development of the company is also based on research and development technology, constantly meeting the communication needs of enterprise users.

Moving forward, the company will continue to focus on audio and video fundamental technology capabilities, deepen its expertise in corporate office solutions, smart conference rooms, and communication and collaboration tools, and continuously improve the user experience and strengthen its industry influence through continuous technological innovation and product innovation; at the same time, it will continue to build the sales capacity of large projects and "platform + intelligent hardware terminal" solutions to further enhance the company's long-term competitiveness.

Development History

2001
Yealink is established

2005
Yealink ranks No. 1 in USB phone shipments

2015
Yealink's video conferencing system is released, setting the stage for the second growth curve

2017
Yealink (300628) is listed on the Shenzhen Stock Exchange ChiNext board
Yealink ranks No. 1 in global SIP phone market

2018
Yealink became Microsoft's global audio and video strategic partner

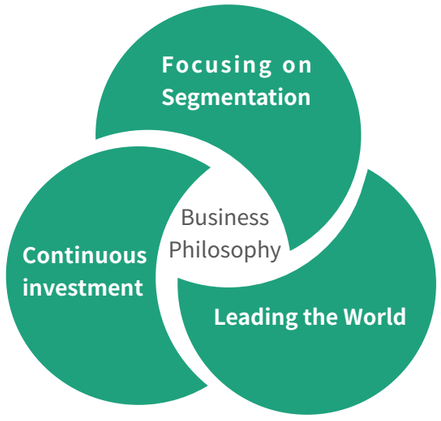
2020
Yealink deploys the third growth curve cloud office terminals, releases the unified communication scheme UME, and launches the third generation intelligent video terminal MeetingEye series, etc.

2021
Yealink introduces a smart conference room solution and wireless headsets, etc.

2022
Yealink unveils the comprehensive capability matrix of Yealink UC communication and collaboration, with the unified communication solution encompassing all communication and collaboration scenarios

Introduction of Main Products

The company always adheres to the business philosophy of "focusing on segmentation, continuous investment and leading the world". At present, the company has launched desktop communication terminals for desktop office scenarios, conference products for conference room office scenarios and cloud office terminals for personal office scenarios. By leveraging the system platform to deliver a high-quality user experience, the company has created a unified communication solution that seamlessly integrates intelligent hardware terminals with the system platform across various office scenarios.



Business Lines	Design Concepts
Desktop Communication Terminal	• SIP phones mainly meet the special requirements of various enterprises and different markets. • DECT phones mainly meet the wireless communication needs within a specific range in fixed locations. • Teams phone is one of the products resulting from the collaboration between the company and Microsoft in the field of voice communication and intelligent video.
Conference Product	• The company adheres to the product design concept of "cloud + terminal", provides users with high-quality use and service experiences with cloud platforms and soft terminals, and meets users' deployment requirements for actual conference scenarios with intelligent hardware terminals.
Cloud Office Terminal	• This product line focuses on ensuring pickup quality, intelligent noise reduction of microphones, reliability of long-term use and platform certification.

Introduction of Main Products of Yealink

The company provides a more versatile service plan for the whole industry, enhances the four modules of professional conference, voice communication, efficient collaboration and smart office, and strengthens the customer's immersive and efficient office experience. The company launched several new hard-core products this year.

Collection of Business Line Products

Updated Products	Pictures
MeetingBoard MeetingBoard's comprehensive and professional functions, along with its user-friendly design, greatly enhance customers' sense of use and help improve customers' communication and collaboration efficiency. In 2022, MeetingBoard was awarded the certification of energy-saving products in China, furthering the company's commitment to energy conservation and emission reduction.	 MeetingBoard
Intelligent Future Office Space (Equipment, space management platform) The company supports the management of meeting room space, scheduling management and schedule viewing in the enterprise, which helps to improve the work efficiency of customers. Intelligent management of enterprise space improves the utilization rate of customer conference resources. Intelligent linkage of space equipment reduces energy consumption and improves the convenience of customers' participation.	 Future Office Space

Introduction to the Updated Products of Yealink in 2022 (Partial)

Vision of Yealink People

Yealink, with R&D at its core, boasts multiple patents for its audio and video core technologies, adheres to independent innovation and core values of "seeking truth and being pragmatic, pursuing the ultimate, and collaborating for win-win", and is committed to making communication simpler and more efficient. The company focuses on the unified communication field, including audio-video conferencing, voice communication, personal collaborative communication, and smart office in the digital age, helping all kinds of enterprises and institutions to improve their efficiency and competitiveness and become the world's leading communication and collaboration solution provider.

Mission Make communication simpler and more efficient

Vision The world's leading provider of communication and collaboration solutions

Core values Seeking truth and being pragmatic, pursuing the ultimate, and collaborating for win-win

Values of Yealink people

Yealink

Highlights in 2022

Economic

- Operating income RMB 4.811 billion
- Net profit RMB 2.178 billion
- Cash dividend RMB 1.171 billion
- Dividend rate 53.78%

Social

- R&D investment RMB 496 million
- Year-on-year growth rate in investment 35.91%
- R&D personnel 1,060 people
- Proportion of R&D personnel 50.38%
- Cumulative granted patents 547
- In which: Cumulative granted invention patents 322
- Number of employees 2,104 people
- Total number of employees trained 1,200 people
- Duration of employee training 300 hours
- Employee training investment RMB 451,279.93
- Social welfare investment RMB 2.8 million

Environmental

- Water consumption 36,218.5 m³
- Electricity consumption 5,461,310 KWH
- Greenhouse gas indirect emissions (Scope 2) 4,391.99 tCO2e

Company Honors

Yealink 2022 Technical Honor Awards

Innovative 4K Intelligent Conference Tablet Provider

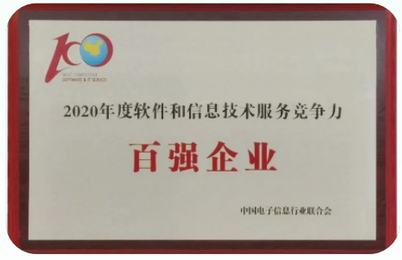
Leading Enterprise Award of Government-Enterprise Video Conference

Yealink Overseas Red Dot Design Award

Yealink Provincial Honor Award

The First Xinchuang certification

Yealink Zhongguancun GG100 Excellent Product Award



Yealink Industry Federation Award

Yealink Quality Award

Yealink Frost&Sullivan Product Innovation Award

Long-Term Layout & Robust Governance

Yealink has continuously improved its corporate governance level, strictly abided by laws and regulations and relevant industry requirements, formulated relevant management systems, disclosed all major information to stakeholders in a timely and effective manner, and facilitated investor communication channels. The company attaches great importance to risk management and control, constantly strengthens information security work and integrity education, and promotes the company's long-term development with practical actions.

Our Actions

- Long-Term Goals
- Compliance Operations
- Risk Management
- Business Ethics

SDGs Benchmarking

Long-Term Goals

The company focuses on the market demand of enterprises, persists in innovation, and continuously provides diversified communication products and solutions that can improve office efficiency and office experience for global enterprises, helping enterprises to enhance their market competitiveness. The company has established a complete strategic organizational structure, with senior leaders taking the lead in strategic planning, and the strategy committee under the board of directors is responsible for the formulation and adjustment of the overall strategy. Under the leadership of the strategy committee, the office of the board of directors, as the strategic management organization department of the company, actively carries out and is responsible for organizing strategic management.

The Strategic Management Measures issued by the company has defined the strategic management organization, responsibilities and strategic management process, formulated short-term planning and medium-and long-term planning, and planned five-year development goals for major business lines to help the company continuously improve its market and business competitiveness.

Short-term Planning

The plan spans one year and is revised annually on a rolling basis. Its purpose is to ensure the achievement of the company's annual business objectives and to provide guidance for the company's daily operations. When making short-term plans, emphasis is placed on the value drivers that impact the attainment of the company's annual business objectives.

Medium- and Long-term Planning

The time spans five years and is adjusted annually on a rolling basis. Its purpose is to enhance the company's core competitiveness and promote the company's long-term value. When customizing the medium and long-term strategic planning, emphasis is placed on the value drivers that affect the company's market position, the future development of the industry and the overall competitiveness of the company.

Short-, Medium- , and Long-term Planning of the Company

Desktop Communication Terminal

Continuously enhance the competitiveness in the high-end market, strive to further increase the global market share, and maintain the position of industry leader.

Conference Product

Expediently craft preeminent products that establish industry standards , ensure product competitiveness and improve solution sales ability.

Cloud Office Terminal

Constantly refine more professional intelligent audio devices, improve the product matrix, and launch mid-to high-end models one after another, covering diversified application scenarios and continuously improving product competitiveness.

Medium- and Long-term Development Goals of Yealink

Compliance Operations

Operation of the Three Governing Bodies

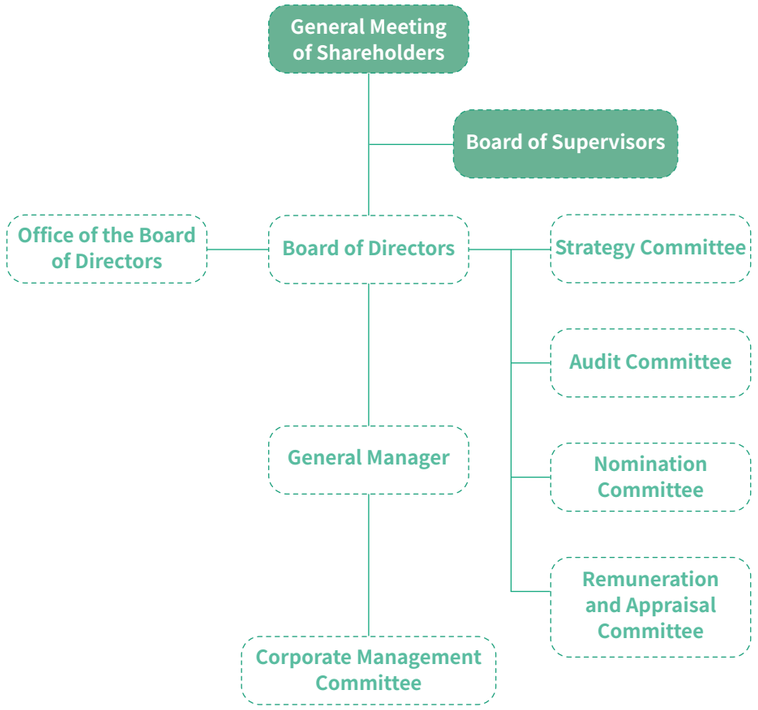
In compliance with the requirements of the Company Law, Guidelines for the Governance of Listed Companies and Shenzhen Stock Exchange's Self-regulatory Guidelines for Listed Companies No. 2-Standardized Operation of Listed Companies on ChiNext Board, the company has established a governance structure consisting of general meeting of shareholders, board of directors, board of supervisors and senior management, which clearly defines the division of responsibilities, ensures the standardized operation of the corporate governance mechanism, and effectively ensures the fairness and compliance of the company's decision-making.

Key Performance

In 2022, the company held a total of **2** general meetings of shareholders which reviewed **21** proposals

The company held a total of **4** meetings of the board of directors which reviewed **39** proposals

The company held a total of **4** meetings of the board of supervisors which reviewed **30** proposals reviewed



Organization Chart of The Company

General Meeting of Shareholders

The general meeting of shareholders is the supreme authority of the company, responsible for making decisions on the company's business policy and investment plan according to law, as well as reviewing and approving the report of the board of directors.

Board of Directors

The board of directors carries out its duties in compliance with the *Shenzhen Stock Exchange's Self-regulatory Guidelines for Listed Companies No. 2-Standardized Operation of Listed Companies on ChiNext Board* and the *Rules of Procedure of the Board of Directors.* Its main responsibilities include convening general meetings of shareholders, implementing the resolutions of general meetings of shareholders and managing the company's information disclosure.

The company's board of directors consists of a strategy committee, an audit committee, a remuneration and appraisal committee and a nomination committee, each of which strictly performs its duties in compliance with the relevant rules of procedure at the legal level, providing a powerful supplement for the scientific decision-making of the board of directors.

General Manager

According to the strategic objectives set forth by the board of directors, the general manager formulates the company's strategy, devises the company's internal management system, and determines the division of labor and responsibilities of subordinate supervisors. The general manager also prepares the enterprise development plan and annual business indicators, monitors the production and operations, and constantly improve the management level and economic benefits.

Corporate Management Committee

The corporate management committee performs its duties in accordance with the Articles of Association of the Management Committee of Yealink and the Working Rules of the General Manager, strictly implement the resolutions of the board of directors and the general meeting of shareholders, actively promote business development and internal management, and ensure the sustained and stable development of the company.

Main Responsibilities of the Management

Information Disclosure

Yealink complies with the *Company Law of the People's Republic of China, Securities Law of the People's Republic of China, Corporate Governance Standards for Listed Companies, Administrative Measures for Information Disclosure by Listed Companies*, and other applicable regulations. We have established the Information Disclosure System to ensure all shareholders are treated fairly, equitably, and transparently. We provide truthful, accurate, comprehensive, and timely information to all investors, fostering the company's lawful and standardized operation while safeguarding the legitimate rights and interests of shareholders, particularly public shareholders.

Yealink discloses all required information through the designated media outlets: the China Securities Journal and the CNINFO website (www.cninfo.com.cn).

Key Performance

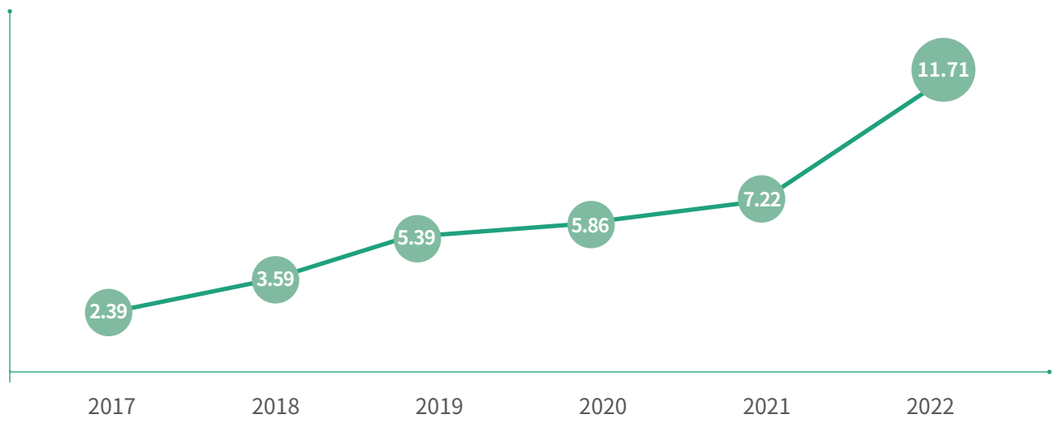
In 2022, Yealink disclosed a total of 117 announcements, including 4 periodic reports.

