



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

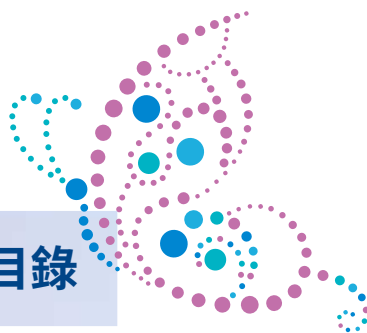
2019



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

Stock Code 股份代號: 268

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1 Message from Chairman

Kingdee harvested a lot over the last year.

In 2019, on a global basis, the economy grew slowly and trade frictions kept cropping up. However, “the giant ship of China’s economy was continuously moving forward through the waves”.

Kingdee ushered in a business breakthrough in 2019. In the change, Kingdee cloud transformation stepped into a stage of acceleration. Kingdee allowed every person to reach and help clients through “3.0 Strategy”. We adopted Xu Shaochun personal official account as a gripper, to promote the reform of the service system, force the reform of the R&D system and quality and drive Kingdee cloud transformation to have a deeper level of butterfly change. The overall revenue of the Group had a year-on-year growth of 18.4%. Wherein, the revenue of Kingdee cloud business continued to grow by 54.7%. IDC data shows that Kingdee has been ranked the first for SaaS ERM (cloud ERP) and finance cloud share among Chinese enterprises for 3 consecutive years. In 2019, Kingdee continued to lead the transformation of the industry. Through the release of the *White Paper on the Industrial Internet in 2019*, on the basis of improving the cloud business ecology, Kingdee will continue to expand the industrial Internet layout, achieve cultural breakthroughs, provide a cultural foundation for cloud transformation through the release of *Kingdee Philosophy*, and establish an industry ecosystem that is centered on clients’ success and provides long-term high-value services.

1 主席寄語

過去一年，金蝶收穫滿滿。

2019 年，全球經濟增長緩慢，貿易摩擦不斷，但是“中國經濟航船，在劈波斬浪中不斷前行”。

2019 年金蝶迎來業務突破。在變局裡，金蝶雲轉型進入加速階段。通過“3.0 策略”，金蝶實現人人直達並成就客戶。我們以“徐少春個人號”微信公眾號為抓手，推動了服務體系的改革，推動研發體系與質量改革，推動金蝶雲轉型向更深層次蝶變。集團整體收入同比增長 18.4%，其中金蝶雲業務收入持續增長 54.7%。IDC 數據顯示，金蝶已連續 3 年榮膺中國企業 SaaS ERM（雲 ERP）、財務雲佔有率第一。2019 年金蝶持續引領行業轉型，通過發布《2019 產業互聯網白皮書》，將在完善雲業務生態的基礎上，持續拓展產業互聯網佈局；實現文化突破，通過發布《金蝶哲學》為雲轉型提供文化基礎，建立以客戶成功為中心、長期提供高價值服務的行業生態系統。

Cloud is the future of kingdee, and education is the future of China.

With the rapid development of science and technology, as a knowledge-based enterprise, Kingdee has been constantly overturned itself from a software giant in the past, and has never stopped learning and growing. We firmly believe that talents and education are the fundamental driving force for the development and progress of the scientific and technological innovation industries and all walks of life in China, and even the entire nation. Therefore, we pay extra attention to the basic education in areas short of education resources and the cultivation of advanced talents and contribute our best to the development of Chinese public education.

Kingdee has donated RMB 1 million each year to support CEIBS "Dishuiquan" student aid project since 2017, and has donated RMB 4 million in total, to reduce economic stress of global young professionals, and to support and cultivate more commercial management elites with global vision.

After the "April 20" Ya'an Earthquake in 2013, Kingdee respectively established "Kingdee Education Immigration Class" in Ya'an Tianjiabing School and Ya'an Second Middle School in 2013 and 2016, and set up education foundation to help 50 students in poverty from each session of immigration class successfully complete their junior middle school and high school education. In September, 2016, Kingdee established special fund for the program of China Siyuan Foundation in Minjian Village, Yucheng District, Ya'an to gather 50 local students in poverty as subjects. Each student was granted RMB 1,800 each year as tuition and fees as well as living subsidy.

Kingdee will always pay attention to and support the development of education in China. To pay attention to education is to pay attention to our common future.

Behind the greatness, Kingdee salutes every hero.

In early 2020, during the outbreak of Covid-19, the supply of medical materials to Wuhan was unable to match the urgent and sudden mass demand. Kingdee provided high-quality cloud services and mobile office system for Jointown Pharmaceutical Group to reinforce its business, enabling the urgent medical protection materials to be delivered and distributed at the fastest speed to the medical staff in a timely, accurate and efficient manner. In addition, Kingdee donated RMB 10 million through China Siyuan Poverty Alleviation Foundation to purchase emergency vehicles, protective clothing and other urgently needed medical supplies, and to directly support the first-line medical workers who were fighting in Wuhan and its surrounding areas. Kingdee has always guaranteed 7 * 24 hours of telephone and online client services, to ensure the normal operation of client's business through mobile office and cloud services, and meanwhile, to provide priority service response to the enterprises which rushed to the affected areas for rescue.

Currently, Kingdee is doing its best to provide operational guarantee for each enterprise during the epidemic period in its own way, so as to contribute a little bit to China's economic recovery after the outbreak.

Cold winter has passed and warm spring approaches.

2020 is destined to be an extraordinary year. Hardship makes brilliance. Cold winter has passed and warm spring approaches. Kingdee has also ushered in a critical year of cloud transformation. I firmly believe to adhere to the principle of "being striver-based and client-oriented, and enterprise operator's desire for growth is our objective". Kingdee is bound to become a top-platform enterprise of cloud services in China, energize more enterprises and shoulder greater social responsibilities.

雲是金蝶的未來，教育是中國的未來。

科技發展日新月異，金蝶作為一家知識型企業，從過去的軟件巨頭，不斷的自我顛覆，從不曾停止學習和成長的腳步。我們深信人才和教育是中國科技創新行業、各行各業乃至整個民族發展進步的根本動力，因此我們非常關注教育資源匱乏地區的基礎教育以及高端人才的教育，盡己所能為中國公益教育事業發展貢獻一己之力。

從 2017 年開始，金蝶每年捐贈 100 萬元人民幣支持中歐“滴水泉”助學計劃，共捐贈 400 萬元，旨在幫助全球年輕專業人才減輕經濟壓力，用以支持和培養更多具有全球視野的商業管理精英。

自 2013 年“4.20”雅安地震後，金蝶分別於 2013 年、2016 年在雅安田家炳學校、雅安第二中學特別成立了“金蝶教育移民班”，並設立教育基金，幫助每屆移民班 50 名貧困學生順利完成初中和高中學業。2016 年 9 月，金蝶為雅安雨城區民建村的中華思源工程項目設立專項基金，以當地 50 名貧困生作為目標，每年資助每名困難學生 1800 元作為學雜費及生活補助。

金蝶將持續關注和支持中國教育事業的發展，關注教育即是關注我們共有的未來。

偉大背後，金蝶致敬每一位英雄。

2020 年初，新型冠狀病毒肺炎疫情爆發期間，武漢地區醫療物資供應無法匹配緊急且突增的大量需求。金蝶為九州通醫藥集團提供了優質雲服務及移動辦公系統，為其業務保駕護航，使緊急的醫療防護物資能在最快的速度完成從到貨到最後分配，讓醫療物資及時、準確、高效地配送到醫療人員手中。此外，金蝶通過中華思源工程扶貧基金會捐贈人民幣 1000 萬元，用於購置急救車、防護服等急需的醫療物資，直接支持在武漢及周邊地區奮戰的一線醫護人員。金蝶始終保證 7*24 小時電話及在線客服服務，確保客戶企業業務通過移動辦公及雲服務維持正常運作，同時對馳援疫區企業提供優先服務響應。

當下，金蝶正以自己的方式，在疫情期間全力為每一個企業提供營運保障，為中國疫情後的經濟復甦略盡綿力。

凜冬已過，春暖花開。

2020 注定是不平凡的一年，苦難即輝煌，凜冬已過，春暖花開，金蝶也迎來了雲轉型關鍵決勝的一年。我深深相信，堅持“以奮鬥者為本、以客戶為中心，企業經營者對成長的渴望，就是我們的奮鬥目標”，金蝶勢必成為中國雲服務頭部平台型企業，賦能更多的企業，擔負起更大的社會責任。

2 About Kingdee

2.1 Introduction of Kingdee

Founded in 1993 and headquartered in Shenzhen, Kingdee International Software Group Company Limited (0268.HK) was listed on the Main Board of the Stock Exchange of Hong Kong Limited in 2005. With its management software and cloud services, Kingdee has served more than 6.8 million enterprises, governments and other organizations.

Kingdee has been ranked the first among growth-oriented enterprises in terms of application software market share for 14 consecutive years and top one for the application software market share of enterprise SaaS ERM (cloud ERP) (from: IDC). In addition, Kingdee has become a global PaaS cloud service provider with high productivity listed in Gartner and HCM Market Guide.

2.2 Purposes and Targets

With “Enterprise Operator’s Desire for Growth is Our Objective” as operation philosophy, “Devoted to Serving Enterprises, Enabling the sun shine into every enterprise” as mission, “To Become the Most Reliable Enterprise Service Platform” as vision and “Acting in All Conscience, with Integrity and Righteousness” as core values, Kingdee strives to be the world-leading cloud management and big data service provider.

2.3 Business Structure

2 關於金蝶

2.1 金蝶簡介

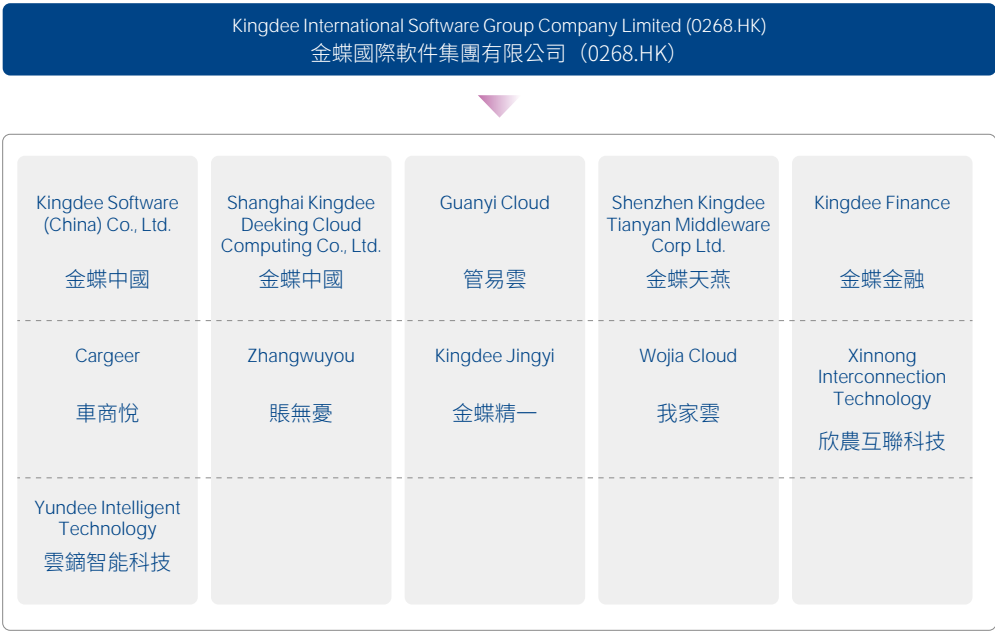
金蝶國際軟件集團有限公司（0268.HK）始創於 1993 年，總部位於中國深圳，於 2005 年在香港聯合交易所主板成功上市。金蝶通過管理軟件和雲服務，為超過 680 萬家企業、政府等組織提供服務。

金蝶已連續 14 年穩居成長型企業應用軟件市場佔有率第一，連續 3 年在企業級 SaaS ERM（雲 ERP）應用軟件市場佔有率排名第一（來自：國際調研機構 IDC）。此外，金蝶已入選 Gartner 關於全球高生產力 PaaS 雲服務供應商名錄及人力資本管理市場指南（HCM Market Guide）。

2.2 宗旨和目標

金蝶秉承“企業經營者對成長的渴望，就是我們的奮鬥目標”的經營哲學，以“全心全意為企業服務，讓陽光照進每一個企業”為使命，以“做最值得託付的企業服務平台”為願景，恪守“致良知、走正道、行王道”的核心價值觀，致力於成為全球領先的雲管理和大數據服務公司。

2.3 業務架構





Total number of employees
員工總數

8,903 persons
人



Three software parks in Shenzhen, Shanghai and Beijing
擁有位於深圳、上海和北京三個軟件園



Revenue
營業額

3,326,000,000 RMB
元

Increased by
同比增長

18.4 % YoY.
%



Revenue
經營利潤

424,000,000 RMB
元



No significant change in organizational structure, ownership and supply chain compared with 2018
組織架構、擁有權及供應鏈情況與2018年相比無重大變動



ESG Governance

ESG管治

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

金蝶自創立以來，重視社會貢獻、公司管治和環境保護的相關議題，積極承擔對各持份者的責任，踐行企業公民職責，努力推動企業自身、環境與社會的可持續發展。

Topics involved and their materiality in this chapter

本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to stakeholders 對持份者的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Good corporate governance 良好企業管治	1.30	4.91	6.21