Investor Relations Management

Yealink attaches great importance to communication with investors, focuses on the protection of investors' rights and interests, and is dedicated to establishing long-term and stable investor relations. Through innovative communication channels, the company has established an investor communication platform consisting of the company's official website and WeChat official account, the "Investor Relations of Yealink". At the same time, the company strengthens the interaction with investors by regularly publishing major company resolutions, monthly publishing company information, holding investor exchange meetings, and accommodating on-site investor research, so as to convey the value of the company to investors in time and increase their understanding and trust in the company.

In addition, Yealink also attaches importance to the reasonable return on investment for investors and takes into account the company's sustainable development. Based on the comprehensive analysis of the actual situation of enterprise operation and development, shareholders' demands and wishes, social capital cost, external financing environment and other factors, the company has established a sustainable, stable and scientific return mechanism for investors, which has been clearly defined in the Articles of Association and other institutional documents to effectively protect shareholders' interests.

Cash Dividend in Recent Six Years (RMB 100 million)



Cash Dividend in Recent Six Years

Risk Management

Risk and Internal Control Management

Yealink has continuously improved its internal control and risk management system, establishing an internal control supervision and management system composed of risk supervision, compliance management, auditing and other departments and relevant business and functional departments. A multi-tiered oversight mechanism has been put in place to cover the company's headquarters, subsidiaries, and business departments. This mechanism conducts regular or ad hoc inspections of the company's financial status, operations and management, remuneration distribution, and the performance of directors and senior executives. It also develops appropriate measures to address various risks.

Risk Content	Risk Description	Countermeasures
Operational risks	Core technology and innovation ability are the key factors for the company to maintain its market competitiveness, and the loss of core technical personnel represents a potential risk for a company	• Establish a sustainable incentive mechanism, refine the staff training system, and foster a stable technical team with competitive salary • Cultivate a positive research and development environment and work atmosphere to enhance employees' sense of belonging
	Data security is crucial to the long-term development of high-tech industry, and data breaches can pose significant operational risks to a company	• Continuously upgrade the data security system and establish a comprehensive data information monitoring system • Conduct regular information security reviews and reports, proactively assessing potential data security vulnerabilities • Regularly provide data security training to employees to enhance their awareness of information confidentiality
	The cost of raw materials has a great influence on the company's product production, and the fluctuation of raw material prices can pose certain risks to production and operation	• Sign long-term framework agreements with outsourcing factories and suppliers to stabilize raw material prices within in a certain range • Regularly monitor market trends and take measures before any anticipated fluctuations in raw material prices • Strengthen our capabilities through underlying R&D technology, avoid dependence on a few raw material suppliers, and adopt a diversified raw material procurement strategy
Market risks	Competition in the unified communication industry is becoming increasingly intense. Our main competitors are internationally renowned enterprises, and there is a potential risk that our operating performance may fall short of expectations due to a weakening of our competitive advantages. To further enhance our long-term competitiveness, we are continuously improving our capabilities	• Continuously increasing our investment in research and development to enhance user experience and strengthen our industry influence through ongoing technological and product innovation • Persistently building a solution that combines a platform with intelligent hardware terminals
Legal and compliance risks	Improper control of the company's business decision by the actual controller brings risks to the company's operation	• Strengthen the corporate governance system and enhance the standardization and scientific nature of decision-making mechanisms

Risk Management and Response

Business Ethics

Yealink is committed to building a fair, just, and open business environment, aiming at creating a compliant, clean, and trustworthy working atmosphere, and adheres to the management philosophy of "combination of investigation and prevention, prevention oriented and control focused" to comprehensively build the company's integrity and compliance management.

The company adheres to high standards of business conduct, strictly implements anti-bribery and anti-corruption management requirements. We have appointed compliance and data protection officers, and established the Management Measures for Business Ethics of Yealink Inc. to further improve the compliance management system. In addition to strict internal supervision, the company also requires all suppliers entering the site to sign the Commitment on Integrity of Partners to strengthen the integrity practice management of relevant personnel, abide by business ethics, and prevent and contain violations of laws, regulations and disciplines from the source.

Integrity Practice

Rejecting corruption and maintaining integrity are the rigid requirements of integrity practice. It is of great significance to strengthen the construction of integrity practice in enterprises. While actively carrying out the self-inspection of integrity, the company also emphasizes the promotion of integrity and compliance among all employees. We have established the Code of Conduct for Employee Professional Ethics to regulate the performance of employee duties. Through audit columns, online publicity, and poster campaigns, we strive to instill the principles of ethical conduct in the hearts of our employees.

Key Performance

In 2022,
the company released a total of

11 "Voice of Deliberation" columns

Always remind employees to strictly abide by the red line of the system, refuse gray gifts, and abide by the bottom line of integrity.

亿联审计部公告号 发布于：2022/11/30 10:4

【亿联审计专栏】2022年第6期 严守制度红线，规范职责履行

亿联审计专栏

2022年第6期 严守制度红线，规范职责履行

近日，深圳市人民法院公开的一份判决书显示，某铜流电磁公司程序员，因程序员擅自删除其编写的代码，被判处赔偿公司经济损失6万元。

李某某于2019年8月12日入职铜流电磁公司，工作岗位为数字建模工程师。李某某于2020年5月26日未经公司允许，擅自格式化公司电脑中的硬盘，删除了其工作3个多月的工作成果，即动力定位程序，给公司造成直接经济损失152880元，以及间接经济损失372120元，间接损失包括机会成本损失，需要损失等。

一审法院认为，劳动者在提供劳动的过程中应遵守劳动纪律，恪守职业道德。李某某在职期间主要工作内容系负责独立编辑DP动力定位程序，其所编写的程序具有职务属性，未经公司同意，不应擅自删除。判决：李某某于判决生效后十日内支付北京铜流电磁技术有限公司经济损失6万元。

根据亿联《计算机安全管理制度》及《员工职业道德与行为准则》，严禁恶意破坏、删除、隐藏、盗取计算机或外接设备中与公司相关的文件、数据。员工在雇佣期间，使用公司资源(包括信息)所创造的任何发明、创作、编撰物、软件、技术或商业机密或其他形式的知识产权均属公司所有。希望全体亿联人能够“以家为室守初心，哲种长鸣知敬畏 ”，坚守公司制度红线。

公司已为全体员工开通监督渠道，详情如下：

一、举报邮箱：Audit@yealink.com

二、在线举报：UME审计服务号

三、举报电话：0592-5702000分机号: 3135

四、邮寄地址：厦门市湖里区高新技术园区护安路666号亿联网络总部大楼审计部

审计部

紧绷“廉洁弦”，风清气正过中秋

临月当空，阖家团圆，又是一年中秋节，祈好运如期来。佳节来临之际，审计部在此提醒各位同事，共同遵守公司收受各类馈赠的规定：任何员工不论职务高低，均不得以私人名义接受客户、供应商或其他合作伙伴等的馈赠，包括任何形式的现金、礼品实物（含各类购物卡、充值卡、有价证券、微信红包等）及其他变相手段提供的不正当利益。

1、价值在1,000元及以上的馈赠严禁收受，
若对方已直接邮寄过来等请务必退回。

2、价值在1,000元以内的馈赠原则上也不得收受，
若实在无法退还的，都应上交公司处理。

3、所有收受的礼品卡券等，无论是否已当场拒收，都需要在OA-公共流程-收受礼品登记流程中自行登记

4、上交公司的礼品统一由10楼前台洽谈间保管/处理。审计部定期对库存礼品进行盘点。

5、对于新加入公司，对相关制度不了解的新同事，若有涉及以上事项，请自今日起一周内补充登记。

6、违反以上规定的，将按公司反舞弊相关制度从严处理。

月满中秋 天涯共赏
审计部预祝大家中秋快乐！

审计部
2022年9月宣

清廉中秋

如您有相关疑问或举报

您可以通过以下方式联系 我们：
联系方式：UME审计服务号
联系邮箱：Audit@yealink.com
举报电话：0592-5702000分机号: 3135

▲ Yealink's Column "Voice of Deliberation"

▲ Mid-Autumn Festival Integrity Publicity Poster

In addition to publicity efforts, Yealink also offers accessible channels for reporting compliance concerns, including a dedicated email address and telephone hotline. Employees and partners can also be announced to all employees through internal mail, training, bulletin boards, etc. The company strictly protects the personal information and materials provided by the whistleblower, and it is strictly forbidden to take revenge. Unless authorized, other units, departments, and individuals have no right to access the relevant information.

Reporting by email: Audit Department of Yealink at Audit@yealink.com

Reporting by phone: 0592-5702000 to the Audit Department

Reporting by letter: No.666, Hu'an Road, Huli District, Xiamen

▲ Compliance Reporting Channels

Green Operation & Environmental Practice

Environmental protection is an essential requirement for companies pursuing sustainable development. Yealink is committed to minimizing the impact on the environment during operation, exploring smart office methods, optimizing equipment efficiency, and improving office efficiency and resource utilization. The company pays attention to water-saving and electricity-saving management in daily operation and production, and strictly follows the energy-saving and consumption-reducing management and waste management methods. The company endeavors to serve society at large with increasingly energy-efficient, eco-friendly products.

Our Actions

- Low-carbon Operation Committed to Carbon Neutrality
- Flexibility and Openness, Experience of Smart Office
- Energy Saving and Consumption Reduction: A Look at Yealink Building

SDGs Benchmarking

Low-carbon Operation Committed to Carbon Neutrality

In accordance with the national strategy for attaining "carbon peak and carbon neutrality" goals, Yealink not only abides by its own environmental management standards but also expects its suppliers to comply with pertinent environmental laws and regulations. Collaborating with its suppliers, Yealink endeavors to cultivate an eco-friendly corporate image. The company persistently innovates its products and is dedicated to creating energy-efficient, green offerings. This approach enables customers to benefit from secure and efficient work and life experiences while also strengthening the company's social responsibility.

Environmental Management System

In recent years, Yealink has witnessed the growing impact and challenges posed by the climate crisis. Concurrently, policy regulations have intensified their criteria for the company's sustainable growth, and external stakeholders, such as customers and partners, have raised their expectations regarding the company's carbon reduction strategy and eco-friendly management system.

The company has been progressing in its eco-friendly development endeavors, obtaining ISO 14001 Environmental Management System Certification and constructing an internal environmental management system that aligns with the certification criteria. The company has been improving its environmental management procedures and amplifying its commitment to environmental conservation. Additionally, the company has systematically assessed its environmental performance and laid the groundwork for promoting green and low-carbon initiatives, making a substantial stride towards addressing the national "carbon peaking and carbon neutrality" goals and global carbon reduction demands. Furthermore, the company is considering the gradual implementation of measures such as carbon emission verification and carbon reduction planning in the future.

CERTIFICATE

环境管理体系认证证书

证书编号：00220E30529ROM

兹证明

厦门亿联网络技术股份有限公司

统一社会信用代码：91350200705487306K
住所：福建省厦门市湖里区云顶北路16号三楼309
认证地址：福建省厦门市同安区洪塘头一路120号黄金工业园15号厂房5-6楼

管理体系符合

GB/T 24001-2016/ISO 14001:2015

覆盖的范围

DECT phone、Video Phone、SIP Phone、会议电话、会议电视终端系统、耳机及其配件的设计及相关管理活动

生效日期：2020 年 03 月 18 日
有效期至：2023 年 03 月 17 日
换证日期：2022 年 02 月 13 日

AA 0043618

▲ ISO 14001 Environmental Management System Certification

Key Performance

	Unit	2022
Indirect emission (Scope 2)	tCO2e	4,391.99

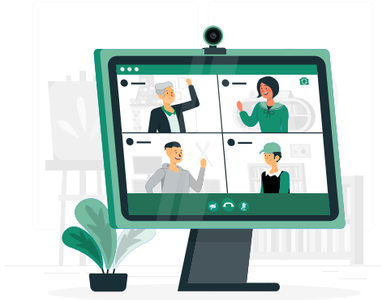
Note:
(1) Indirect emissions (Scope 2) refer to greenhouse gas (GHG) emissions from purchased electricity and heat;
(2) The emission is calculated according to the *Benchmark Emission Factor of China Regional Power Grid for Emission Reduction Project in 2019*.

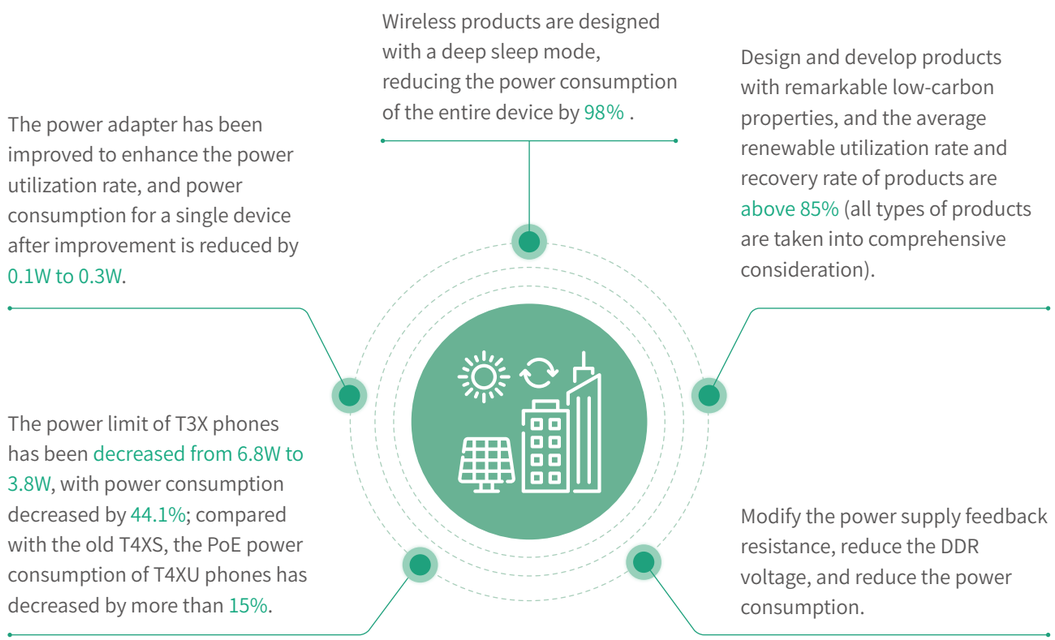
Persistently develop and produce green design products	Implement management and control of harmful substances throughout the life cycle	Achieve green energy-saving management and control throughout the life cycle	Actively fulfill social responsibilities
• Continuously improve the green design management system, use more environmentally friendly raw materials in the production process, and increase the proportion of recycled materials and degradable materials.	• The company has established strict environmental standards and specifications, which are mandatory for our suppliers to comply with. We have also adopted a leading information management system in the industry to enable comprehensive tracking and monitoring of all product materials	• Continuously carry out product life cycle evaluations, encourage suppliers to adopt new energy-saving and environmental-friendly materials to minimize any negative impact on the environment.	• With the rapid development of science and technology and the increasing demand of people for life, the popularization of telecommuting, distance education and telemedicine is becoming increasingly important. The company will continually iterate its products, improve the function of the solution, help solve the pain points in the communication field, and boost the efficiency of remote communication.