3.1 ESG Strategies and Governance

With reference to Listing Rules: Appendix 27 “Environmental, Social and Governance (ESG) Reporting Guide” of the Stock Exchange of Hong Kong Limited, as well as the attention paid to listing companies’ ESG-related risks and opportunities by the market, Kingdee established its ESG management and disclosure system step by step, and identified various sources of ESG information and the current management status summarized so far gradually, to take it as the basis for future disclosure and internal risk control. At present, Kingdee sets its overall work responsibilities in ESG as follows:

3.1 ESG策略與管治

金蝶根據香港聯合交易所有限公司《上市規則附錄二十七》“環境、社會及管治（ESG）報告指引”的規定，綜合市場對上市企業在 ESG 相關風險和機遇上的關注，逐步建立自身 ESG 管理和披露體系，識別各類 ESG 信息的來源，整理管理現狀，以此作為信息披露和內部風險控制的基礎。目前金蝶在 ESG 的整體工作職責設置如下：

ESG Work Level ESG工作層級	ESG Work Level ESG工作層級	ESG Work Level ESG工作層級
 <p>ESG Leadership ESG工作領導層</p>	<p>Led by the President and composed of various vice presidents and leaders of branches/subsidiaries</p> <p>由行政主席牽頭，各副主席及分/子公司領導人組成</p>	<ol style="list-style-type: none"> 1. Discuss ESG-related risks and opportunities 1. 討論ESG相關風險及機遇 2. Take charge of ESG information disclosure 2. 負責ESG信息披露工作 3. Allocate resources for the implementation of ESG work 3. 調配資源配合ESG工作展開 4. Review the performance of ESG work 4. 檢討ESG工作績效
 <p>ESG Management ESG工作管理層</p>	<p>Composed of the middle management of various functional departments and product business divisions</p> <p>各職能部門、產品業務線中層管理人員</p>	<ol style="list-style-type: none"> 1. Arrange for employees to implement ESG work 1. 安排落實ESG工作的對接人員 2. Supervise the specific implementation of ESG work 2. 監督ESG工作的具體落實 3. Report the implementation to the ESG work leading group 3. 向ESG工作領導小組匯報工作的實施情況
 <p>ESG Implementation ESG工作實踐層</p>	<p>Composed of the employees assigned by various functional departments and product business divisions</p> <p>各職能部門、產品業務線指派的負責人員</p>	<ol style="list-style-type: none"> 1. Collect, sort out and deliver information 1. 信息收集整理報送 2. Perform specific tasks 2. 落實具體工作任務 3. Give timely feedback on work 3. 及時反饋工作情況

3.2 Stakeholder Identification and Communication

Kingdee identified core stakeholders in combination with the scope of its sustainable development influence and industry background, regularly acquired advice and feedbacks from stakeholders by building multiple communication channels, and incorporated the demands of stakeholders in company governance.

3.2 持份者識別與溝通

金蝶結合自身可持續發展影響範圍與行業背景，識別了核心持份者，通過搭建多元化的溝通渠道，定期瞭解各持份者群體的建議與反饋，並將持份者的訴求納入公司管治中。

Kingdee's employees 金蝶員工



All employees
working in Kingdee
在金蝶工作的所有員工

Kingdee treats employees genuinely, shares common destiny and grows together with employees. The Company actively cooperates with employees in creating wealth, providing employment opportunities, and ensuring the company's financial stability, and encourages employees to increase their participation, such as encouraging employees to start a business in the enterprise, offering employees restricted equity incentive plans and so on.

真誠對待員工、與員工共命運、共同成長。與員工在創造財富、提供就業機會和確保公司財務穩健方面積極合作，提高員工參與度，如鼓勵員工實現企業內創業、實施員工限制性股票激勵計劃等。

Concerned issues
關注議題

Occupational health and safety, promotion channel, equality in workplace, internal communication, information security.

職業安全與健康、晉升渠道、職場平等、內部溝通、信息安全。

Daily communication
日常溝通

Kingdee adopts a flat organization structure, where employees could communicate with the management directly through online platforms and the management would collect employees' opinions regularly and carry out annual morale research.

金蝶崇尚扁平化的組織架構，員工可以通過內部溝通平台直接和管理層溝通，管理層也會定期收集員工的意見，並進行年度士氣調查等。

Suppliers, Partners 供應商、合作夥伴



Distributors of
Kingdee's products
and services;
suppliers who
supply Kingdee
Cloud servers,
electric devices and
other production
materials relating to
Kingdee's business

金蝶產品和服務的夥伴；為金蝶供應雲端服務器、電子設備等與金蝶業務相關的生產材料供應商

Kingdee cooperates with its suppliers and partners fairly, to be mutually beneficial with suppliers and partners, and make joint efforts to be bigger and stronger. It improves the procurement model, and prevents corruption and bribery. It creates a supplier bidding environment with orderly competition and reasonable quotations, and protects the interests of suppliers. It treats its partners fairly, and creates a healthy and orderly ecological chain system, to achieve common development.

公正、公平地與供應商、合作夥伴合作，與供應商、合作夥伴互惠互贏，共同成長。完善採購模式，杜絕貪污賄賂，營造有序競爭、合理報價的供應商投標環境，保護供應商的利益。公平對待合作夥伴，創造健康、有序的生態鏈體系，實現共同發展。

Concerned issues
關注議題

Complaint handling, support to partners, responsible sales, anti-corruption, information security, occupational health and safety, social contributions and product reliability.

投訴處理、支持合作夥伴、負責任銷售、反貪腐、信息安全、職業安全與健康、社會貢獻、產品可靠性。

Daily communication
日常溝通

Within Kingdee, the Procurement Department has a series of complete procedures, including public bidding, supplier audit, supplier warehousing and daily supervision, etc., and regularly communicates with suppliers and understands their needs; demands or advice could be directly submitted to Xu Shaochun personal account; and a functional department in charge of communication channel is specially set up to maintain multi-channel communication with partners.

在金蝶內部，採購部門公開招標、供應商審核、供應商入庫、日常監督等都有一系列的完整流程，我們也會和供應商進行定期的溝通和需求瞭解；通過徐少春個人公眾號直接提出需求或建議；公司設有管理溝通渠道的專責部門，持續和夥伴進行多渠道的溝通。

Investors 投資者



Kingdee faces shareholders openly and manages jointly with shareholders to make the company grow healthily under the sun, so as to maximize the investment income of shareholders. It actively strengthens the supervision function of shareholders, especially minority shareholders, so as to ensure that the company management does not harm the interests of minority shareholders. It attaches importance to investor relations, increases the transparency of company management information and responds quickly to the questions raised by shareholders.

公開面對股東，與股東共管理，使公司在陽光下健康成長，從而實現股東的投資收益最大化。積極加強股東，特別是中小股東的監督功能，確保公司經營不損害中小股東利益。重視投資者關係、增加公司經營資訊的透明度，快速回應股東提出的問題

Concerned issues
關注議題

Information security, complaint handling, responsible sales, supplier product management and corporate culture.

信息安全、投訴處理、負責任銷售、供應商產品管理、企業文化。

Kingdee's existing shareholders and potential investors who were concerned about Kingdee's performance

金蝶現有股東及關注金蝶表現的潛在投資者

Daily communication
日常溝通

The Investor Relations Department communicates with investors by regular publication of financial reports, organization of shareholders' general meetings, roadshows, Xu Shaochun personal account and other multiple ways. In 2019, Kingdee held 58 activities including roadshows, investor exchange meetings, investment strategy meetings in America, Japan, Singapore and other countries, as well as Hong Kong, Macau, Taipei, and Mainland China cities of Beijing, Shanghai and Shenzhen, etc.

投資者關係部作為與投資者的日常聯繫部門，通過定期發佈財務報告、組織股東大會、舉辦路演、徐少春個人公眾號等多種途徑進行溝通。2019年，金蝶在美國、日本、新加坡等國家和以及香港、澳門、臺北和中國大陸的北京、上海、深圳等城市舉辦路演、投資者交流會、投資策略會等活動共計58場。

Product Users 產品使用者



Users who buy and use Kingdee's products and services

購買使用金蝶產品及服務的使用者

With the client-oriented concept, Kingdee achieves a win-win situation with clients. It increases investment in R&D and services, and guarantees the quality of products and services. It promotes the system of technical support and complaint handling, cares for clients' opinions and helps clients succeed.

客戶至上，與客戶實現雙贏。加大研發及服務投入，提高產品及服務的質量。完善技術支持和投訴處理體系，更多地聆聽客戶的意見，幫助幫助客戶成功。

Concerned issues
關注議題

Labor compliance, environmental impact of products, corporate culture, anti-corruption, product reliability and information security.

勞工合規性、產品環境影響、企業文化、反貪腐、產品可靠性、信息安全。

Daily communication
日常溝通

Kingdee listens to users' voices and offered quality client services with its comprehensive and detailed client service guides and sound systems applying to the entire group and every product line; the clients could also put forward the demands or give advice directly to Xu Shaochun personal account.

金蝶總體及各產品線都有全面及詳細的客戶服務指引和完善的體系，聆聽用戶的心聲，提供優質的客戶服務；客戶也可通過徐少春個人公眾號直接提出需求或建議。

Supervision and Management Agencies, External Intermediaries

監督管理機構、外部中介機構



Social organization having a partnership with Kingdee (except Kingdee's suppliers), including but not limited to government departments, non-profit organizations and scientific research institutes and academics

與金蝶有各類（非供應商）合作關係的社會機構，包括但不限於政府部門、公益組織、科研院校等

Kingdee carries out compliance management and accepted supervision. Compliant with relevant laws and regulations, it carries out information disclosure, related transactions and other compliance management, and continuously improves the corporate governance level.

合規管理，接受監督。按照相關法律法規進行信息披露、關聯交易等合規化管理，持續提高公司企業管治水平。

Concerned issues
關注議題

Operation compliance, anti-corruption, information disclosure, corporate governance and social influence

合規經營、反貪腐、信息披露、企業管治水平、社會影響。

Daily communication
日常溝通

The Company increases communication and contact with all the intermediaries, actively attends trainings, lectures or seminars of external institutions, comprehensively and clearly understands the requirements issued by regulation institutions from time to time on multiple channels. The Company issues relevant regulations on associated transactions, insider trading and diversification of Board of Directors, etc., and endeavors to increase internal enterprise governance level of the Company. The Company considers the opinions of external professional consultants to provide professional compliance advice to ensure legal compliance.

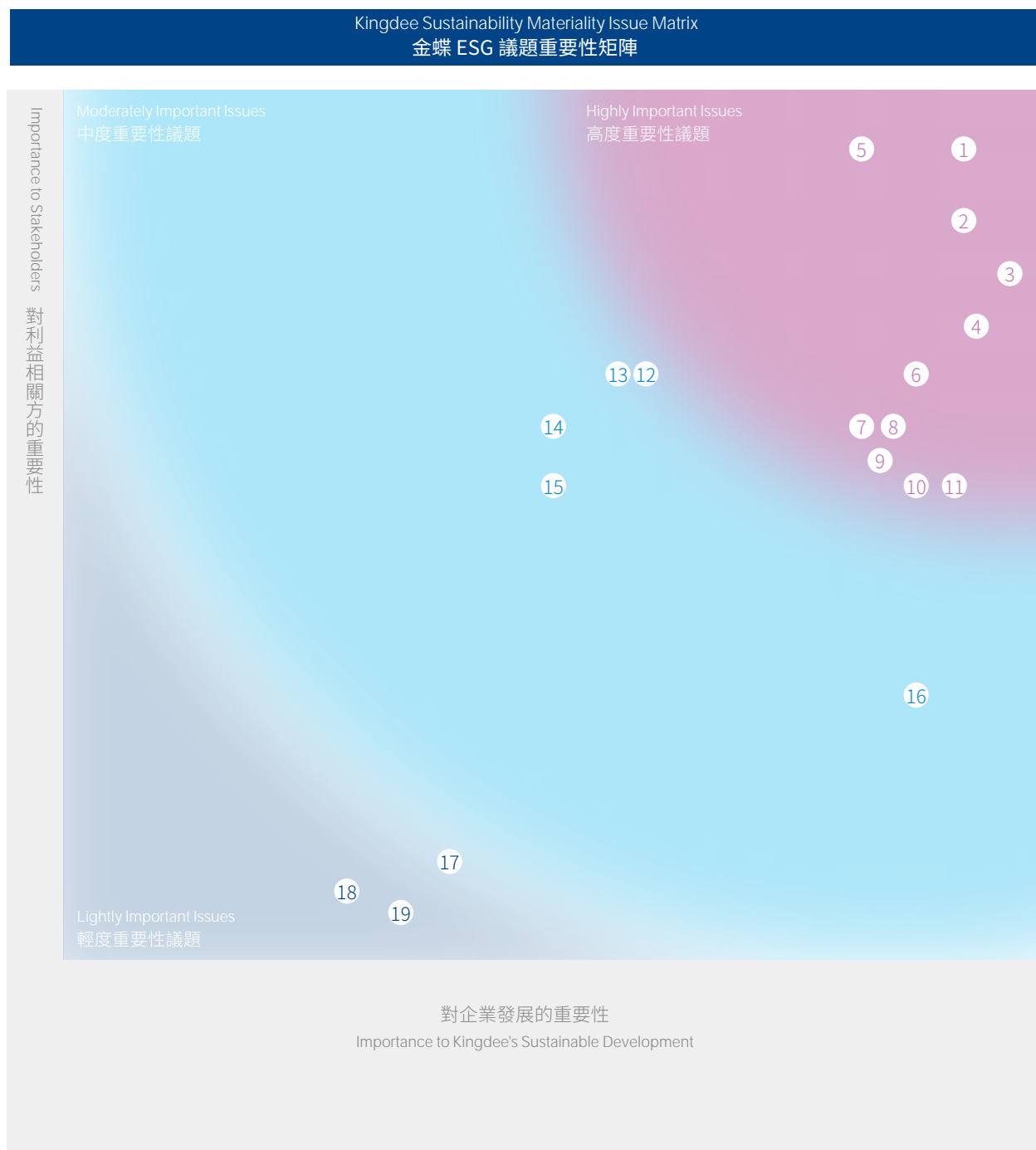
加大與各方中介機構的溝通聯繫，積極參與外部機構的培訓、講座或座談會，多渠道全面地、清晰地理解監管機構不時頒發的要求。通過頒佈與關連交易、內幕交易、董事會多元化等相關制度，致力於提高公司內部企業管治水平。結合各方外部專業顧問的意見，為公司提供專業的合規意見，確保公司合法合規經營。

3.3 Identification of Material Issues

To further understand the opinions of stakeholders on Kingdee, Kingdee conducted a research on stakeholders during this reporting period and updated the list and matrix of material issues, so as to take them as the basis for Kingdee's ESG governance and disclosure.

3.3 重要性議題識別

為了進一步瞭解持份者對金蝶的看法，金蝶在本報告週期內對持份者進行了調研，並更新了重要性議題列表和矩陣，將其作為金蝶在 ESG 管治和披露的基礎。



Highly Important Issues
高度重要性議題

- 1 Privacy and data security
私隱和數據安全
- 2 Product Deployment and Technological Innovation
產品部署與技術創新
- 3 Client Service Management
客戶服務管理
- 4 Good corporate governance
良好企業管治
- 5 Employment compliance and equal rights and interests
合規用工與平等權益
- 6 Business Ethics and Construction of a Clean and Honest Enterprise
商業道德與組織廉潔建設
- 7 Value sharing
價值共享
- 8 Responsible marketing
負責任營銷
- 9 Intellectual property protection
知識產權保護
- 10 Training and development
培訓與發展
- 11 Social value of product
產品社會價值

Moderately Important Issues
中度重要性議題

- 12 Employee health and safety
員工健康安全
- 13 Multi-party cooperation
多方合作
- 14 Contribution to the community
社區貢獻
- 15 Employee work-life balance
員工工作與生活平衡
- 16 Responsibility culture construction
負責任文化建設

Lightly Important Issues
輕度重要性議題

- 17 Climate change response and opportunities
氣候變化應對與機遇
- 18 Energy and resource use and management
能源和資源的使用及管理
- 19 Supplier ESG management
供應商ESG管理



Economic Value

經濟價值

The economic value that Kingdee's products and services bring to the enterprise and the society is the foundation for the sustainable development of Kingdee.

金蝶的產品及服務為企業、社會帶來的經濟價值，是金蝶實現企業可持續發展的基礎。

Topics involved and their materiality in this chapter

本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對持份者的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Privacy and data security 私隱和數據安全	1.70	4.82	6.52
Client Service Management 客戶服務管理	1.40	5.00	6.40
Product Deployment and Technological Innovation 產品部署與技術創新	1.55	4.80	6.35
Social value of product 產品社會價值	1.10	4.82	5.92
Responsible marketing 負責任營銷	1.15	4.67	5.82
Intellectual property protection 知識產權保護	1.13	4.64	5.77
Supplier ESG management 供應商ESG管理	0.45	3.80	4.25

4.1 Product Value

Kingdee strives to be the world leading cloud service provider, focuses on enterprise PaaS and SaaS fields with its continuous exploration and profound insight of China enterprise cloud service market, and actively develops Kingdee cloud ecosystem.

4.1 產品價值

金蝶致力於成為領先的雲服務廠商，通過對中國企業雲服務市場的不斷探索和深刻洞察，金蝶聚焦企業級 PaaS 和 SaaS 領域，積極佈局金蝶雲生態。



In 2019, Kingdee offers services to more than 6.80 million enterprises, governments and other organizations throughout the world via management software and cloud services. Huawei Cloud, Amazon AWS, China Unicom Group and other leading enterprises in the industry all maintain long-term strategic cooperative relationship with Kingdee. IDC data shows that Kingdee has been ranked the first for enterprise SaaS cloud service market share in China.

2019 年，通過管理軟件與雲服務，金蝶已為世界範圍內超過 680 萬家企業、政府等組織提供服務。華為雲、亞馬遜 AWS、聯通集團等行業領先企業，均與金蝶保持長期的策略合作關係。據 IDC 數據顯示，金蝶在中國企業級 SaaS 雲服務市場佔有率第一。



4.1.1 Product Deployment 產品部署

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

金蝶認為，傳統的 ERP 系統已經逐漸無法適應數字化時代企業發展需求，企業將迎來全新數字化轉型方式 EBC (Enterprise Business Capabilities，企業業務能力)。基於這一觀點，金蝶秉承“幫助客戶成功，創造服務價值”的理念，在財稅管理、電商營運、供應倉儲、工業製造等不同業務場景中積極協助客戶企業“上雲”，推動各個行業數字化轉型的進程。

Kingdee Cloud Cosmic: The first independently developed and controllable enterprise cloud service platform based on cloud native structure in China
金蝶雲·蒼穹：中國首款自主可控和基於雲原生架構的大企業雲服務平台

As the first independently developed and controllable enterprise cloud service platform based on cloud native structure in China, Kingdee Cloud Cosmic has become a global high productivity PaaS cloud service provider listed in Gartner and provides complete SaaS services and cloud-based native enterprise PaaS services, covering employee services, financial management, supply chain, industrial manufacturing, procurement, marketing and other application scenarios.

作為中國首款自主可控和基於雲原生架構的大企業雲服務平台，“金蝶雲·蒼穹”已入選 Gartner 關於全球高生產力 PaaS 供應商目錄，提供完整的 SaaS 服務以及基於雲原生的企業級 PaaS 服務，覆蓋員工服務、財務管理、供應鏈、工業製造、採購、營銷等應用場景。

Kingdee and Huawei jointly released Kingdee Cloud Cosmic + GaussDB solution. Kingdee Cloud Cosmic has completed the adaptation with Huawei Kunpeng ecosystem full-stack technology.

金蝶與華為聯合發佈金蝶雲·蒼穹 + GaussDB 解決方案；金蝶雲·蒼穹與華為鯤鵬生態體系全棧技術已完成適配。



In 2019, Cosmic won 115 new clients and new contracts with the amount accumulatively more than RMB200 million.

2019 年度，蒼穹產品獲得了 115 家新客戶、累計超過 2 億人民幣的新合約。



Kingdee Cloud Cosmic launched V2.0 version 金蝶雲·蒼穹產品發佈V2.0版本

Cosmic officially launched V2.0 version in November 2019, which was added with more than 100 enterprise applications of more than 20 cloud services, including financial cloud, enterprise performance cloud, supply chain cloud, marketing cloud, tax cloud, AI big data service cloud, process service cloud and development service cloud, etc.

蒼穹產品於 2019 年 11 月正式發佈了 V2.0 版本。本版新增涉及財務雲、企業績效雲、供應鏈雲、營銷雲、稅務雲、AI 大數據服務雲、流程服務雲、開發服務雲等 20 餘項雲服務的 100 餘款企業應用。

The open structure of "Kingdee Cloud Cosmic", with its huge development expectation and imagination space, has driven the prosperity of platform ecology. In 2019, the total number of Cosmic ecological partners has reached 160.

“金蝶雲·蒼穹”的開放型架構、以其巨大的發展預期和想像空間，帶動了平台生態的繁榮，2019 年度蒼穹生態夥伴總數已達 160 家。

Almost all industries are facing a crisis and trial due to the outbreak of Covid-19 at the beginning of 2020. Enhancing the enterprise business capabilities via digital transformation has become the direction of today's enterprise development. On May 13, 2020, Kingdee, as one of the co-advocates, jointly launched the Digital Transformation Partnership Initiative (2020) online, with the National Development and Reform Commission, the National Digital Economic Innovation and Development Pilot Zone, and industry leaders.

2020 年伊始新冠疫情的到來，使幾乎所有產業都面臨着危機和考驗，通過數字化轉型提升企業業務能力已然成為今日企業發展的方向。2020 年 5 月 13 日，金蝶作為共同倡議方之一，與國家發展改革委、國家數字經濟創新發展試驗區、行業龍頭企業等多組織 通過線上方式共同啟動“數字化轉型夥伴行動（2020）”共同發佈《數字化轉型夥伴行動倡議》。



The slide features the Kingdee logo on the top left and the KCOS (Kingdee Cloud Cosmic Summit 2020) logo on the top right. The main title is '金蝶云 苍穹 2.0' (Kingdee Cloud Galaxy 2.0) in large, bold Chinese characters. Below the title, it states '发布15大企业业务能力，助力中国企业成长' (Release 15 major enterprise business capabilities to help Chinese enterprises grow). The slide is divided into three columns: '新商业' (New Business), '新管理' (New Management), and '新平台' (New Platform). Each column lists specific capabilities.

新商业	新管理	新平台
<ul style="list-style-type: none">• 新一代数字营销云• 新一代数字采购云• 新一代建筑项目云• 新一代企业电商云	<ul style="list-style-type: none">• 财务新管理• 税务新管理• 人力新管理• 协同新管理• 项目新管理	<ul style="list-style-type: none">• 高性能高可靠的云原生架构• 更敏捷更开放的开发平台• 智能语音助手小K2.0• 智能数据分析与洞察• 安全可信的区块链平台• 自主可信、国产适配

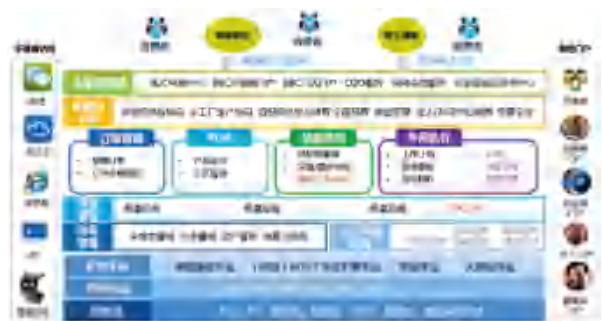
In the future, Kingdee will continue to generate energy, increase resource input and attract more partners to join Cosmic platform ecosystem, so as to jointly lead the industry or vertical field.

未來，金蝶將持續賦能、加大資源投入，吸引更多夥伴加入蒼穹平台生態體系，共同引領行業或垂直領域。

Kingdee Cloud • Cloud Galaxy: Digital platform for growing enterprises 金蝶雲·星空：成長型企業數字化平台。

"Kingdee Cloud • Cloud Galaxy" is an open ERP cloud platform in the digital economy era, which offers application services of omni-channel marketing, intelligent manufacturing and Amoeba management for growing enterprises, and with combination of the open ERP platform service, helps enterprises to build digital management services platform, improve the ability of agile collaboration and intelligent operation, thereby achieving sustainable growth of enterprises.

“金蝶雲·星空”是數字經濟時代的開放式 ERP 雲平台，為成長型企業提供全渠道營銷、智能製造和阿米巴經營的應用服務，並結合開放的 ERP 平台服務，幫助企業建構數字化的經營管理服務平台，提升敏捷協同、智慧營運的能力，實現企業的持續成長。



The applications of “Kingdee Cloud • Cloud Galaxy” cover the fields of multi-organizational finance, supply chain, intelligent manufacturing, Amoeba management, omni-channel marketing, e-commerce and supplier collaboration, etc., and integrate the capabilities of Cloud Hub and other office collaboration services, big data analysis services, and so on, thereby realizing digital management reconstruction and improving the digital viability of enterprises.

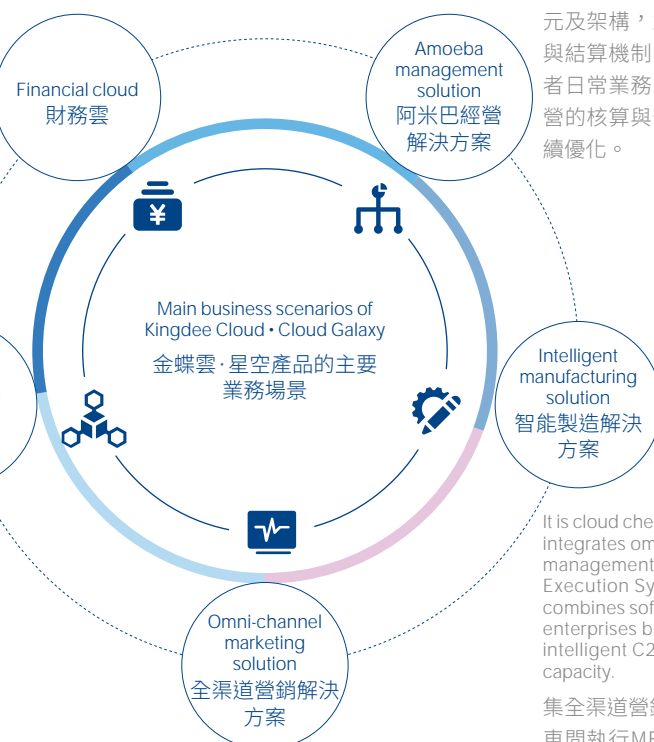
“金蝶雲 · 星空”的應用涵蓋多組織財務、供應鏈、智能製造、阿米巴經營、全渠道營銷、電商、供應商協同等領域，並融合了雲之家等辦公協同服務、大數據分析服務等能力，實現數字化管理重構，提升企業數字化生存能力。

Oriented to multi-organization and multi-profit center growing enterprises, it focuses on the whole process of business from sales to delivery and provides enterprises with comprehensive and refined financial accounting and management services through multi-accounting system, multi-ledgers, multi-accounting standards and total cost management.