▲ Promoting the Green Development of Yealink

Green Design and Production

Through the implementation of green design, Yealink has realized the collaborative green improvement of typical products in all aspects of the whole life cycle. According to the concept of the whole life cycle, from the selection of raw and auxiliary materials, product research and development to manufacturing, product operation, and recycling and disposal of waste product parts, it has gradually established a series of comprehensive pollution control systems with energy saving, pollution reduction, and efficiency improvement, and built an information-based collaborative quality control platform. The company formulates green design standards for products and enterprises, promotes the breakthrough and integrated transformation of green technology, improves the green operation and maintenance management system, strengthens R&D design, green procurement and intelligent production, improves resource utilization efficiency, and comprehensively promotes the green increment of audio and video communication electronic intelligent hardware terminal products.





Measures to Save Energy Consumption In Product Design

Green Products

Green product design is a design philosophy and method aimed at saving resources and protecting the environment. Designers need to integrate science and technology into their product designs to ensure that the products have a wide range of sociality and durability. The company embraces the philosophy of green product design, constantly innovates to develop more energy-saving, convenient and efficient products. By promoting green products to the public and consumers, the company contributes to the sustainable development of society in a meaningful way.

Yealink constantly improves the policy mechanism of product green design, and uses environment-friendly raw materials with innocuity, low toxicity and harm, and low volatile organic content in the production process. The company implements the green design scheme that products are detachable, easy to disassemble, easy to classify and easy to recycle, increases the proportion of recycled raw materials and degradable materials, promotes the lightweight and reduced design of packaging, and is committed to providing to provide consumers with better environmental-friendly green products. The company strives to minimize reducing the ecological impact of its products throughout their entire life cycle, from R&D and design, to procurement, raw material selection, manufacturing, logistics and transportation, use and recycling, so as to achieve the goals of being green, low carbon, and environmental protection.

Case: Green Designed Product - Yealink VC800 full HD Video Conferencing Terminal

According to the basic requirements in Technical Specification for Evaluation of Green Design Products: Video Conferencing Devices (T/CCSA 254-2019), the product quality, safety, performance, energy saving and comprehensive utilization level shall be determined, which shall meet the national standards, industry standards and relevant requirements.

Yealink VC800 full HD video conferencing terminal features easy disassembly and recovery, resulting in a renewable utilization rate and recovery rate that both exceed 90%. In the product packaging design, the company has fully realized the saving of resources in consideration of restricted substances and recycling. This product is at the forefront of its class in terms of electrical safety and reliability, time delay, packet loss rate, network jitter, video and audio quality and electromagnetic compatibility, and the running and standby power consumption meets the requirements of China's first-class energy efficiency.

VC800 full HD video conferencing terminal

Case: Meetingbroad Awarded as China Energy-Saving Product

The company's products have passed strict examination and inspection in the process of energy-saving product certification, which ensures a high level of product quality. The use and widespread adoption of energy-saving products demonstrate the company's commitment to environmental protection and sustainable development.

China Energy-Saving Product Certification

Flexibility and Openness, Experience of Smart Office

In order to meet the evolving needs of ever-changing social environment, pursue flexible, innovative and convenient working methods, and improve the efficiency of corporate office space, Yealink is committed to developing and innovating intelligent office spaces, such as smart conference rooms, smart workstation and future office. The company caters to the needs of many enterprises for flexible communication across locations and efficient collaboration among all employees, and ensures that enterprises can communicate with overseas teams at any time without hindrance, and the information is safe and leak-free. By enhancing the four key capability modules, the company tackles the challenges of intelligent office solutions for large enterprise clients, elevating employee office experiences, and assisting in the strategic planning of office resources. Furthermore, the company introduces novel approaches to flexible workspaces, saving commuting time, minimizing unnecessary business travel, boosting office efficiency, and reducing energy and resource wastage during employees' trips.

Smart Office

Conference room reservation can be conveniently made through mobile phone UME platform, computer UME platform, third-party OA system and conference room electronic tablet.

Visualize the meeting state and improve the efficiency of space use. After joining the meeting, the device is automatically turned on to adjust the meeting room environment, and the participants are more focused.

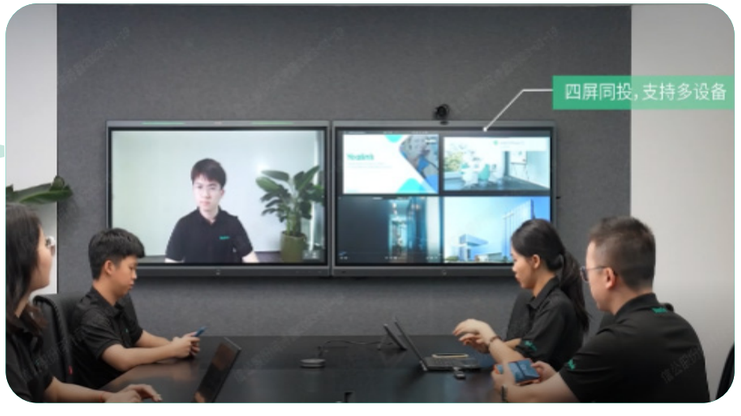
Intelligent In-meeting Experience

Featuring 4K HD dual screens, our solution supports various conference platforms and multiple devices, allowing simultaneous projection of up to four screens to facilitate efficient closed-loop collaboration.
Optimized voice tracking technology immerses remote participants as if they were present in the room. With the addition of voice AI Jiate, real-time subtitles for conference speakers are updated, ensuring that no crucial information is missed.

Intelligent Post-meeting Experience

Meeting minutes are intelligently recorded and can be searched for important information using keywords. After the meeting, environmental equipment detects if the room is empty and automatically updates the conference room's usage status to improve time efficiency.

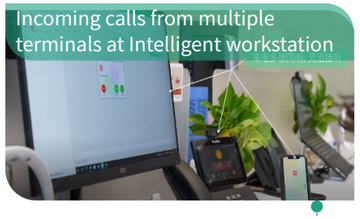
Yealink Smart Office Concept



Smart Office Simultaneous Four-Screen Injection

Intelligent Workstation

- UME, the smart office platform of Yealink, supports docking and upgrading with third-party systems and terminals, maximizing the use of the existing asset investment of enterprises to reduce costs and increase efficiency.
- Incoming calls can ring at multiple terminals and be answered flexibly. Using the workstation reservation system, users simply need to scan a QR code for automatic sign-in and login, which greatly improves the space utilization.



Incoming calls from multiple terminals at Intelligent workstation

Multi-people annotation on the whiteboard at future office

Future Office

- A desktop all-in-one machine with multiple functions. The conference and office modes can be switched with one button, and the volume can be adjusted and charged wirelessly.
- Yealink conference allows for direct whiteboard annotations, and the annotated content can be saved to the network disk, and saved to the mobile phone by scanning the code of Yealink conferencing APP on the mobile phone, which makes the conference more efficient.
- After the meeting, it will switch to the "Exit" mode to automatically turn off the space equipment.

Yealink Smart Workstation and Future Office Concept

Case: Yealink Full Scenario Application

Yealink provides a unified communication solution for a Fortune 500 manufacturing client, and uses a unified communication solution with distributed deployment and flexible expansion to meet the requirements of a large number of growing branches of the client. As a national trans-regional company, they need large amount of business between different regions, such as weekly meetings, monthly meetings, project meetings and training meetings, which wastes a lot of time and resources of the company and increases the emissions (Scope 3) of the customer company. With the help of Yealink smart platform, the clients' offices and subsidiaries in different regions can access online meetings in various ways, which saves the operating costs of the enterprise, reduces unnecessary Scope 3 GHG emissions, and improves the efficiency of collaboration in the enterprise.

Key Performance

Through Yealink Cloud + Terminal overall solution

Successfully held nearly **8,000** video conferences in 2022

Cumulative communication time up to **565,440** minutes

Achieved efficient and flexible office work

Energy and Resource Conservation

Wastes Management

In respond to the national policy of building a resource-saving and environment-friendly society, we effectively manage the waste generated during daily operations, production, and service processes. We also optimize and update the packaging of our products and equipment to reduce environmental pollution and comply with relevant environmental laws and regulations. The company has established and strictly enforces its Waste Management Measures, which divides wastes into three categories: hazardous wastes, non-recyclable wastes, and recyclable wastes.

Yealink's "Three Wastes" Management Process

Hazardous Wastes

Departments that generate hazardous waste must store hazardous waste in the designated location and clearly label it, and the administrative department will dispose of them it through units with relevant hazardous waste disposal qualifications.

Non-recyclable Wastes

Non-recyclable wastes is stored in designated locations, and the administrative department is responsible for its disposal at specified times.
The kitchen wastes such as working meal leftovers are disposed of in the designated trash bin on the floor, as determined by the property management office. The waste is then handled uniformly by the cleaning staff assigned by the property management office.

Recyclable Wastes

All departments are responsible for collecting, labeling, and sorting recyclable waste. The administrative department then transports it to a recycling facility for processing to prevent pollution.

Case: Garbage Classification Creates A Civilized Canteen

Reducing food loss and waste can save costs, alleviate hunger, and help mitigate climate change. Implementing garbage classification in the company can improve the efficiency of garbage disposal, reduce the cost of processing equipment, conserve land resources, and foster a culture of resource conservation among employees. The company implements garbage classification in the canteen, and employees consciously abide by its classification rules, so as to enhance the company's awareness of the sanitation industry, reduce the workload of sanitation workers, minimize food waste, conserve water resources and alleviate pressure on land use.

Yealink Canteen Garbage Classification

Case: Optimizing Packages

The company optimizes the packaging according to the storage space of the warehouse, the carrying size of trucks, the transportation situation and other factors to reduce the amount of space required for storage and conserves resources, resulting in lower production and inventory costs and increased resource efficiency. The company has designed and optimized SIP packaging materials (single-point models T57W/T46U/T48U) to promote packaging upgrade. This has increased the loading capacity of T57W/T46U/T48U by 25%, 44%, and 56% respectively, which indirectly improves the storage utilization rate of finished products, saves costs for customers, improves transportation efficiency and reduces resource waste.

Energy-Saving Management

The company's continuous water conservation and electricity saving management can not only effectively reduce the cost of utilities, the loss of electric energy and the company's production and resource utilization costs, but also be more conducive to the renovation of old equipment and increase the efficiency of the company's products.

Water Conservation Management

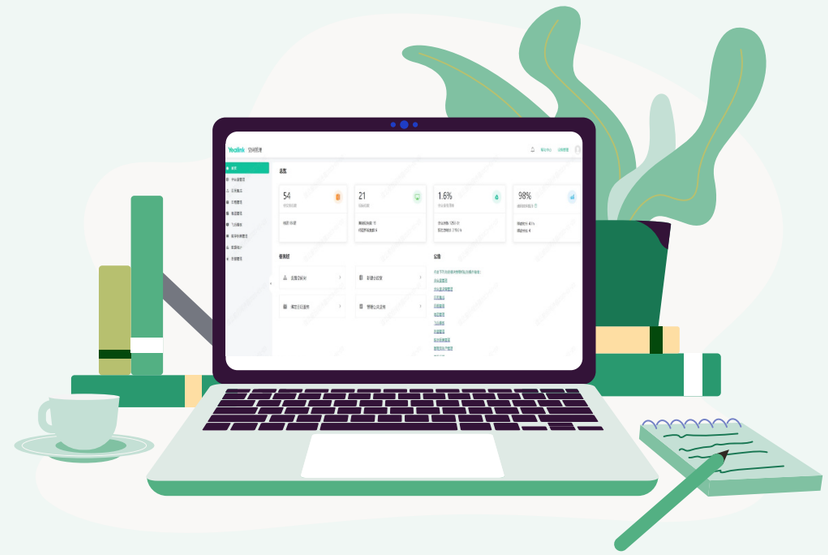
- Water conservation signs are posted in areas where water is used and regular reminders are given to encourage conservation.
- In the event of a water leak, it is reported to management immediately for repair.
- Water consumption for each floor is monitored and reported on a monthly basis.

Electricity Saving Management

- Continuously monitor major energy-consuming equipment that has implemented energy-saving measures: air conditioners, air compressors, wave soldering, drinking water equipment, lighting electricity, etc.
- Promote automation transformation, and realize machine substitution and other measures to improve production efficiency.
- Under the condition of ensuring sufficient lighting, the number of lights on can be controlled by adjusting the circuit of the workshop control switch, thus saving energy.
- In summer, the opening and closing time of air conditioners is strictly controlled, and a special person is appointed to manage it.

Management Content of Water and Electricity Saving in Yealink

At the same time, Yealink office building has also taken a variety of energy-saving measures to reduce resource waste from multiple angles. The company has the smart building cockpit that allows for real-time observation of the number of conference rooms and equipment in use, enabling unified management of their usage. The cockpit also allows for remote monitoring, deployment, and debugging of equipment to ensure proper operation and timely identification of problem or overloaded devices. If necessary, relevant staff will be dispatched to repair or update the equipment to avoid excessive waste of power resources.



Yealink Smart Building Cockpit

Key Performance

	Unit	2020	2021	2022
Electricity consumption	KWH	2,635,460	3,067,360	5,461,310
Water consumption	m^3	14,069	15,053	36,219

Note: The data for water and electricity consumption in 2020 and 2021 was collected from the company's old building, Yealink R&D Building. In 2022, the data was collected from the company's new building, the Yealink Headquarters Building, which has nearly six times the total floor area of the old building.

Energy Saving Publicity and Campaigns

The company has issued the internal document "Management Measures for Energy Saving and Consumption Reduction", and strictly abided by the contents of the document to achieve the purpose of reducing energy consumption in the office building. The company spreads environmental protection knowledge by posting environmental protection propaganda slogans, holding energy-saving and consumption-reducing activities, water-saving and electricity-saving management and recycling, and strengthens employees' awareness of environmental protection.

Yealink Lights-Off Reminder Poster

Energy Saving Label

Case: Looking for Yealink's "Energy-Saving Man"

From August to October, 2022, the company held a campaign to find "Yealink Energy-Saving Man", aiming at collecting new suggestions and opinions on energy saving and inspiring employees and the public to save energy and sense of responsibility. Through this campaign, the company encourages employees to integrate the incredible ideas collected in the activity into their work and daily lives. By doing so, employees can help the company save energy and reduce costs while promoting its sustainable development.