面向多組織、多利潤中心的成長型企業，圍繞著從銷售到提供的業務全過程，通過多核算體系、多帳簿、多會計準則、全成本管理，為企業提供全面精細化的財務核算與管理服務。

It caters to multi-organizational supply chain coordination and provides multi-organizational business coordination services by centering on sales, procurement and inventory. It offers accurate and efficient supply chain services for enterprises through the multi-dimensional management of materials and warehouses configured on demand, as well as the flexible expansion ability of application services.

面向多組織供應鏈協同，圍繞銷售、採購和庫存業務，提供多組織間業務的協同服務。通過按需配置的物料和倉庫多方面管理，以及應用服務的彈性擴展能力，為企業建構精準、高效的供應鏈服務。



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

主要面向品牌企業，提供全銷售渠道的業務數字化應用服務，包含了B2C電商應用、B2B電商應用、零售應用、全網會員服務，幫助企業建構資源整合的、透明化的銷售經營管理服務平台。

It supports the implementation of amoeba management and activates the organization and personnel. It can quickly build amoeba units and structures, and complete the setting of pricing and settlement mechanism in combination with operational strategies. According to the daily business of amoeba participants, it can quickly complete the accounting and analysis of amoeba operations and promote the continuous optimization of operation and management.

支援企業阿米巴經營的實行落實，啟動組織和人員。可快速搭建阿米巴單元及架構，並結合經營策略完成定價與結算機制的設置，根據阿米巴參與者日常業務，即可快速完成阿米巴經營的核算與分析，促進經營管理的持續優化。

It is cloud chemical industry software which integrates omni-channel marketing + R&D management PLM + ERP + Manufacturing Execution System MES into a whole and combines software with hardware. It helps enterprises build flexible, transparent and intelligent C2M intelligent manufacturing capacity.

集全渠道營銷 + 研發管理PLM + ERP + 車間執行MES於一體的、軟硬相結合的雲化工業軟件，幫助企業建構柔性、透明、智能的C2M智能製造能力。

After being authorized to be a 2018 strategic partner of the Ministry of Industry and Information Technology for the implementation of "Adoption of Cloud Services by Millions of Domestic Enterprises" policy and winning "2018 Global Excellence Award -- Best Enterprise Service Platform of the Year" and other major titles and awards, Kingdee Cloud Galaxy won several important honors in 2019, including "Award for Innovative Products" of World Manufacturing Convention 2019 and 2019 CEIA Best Smart Factory Light MES Product Award. "Cost sharing", a product subordinated to Kingdee Cloud • Cloud Galaxy won "2019 Outstanding Achievement Award", and so on.

金蝶雲·星空繼 2018 年斬獲 "2018 工信部百萬企業上雲策略合作夥伴"、"2018 全球卓越成就獎——年度最佳企業服務平台" 等重大稱號和獎項後，於 2019 年再獲多項重要殊榮，包括 2019 世界製造業大會 "創新產品獎"、2019 CEIA 最佳智慧工廠輕 MES 產品獎，金蝶雲·星空旗下產品 "費用輕共享" 榮獲 "2019 優秀成果獎" 等。

At the 12th Electronic Information Industry Standards Promotion Meeting and Annual Meeting of Information Technology Service Standards, Kingdee, represented by Kingdee Cloud Galaxy products, won two awards, including "China's Top 100 in Intelligent Operation and Maintenance Services in 2019" and "Top 20 in Cloud Computing Technology Application Innovation".

在第十二屆電子信息產業標準推動會暨信息技術服務標準年會上，金蝶以金蝶雲·星空產品為代表，獲得 "2019 中國智能運作及維護服務 100 強"、"雲計算技術應用創新 20 強" 兩個獎項。





Chitian Kingdee Cloud • Cloud Galaxy System helps Chitian Automobile restructure the mode of production and organization. 馳田金蝶雲·星空系統助力馳田汽車重塑生產組織方式

Chitian Automobile Co., Ltd. is a specialized vehicle manufacturer with the world's largest production and sales volumes of a single plant in the heavy truck industry. In 2019, Chitian Automobile and Kingdee reached a cooperation to seek solutions to the bottleneck of enterprise development by matching the system, and lay a solid foundation for the new era of intelligent manufacturing through digital transformation. During the cooperation period, the value of Kingdee products was embodied as follows:

馳田汽車股份有限公司是重卡重工業中全球單體工廠產銷量最大的專用車企業。2019年，馳田汽車與金蝶達成合作，尋求系統匹配企業發展瓶頸的解決方案，並通過數字化的轉型，為迎接智能製造的新時代打下夯實基礎。合作期間，金蝶產品的價值體現如下：

Establish a historical BOM database in the system to efficiently coordinate R&D and production and reduce waiting time and waste.

在系統中建立歷史BOM數據庫，研發與生產高效協同、減少等候時間和浪費；



Solidify the configuration information of the sales contract in the system in a standard and unified method of description, collect data on the site and track the status in real time, so as to realize the cooperation between sales and R&D and improve the order conversion efficiency.

採用標準、統一的描述方式將銷售合約配置信息固化在系統中，現場採集數據、狀態即時追蹤，實現銷售與研發協同，提升訂單轉化效率；



The mobile bar code application developed realizes rapid information collection in the key links, such as chassis warehousing, quality inspection, process reporting, final assembly and delivery, etc. and assists in the digital transformation of the production site.

開發的移動條碼應用，實現了在底盤入庫、質量檢驗、工序匯報、總裝出庫等各個關鍵環節的信息快速採集，協助生產現場的數字化轉型；



Construct a complete cost accounting system to realize the refined accounting of single-vehicle costs, improve the quality, enhance the efficiency and reduce costs, through the real-time sharing of data resources such as material costs, production and manufacturing costs, labor input costs, and so on.

建構完整的成本核算體系，通過材料成本、生產製造成本、人力投入成本等數據資源的即時共享，實現了單車成本的精細化核算，提質增效降成本。



Chitian Kingdee Cloud • Cloud Galaxy System helps Chitian Automobile restructure the mode of production and organization through the construction of master data, production process, quality monitoring and financial accounting, so as to standardize and improve the management level at the time of achieving efficient collaboration among the business departments, and to promote the realization of intelligent manufacturing.

馳田金蝶雲·星空系統通過對主數據、生產過程、質量監控、財務核算的建設，幫助馳田重塑了生產組織方式，實現各業務部門高效協同的同時，規範並提升了管理水準，推進了實現智能製造的步伐。



Kingdee EAS Cloud Platform is an integrated management and control solution for large-sized group enterprises. Its core technology is based on domestically developed operating system, database and application software and embedded with a social engine. It can help enterprises improve management efficiency and is widely applied in the group enterprises with capital control, strategic control and operation control. Kingdee EAS Cloud provides such enterprises with smart fiscal and tax solutions, facilitates the management transformation of group enterprises, meets the group enterprises' needs for innovation and development, which changes with the demand, and improves the level of operation and management.

金蝶 EAS Cloud 平台是為大型集團企業提供一體化管控的解決方案，其技術核心基於國產化的作業系統、數據庫、應用軟件，並內嵌社交化引擎，能幫助幫助企業提升管理效率，廣泛適用於資本管控型、策略管控型及營運管控型的集團企業。金蝶 EAS Cloud 為這類型企業提供了智能財稅解決方案，幫助集團企業管理轉型，滿足集團企業隨需應變的創新與發展需求，提高營運管理水準。



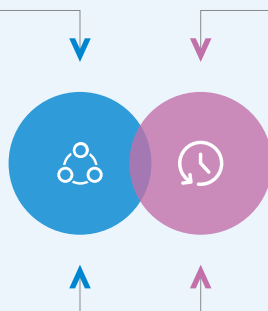
Kingdee EAS Cloud creates an internet-based purchase platform characterized by information coordination and data sharing.
金蝶EAS Cloud打造了信息協同、數據共享的互聯網採購平台

Kingdee EAS Cloud internet-based purchase platform provides enterprises with a set of complete overall solutions for internet-based purchase, including:

金蝶EAS Cloud互聯網採購平台為企業提供了一套完整的互聯網採購解決方案，其中包括：

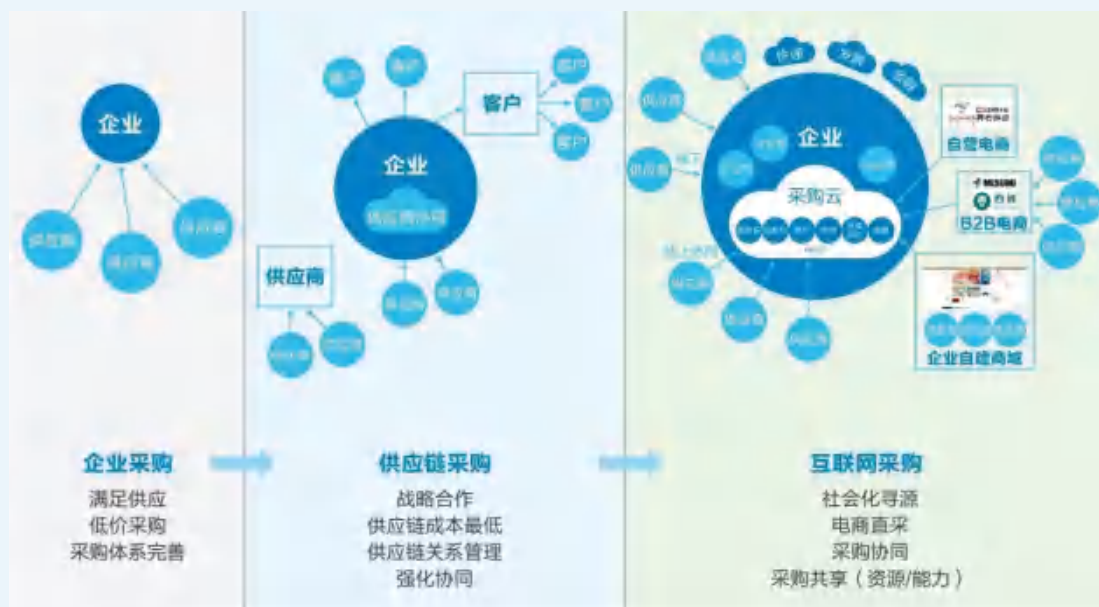
Connection with suppliers through purchase platform to realize the connection of information flow between enterprises and suppliers and logistics providers, the coordination between fund flow and logistics and the end-to-end business connection between enterprises and suppliers.

通過採購平台連接供應商，打通了企業與供應商、物流商之間的信息流動、資金流動與物流的連接，實現了企業與供應商端到端的業務連接。



Creation of a unified platform for business treatment and data sharing to realize integration of online and offline business of purchase and improve the purchase efficiency and overall purchase benefit of enterprises.