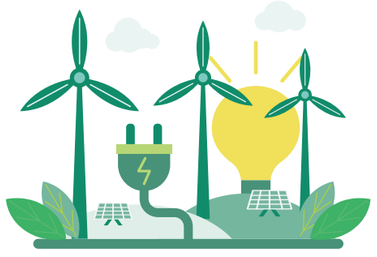
Key Performance

Energy saved in "Yealink Energy-Saving Man" in September in the headquarter building:

Electricity consumption for ACs reduced by 35.3%
Electricity consumption for lighting reduced by 19.21%
Total electricity consumption in September dropped by 16.8%

Golden Ideas Presentation

Yealink "Energy Saving Man" Activity



Fostering Win-Win Collaboration & Growing Together

Yealink values the relationship with partners and actively promotes the multilateral cooperation and exchange to realize the coordinated development with suppliers and establish the accountable supply chain so as to satisfy clients' needs with high-quality product service and reliable information management system and promote the sustainable development of the company.

Our Actions

- Products Driven by Innovation
- Rapid Response to Clients' Needs
- Building a Responsible, Green, and Sustainable Supply Chain

SDGs Benchmarking

Products Driven by Innovation

Yealink pays high attention to the product quality and innovation research and development and aims to become a global leading communication and collaboration solutions provider with high-quality, sustainable and innovative products and services.

Strict Quality Control

Quality is the lifeblood of a product, and Yealink places great importance on quality management. We are committed to maintaining high-quality standards throughout the entire process. We have implemented policies such as Inspection Management Procedures, Non-conforming Product Management Procedures, and Corrective Measures and Continuous Improvement Management Procedures. We strictly oversee and manage five aspects: in-depth research and formulation of material standards, graded management of material suppliers, quality management process oversight, risk prevention and advantage formation of new products, and the introduction of quality-assured and quantity-assured alternative materials.

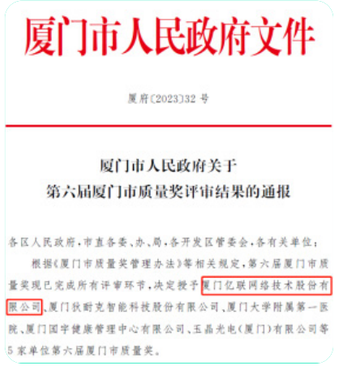
Quality Management Strategic Planning

- We focus on prevention through design and process mistake-proofing
- We pay close attention to quality details and strive to address even the smallest issues
- By accomplishing data-driven quality management, we establish our product quality as the benchmark in the network communication industry

The company has a comprehensive product quality inspection process, strictly monitoring aspects such as incoming quality control (IQC), in-process quality control (IPQC), out-going quality control (OQC), and feedback and handling of quality issues to ensure full-process quality control. Additionally, the company ingeniously implements an online evaluation system for quality management, executing efficient, pragmatic, and focused quality control at the onset and completion of product manufacturing. The company carries out preliminary inspections and validations of the critical processes and methods utilized by product processing facilities to avert potential production hazards. Furthermore, it conducts real-time product approval assessments to address the shortcomings of product control from the customer's viewpoint.

Our products are sold in over 140 countries and regions around the world. We have achieved the ISO 9001 certification for our quality management system and met various product certification standards of our sales countries, such as the CE certification of the European Union.

ISO 9001 Quality Management System Certificate.


厦门市人民政府文件

厦府〔2023〕32号

厦门市人民政府关于
第六届厦门市质量奖评审结果的通报

各区人民政府，市直各委、办、局，各开发区管委会，各有关单位：

根据《厦门市质量奖管理办法》等相关规定，第六届厦门市质量奖现已完成所有评审环节，决定授予厦门亿联网络技术股份有限公司、厦门狄耐克智能科技股份有限公司、厦门大学附属第一医院、厦门国宇健康管理中心有限公司、玉晶光电（厦门）有限公司等5家单位第六届厦门市质量奖。

Official Announcement of Quality Award in Xiamen

- Lightning Protection (4KV) Higher than the industry standard (1KV)
- Antistatic (12KV) Higher than the industry standard (8KV)
- Sound quality MOS (4.1) Higher than industry standard (3.8)
- Power Adapter EFT (2KV) Higher than industry standard (1KV)
- Defect rate (0.3%) Lower than average level in the industry (1%)

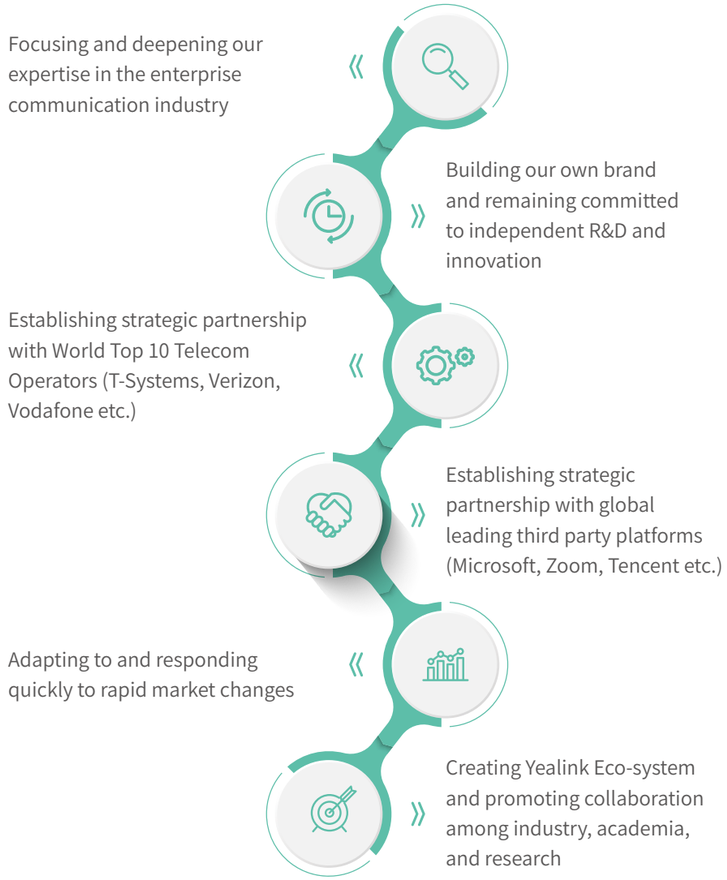
Strict Quality Standard

Design of Product Life Cycle Quality Control Program

Project Initiation → Sample → Trial Production → Initial Production → Batch Production → End of Project

Focusing on Research and Development

As a high-tech company, research and development are the top priority in the long-term development of Yealink. The company spares no efforts to accelerate the development of various products, improve the underlying audio and video algorithm and processing capability, enhance the cloud infrastructure capability to implement the research and development strategy with tens of thousands concurrency worldwide thanks to Yealink's competitive advantages in core technology. It is believed that the innovation of research and development should focus on the innovation of key technology and more resources shall be put in the fundamental technology of products to strengthen the core competitiveness instead of the appearance of the products. Research and development rely on the technology. During the past years, Yealink has accumulated abundant experience in the research and development and has its own R&D strategy to realize the mutual support from the top to the bottom, or from the bottom to the top, which is considered an advantage of Yealink in the research and development.



Yealink's Advantages in Research and Development

Key Performance

In 2022,

R&D Investment:

RMB **496** million,

with a growth rate of

35 % YOY

About **50** % employees are R&D-related

Protecting Intellectual Property

Enterprises are the driving force behind independent innovation and play a central role in the creation, application, management and protection of intellectual property rights. Improving the intellectual property management of enterprises is a solid foundation for independent innovation and a core element to enhance market competitiveness. Yealink attaches great importance to the protection of intellectual property rights, strictly abides by the requirements of the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China and other laws and regulations, and has issued a number of guiding documents, such as Handbook of Intellectual Property Management Standards, Patent Application System, Patent Incentive Measures and Detailed Rules for the Management of Intellectual Property Documents, to strengthen the protection of intellectual property rights, safeguard the legitimate rights and interests of the company, respect intellectual property rights outside the company, prevent unfair competition, and promote fair competition.

Certificate of Enterprise with Intellectual Property Advantages (reviewed once every two years, and link: http://www.cnipa.gov.cn/art/2022/10/31/art_75_180027.html)

Key Performance

	Unit	2020	2021	2022
Number of patents held	Pcs	264	386	547
In which: number of invention patents	Pcs	127	208	322
Number of software works	Pcs	80	98	109
Number of trademarks	Pcs	70	97	134

Upgraded Data Security System

Yealink values clients' security and privacy and provides secure, reliable and trustworthy experience for clients all over the world. The company not only abides by the Cyber Security Law of the People's Republic of China, Personal Information Protection Law of the People's Republic of China, General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA) and etc. , but also formulates a series of normative rules and regulations, for example, Yealink Information Security Management, Information Security and Personnel Safety Management System, Network Information Security Management System, to establish a complete and unique security and privacy system from multiple perspectives (i.e. management, technology and operation) to assure the security and confidentiality of the company information, customer information, data and knowledge.

In 2022, Yealink got through the SOC 2 audit of device management cloud services successfully to authenticate the strict service control system in security, availability, confidentiality and privacy, which fully demonstrates our excellent capability of providing customers with secure and reliable products and services.

Security Management System

Ensuring the integrity of information

Specify the collection channels and archival management departments for various data, information and knowledge and implement strict controls over the company's critical documents and materials. In addition to necessary paper-based archiving, employ electronic document storage for important data and information to safeguard their completeness and integrity.

Ensuring the timeliness of information

External information: Designate functional departments to regularly gather and update information.

Internal Information: Facilitate prompt updates and dissemination through information systems; ensure archive rooms collect and file documents in a timely manner.

Ensuring the reliability and accuracy of information

Implement a strict review system, assigning responsible leaders based on their expertise and roles, to guarantee the authenticity and reliability of data, information and knowledge; standardize external information sources to ensure the reliability and accuracy of information from the origin.

Certificate of ISO 20000 Information Technology Service Management

Certificate of ISO 27001 Information Security Management System

Key Performance

Yealink had **no major information security incident** in 2022.

Yealink Device Management Platform (YMCS/YDMP) receives the Certificate of GDPR IoT Network Security System

Honored Company with Contribution to "Instant Messaging Software Security Standard for Business Purpose"

Certificate of Classified Information Security Protection

Yealink provides all-round security protection from multiple perspectives including the infrastructure, data, network and application, to avoid data leakage and protect the information security of the business organization to the greatest extent.

01 Hybrid Clouds Deployment for Safer Data Segregation

Yealink adopts the hybrid mode of "public cloud + private cloud" to ensure the high security of information and offer the safe and efficient telecommuting experience.

02 Powerful Conference Management and Control to Ensure the Security of Conference

The whole process of the conference (before, during and after the conference) is well protected by the security setting of Yealink with powerful conference management and control to safeguard the conference in multiply ways.

03 Dual Protection for the Video conference terminal and safe design cloud

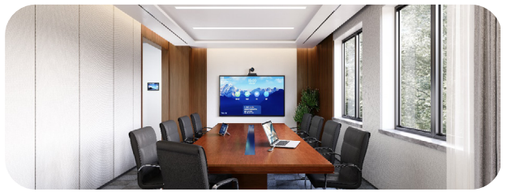
Safety and privacy are considered top priority in the product design while the product safety is ensured on a physical level.

Privacy Protection Measures

Case: Develop Security Products, Safeguard Customer's Privacy

UME Unified Communication Platform, developed by Yealink, offers a complete set of security control mechanisms, including localized and customized deployment, advanced encryption technology, minimal open ports and controlled access, which helps companies establish a comprehensive and reliable cooperative communication network from storage to transmission, from system to individual.

Yealink UVC86 4K dual-eye tracking camera boasts three AI-driven features: speaker tracking, voice tracking, and auto framing, providing customers with excellent video meeting experience. In addition to its exceptional tracking function, UVC86 also prioritizes privacy in the meeting room. While in sleep mode, it tilts down vertically while the other lens in the front end of the camera is blocked by a sliding cover to protect the privacy in the meeting room.



UVC86 4K dual-eye tracking camera

UME is recognized as "Five-Star Multimedia System Communication Security Product"

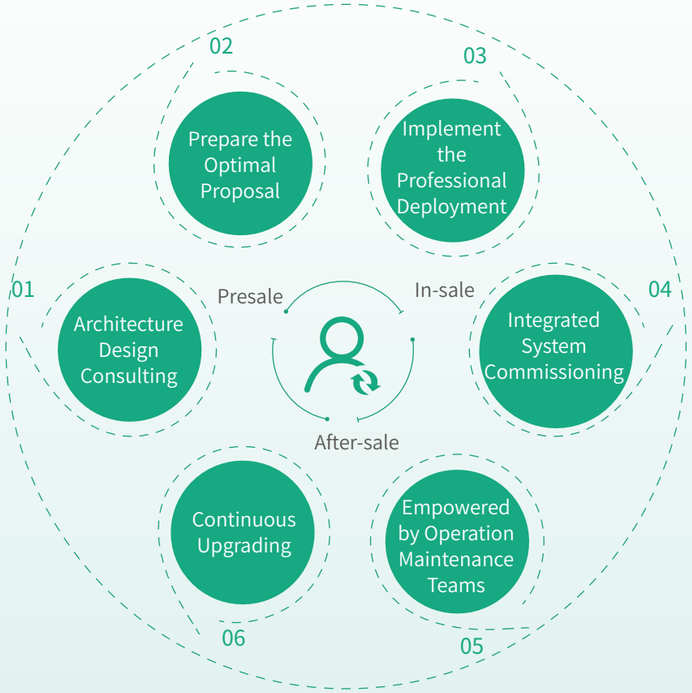
Rapid Response to Clients' Needs

Yealink respects the legal rights and interests of the clients and pays high attention to users' reasonable feedback and requirements. To enhance the overall competitiveness of our service and customer loyalty, Yealink has formulated After-sale Service Management Program, Strong Recommendation and Exclusive Follow-up Procedures to improve the service system and respond to the clients' needs.

Customer Service

The company has established a professional, prompt and efficient technical response team to offer full process service together with the presales support, training service and after-sale maintenance by organizing the onsite training, product introduction and demonstration, technical and consulting services to earn an excellent reputation in the industry and foster the brand recognition.

Complete Cycle Full Process | In-depth Service from Original Manufacturer | Commitment of Prompt Response



Full Process Service

Pre-sales Support
- Including unified communication products requirements, customized specifications and solutions

Training Service
- To help the distributors and key accounts improve the sales capability and service level (including product training, marketing training and technical training)

After-sale Customer Service
- Including the technical consulting and troubleshooting regarding the installation and deployment of products

Users in Key Regions
- To provide diagnosis and maintenance service

Special Conditions
- To provide the technical support at the site

Case: Provide Client with Cloud + Device + Operation and Maintenance Platform

Yealink offered the custom-tailored solution to its client helping them organize more than 4,000 online meetings of the headquarter and subsidiaries within one year after the system went online to realize the connectivity and communication between the group and the subsidiaries. In total, over 300,000 people attended these video conferences, with a cumulative meeting time of over 52,000 hours. This resulted in an annual savings of approximately RMB 200 million in conference expenses and played an important role in the resumption of business and production for the customer.

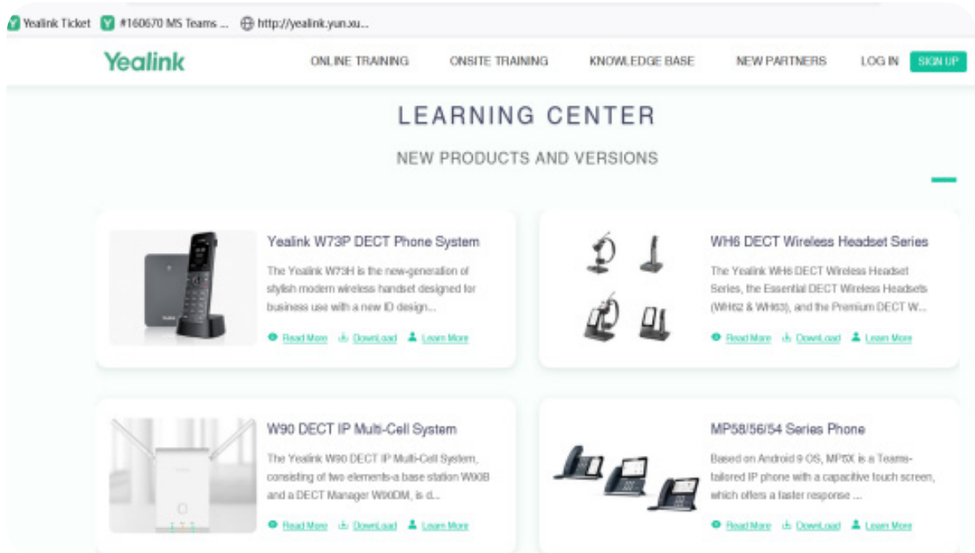
Case: TICKET Website, Solve Problems Efficiently

The company has established Yealink Ticket System as a professional platform to collect the feedback. Users may search for answers and solutions by key words or question modules. About forty percent of the questions can be answered by Ticket System automatically without manual intervention.

Yealink Ticket System

Case: Online Learning Platform, More Business Support

The online Training Center and Training Platform developed by Yealink offers a wide range of product and technical training to the global agents, distributors and key accounts on a regular basis. Meanwhile, it also provides free professional knowledge database for customers to download the official documents, seek for more resources, search the FAQ and check the compatibility etc. Currently, the knowledge database has received more than 1 million visits.



Online Training Platform

Customer Complaints and Product Return Management Procedures formulated by Yealink clarifies how to deal with the quality defects of products and the procedures to be followed to handle the customer complaints or returned products in a proper and timely manner, which helps to improve the quality of products and services continuously. All the customer complaints will be forwarded to the relevant departments to follow up and customer complaints will be recorded for further analysis and feedback tracking until they are properly solved and shared within the company.

Customer Satisfaction

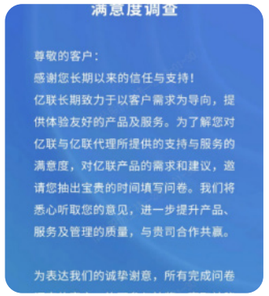
Yealink has established a system for measuring customer satisfaction, and each year, the company devises a promotional plan and budget for its Customer Satisfaction Survey. By employing a range of measurement indices, tools, and methods tailored to different customer groups and products, Yealink analyzes and evaluates the survey data to produce a Customer Satisfaction Report. This report serves as a valuable resource for informed decision-making and the enhancement of proposals.

Key Performance

In 2022,

Yealink invited 800+ distributors worldwide to conduct satisfaction survey.

The overall score is over 85%.



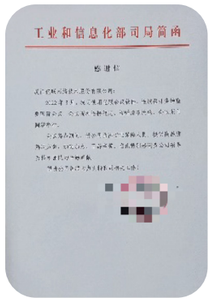
Questionnaire of Satisfaction Survey

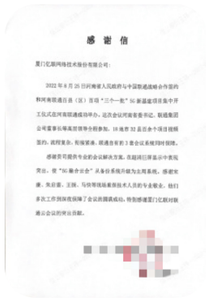
Investigation and Analysis → Follow-up Visits → Corrective Measures:
1. Update the version
2. Define KPI
3. Improve documentation

Process of Satisfaction Survey

Case: Excellent Customer Service, Solve Problems Efficiently

In August 2022, Yealink provided a number of companies with high quality solutions and professional technical teams, to give technical support to those important meetings and responded promptly upon request. We also provided customers with feasible risk-avoidance plans and on-site guidance and training. The excellent service is highly recognized by our customers.





Letter of Thanks

Building Responsible Green Supply Chain

Supplier Management

Yealink has established the supplier platform for the green management of suppliers. Supplier's access application will be processed and reviewed online to assure the compliance and all the data is reasonably traceable so as to build a solid foundation for the supplier management, screening and developing qualified suppliers. The Supplier Database is established to disclose and update the suppliers' information from time to time. Suppliers are managed and reviewed at different levels according to Green Suppliers Review and Management Procedures and Suppliers Risk Level Evaluation Standard. Training programs are organized regularly for suppliers to encourage them achieve green, innovative and low-carbon cooperation, which is considered a part of the dynamic management of supplier.

Key Performance

In 2022,

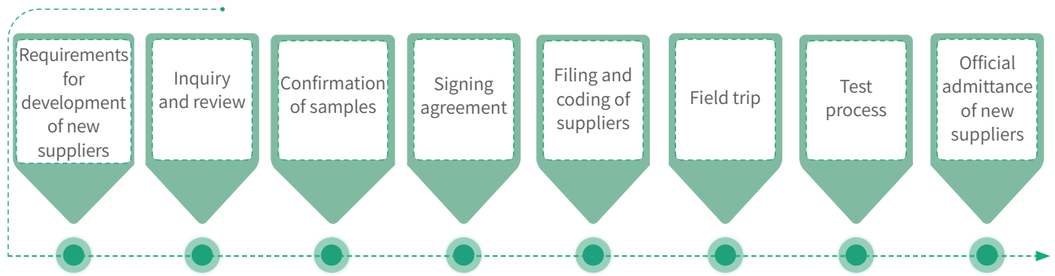
Total Suppliers: 819 90% are in China, >35% are local suppliers

	Unit	2020	2021	2022
Total Number of Suppliers	Unit	641	751	819
Percentage of Supplier Code of Conduct	%	100	100	100
Percentage of Suppliers Signing Environment Clause	%	100	100	100

Supplier Admission Management

Yealink keeps improving and standardizing the procedures of admitting new suppliers continuously and develops qualified suppliers that adapt to the long-term development of the company to ensure the competitive advantages in supply channels and satisfy the production needs.

Admission Process of New Suppliers



Graded Management of Suppliers

Yealink implements the graded management mode of suppliers and fosters efficient collaboration with them by incorporating an SRM system. Different management methods are adopted on different suppliers to promote the continuous improvement of the quality of suppliers. The strategic partnership between Yealink and suppliers is of great significance to push forward the mutual communication and exchange for win-win and harmonious development.

Graded Management Mode of Suppliers

Cooperation Mechanism with Suppliers

Case: Introduce SRM System, Improve Supply Chain Management

Yealink introduces SRM system to improve the supply chain management effectively and foster efficient collaboration between Yealink and its suppliers. This has enabled us to achieve information integration, open and transparent pricing, fast PO negotiation, prompt confirmation of delivery term, and accurate delivery instructions.

Functions Activated

- Supplier Management
- Inquiry Management
- PO Coordination
- Quality Coordination
- Logistics Coordination
- Finance Coordination

Prospective Functions

- Supplier Life Cycle Management
- Contract Management
- Category Inquiry Management
- Sample Management
- Assessment Management
- Quota Management

Supplier Evaluation and Risk Management

Suppliers cooperating with Yealink are required to sign *Supplier Cooperation Agreement, Quality Agreement of Supplier, REACH Compliance Statement, ROHS Compliance Statement, Supplier's Confidentiality Agreement of Yealink (New Edition)* , Agreement on Conflict Mineral Proposals and *Supplementary Agreement of High Risk Materials* (if necessary) to ensure the quality and safety in the cooperation, the reliable source of raw materials, information security and environment-friendly commitment.

Regular Audit

Yealink has prepared a checklist for the annual audit of suppliers and the suppliers are evaluated on a regularly basis to make sure they are managed and controlled effectively. Yealink suspends the procurement from suppliers who fail the audit until they rectify and improve.

Abnormality Management

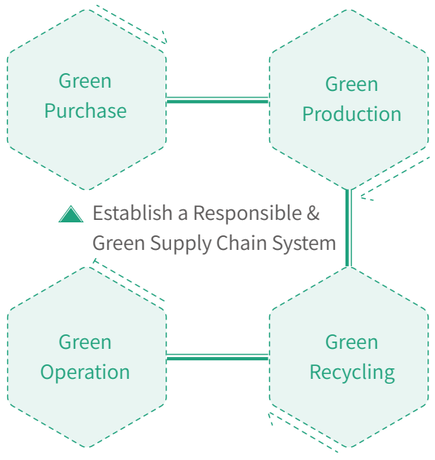
In case the materials provided by a supplier have serious quality defects (hazardous substance detection) or the result of the random inspection of three batches in succession is unsatisfactory, Yealink will send a Feedback of Quality Defects to the supplier who should rectify the situation in accordance with Management Procedures of Corrective Measures and Continuous Improvement.

Supplier Management

Compliance Management of Supply Chain: Sunshine Purchase

Yealink adheres to the principle of honesty, trustworthiness and mutual benefit in the business operation. In order to make sure the procurement process is open and transparent, Yealink requires all suppliers to abide by the Anti-bribery and Anti-corruption Policy for the Partners of Yealink and sign the commitment. We encourage mutual supervision among our suppliers to create a fair, honest, reliable and healthy business environment.

A Letter to Partners



Establish a Responsible & Green Supply Chain System

Led by executive who takes the responsibility

- The executive of the supplier takes the leadership and responsibility to control the resources and materials strictly. This includes properly overseeing their own production processes and suppliers of raw materials, with particular attention paid to suppliers of high-risk materials and auxiliary materials.

Establish the environment management organization

- Appoint the director of the environment management organization and set up work teams for the environment management organization. The full-time team leaders shall be familiar with the environment management knowledge and understand the requirements for environment management.

Establish the environment management system

- There are comprehensive documents procedures in place for the analysis of needs, review of the research and development, evaluation and certification of Level 2 suppliers and the quality control of each step, including the incoming materials, production, warehousing and transport.

Hierarchical management of materials

- Define the high-risk materials and determine the frequency of environmental impact assessment at different levels. High-risk materials shall have the random inspection more frequently.

Regular self-examination

- The environment management system shall have the self-examination at least once a year, including the internal audit of the hazardous substance management system and the management review.

Internal publicity of some negative cases and eliminate the potential risks

- Learn from the negative cases and make a thorough examination to avoid the reoccurrence of these problems.

Requirements for the Supplier's Environment Management

Sustainable Development of Suppliers

Yealink establishes the sustainable development program of suppliers, analyzing the difficulties in the business and production from the perspective of suppliers and offering solutions and proposals. Meanwhile, the training programs for suppliers are organized from time to time to promote the growth of suppliers together with Yealink and improve the product yield.

Suppliers Training

Some external factors like the short supply of materials, rising prices, fluctuations in the exchange rate present challenges to the stability of supply chain. To address these issues, Yealink proactively analyzes the potential risks and gets prepared for the emergency to ensure the purchase in a stable way.

Possible Risks	Control Measures	Emergency Response Time
Delay in supply	Maintain a reasonable inventory of materials and each kind of materials shall have at least 2 suppliers.	Within 24 hours
Quality defects in batches of materials	Suppliers are required to conduct the preliminary, in-process and ex-factory inspection of the materials. The evaluation and control procedures of suppliers shall be implemented strictly.	Within 24 hours
Risk of procurement on short notice	The sale department shall inform of the procurement in advance. Alternative suppliers shall be on the list.	24 hours
Rising prices of raw materials	Analyze the causes of the increasing costs of the materials; collect market information and confirm raw material prices have risen; increase the number of qualified suppliers to introduce a bidding mechanism.	With 3 days

Management of Outsourcing Factories

Yealink accepts outsourcing and processing services in the production, i.e. Yealink is responsible for the product design, software development and product inspection and purchases all the raw materials while the outsourcing factories as a third party shall be responsible for the production and processing according to the technical standards and quality requirements specified in the process drawing and documents provided by Yealink. Yealink will pay for the processing fee to the outsourcing factories.

Management Process of Outsourcing Factories

Possible Risks	Control Measures	Emergency Response Time
The outsourcing factory terminates the cooperation unilaterally	Establish strategic cooperation relationship with multiple outsourcing factories	Within one week
Fail to deliver on time	Track production progress, communicate and solve the problems	Ongoing follow-up
Unacceptable quality	Control the quality, production process and cost of the materials	Ongoing follow-up

Empowering Employees Leap Forward

Yealink understands the great importance of knowledgeable employees to the core competitiveness of the company. It is our fundamental principle in the management of talents that people who want to do something will find his opportunity, people who is capable of doing something will be supported with a business platform and people who makes something happen will be rewarded. Employees at Yealink are offered with open communication channels, diversified training programs, effective incentive mechanism and a wealth of caring activities. This approach cultivates a team of dedicated, ambitious, and professional individuals at Yealink.

Our Actions

- Legitimate Employment
- Employee Training
- Occupational Health
- Employee Care

SDGs Benchmarking

Legitimate Employment

Yealink always respects and maintains the legal rights and interests of employees. In accordance with the Labor Law of the People's Republic of China, the Contract Law of the People's Republic of China and the relevant laws and regulations, all employees enjoy equal pay for equal work and no employee shall be discriminated for his/her region, gender, age, disability or other factors. It is our responsibility to create an equal, inclusive and free work environment.

We build and strengthen our teams from four aspects, including talent images, talent channels, talent selection and talent attraction. With the expanding and improving work force and work teams, Yealink has gathered a great number of talents who meet the needs of the business growth of the company.