通過建立統一的業務處理、數據共享平台，實現了線上、線下採購業務的融合，提升了企業採購效率與整體採購效益。



Jingdou Cloud: one-stop cloud service of small and micro enterprises

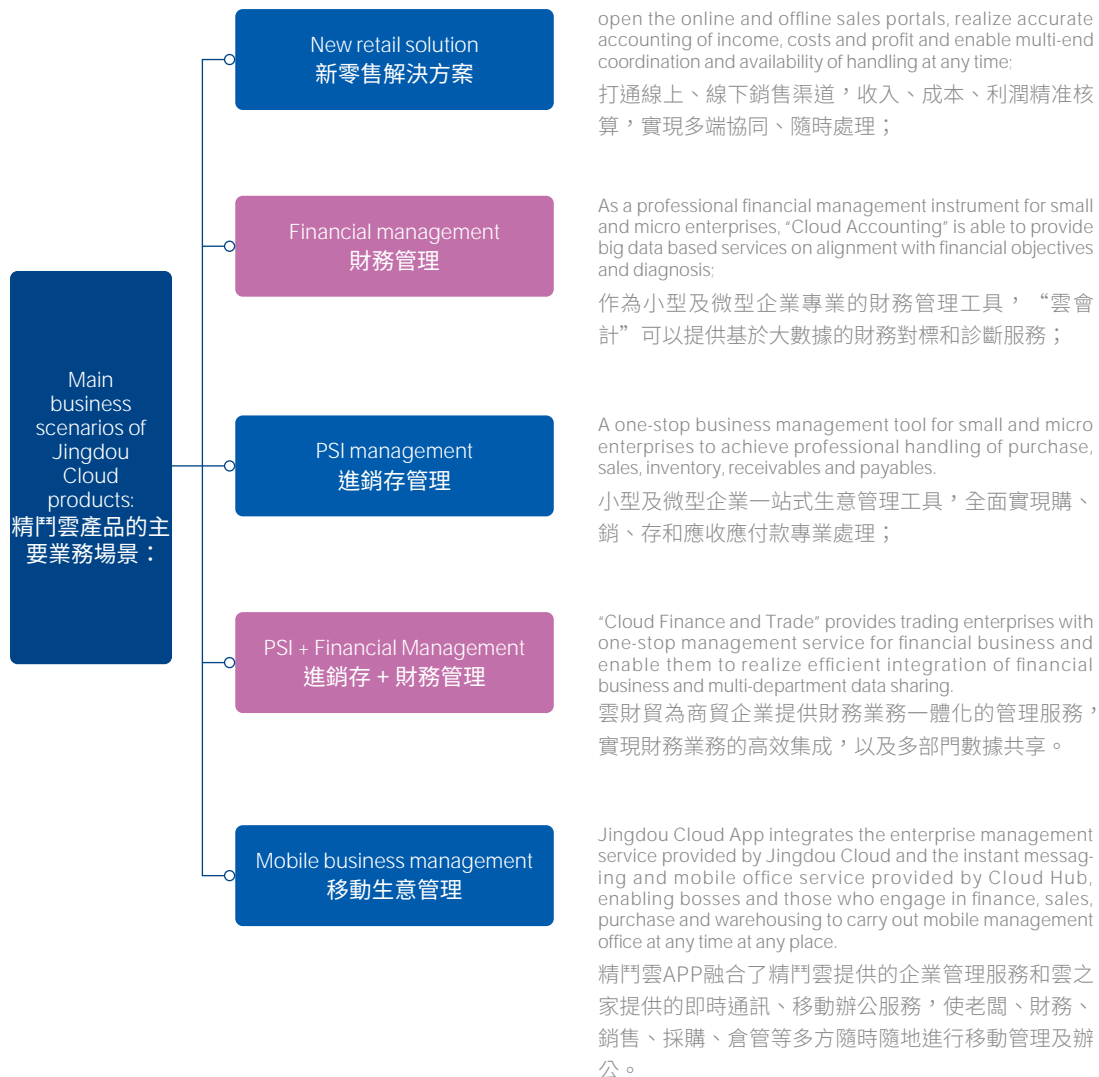
精門雲：小微企業一站式雲服務平台

Jingdou Cloud offers 3 operation services (mini-program mall + smart store + 2B ordering), 2 management services (accounting + PSI), and 1 solution (omni-channel solution of new retailing) based on Internet technology and software delivery mode innovation, and helps small and micro enterprises realize one-stop cloud management through efficient, integrated and multi-department fast data sharing of financial business. Currently, more than 1 million small and micro enterprises have effectively managed the business on Jingdou Cloud.

基於互聯網技術及軟件提供模式創新，精門雲可以為企業提供 3 大經營服務（小程序商城 + 智慧門店 + 2B 訂貨）、2 大管理服務（財務 + 進銷存）、1 大解決方案（新零售全渠道解決方案），讓財務業務高效集成，多部門數據快速共享，從而實現小微企業一站式雲管理。目前已有超過 100 萬家小型及微型企業選擇在精門雲上高效管理生意。

At present, Jingdou Cloud products have helped small and micro enterprises transform from traditional ordering of goods to O2O online settlement. Cooperation has been reached with multiple operators and the third parties including China Mobile, China Unicom and Tencent Cloud etc. Furthermore, ecological strategic cooperation was reached with “Fengxianxiaoke” and “Yunpiaotong” of SaaS manufacturers to promote enterprise cloud adoption.

目前，精門雲產品已實現小型及微型企業從傳統訂貨向線上 O2O 線上結算轉型，與多個營運商及第三方廠商中國移動、中國聯通、騰訊雲等達成合作，並與 SaaS 廠商“紛享銷客”、“雲票通”等達成生態策略合作，共同推進企業上雲。





Jingdou Cloud provide Kejiapo with new retail solution 精門雲為客家婆提供新零售解決方案

Luofushan Runxin Food Co., Ltd is a benchmarking enterprise in Guangdong Province which engages in R&D, production and sales of bean products. The company has developed Kejiapo traditional specialties of Kejia ethnic group, including water-mountain beancurd jelly, water-mountain tofu, water-mountain beancurd sticks and has more than 500 distributors across the country. In order to carry out digitalized management of bills, the company has reached cooperation with Kingdee.

羅浮山潤心食品有限公司是一家集研發、生產、銷售為一體的廣東省豆類食品標杆企業，開發出客家婆牌“山水豆腐花”、“山水豆腐”、“山水腐竹”等傳統客家特產，已發展超過500多家經銷商。為實現單據的數字化管理，團隊與金蝶達成合作。

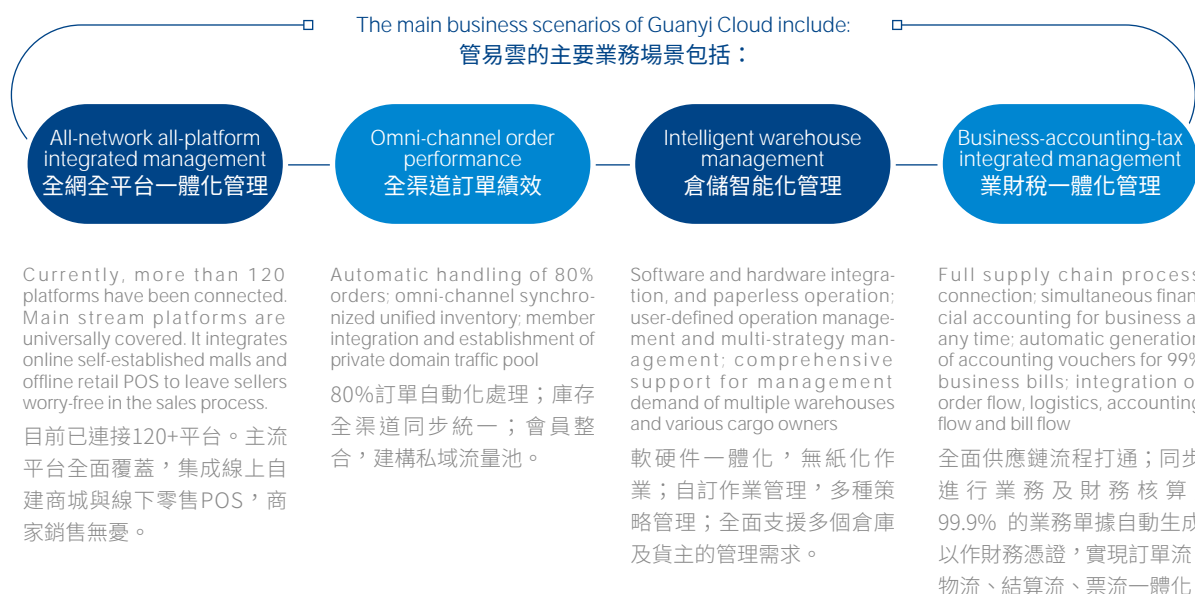
Upon analysis and combing, Kingdee Jingdou Cloud provides a new retail solution to help the company realize mobile and digitalized management of sales business and instant issuance of sales receipts and collection of payment. The whole sales process is simple and fast and takes only 10 seconds. The sales receipts are automatically uploaded to the system synchronously and the inventory is also reduced at the same time, thus generating a sales report. Furthermore, an ordering App is provided for distributors and retail clients to place order or track the logistics of order online on their cell phones, thus reducing telephone communication and inquiry of logistics and improving the ordering efficiency.

經過分析梳理，金蝶精門雲為之提供了新零售解決方案，實現了銷售業務的移動化和數字化管理，實現隨時開單銷貨和收銀，整個銷售過程只需要10秒鐘，簡單快捷。銷售單據自動同步至系統，自動扣減庫存，生成銷售報表。此外，通過訂貨小程序，經銷商和零售客戶可以在手機上即可自主下單訂貨、線上追蹤訂單的物流情況，減少了電話溝通和查詢物流的環節，提升訂貨效率。

Guanyi Cloud: Focusing on the Cloud Service Platform of E-commerce Enterprises 管易雲：專注電商企業的雲服務平台

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

管易雲是金蝶旗下專注提供電商雲服務的子品牌，基於SaaS模式打造，能夠有效降低客戶硬件和IT成本，同時保證產品的靈活性、可用性。



Case 案例

Kingdee Guanyi Cloud helps I-Baby Realize Digital Transformation 金蝶管易雲助力英倫寶貝實現數字化轉型

Shanghai I-Baby Children Products Co., Ltd (hereinafter referred to as I-Baby) is a manufacturer which engages in R&D, design, production and sales of medium and high-end mother and baby products. On the journey of digital transformation, I-Baby reached cooperation with Kingdee Guanyi Cloud. As a result, 90% of its system orders are handled in an automatic and intelligent manner. Products are delivered with extremely fast speed and the overall handling efficiency of orders is improved by 6 times.



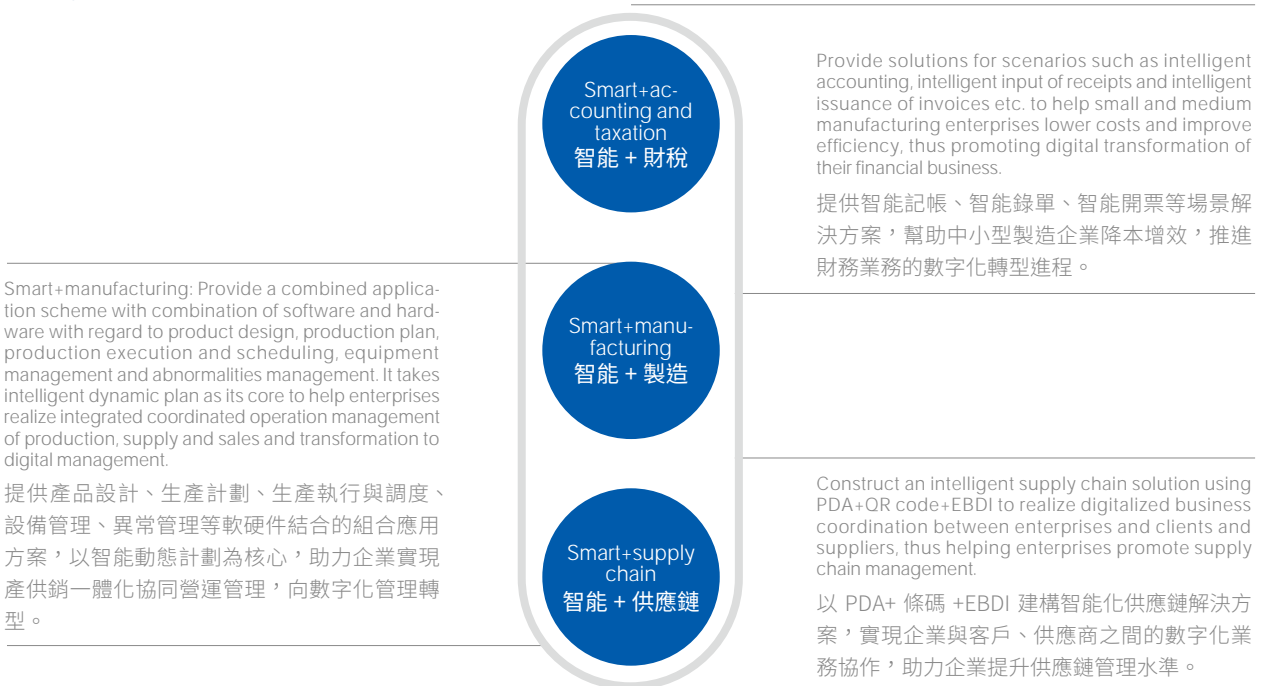
上海英倫寶貝兒童有限公司（簡稱英倫寶貝）是集研發、設計、生產、銷售於一體的中高端母嬰用品生產企業。在數字化轉型道路上，英倫寶貝與金蝶管易雲達成合作，使 90% 的系統訂單實現了自動化、智能化處理，產品極速發貨，訂單整體的處理效率提升了 6 倍。

K/3 WISE: Informatization Platform for Small and Medium Manufacturing Enterprises K/3 WISE: 中小製造企業信息化平台

Kingdee K/3 WISE focuses on the market of small and medium enterprises and the manufacturing applications to provide manufacturing enterprises with a complete intelligent factory solution with "smart+" as its core.

金蝶 K/3 WISE 專注中小型企業市場，聚焦製造應用，為製造型企業提供以“智慧+”為核心的完整的智慧工廠解決方案。

The main business scenarios of Kingdee K/3 WISE products:
金蝶 K/3 WISE 產品的主要業務場景：



Smart+manufacturing: Provide a combined application scheme with combination of software and hardware with regard to product design, production plan, production execution and scheduling, equipment management and abnormalities management. It takes intelligent dynamic plan as its core to help enterprises realize integrated coordinated operation management of production, supply and sales and transformation to digital management.