Key Performance

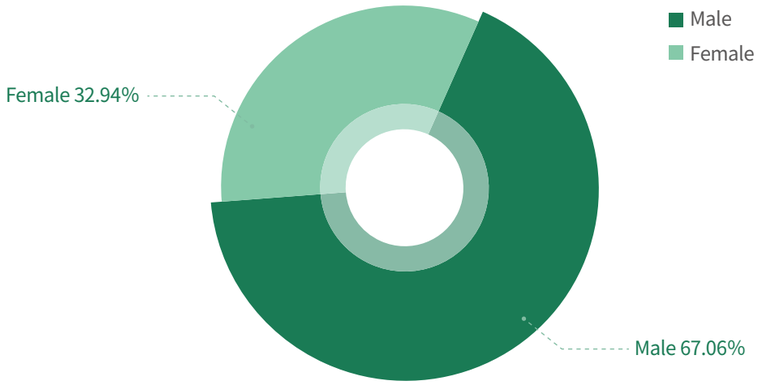
In 2022, Yealink has totally

2,104 employees

100% of the employees signed the Labor Contract with Yealink.

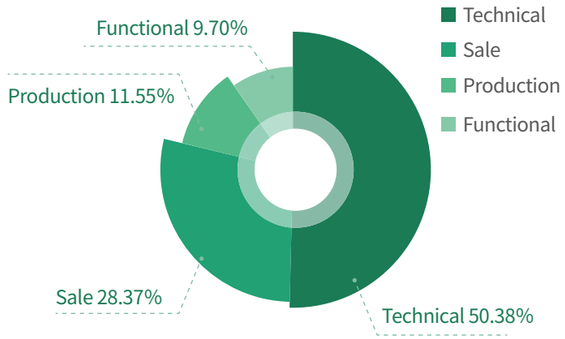
No child labor or forced labor.

There is no violation of the labor rights within the company.



Proportion of Male Employees and Female Employees

Education Degree of Employees



Positions Composition

Yealink strives to foster a harmonious, honest, and collaborative work atmosphere, built on mutual trust and shared progress, laying the foundation for efficient teamwork. As specified in the Employee Manual, Yealink has established sound internal communication and exchange platform in multiple ways to collect the opinions and ideas from the employees and other concerned parties. All the comments and opinions will be considered carefully to improve the work.

In 2022, the company refined its Work Attendance Regulation by introducing additional parental leave, compensatory leave and length of vacations to protect the employees' right to reasonable time off.

Key Performance

	Unit	2020	2021	2022
Minority nationality	People	18	29	53
Foreign Employees	People	9	12	14

Employee Training

With respect to the talent management, Yealink always believes that talents play an essential role in the business development of the company. Talent management is considered the top priority in the business management. Yealink encourage all the employees to pursue the self-value as the company grows, aligning personal development with business expansion. We create ample opportunities for long-term career growth by establishing a fair and objective performance evaluation system, a comprehensive talent development framework, and implementing multi-tiered, long-term incentive mechanisms. This approach empowers each individual to discover, create, and deliver value within the organization, forming a sustainable human resource development strategy.

Performance Management

Performance management is one of the important measures taken by the company to ensure the long-term stable development. Sustainable performance management helps the company to plan for the future development, establish proper problem-solving procedures and increases the communication and exchange between the employees and the management. Yealink audits the performance evaluation system regularly in each year according to the Performance Management Measures of Executive Management of Yealink, Yealink Employee Performance Management Measures, Yealink Performance Management & Qualification. The vice president, supervisors, department managers and employees at all level will receive the performance evaluation on a quarterly basis, or once every half a year or once a year. The performance of each employee will be tracked in the full process and the performance evaluation system will be improved continuously according to the mission, visions, strategic planning and business target of the company for the benefit of the long-term development of the company.

Performance Plan

- Set a goal and make an action plan to achieve the goal at the beginning of each quarter.

Performance Implementation and Guidance

- Supervisors stay informed about their subordinates' work and provide guidance through weekly meeting, monthly report or monthly performance evaluation. When encountering difficulties, employees are encouraged to the manager and seek for help.

Performance Evaluation

- Self-evaluation of employees for the performance target at end of each quarter
- Work report of the management and executives (four times per year)
- Performance evaluation and assessment by managers (four times per year)

Performance Feedback

- After the result of the performance evaluation is confirmed, the manager shall have interview with some of the associates.

Performance Management PDCA Flowchart

Training Courses

Annual performance evaluations and job qualification requirements are used to identify gaps between the employee's current capabilities and the job obligations. In addition, the company assesses employees' current capabilities in relation to future strategic needs to identify areas for improvement. Based on talent development needs, the company creates various opportunities and provides resources to enhance employees' existing capabilities. For example, a training network and training system is established to encourage the employees to further study; some external consultants and experts are hired to give guidance to employees; intermediate and high-level executives and senior technicians are even sent to participate in the exhibitions at home and abroad to broaden the horizon, exchange and learn from others in this industry. Yealink also offers internal information and knowledge sharing platform to encourage employees to learn and improve the abilities through the external training, short-term training, lectures and online courses etc.

Key Performance

In 2022, at company level

Over **20** training programs for employees,

targeting at new recruiters and junior managers.

Nearly **1,200** employees participated,

reaching total length of **300** hours.

RMB **451,279.9** was spent on training programs.

In addition, the online training programs and face-to-face seminars are organized by each department every month, which covers almost all the employees in the company.

Case: Induction Training for New Employees as Fresh Graduates

In July 2022, the company organized the induction training for recent graduates joining the organization, helping them to understand company's expectation and training programs by offering professional courses, outdoor team-building activities and experience-sharing sessions. It is important for the new employees to know the corporate culture of Yealink, develop a positive mindset in the work and stay down-to-earth while finding the purposes and exploring the growth in the company.

Training Camp for New Employees as Fresh Graduates

Case: Training for Junior Managers

From May to July 2022, Yealink provided the training programs for newly promoted team leaders and potential managers to help these junior managers become qualified managers after three courses and follow-up and guidance in the half-year practice.

Training for Junior Managers

Training for the New Employees From Social Recruitment

Internal Technology Sharing Sessions

Employee Incentives

Yealink adheres to its core values of long-term accumulation and maintains a simple, transparent and efficient organization structure. By combining long-term and short-term incentives, the company has established a comprehensive compensation and incentive system.

Junior Employees

- Growth-oriented incentive mechanism is established to encourage employees while salary and pay raise is determined based on the job qualification.

Team Leaders and Senior Employees

- Incentive system mainly focusing on the value of work is established to offer bonus, equities, employee stock and ESOP according to the employees' contribution.

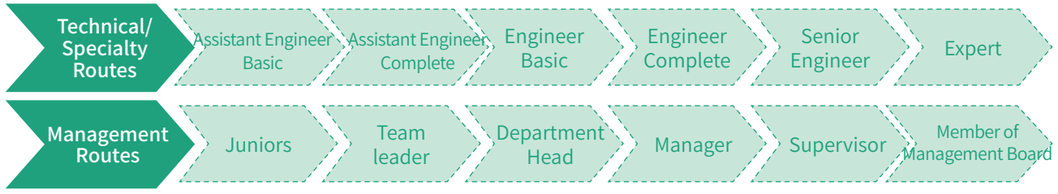
Hierarchical Motivation

Key Performance

Equity Incentive	Unit	2018	2020	2022
Number of employees	Person	109	135	170
Number of shares	10,000 shares	318.9	437.25	584.4

Employee Promotion

Yealink offers progressive career development pathways for the management personnel and technical personnel within the company. Employees specialized in the management, technology, research and development, business functions and marketing are all provided with huge accessible vertical and horizontal development space. Meanwhile, the promotion standards of different positions are clarified with detailed definition of the critical business capabilities required for promotion.



Dual Pathway for Career Development

Occupational Health

As a high technology research and development company, Yealink has most of the employees work in the office building and it has spent abundant resources and manpower to create comfortable and enjoyable work environment and atmosphere to ensure the occupational health and safety of the office environment. The cozy, safe and friendly work environment improves the employees' satisfaction. Yealink also abides by the laws and regulations on the labor safety and occupational health and keeps improving the work environment and occupational health of employees.

Yealink values the physical and mental health of all employees. The health and safety commission and work team are established to formulate the health targets and plans, organize the safety training programs, identify the potential risks, conduct emergency drills (for example, a fire drill or a disaster drill etc.) to prevent any possible safety risks. The company provides publicity and training, personal protective equipment and regular physical examination to protect the occupational health and safety of employees.

Yealink has been awarded the Certificate of ISO 45001 Occupational Health and Safety Management System

	Unit	2020	2021	2022
Employee Health and Safety Investment	RMB	1,418,753.78	1,089,991.49	1,412,564.58

Yealink's investment in employees' health and safety in recent three years includes physical examination and pandemic prevention; employees who have been working in Yealink for a full year are entitled to a free health examination.

Emergency	Contingency Plan	Preparation
Fire	*Contingency Plan for Fire Accidents*	Establish an emergency leadership team immediately with participation from all departments. Organize at least one emergency drill every year to familiarize employees with and validate the emergency plan.
Electric Shock	*Contingency Plan for Electric Shock*	
Typhoon	*Contingency Plan for Typhoon*	
Food Poisoning	*Contingency Plan for Food Poisoning*	

Case: AED First Aid Training, Fast Response to Emergency

To safeguard the safety and health of employees, there are automated external defibrillators (AED) available inside the headquarter office building of Yealink and the staff of the property management department have received the AED first aid training to have the first aid knowledge and practical skills for emergency response, so that the property management staff may improve their capabilities to deal with the emergency and offer the first aid before the professional paramedics arrive at the site.

AED First Aid Training

AED First Aid Equipment

Yealink

Employee Care

Employee Welfare

Yealink protects the statutory basic welfare of employees in addition to various special welfare offered by the company to make sure all employees are well-protected with help and care.

Statutory Welfare: "Five insurances and one fund" (endowment insurance, medical insurance, unemployment insurance, work injury insurance, maternity insurance, and housing provident fund), as well as public holidays.

General Welfare:

01

Events/cash/gifts on the first working day in the new year, Children's Day, Dragon Boat Festival, Mid-autumn Festival, Christmas, Spring Festival

Gift for Dragon Boat Festival

Gift for Mid-Autumn Festival

02

Employees who have completed 10 years of service with the company receive a certificate or gold coin as memento.

Anniversary Commemorative Coin

03

Cash gift to the employee who gets married, hospitalized, or whose immediate family suffers from serious illness, or passes away

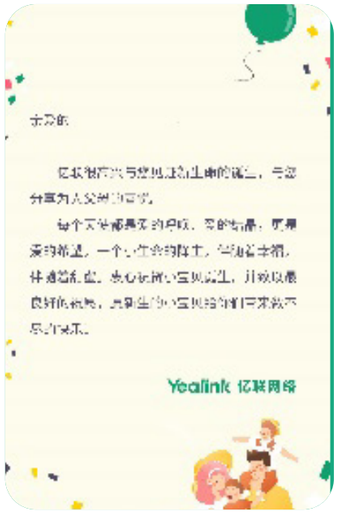
04

Birthday present for employees

Birthday Greetings

05

Maternity gift for the expectant parent



Maternity Greeting Card

06

Snacks during night shift, fruits on Thursday evenings

Snacks

07

The company has established five sports clubs for basketball, football, swimming, badminton, and table tennis, which provide employees with the opportunity to participate in free sports activities 1-2 times per week. Additionally, a large-scale sports event is organized annually.

Basketball Match

Badminton Match

08

All employees may participate in team-building activities at the expenses of the company.

09

Catering service to all employees

Staff Canteen

Special Welfare:

01

The company provides employee dormitory accommodations for those who meet the eligibility criteria.

Employees' Dormitory

02

Employee Assistance Foundation

Case: Yealink Employee Assistance Foundation

Yealink Employee Assistance Foundation is established with the donation from the shareholders and contribution from the public benefit foundation of Yealink to provide financial assistance to the employees who need help in purchasing real property, or suffer from serious injury or illness, or loss of properties or assets and help them to overcome the difficulties.

Articles of Association of Yealink Employee Assistance Foundation

Chapter 1 General Provisions

Article 1 The name of the Foundation is Yealink Employee Assistance Foundation.

Article 2 The purpose of the Foundation is to provide financial assistance to employees who need help in purchasing real property or suffer from serious injury or illness.

Article 3 The funds of the Foundation come from the donation of the shareholders of Yealink and the public benefit foundation of Yealink.

Articles of Association of Yealink Employee Assistance Foundation

Key Performance

As of 2022,

Yealink Employee Assistance Foundation has provided financial assistance to 106 employees, spent RMB 14.77 million

Baby Care Room

Gift on Women's Day

Employee Satisfaction

Employee satisfaction is an important metrics for the team spirit of the company. The enhancement of competitiveness of a company relies on profits and value created by employees for the company. High levels of employee satisfaction and happiness lead to greater enthusiasm and passion for work. Yealink takes a multi-faceted approach to monitoring employee satisfaction. Survey results are used to identify areas for improvement in employee management, and reasonable corrective measures are implemented based on these findings. This helps to enhance the company's cohesion and promote stable development. In 2022, the company conducted employee informal discussions, interviews, and satisfaction surveys to assess the satisfaction of employees across all levels and positions. This process helped identify the key factors influencing employee satisfaction and engagement, allowing targeted measures to be implemented, ultimately enhancing employee satisfaction and fostering a sense of belonging.

Satisfaction Survey

- Satisfaction survey for new employees
- Satisfaction Survey of Employee Canteen
- Satisfaction Survey of Staff Dormitory
- Satisfaction Survey of Gifts Received on Women's Day, Dragon Boat Festival and Children's Day
- Satisfaction Survey of Birthday Presents
- Satisfaction Survey of Maternity Gift
- Satisfaction Survey of Administrative Service Quality

Other Approach to Know Employees Satisfaction

- Smooth Communication Channels, Feedback to Immediate Manager
- Understand employees'thoughts through interview or talk toemployees
- Interview with resigned employees
- Regular questionnaires
- Regular performance interview

Contributing to Society & Embracing Responsibility

As a listed company, Yealink consistently bears in mind the social responsibility it carries, unyieldingly fulfilling its duties, creating value, and contributing its strength. Since its inception, Yealink has taken immediate action to perform the corporate social responsibility and make donations to charity to send the care and love to those who need help.

Our Actions

- Public Welfare & Charity Giving Back to the Contribution
- Digital Linkages for Smart Life

SDGs Benchmarking

Public Welfare & Charity Giving Back to the Contribution

Yealink cares about people's livelihood, the disadvantaged groups and social needs in particular. Adhering to the principle of "Business for Good," we take it as our mission to drive positive change and promote social development. When seeking for profits from business, we also balance our interests with public welfare and value the consistency of economic benefits and social benefits.

Yealink Public Welfare Foundation

Xiamen Yealink Public Welfare Foundation was officially approved and granted an administrative license by the Civil Affairs Bureau of Xiamen in December 2022. The foundation will provide services in various ways:

01 Provide financial support to the selection and training of technology talents, including the project funds and living allowance.

02 Promote the application and commercialization of new generation communication technology in all fields.

03 Provide financial support to academic conferences in relevant disciplines, exchange and cooperation in the industry.

04 Provide. financial support to science popularizing activities for public welfare.

05 Other public welfare activities relat.ed to science and technology industry or communication industry.

Yealink Fundamental Charity Foundation

Provide financial assistance internally in medical treatment or education programs.

Yidao Sunshine Foundation

Cooperate with Xiamen Shuguang Rescue Team in first aid service.

Yealink Youth Talents Foundation

Provide financial support for the collaboration between universities and enterprises, as well as the production, education and research integration, and the selection and training of technology talents.

Scope of Service of Yealink Public Welfare Foundation

Initial Meeting of Yealink Public Welfare Foundation

厦门市民政局
准予行政许可决定书

厦民基许准字〔2022〕第10号

厦门亿联网络技术股份有限公司(住所：厦门市湖里区高新园区护安路666号)：

你单位送来的《基金会设立申请书》和有关材料收悉。根据《基金会管理条例》第十一条的规定，经审查，同意设立“厦门市亿联公益基金会”，现准予登记注册。基金会类型为非公募基金会（慈善组织）。业务主管单位是厦门市科学技术协会。

基金会设立后，应当严格遵守宪法和国家法律、法规，自觉接受业务主管单位和登记管理机关的业务指导与监督管理，贯彻执行财政部《民间非营利组织会计制度》，建立健全内部各项规章和管理制度，重大活动必须事前报告，按照经核准的章程所规定的业务范围开展活动。

“厦门市亿联公益基金会”统一社会信用代码：53350200MJB978032W；法定代表人：周继伟；原始资金：200万元（人民币）；办公地点：厦门市湖里区护安路666号亿联总部大楼1号楼10楼二号办公室。

厦门市民政局
2022年12月1日

（此件主动公开）

Yealink Public Welfare Foundation approved by the civil affairs bureau

Case: Paired-up Assistance to Minning Town

Yealink has been paired up with Minning Town, Yongning County, Yinchuan, Ningxia Hui Autonomous Region since 2021 and has donated a smart town solution with a market value of RMB 1 million including multiple video conference systems, video conference cameras, touch panel, projectors etc. The system has been running well since it went online, enabling Minning Town to achieve online and intelligent government administration. When the public welfare foundation is established officially, it will provide further assistance to Minning Town in the industrial development, education and medical service.

Improve the Education in Minning Town with Yealink Equipment

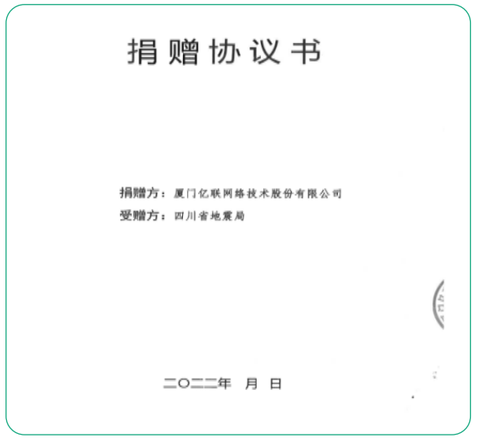
Case: Emergency Rescue Shuguang Rescue Team

Yealink Public Welfare Foundation will continue to support Xiamen Shuguang Rescue Team in emergency relief. With the long-term close collaboration between Yealink and Xiamen Shuguang Rescue Team, we've helped the rescue team to establish three-level integrated rescue system by offering the financial support and rescue equipment. We installed our communication devices in the headquarter of the rescue center, in the rescue vehicles and provided portable communication devices for the rescue team members. The interactive and high-quality sound/image transmission technology improves the efficiency of rescue significantly. Since 2021, we have donated more than RMB 1 million to Shuguang Rescue Team in the pandemic prevention and control and emergency rescue.

Shuguang Rescue Team are using the equipment donated by Yealink.

Case: Donation to Earthquake Area of Luding

In September 2022, the 6.8 magnitude earthquake had its epicenter in Luding County, Ganzizhou, Sichuan Province, which caused great loss to the local people. After the earthquake, the charity organizations in Sichuan Province called on the public to give a helping hand to the people in the disaster area. Whenever disaster strikes somewhere, people from all over the country will offer the help. When Yealink was informed of the earthquake, it contacted Sichuan Earthquake Administration immediately and donated the video conference system with a value of RMB 800,000 to provide remote communication service in rescuing work, preventing earthquake and reducing the impacts of natural disasters.


捐 赠 协 议 书

捐赠方：厦门亿联网络技术股份有限公司
受赠方：四川省地震局

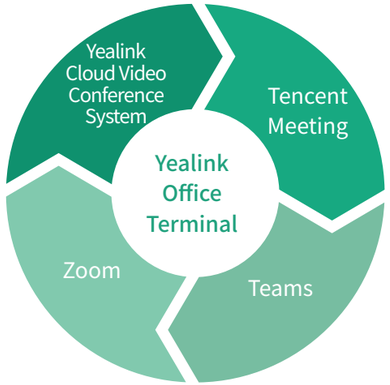
二〇二二年 月 日

Agreement for the Donation to Sichuan Earthquake Administration

Ceremony of donating video system to the earthquake area in Sichuan

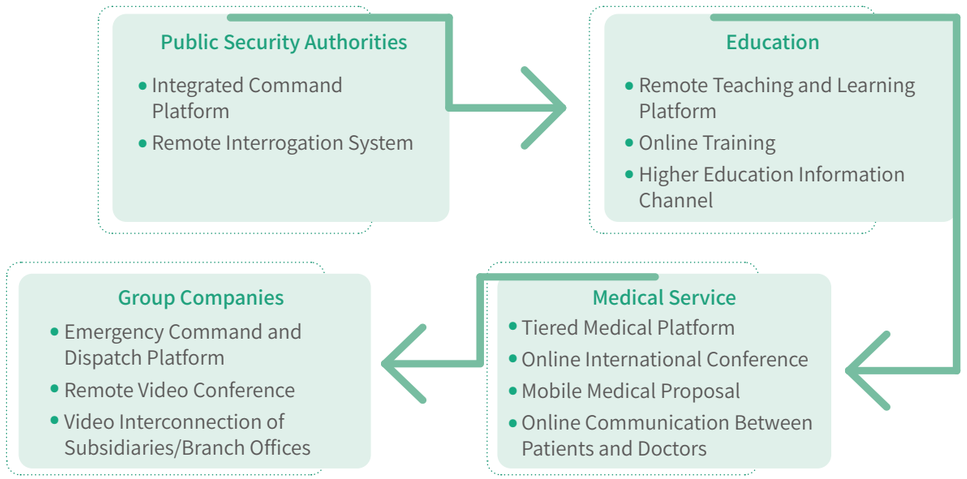
Digital Linkages for Smart Life

With the upgrade of network technology and digital transformation, hybrid working mode has become more and more popular with advanced video communication system. However, the new working mode increases the risks to the security of business data and raises higher demands for information management on digital platforms. Yealink establishes a specific product line for the new working mode, offering excellent communication experience with the integration of multiple video conference platforms.



Yealink Office Terminal is compatible with multiple video conference platforms

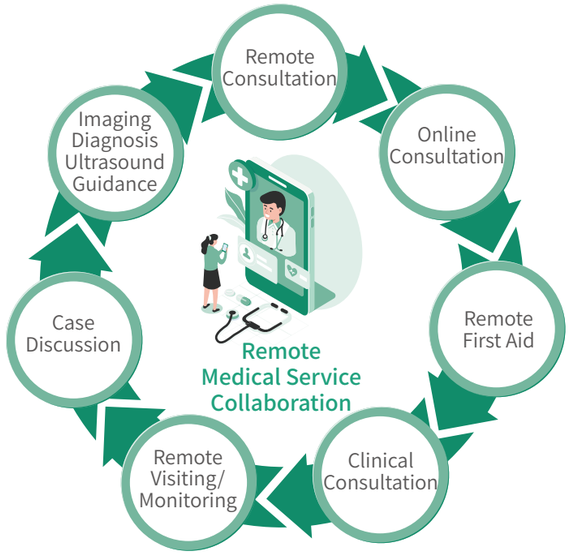
As a global leader in communication and collaboration solutions, Yealink is deeply specialized in audio and video system and devoted to offering efficient and intelligent remote communication and collaboration modes to companies and customers. We focus on the independent development and innovation and helps to improve the efficiency and competitiveness with the power and strength driven by continuous research and development in the communication field.



Yealink Network Video Services

Smart Healthcare

As the trend of population aging in China accelerates, the demand for healthcare service is increasing continuously. The central and local government has promulgated a series of reform policies for the smart healthcare and pharmaceutical industry. Smart healthcare becomes an integral part of modern medicine and communication technology. Telemedicine solution (to provide the medical service remotely for a patient in a separate location using two-way voice and visual communication system) developed by Yealink helps to upgrade the far-distance medical service and realize the effective online interaction between patients and doctors ,and between medical institutions and medical devices without asymmetric information problems.



Yealink Remote Medical Service Collaboration Solution

Yealink Smart Medical Operating Room

Case: Driven by Technology, Telemedicine Offers Comprehensive Healthcare Services

A Chinese local Healthcare Center adopted the Yealink Telemedicine Collaboration Solution with the telemedicine platform and cooperated with 7 professional hospitals, 16 maternity and child healthcare hospitals, 296 grassroots healthcare clinics and more than 790 medical staff to organize online training programs and provide all-round and full cycle healthcare services for women and children. The Healthcare Center has established the three-level management system supported by the telemedicine platform for all the medical institutions in the city, district and community and organized regular online training programs for all maternity and child healthcare centers with more than 300 participants.

01 Remote Consultation

- Solve patient's problems through face-to-face communication
- Joint Consultation with multiple medical institutions
- Share the electronic medical records, high-risk case records and inspection results

02 Online Consultation

- Online collaboration among the departments of gynecology and obstetrics, pediatrics, and pediatric surgery
- Sharing of information and resources
- Online referral and reception for patients

03 Remote Training

- Special management of high-risk pregnant women
- Treatment of pregnant woman and newborn baby in critical conditions
- Quality and safety management of obstetrics department
- Regular online training

04 Information Collaboration

- Screen for high-risk patients based on referral and consultation
- Match the high-risk patients with experts
- Share the electronic medical records and collaborate remotely on difficult and complicated cases
- Deepen medical scenario applications

Yealink Telemedicine Platform

Case: Smart TCM Safeguards National Health

A traditional Chinese medicine hospital has attracted a number of outstanding leading experts in traditional Chinese medicine and winners of National TCM Contribution Award. To improve the capabilities of the TCM physicians and promote the TCM therapy and treatment, the hospital has built an online medical teaching and training platform using Yealink's telemedicine solution. This platform meets multiple needs such as live broadcast and publicity of TCM, remote expert consultation, online physician training, cooperation and exchange between the universities at home and abroad. Mobile terminal and User terminal are both acceptable to join the conference while TCM experts from all over the country give the online lectures and guidance in an efficient way. Meanwhile, Yealink mobile medical trolley equipped with medical instrument makes it convenient to check on the patients and provide online consultation. With all the medical resources shared online, patients will receive better treatment and more difficult and complicated cases will be solved through the joint efforts.

Smart Education

With the rapid development of science and technology and the wide application of smart devices, the social transformation is triggered by some emerging information technologies, for example, the internet, artificial intelligence, big data and smart communication etc. Affected by the trend, the education industry is moving forward to smart education which includes smart campus, smart classroom and smart course etc. with the support of the modern information technology to transform the traditional education mode. The unique communication technology and equipment of Yealink offers the education industry a one-stop solution, covering six key education modules to realize the digital transformation of education industry.

Remote Teaching
Share the teaching materials
Advance mutual learning between schools
Diversified learning

Live Broadcast Education
Interaction during live broadcast classes
Live broadcast replay
Learn on demand with flexible schedule

Teaching and Research
Inter-school communication to distribute the teaching resources reasonably
Interactive teaching research enables remote lesson preparation and feedback
Remote training meets the need for sharing high-quality resources

Cooperation Between Universities and Companies
Enhance the cooperation between universities and companies
Overcome the restrictions of education network

Parent's Participation
Help the parents know about children's performance
Help the parents and teachers keep an eye on the children

Teacher Online and In Classroom
Teachers online and in classroom both participate in the teaching, achieving inter-regional educational collaboration
Teachers from different cities give lessons synchronously and share the resources in real time

Six Key Modules of Yealink Smart Education

Case: Debut of Immersive and Interactive Classroom

At the anniversary celebration of Xiamen University, Yealink launched the MBA immersive and interactive classroom that supports three teaching modes (i.e. offline, online, online + offline) and breaks the limits of time and space to make learning more convenient and flexible. The immersive and interactive classroom equipped with 4K HD video cameras presents clear and real pictures. Thanks to internet, abundant teaching materials and functions are available, including multiple access modes, face recognition, course information, voice to text and other AI functions to realize the efficient teaching management. Nowadays, Yealink teleconferencing solution has been adopted by many higher education institutes at home and aboard including Peking University, Tsinghua University, Shanghai Jiaotong University, Tianjin University, RosAtom etc.

Industry-University-Research Institute Collaboration

Yealink makes full use of its resources and strength to establish cooperation platforms for universities and companies in response to the national strategy and needs of the industry. Yealink will continue to support the industry-university-research institute collaboration by establishing sustainable platforms for the cooperation and make it an important part of the technology innovation system, taking responsibilities in prospective technology research, critical technology development, commercialization of innovative technology and innovative talent training. Based on its internal needs and future technical planning, Yealink has identified its external technology and talent needs and planned a short-term development path for industry-university-research institute collaboration. By making early investments, it has formed a strong cooperative relationship with universities and established deeper and broader cooperation.

Year 2023-2024
Foster talent training, lay foundation for the cooperation between universities and companies

Year 2024-2025
Initiate talent recruitment, align with technological demands, and commence collaborative projects

After Year 2025
Continue to introduce talents, enhance the technology innovation cooperation, promote the industry collaboration

Yealink's Industry-University-Research Institute Collaboration Plan

As of 2022, Yealink has established stable cooperation relationship with five universities. Sharing resources with universities and making full use of the advantages of each party accelerates the commercialization of the innovative technologies in communication and artificial intelligence.

In addition, Yealink has developed a pilot cooperation with Fuzhou University and plans to invest in the "Yealink-Fuzhou University Joint Postgraduate Training" program. With respect to the cooperation in research and development, Yealink has participated in many national key research and development projects and the industry-university-research institute collaboration, for example, major science and technology programs in Xiamen, marine development program in Xiamen to tackle the technical problems. Yealink also attracts cutting-edge talents to the scientific research projects with the postdoctoral scientific research platform to promote the deep cooperation between companies and universities.