提供產品設計、生產計劃、生產執行與調度、設備管理、異常管理等軟硬件結合的組合應用方案，以智能動態計劃為核心，助力企業實現產供銷一體化協同營運管理，向數字化管理轉型。

Kingdee K/3 WISE Intelligent Factory Helps Enterprises Realize Lean Production
金蝶K/3 WISE智慧工廠助力企業實現精益生產

Kingdee K/3 WISE intelligent factory establishes an efficient management and control platform with a focus on manufacturing execution process. It provides small and medium manufacturing clients with a solution that targets at all elements of production, thus helping clients construct an intelligent factory with high production efficiency and advanced technologies.

金蝶 K/3 WISE 智慧工廠圍繞製造執行過程建立高效管控平台，為中小製造業客戶提供面向生產全要素的解決方案，幫助客戶建設生產高效、工藝領先的智能工廠。

Kingdee K/3 WISE intelligent factory realizes the efficient coordination among demand, supply and production through the integrated platform for production, supply and sales with planning as its core. Furthermore, it optimizes the allocation of various production resources, eliminates production bottleneck and realizes lean production management.

金蝶 K/3 WISE 智慧工廠通過以計劃為核心的產供銷一體化平台，實現了需求、供應和生產的高效協同，並優化各類生產資源的分配，消除生產瓶頸，實現精益生產管理。



Zhangwuyou: SaaS Cloud Service Product that Realizes Intelligent Accounting and Taxation
賬無憂：實現智能財稅的SaaS雲服務產品

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

賬無憂產品主要聚焦於智能財稅領域，融合人工智能、區塊鏈、雲計算、大數據等技術，以“一鍵無憂”的理念，助代賬公司轉型升級，實現輕鬆代賬，重塑企業財務營運方式。



As of the end of 2019, more than 28 president and secretary units in the associations of accounting and booking service nationwide used Kingdee Zhangwuyou product.

截至2019年底，全國代賬協會中超過**28**家會長及秘書長單位使用金蝶賬無憂產品。



Zhangwuyou has held more than 260 activities accumulatively in more than 300 cities nationwide, including a total of 80 activities related to associations, 158 activities relating to industrial empowering, 7 training courses for presidents and 3 professional competitions with a reach to 60,000 accounting and bookkeeping service companies.

賬無憂累計舉辦超過**260**場活動，覆蓋全國**300+**城市。其中協會活動共計**80**場，行業賦能活動累計**158**場，主席班**7**期，專業賽事**3**屆，接觸達逾**60,000**家代賬公司。

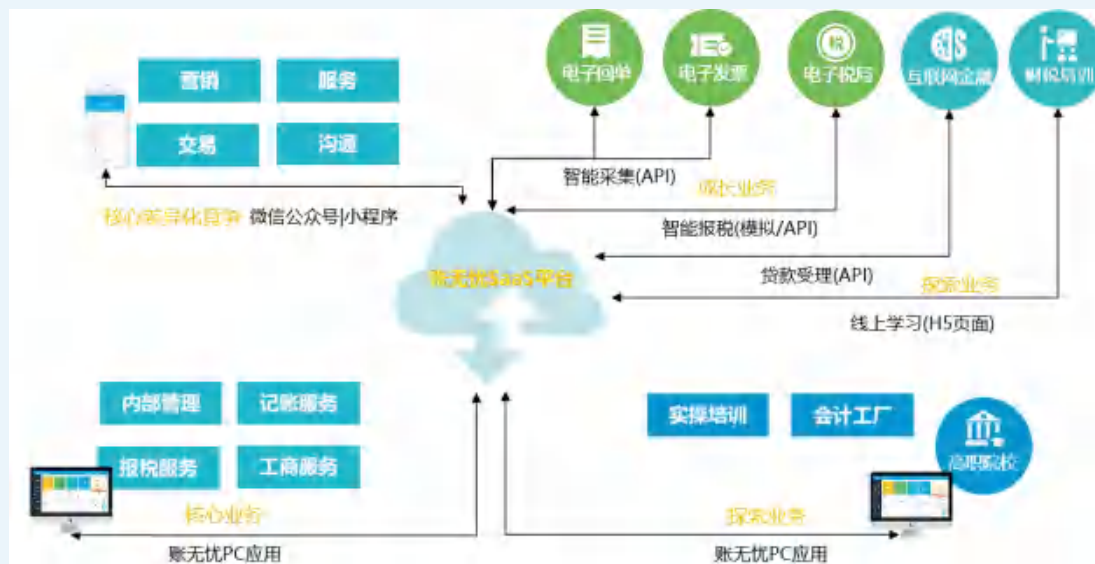
Case 案例

Kingdee Zhangwuyou Constructs A Digitalized Product Ecology

金蝶賬無憂建構數字化產品生態

Based on Kingdee's 27-year enterprise management and 13-year financial cloud service experience, Zhangwuyou helps accounting and bookkeeping service companies in digital transformation. Its main application scenarios include: internal flow management of accounting and bookkeeping companies, intelligent tax declaration, visual industrial and commercial services, real-time client services and worry-free payment collection management etc.

依託金蝶 27 年的企業管理和 13 年的財務雲服務經驗的累積，賬無憂助代賬公司數字化轉型。其主要應用場景包括：代賬公司內部流程管理、智能報稅服務、視覺化工商服務、即時客戶服務、無憂收款管理等。





Kingdee Zhangwuyou Wins Multiple Recognitions 金蝶賬無憂獲得多項認可

In December 2019, Zhangwuyou won the AAA grade in the "Credit Assessment of Chinese Software and Information Service Enterprises" organized by China Software Industry Association.

2019 年 12 月，賬無憂在中國軟件行業協會“中國軟件和信息服務業企業信用評價”中獲得 AAA 評級。

In March 2020, Zhangwuyou was awarded two prizes of "2019 Product of the Year in Accounting and Taxation SaaS Field" and "2019 Enterprise with Best Service Quality of the Year in Accounting and Taxation Cloud Service" by China Internet Week.



2020 年 3 月，賬無憂榮獲《互聯網週刊》“2019 財稅 SaaS 領域年度產品”與“2019 財稅雲服務年度最佳服務品質企業”兩項大獎。



Zhangwuyou Helps Qiaoabacus Realize Digital Transformation 賬無憂助力巧算盤實現數字化轉型

Guangdong Qiaoabacus Group (hereinafter referred to as "Qiaoabacus" is a professional institution which specializes in providing enterprises with accounting and taxation service resolutions. In order to reduce costs and achieve intellectualization, Qiaoabacus adopts Kingdee Zhangwuyou intelligent accounting and taxation system to break through the walls between accounting and business, thus realizing integrated management of business.

廣東巧算盤企業管理有限公司（簡稱“巧算盤”）是專業為企業提供財稅服務解決方案的專業機構。為降低能耗成本、實現智能化，巧算盤採用金蝶賬無憂智能財稅系統，打破財務與業務之間的圍牆，實現業務一體化管理。



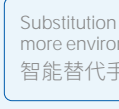
Real-time updating of information concerning newly added service orders, amount of received payment and clients in arrears of payment etc. in each month;
每個月新增的服務訂單、收款數目、欠費客戶等等，信息即時更新；



Optimization of team management to help reduce internal communication costs and improve working efficiency of enterprises;
優化團隊管理，幫助減少內部溝通成本，提高了企業工作效率；



Substitution of paper with E-paper to significantly reduce the use and waste of paper, save resources costs and achieve more environment-friendly result;
電子版替代憑證紙，大幅減少紙張的使用與浪費，節約資源成本，更加環保；



Substitution of paper with E-paper to significantly reduce the use and waste of paper, save resources costs and achieve more environment-friendly result;
智能替代手工做賬，徹底解決了人為出錯的問題；



The one-click automatic push function of Kingdee Zhangwuyou's mini program and public Wechat account pushes service progress to clients, thus greatly improved clients' service satisfaction;
金蝶賬無憂的小程序和微信公眾號的一鍵自動推送功能，智能為客戶推送服務進度，極大地提升了客戶的服務滿意度；



The function of Wechat payment collection realizes the front-end and rear-end whole process management, including WeChat reminding, online collection of payment and automatic reconciliation.
微信收款功能，實現“微信提醒、線上收款、自動對賬”前端、後端全流程管理。



Kingdee Finance: A Financial Technological Product that Serves Small and Micro Enterprises 金蝶金融：服務小型及微型企業的金融科技產品

Kingdee Finance is a financial technology plate under Kingdee to help enterprises use software data to construct credit assets. With the credit platform, it outputs risks control report for financial institutions and enable them to provide pledge-free online credit services, thus solving the problems of difficult financial and high financing cost faced by small and micro enterprises. The main products of Kingdee Finance are listed as follows:

金蝶金融是金蝶旗下金融科技板塊，幫助企業利用軟件數據建構信用資產，通過征信平台為金融機構輸出風險管控報告，提供無抵押的線上信貸服務，解決小型及微型企業融資難、融資貴的問題。金蝶金融主要產品如下：



Kingdee Intelligent Bookkeeping 金蝶智慧記

A shop management software for small and micro enterprises. "Kingdee Intelligent Bookkeeping" is applicable to individual business and small and micro enterprises. It provides integrated service scheme of intelligent operation to help them construct credit assets. As of the end of 2019, it has been installed for 6,280,000 times accumulatively with 1,440,000 registered users, covering more than 30 industries and 70 countries and regions.

小型及微型企業的店鋪管理軟件。“金蝶智慧記”適用於個體工商戶以及小型及微型企業，提供智慧經營一體化服務方案，建構信用資產。截止 2019 年年末，累計安裝量 628 萬，註冊用戶數 144 萬，超過 30 個行業用戶使用，遍佈 70 個國家和地區。



Kingdee Credit "Jingwei Cloud" 金蝶征信“涇渭雲”

This is the first ERP data based enterprise credit service platform in China. After the authorization by enterprises, "Jingwei Cloud" is able to help them make cross comparison of operation and taxation data and invoice data etc., establish enterprise grading system and transfer the data into credit assets, thus providing financial institutions with multi-dimensional risks control schemes.

中國首個基於 ERP 數據的企業征信服務平台。經企業授權後，“涇渭雲”可幫助企業交叉比對經營與稅務數據、發票數據等，建立企業信用評級體系，將數據轉化為信用資產，為金融機構提供多維風險管控方案。



Kingdee Efficient Lending 金蝶效貸

This is an efficient and reliable data credit service platform for small and micro enterprises. "Kingdee Efficient Lending" strives to construct a bridge that connects small and micro enterprises and banks and financial institutions. Based on the enterprise credit report output by the Jingwei Cloud Platform, it helps financial institutions in making lending to applying enterprises and providing small and micro enterprises with reliable, efficient and customized financing services. The product application has achieved great achievement. Compared with enterprises which fail to use software, pass rate of enterprises applying for loans is 30% higher. In 2019, Kingdee Efficient Lending served more than 100,000 clients, a growth of 107% over 2018. Nearly 200,000 clients received loans.

高效可靠的小型及微型數據信貸服務平台。“金蝶效貸”著力建構連接小型及微型企業和銀行金融機構的橋樑，基於涇渭雲平台輸出企業信用報告，助力金融機構為申貸企業放款，為小型及微型企業提供可靠高效、按需定制的融資服務。產品應用至今頗具成效，使用軟件的企業申貸通過率比未使用軟件的企業高 30%。2019 年金蝶效貸服務客戶數超過 10 萬家，相比 2018 年增長 107%，發放貸款戶均近 20 萬。



Kingdee Internet Finance Wins Multiple Recognitions

金蝶互聯網金融獲得多項認可

In August 2019, Kingdee Credit Co., Ltd, a company affiliated to Kingdee Internet Finance, won the "2018 Shenzhen Financial Innovation Award" issued by Shenzhen Municipal Financial Regulatory Bureau.

2019 年 8 月，金蝶互聯網金融旗下的金蝶征信有限公司，憑藉“金蝶征信”涇渭雲，榮獲由深圳市地方金融監督管理局頒發的“2018 年度深圳市金融創新獎”。

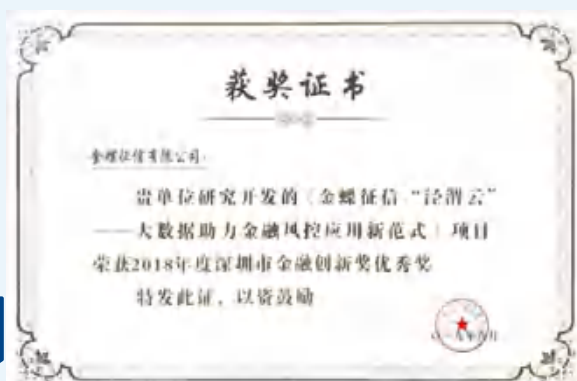


In December 2019, the "Kingdee Efficient Lending" of credit service platform for small and micro enterprises was awarded the "First Prize of Scientific and Technological Achievements" issued by Shenzhen Association for Science and Technology.

2019 年 12 月，小型及微型信貸服務平台“金蝶效貸”榮獲深圳市科協頒發的“科技成果一等獎”；

In December 2019, Kingdee Internet Finance was elected as KPMG "2019 Chinese Top Leading Financial Technology Company"

2019 年 12 月，金蝶互聯網金融入選畢馬威“2019 中國領先金融科技 50 強”。



Wojia Cloud: Property Industry Service Cloud 我家雲:物業產業服務雲

Kingdee Wojia Cloud commits to growing into the most trustworthy property industry service cloud. With its mission to make assets and services more valuable, it provides a complete solution with regard to intelligent community, assets operation and intelligent parks etc. Wojia Cloud helps property and assets operation enterprises in overall digital transformation with all-round open structure.

金蝶我家雲致力於成為最值得託付的物業產業服務雲，以讓資產與服務更有價值為使命，提供智慧社區、資產營運、智慧園區等完整的解決方案，我家雲以全面開放的架構助力物業與資產營運企業全面數字化轉型。



The first property SaaS cloud Service Provider in China which passed the ISO 27001 International Safety Certification
首家通過ISO27001國際安全認證的物業SaaS雲服務供應商，



The winner of the "Top Ten Best Suppliers of Informatization Services" issued by China Property Management Association
榮獲中國物業管理協會頒發的“信息化十佳供應商”。

Tianjiao Joyful Life is property management enterprise with state Level-I qualification. With a focus on Tianjiao’s development strategy of integrated residential, commercial and production buildings, Kingdee “Wojia Cloud” helps Tianjiao establish an interconnection platform for intelligent communities, intelligent parks, intelligent business and assets operation to form a resources aggregation system.

天驕愛生活是具有國家一級資格的物業管理企業。圍繞天驕商住產一體化的發展策略，金蝶“我家雲”助力天驕搭建智慧社區、智慧園區、智慧商業、資產經營的互聯平台，形成資源聚合系統。

“Wojia Cloud” utilizes its establishment of operation management platform, client service platform, supply chain management platform, group management, control and sharing platform, big data center and other platforms to help Tianjiao construct interconnection scenarios and open the multi-party sharing chains to form an internet ecologic chain for property industry, thus improving Tianjiao’s management efficiency and helping it explore value-added services and service boundary. By construction of an interconnection platform, Tianjiao Joyful Life is able to integrate commercial, industrial and residential buildings as well as the abundant resources of real estate, finance, technology and automobiles to form a holographic service closed loop that covers commercial, residential and production business.

“我家雲”通過搭建營運管理平台、客戶服務平台、供應鏈管理平台、集團管控與共享平台、大數據中心等平台，助力天驕建構起互聯場景，打通多方共享鏈條，形成物業產業互聯網生態鏈，提升管理效率，探索增值服務，拓展服務邊界。通過搭建互聯平台，天驕愛生活將商業、產業、住宅融合，整合房地產、金融、科技、汽車等豐富資源，形成覆蓋商住產多種業態的全息服務閉環。

The efficiency is improved by 10 times. The rate of timely dispatching of orders is 91.13%. The rate of timely response in 15 minutes is 89.63%.

效率提升 10 倍，5 分鐘派單及時率為 91.13%，15 分鐘回應及時率為 89.63%

electronic follow-up to reduce the cost of follow-up sticks of more than RMB 200,000 every year.

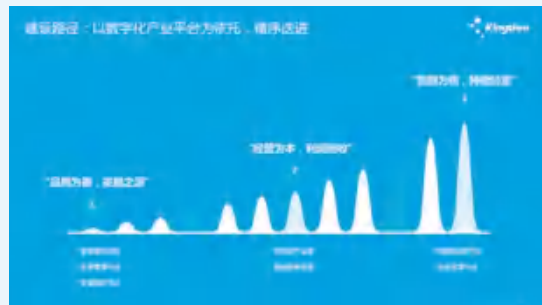
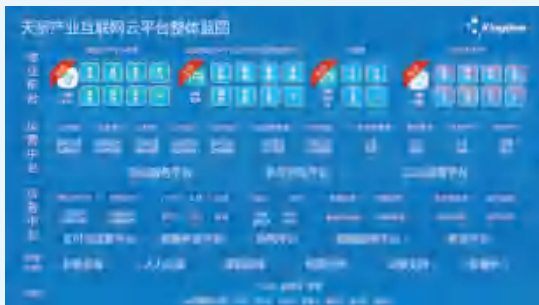
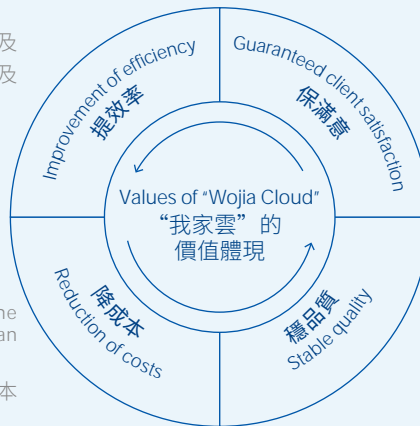
電子巡更，每年減少巡更棒成本 20 萬+。

The clients’ satisfaction is improved by 9% due to fast response to clients, follow-up and oversight over settlement of problems, online inspection and offline corrections.

快速回應客戶、跟進及監督問題解決，線上檢查 + 線下整改，客戶滿意度提升 9%

With Skyeye real-time+planned inspection method, it is able to provide high-frequency monitoring and data analysis to safeguard service quality.

通過天眼即時 + 計劃檢查方式，持續高頻監控、數據分析，保障服務品質。



Cargear: Reconstruct Core Competitiveness with Lean Management

車商悅：精益管理重塑車企核心競爭力

As a promoter of digital transformation in automobile industry, Cargear product has covered various business links including sales of new cars, maintenance management, used cars, client services, inbound marketing and operation analysis etc., thus helping automobile manufacturers, automobile dealers and service enterprises improve overall service and operation efficiency.

作為汽車行業數字化轉型的推動者，車商悅產品方案覆蓋新車銷售、維修管理、二手車、客戶服務、集客營銷、經營分析等各項業務環節，助力汽車主機廠商、汽車經銷商及服務企業提升整體服務水準與營運效率。

Currently, Cargear is serving more than 500 stores nationwide and ranks number one for consecutively 8 years among the top one hundred automobile dealers according to China Automobile Dealers Association.

目前車商悅服務全國超過5000+門店，在中國汽車流通協會汽車經銷百強榜中客戶佔有率持續8年排名第一。



Cargear helps Yuantong Group to Realize Digital Transformation

車商悅助力遠通集團實現數字化轉型

Shandong Yuantong Group has been engaging in automobile trading services for 43 years and owns a total asset of RMB 6,000,000,000. It has been one of the top one hundred enterprises in Chinese automobile distribution industry. In 2019, its total revenue of marketing services was RMB 21,970,000,000, ranking the 18th among the Chinese top one hundred automobile dealers.

山東遠通集團從事汽車貿易服務 43 年，現有資產 60 億元，連續 9 年成為中國汽車流通行業百強企業，2019 年營銷服務總收入 219.7 億元，位列中國汽車經銷商百強榜第 18 位。

In order to solve the problems such as difficulty of summary of data, difficulty of management and control of the Group, non-standard business flows and to improve client service experience, Yuantong Group joined hands with Cargear to create a unique unified operation management and control platform. The platform covers the whole-process business such as sales, repair, quality products and used cars externally and realizes comprehensive utilization of human resources, client resources and vehicle resources internally. Furthermore, it completes the unified management of membership services, concentrated purchase of accessories and unified utilization of funds, thus help Yuantong Group realizing optimization and upgrading of client service flows and creating a multi-aspect competitive advantage for continuous fast development:

為解決數據難總結集、集團難管控、業務流程不受規範、客戶服務體驗待提升等問題，遠通集團攜手車商悅，共同打造獨具特色的統一營運管控平台。對外覆蓋銷售、維修、精品、二手車等全流程業務，對內推進人力資源、客戶資源、車輛資源的綜合利用，完善會員服務、配件集采、資金統籌的統一管理，最終實現客戶服務流程的最優化升級，為遠通集團的持續快速發展建立了多方位的競爭優勢：

Construct "Internet+" vehicle network marketing mode and establish an online ecosphere of more than 600,000 car owners. The frequency of interaction with clients was improved by 80%;

搭建“互聯網+”車輛網路營銷模式，建立 60 萬車主的線上生態圈，客戶互動頻率提高 80%；

Establish a digitalized connection with upstream and downstream enterprises. The process of "submission of demand for accessories-suppliers' quotation-delivery by logistics providers" was shortened from 72 hours to 12 hours;

建立了與上下游企業的數字化連結，“配件需求提交-供應商報價-物流送達”的時間從 72 小時縮短到 12 小時；

Establish a standardized service system and an early-warning system for management and control of core business, thus avoiding unconventional human operations;

建立標準化服務體系與核心業務管控預警，規避不合規的人為操作；

The overall speed of summary of the Group's statements was increased significantly. The time was shortened from 3 days to 15 minutes, thus greatly improve the operation efficiency;

集團報表總結速度顯著提升，從 3 天縮短至 15 分鐘，營運效率大幅提高；

Realize the effective integration and data synchronization of logistics, fund flow and information flow and integrate the business and finance.

實現物流、資金流動、信息流動的有效集成和數據同步，業財一體。



4.1.2 Technological Innovation 技術創新

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

金蝶秉承技術創新的文化，加大在科技研發上的投入力度，並在區塊鏈、人工智能等技術領域有所突破。

Blockchain 區塊鏈

Kingdee Enterprise Blockchain Service Platform, also referred to as Kingdee Confidence Chain, commits to building a standard product for provision of credible enterprise data evidence deposit service, multi-center flows sharing and coordination service and enterprises' digital assets transaction traceability service.

金蝶企業區塊鏈服務平台，即金蝶信心鏈，致力於打造一款提供可信任企業數據存證服務、多中心流程共享協同服務和企業數字資產交易溯源服務的標準產品。

The platform adopts the high-performance and high availability enterprise-level block chain KBaaS underlying architecture which is independently developed by Kingdee. It supports multiple flexible configuration and demand-based invocation, covering consensus mechanism, encryption algorithm, intelligent contract and identity authorization scheme. Based on the open reference architecture of blockchain, it provides blockchain infrastructure with integration of PaaS+SaaS.

平台採用金蝶自主研發的高性能、高可用性的企業級區塊鏈 KBaaS 底層架構，支援多種共識機制、加密演算法、智能合約、身份授權方案的靈活配置和按需調用，基於區塊鏈開放參考架構提供 PaaS+SaaS 一體化的區塊鏈基礎設施。

In 2019, the brand of "Kingdee Confidence Chain" of Kingdee Blockchain successfully passed the procedures for national filing of blockchain information service. It has applied for more than 10 patents and the software copyright of Kingdee KBaaS platform has been registered and authorized.

2019 年，金蝶區塊鏈品牌“金蝶信心鏈”已經正式通過國家區塊鏈信息服務備案，累計申請專利十餘項，並登記授權了金蝶 KBaaS 平台的軟件著作權。



Kingdee Blockchain has been Applied in Multiple Business Scenarios

金蝶區塊鏈已應用於多個業務場景

Currently, Kingdee Confidence Chain has been applied in multiple areas, including finance, taxation, enterprise management, client service, E-commerce and supply chain coordination etc.

金蝶信心鏈目前已在應用於多個領域，包括財務、稅務、企業管理、客服服務、電子商務、供應鏈協同等行業。



Blockchain
electronic
invoices

區塊鏈電子
發票

Kingdee Software has joined hands with Shenzhen Taxation Bureau and Tencent to create an all-round whole-process invoice management application scenario of "WeChat payment-Issuance of invoices- reimbursement of account". Relying on the characteristics of block chain electronic invoices, Kingdee helps clients save the costs with regard to manual operation and maintenance of physical invoice equipment, thus simplifying the work on copying and declaration of taxes. As of the end of 2019, Kingdee had provided the services on issuance of block chain electronic invoices and collection and checking of invoices for 50 enterprises accumulatively. A total of 50000 invoices have been issued with a total of RMB 800,000,000. More than 3000 invoices have been checked. The service on collection and checking of invoices has reached over 500 enterprises.

金蝶軟件攜手深圳市稅務局和騰訊，共同打造了“微信支付——發票開具——報銷報帳”的全流程、全方位發票管理應用場景。金蝶依靠區塊鏈電子發票的特點，幫助客戶節省了發票實體設備的人工作業與維護成本，簡化了每月的抄報稅工作。截止 2019 年末，金蝶已累計為 50 家企業提供區塊鏈電子發票開票、收票以及查驗服務。累計開票量達到 5 萬張，開票金額超 8 億元。查驗張數超過 3000 張，收票以及查驗累計服務達 500 家企業。



Jingdou Cloud
Cloud
Accounting
**精門雲
雲會計**

Upon the consent by clients, vouchers will be automatically linked during automatic transfer of items in the system and statements will be linked at the time of settlement and tax declaration, thus making the data traceable. The linking of finance will help enterprises accumulate credit and facilitate them to apply for credit loans and gain benefit in taxation and credit loan and other aspects. Currently, more than 40,000 small and micro enterprises have selected block chain services and more than 5,000,000 pieces of vouchers are linked every month.

經客戶同意之後，憑證在系統自動過帳時上鏈，報表在結帳和報稅時上鏈，使數據可溯源。財務上鏈可以累積信用，便於企業征信貸款，在稅務、信用貸款等方面獲得收益。目前，超過 4 萬家小型及微型企業選擇了區塊鏈服務，每月上鏈憑證超過 500 萬張。



Kingdee
Financial Chain
Solution
**金蝶財務鏈
解決方案**

Kingdee Financial Chain targets at small and micro enterprises and provides them with a set of blockchain-based cloud accounting and bookkeeping solutions. With distributed accounting and bookkeeping, the blockchain breaks through the traditional reconciliation mode of enterprises, simplifies financial work and lowers the reconciliation costs of enterprises, thus ensuring maintenance of a safe and reliable account book.