Xiamen University
· Collaboration on research projects
· Industry-academia-research project development cooperation

Xidian University
· Industry-academia-research project development cooperation

Huaqiao University
· Collaboration on research projects
· Postdoctoral collaboration
· Co-building innovative platform cooperation

Xiamen University of Technology
· Collaboration on research projects
· Industry-academia-research project development cooperation

Fuzhou University
· Talent development cooperation
· Industry-academia-research project development cooperation

Cooperation between Yealink and Universities

Digital Office

According to the *14th Five-Year Plan and the Long-Range Objectives Through the Year 2035*, we should accelerate the digital development and build Digital China. Digital transformation or solution helps to realize smart production and working remotely, reduce the waste of resources and promote the sustainable economic development. Yealink is dedicated to help government and enterprise achieve digital transformation, and to help communities optimize their services by its mature audio and video equipment, comprehensive digital solutions, and strong information security technology.

Case: Smart Community Higher Efficiency & More Convenience

Thanks to the development of digital technology, digital community has become are becoming a new gateway to the digital life and a carrier for the digital economic development. Building digital community provides convenience to the residents, optimizes community governance, and promotes the mutual development of urban and rural areas. With the one-stop, all-scenario video conferencing solution developed by Yealink for a local government, the matters can be handled online and the local residents don't need to travel to the government service center. Instead, they just need to go online to confirm the identity and make the request via video communication, for example, applying for the social insurance cards, pension and making payment for social insurance etc. Meanwhile, the smart service system covers the business at all levels from districts, towns and communities. The special seal for administrative approval service takes the place of all the other official seals of government departments, which saves a lot of trouble for the local residents. Nowadays, all the community service has been online and all the local residents enjoy the efficient services.

Key Performance

Successful Operation of Yealink Smart Solution "Video Approval Service"

83 items handled by Village Committee Office

139 items at township level handled on behalf of the residents

6,000 convenience services provided

100% satisfaction of local residents

One-stop service center at village committee office

Visual service developed by Yealink

Future Prospect

In 2022, Yealink remained true to its business principles of "focusing on segmentation, continuous investment and leading the world". The company's phone business has not only secured a dominant global position but also has sustained it over the years. As Yealink's product line expands, it has devised a comprehensive unified communication solution tailored to an array of specialized scenarios. The company also aims to capitalize on emerging opportunities amidst challenges by embracing the hybrid office trend and the market potential unlocked by corporate digital transformation. This strategy fuels ongoing innovation, bolsters market competitiveness, and establishes Yealink as a globally leading, robust, and steadily flourishing company in its specialized fields.

Moving forward, we will persist in strengthening our internal management capabilities to better navigate external uncertainties. We will maintain our emphasis on research and development investment, market expansion, organizational management, and operational support to solidify our competitiveness within the industry and ensure our long-term, healthy, stable, and sustainable growth. Simultaneously, we will remain committed to actively taking on social responsibilities, fulfilling our social obligations, refining our internal control systems, and elevating our corporate governance standards. Our goal is to better serve our employees, customers, shareholders, and society while fostering shared growth with our employees, achieving mutual success with our customers, enjoying the fruits of our business with our shareholders, and pursuing sustainable development in harmony with society.

Reader's Feedback

Dear readers,

Thank you very much for reading the 2022 Environmental, Social and Governance Report (ESG) of Yealink Network Technology Co., Ltd. To provide you and other stakeholders with more valuable information and improve our capabilities of performing the corporate social responsibility, we are looking forward to your comments and suggestions.

Choices (Please tick the appropriate box.)

1. What's your overall impression on this report?

☐ Excellent ☐ Good ☐ Mediocre ☐ Subpar ☐ Bad

2. Does this report respond to the issues that the stakeholders concern about or disclose the information as required?

☐ Excellent ☐ Good ☐ Mediocre ☐ Subpar ☐ Bad

3. How do you think of Yealink in performing the economic responsibilities?

☐ Excellent ☐ Good ☐ Mediocre ☐ Subpar ☐ Bad

4. How do you think of Yealink in performing the environmental responsibilities?

☐ Excellent ☐ Good ☐ Mediocre ☐ Subpar ☐ Bad

5. How do you think of Yealink in security management?

☐ Excellent ☐ Good ☐ Mediocre ☐ Subpar ☐ Bad

6. How do you think of Yealink in employee responsibility management?

☐ Excellent ☐ Good ☐ Mediocre ☐ Subpar ☐ Bad

7. How do you think of Yealink in performing the community responsibilities?

☐ Excellent ☐ Good ☐ Mediocre ☐ Subpar ☐ Bad

8. Are the information, index, data disclosed in the report clear, accurate and complete?

☐ Excellent ☐ Good ☐ Mediocre ☐ Subpar ☐ Bad

9.Do you find the content arrangement and layout design of the report reader-friendly?

☐ Yes ☐ No

Open Question

Do you have any comments or suggestions for Yealink in performing social responsibility or preparing the report?

Key Performance

Notes: The Environmental, Social and Governance (ESG) performance is disclosed in the following tables.

Economic

Indicator	Unit	2020	2021	2022
Revenue	RMB 100 million	27.54	36.84	48.11
Net Profit	RMB 100 million	12.79	16.16	21.78
Cash Dividend	RMB 100 million	5.86	7.22	11.71
Dividend Rate	%	45.86%	44.67%	53.78%

Governance

Indicator	Unit	2020	2021	2022
Number of Board Members	Person	9	9	9
Independent Directors	Person	4	4	4
Non-independent Directors	Person	5	5	5
Bribery and Corruption	Occurrence	0	0	0
Coverage of Anti-bribery & Anti-corruption Training	%	100%	100%	100%

Environmental

Type	Unit	2020	2021	2022
Water Consumption	Cubic Meter	14,069	15,053	36,219
Power Consumption	KWH	2,635,460	3,067,360	5,461,310
Environmental Incidents	Occurrence	0	0	0

Social

Indicator	Unit	2020	2021	2022
R&D Investment	RMB 100 million	2.96	3.65	4.96
R&D Employees	Person	695	870	1060
Proportion of R&D Personnel	%	49.89%	50.12%	50.38%
Granted Patent	Pcs	264	386	547
Including: Granted Patent for Invention	Pcs	127	208	322
Granted Software Copyright	Pcs	80	98	109
Granted Trademark	Pcs	70	97	134
Total Number of Employees	Person	1,393	1,736	2,104
Male Employees	Person	999	1,195	1,411
Female Employees	Person	394	541	693
Foreign Employees	Person	9	12	14
Minority Nationality Employees	Person	18	29	53
Coverage of Employee Labor Contracts	%	100%	100%	100%
Employment of Child Labor, Forced Labor	Pcs	0	0	0
Employee Health and Safety Investment	RMB	1,418,753.78	1,089,991.49	1,412,564.58
Coverage of Information Security Training	%	100%	100%	100%
Total Number of Suppliers	Unit	641	751	819
Additional Suppliers	Unit	123	110	68
Coverage of Supplier's Code of Conduct	%	100%	100%	100%
Coverage of Environmental Obligation Clause	%	100%	100%	100%
Accumulated Employees Receiving Financial Support	Person	/	98	106
Accumulated Amount of Financial Support	RMB 10,000	/	1,102	1,477
Investment in Public Welfare[1]	RMB 10,000	151.58	215.80	280.00
Information Security Accident	Occurrence	0	0	0
Customers' Overall Satisfaction	%	/	85.61%	87.80%

Note$_1$: All donations are calculated based on market value.

Benchmarking

GRI content index	
Statement of use	Yealink Network Technology Co., Ltd. has reported the information cited in this GRI content index for the period from January 1, 2022 to December 31, 2022 with reference to the GRI Standards.
GRI 1 Used	GRI 1: Foundation 2021

GRI Standards		Disclosure	Location
GRI 2: General Disclosures	G2-1	Organizational details	About This Report
	G2-2	Entities included in the organization's sustainability reporting	About This Report
	G2-3	Reporting period, frequency and contact point	About This Report、Key Performance
	G2-4	Restatements of information	About This Report、Key Performance
	G2-6	Activities, value chain and other business relationships	About Yealink、Building Responsible and Green Supply Chain、Products Driven by Innovation
	G2-7	Employees	Legitimate Employment
	G2-8	Workers who are not employees	Not Applicable
	G2-9	Governance structure and composition	Long-Term Goals、Refer to Annual Report
	G2-10	Nomination and selection of the highest governance body	Long-Term Goals、Refer to Annual Report
	G2-11	Chair of the highest governance body	Refer to Annual Report
	G2-12	Role of the highest governance body in overseeing the management of impacts	Long-Term Goals
	G2-13	Delegation of responsibility for managing impacts	Long-Term Goals
	G2-14	Role of the highest governance body in sustainability reporting	Responsibility Management
	G2-16	Communication of critical concerns	Responsibility Management、Long-Term Goals
	G2-17	Collective knowledge of the highest governance body	Responsibility Management、Long-Term Goals
	G2-19	Remuneration policies	Refer to Annual Report

GRI Standards		Disclosure	Location
GRI 2: General Disclosures	G2-20	Process to determine remuneration	Refer to Annual Report
	G2-21	Annual total compensation ratio	Refer to Annual Report
	G2-22	Statement on sustainable development strategy	Low-carbon Operation Committed to Carbon Neutrality
	G2-23	Policy commitments	Legitimate Employment、Building Responsible and Green Supply Chain
	G2-24	Embedding policy commitments	Legitimate Employment、Building Responsible and Green Supply Chain
	G2-25	Processes to remediate negative impacts	Long-Term Goals、Occupational Health
	G2-26	Mechanisms for seeking advice and raising concerns	Long-Term Goals、Compliance Operations
	G2-27	Compliance with laws and regulations	Long-Term Goals、Compliance Operations
	G2-28	Membership associate	Not Applicable
	G2-29	Approach to stakeholder engagement	Responsibility Management
GRI 3: Material Topics	G3-2	List of material topics	Responsibility Management
GRI 201: Economic Performance	G201-1	Direct economic value generated and distributed	Refer to Annual Report
	G201-2	Financial implications and other risks and opportunities due to climate change	Low-carbon Operation Committed to Carbon Neutrality
	G201-3	Defined benefit plan obligations and other retirement plans	Employee Care
	G201-4	Financial assistance received from government	Refer to Annual Report
GRI 203: Indirect Economic Impacts	G203-1	Infrastructure investments and services supported	Public Welfare & Charity Giving Back to the Contribution、Digital Linkages for Smart Life
	G203-2	Significant indirect economic impacts	Digital Linkages for Smart Life、Refer to Annual Report
GRI 204: Procurement Practices	G204-1	Proportion of spending on local suppliers	Building Responsible and Green Supply Chain

GRI Standards		Disclosure	Location
GRI 205: Anti-corruption	G205-2	Communication and training about anti-corruption policies and procedures	Compliance Operations
GRI 206: Anti-competitive Behavior	G206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Not Applicable
GRI 207: Tax	G207-1	Approach to tax	Refer to Annual Report
	G207-2	Tax governance, control, and risk management	Refer to Annual Report
	G207-3	Stakeholder engagement and management of concerns related to tax	Refer to Annual Report
	G207-4	Country-by-country reporting	Refer to Annual Report
GRI 301: Materials	G301-3	Reclaimed products and their packaging materials	Low-carbon Operation Committed to Carbon Neutrality
GRI 302: Energy	G302-1	Energy consumption within the organization	Energy and Resource Conservation、Key Performance
	G302-4	Reduction of energy consumption	Energy and Resource Conservation、Key Performance
	G302-5	Reductions in energy requirements of products and services	Energy and Resource Conservation
GRI 303: Water and Effluents	G303-1	Interactions with water as a shared resource	Energy and Resource Conservation、Key Performance
	G303-2	Management of water discharge-related impacts	Energy and Resource Conservation
	G303-5	Water consumption	Energy and Resource Conservation、Key Performance
GRI 305：Emmisions	G305-2	Energy indirect (Scope 2) GHG emissions	Low-carbon Operation Committed to Carbon Neutrality
GRI 306: Waste	G306-1	Waste generation and significant waste-related impacts	Energy and Resource Conservation、Key Performance
	G306-2	Management of significant waste-related impacts	Energy and Resource Conservation、Key Performance
	G306-3	Waste generated	Energy and Resource Conservation、Key Performance
	G306-4	Waste diverted from disposal	Energy and Resource Conservation、Key Performance
	G306-5	Waste directed to disposal	Energy and Resource Conservation、Key Performance

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GRI Standards		Disclosure	Location
GRI 308: Supplier Environmental Assessment	G308-1	New suppliers that were screened using environmental criteria	Building Responsible and Green Supply Chain
	G308-2	Negative environmental impacts in the supply chain and actions taken	Building Responsible and Green Supply Chain
GRI 401: Employment	G401-1	New employee hires and employee turnover	Legitimate Employment、Key Performance
	G401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Care
GRI 403: Occupational Health and Safety	G403-1	Occupational health and safety management system	Occupational Health
	G403-2	Hazard identification, risk assessment, and incident investigation	Long-Term Goals、Occupational Health
	G403-3	Occupational health services	Occupational Health
	G403-5	Worker training on occupational health and safety	Occupational Health
	G403-6	Promotion of worker health	Occupational Health
	G403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health
	G403-8	Workers covered by an occupational health and safety management system	Occupational Health
GRI 404: Training and Education	G404-1	Average hours of training per year per employee	Employee Training
	G404-2	Programs for upgrading employee skills and transition assistance programs	Employee Training
GRI 405: Diversity and Equal Opportunity	G405-1	Diversity of governance bodies and employees	Legitimate Employment、Key Performance
GRI 408: Child Labor	G408-1	Diversity of governance bodies and employees	Not Applicable
GRI 409: Forced or Compulsory Labor	G409-1	Operations and suppliers at significant risk for incidents of child labor	Not Applicable
GRI 411: Rights of Indigenous Peoples	G411-1	Incidents of violations involving rights of indigenous peoples	Not Applicable

GRI Standards		Disclosure	Location
GRI 413: Local Communities	G413-1	Operations with local community engagement, impact assessments, and development programs	Public Welfare & Charity Giving Back to the Contribution
	G413-2	Operations with significant actual and potential negative impacts on local communities	Not Applicable
GRI 414: Supplier Social Assessment	G414-1	New suppliers that were screened using social criteria	Building Responsible and Green Supply Chain
	G414-2	Negative social impacts in the supply chain and actions taken	Not Applicable
GRI 415: Public Policy	G415-1	Political contributions	Not Applicable
GRI 416: Customer Health and Safety	G416-1	Assessment of the health and safety impacts of product and service categories	Products Driven by Innovation
	G416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not Applicable
GRI 417: Marketing and Labeling	G417-1	Requirements for product and service information and labeling	Products Driven by Innovation
	G417-2	Incidents of non-compliance concerning product and service information and labeling	Not Applicable
	G417-3	Incidents of non-compliance concerning marketing communications	Not Applicable
GRI 418: Customer Privacy	G418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Not Applicable

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