金蝶財務鏈面向小型及微型企業，提供一套基於區塊鏈的雲端記帳解決方案。通過分散式記帳，財務鏈打破了傳統企業的對賬模式，簡化財務工作，降低企業的對賬成本，確保記錄一份安全可靠帳本。

With regard to Jingdou Cloud, Financial Chain, Service Chain and other products supported by Kingdee's Enterprise Blockchain Service Platform, the accumulated formally linked users of services were more than 4,000 and the linked transactions were over 60,000,000 with 10,000,000 blocks were generated. It has provided blockchain consultation and solution services for many large and medium governmental institutions and enterprises.

金蝶企業區塊鏈服務平台支援的精門雲、財務鏈、服務鏈等產品累計服務的正式上鏈使用者數超過 40000 人，上鏈交易超過 6000 萬筆，區塊生成超過 1000 萬，並為多家大中型政企單位提供了區塊鏈諮詢與解決方案服務。

► Artificial Intelligence 人工智能

The postdoctoral program of Kingdee Research Institute has obtained the 2019 financial subsidies from China Postdoctoral Science Foundation. The key technology which receives the subsidies has been widely used in Kingdee's intelligent financial products.

金蝶研究院博士後計劃獲得 2019 年度中國博士後科技基金的資助，獲得資助的關鍵技術已經在金蝶的智能財務產品中獲得大規模應用。

In 2019, Kingdee provided financial bills identification and checking services for enterprises for 1006000 times and 5813000 times respectively inside and outside the Group. The overall efficiency of issuance of invoices was improved by 76% and the rate of voucher automation was over 98%.

2019 年，金蝶的企業財務票據識別和查驗服務在集團內外分別提供服務 100.6 萬次和 581.3 萬次，整體提升了開票效率 76%，完成 98% 以上的憑證自動化。



Kingdee Artificial Intelligent Wins Multiple Recognitions within the Industry 金蝶人工智能得到了多項業界認可

- Kingdee was elected as the 2019 Guangdong Provincial Level Industrial Internet Solutions Provider and a pilot enterprise in Nanshan District of Shenzhen for implementation of Management System for Integration of Informationization and Industrialization;
- 金蝶入選 2019 年度廣東省級工業互聯網解決方案商、深圳市南山區兩化融合管理體系貫標試點企業。

- Kingdee "Industrial Internet Platform Test Bed" project was listed as the 2019 Industrial Internet Innovative Development Project by the Ministry of Industry and Information Technology;
 - 金蝶“工業互聯網平台測試床建設”項目入選國家工信部 2019 年工業互聯網創新發展工程；
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- Kingdee "Industrial Internet Platform Test Bed" project was listed as the 2019 Industrial Internet Innovative Development Project by the Ministry of Industry and Information Technology;
 - 金蝶“工業互聯網平台測試床建設”項目入選國家工信部 2019 年工業互聯網創新發展工程；
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- The "AI-Based Intelligent Husbandry Comprehensive Solution" was listed as the Artificial Intelligent Integrated Innovation Application by the National Development and Reform Commission;
 - “基於人工智能的智慧農牧業綜合解決方案”入選國家發改委人工智能融合創新應用；
-
- "Kingdee K/3 Cloud Intelligent Factory Solution" was listed as the 2019 Pilot Demonstration Project for National Integrated Development of Manufacturing Industry and Internet;
 - “金蝶 K/3Cloud 智能工廠解決方案”入選 2019 年度國家級製造業與互聯網融合發展試點示範項目。
-
- In 2019, Kingdee's "Key Technologies and Application of Heterogeneous Network Environments Oriented Intelligent Services" won the first prize of technical invention of "Wu Wenjun Artificial Intelligence Science Technology Award" of Chinese Association for Artificial Intelligence.
 - 2019 年金蝶“面向異構網路環境的智能服務關鍵技術及應用”獲中國人工智能學會“吳文俊人工智能科學技術獎”技術發明一等獎。

4.2 Excellent Service

Kingdee has always stuck to the Group's development strategy of "accelerating cloud transformation and directly reaching and empowering clients" and the mission of "taking enterprise operators' yearning for growth as the objective of struggle". Kingdee also constantly improves its client service system and commits to creating "the most trustworthy enterprise service platform" for over 6,800,000 enterprises and 80,000,000 users around the globe.

4.2 卓越服務

金蝶一直以“加速雲轉型，直達並成就客戶”為集團的發展策略，秉承著“企業經營者對成長的渴望就是我們的奮鬥目標”的使命，不斷完善客戶服務體系，為全球超過 680 多萬家企業組織和 8,000 多萬用戶，致力打造“最值得託付的企業服務平台”。



4.2.1 Client Service Management 客戶服務管理

In 2019, Kingdee continued to promote service reform. With focus on the mission of "taking enterprise operators' yearning for growth as the objective of struggle", Kingdee strengthened its service philosophy "Operation and services: The provision of each service is a step of growth. Be always with clients like a ray of sunshine and maintain a high rate of stability and reliability of over 99.9%". Based on this, Kingdee modified Kingdee Service Code of Conduct, Work Rules for Technical Support Positions and Work Order Processing Rules to ensure service quality.

2019 年，金蝶繼續推動服務改革，圍繞“企業經營者對成長的渴望就是我們的奮鬥目標”的金蝶使命，強化金蝶的服務哲學“運行與服務：每一次服務都是成長，我是一縷陽光，就在您的身旁，穩定與可靠性高於 99.9%”並據此修訂了《金蝶服務行為規範》、《技術支援崗位工作規範》和《工單處理規範》，確保服務質量。

Kingdee Management Measures for Clients' Feedback on Product Demand (Issued in 2019)

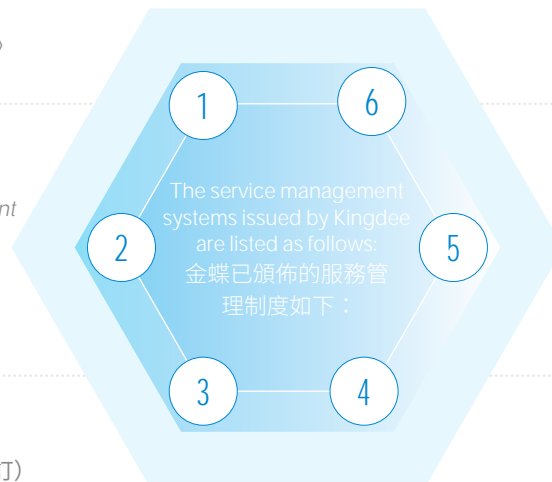
《金蝶客戶產品需求反饋管理辦法》
(2019 年頒佈)

Kingdee Service Delivery Management Regulations

《金蝶服務提供管理辦法》

Kingdee Service Code of Conduct (Revised in 2019)

《金蝶服務行為規範》(2019 年修訂)



Work Rules for Technical Support Positions

《技術支援崗位工作規範》

Work Order Processing Rules (Revised in 2019)

《工單處理規範》(2019 年修訂)

Kingdee Client Complaint Management Regulations (Revised in 2019) etc.

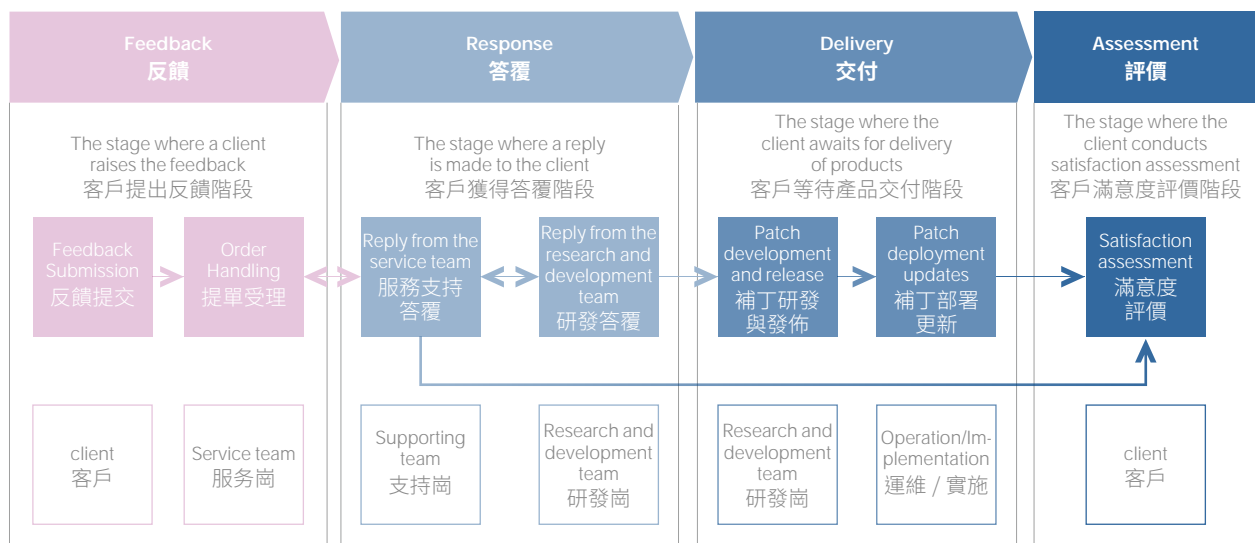
《金蝶客戶投訴管理辦法》(2019 年修訂) 等

In 2019, Kingdee issued the *Kingdee Management Measures for Clients' Feedback on Product Demand* which combined a series of existing products and services management rules, so as to provide complete quality service for clients and overall improve clients' service satisfaction on Kingdee and its distributors.

2019 年，金蝶頒佈了《金蝶客戶產品需求反饋管理辦法》，結合一系列既存的產品服務管理制度，確保為客戶提供優質完善的服務，全面提升客戶對金蝶及分銷夥伴的服務滿意度。

According to *Kingdee Management Measures for Clients' Feedback on Product Demand*, Kingdee classified the processing of clients' feedback on product demand into four stages: the stage where a client raises the feedback; the stage where a reply is made to the client; the stage where the client awaits for delivery of products; and the stage where the client conducts satisfaction assessment. These measures clarify the detailed processing flow at each stage and the respective duties for each position. A classification is carried out concerning the degree of emergency of the demand for products, service classification and clients' demand for products. Furthermore, Kingdee carries out priority sequencing and hierarchical processing of demand for products, so as to ensure the efficiency and effect of response to demand.

根據《金蝶客戶產品需求反饋管理辦法》，金蝶將客戶產品需求反饋的處理流程劃分為四個階段：客戶提出反饋階段、客戶獲得答覆階段、客戶等待產品提供階段、客戶滿意度評價階段。管理辦法闡明每個崗位在各個階段的詳細處理流程、規範職責，對產品需求的緊急程度、服務分級、客戶產品需求進行分類，並對客戶的產品需求進行了優先排序與分級處理，以保障回應需求的效率及績效。

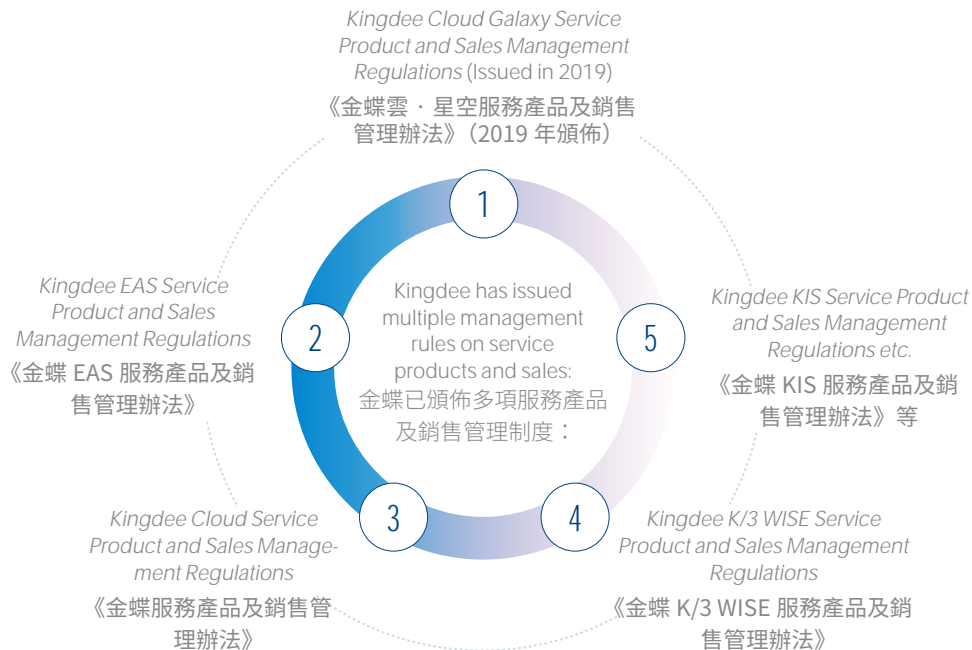




4.2.2 Responsible Marketing 負責任營銷

In 2019, Kingdee issued the *Kingdee Cloud Galaxy Service Product and Sales Management Measures* which aimed to re-integrate service content and improve the sales and service quality. The Service Level Agreement (SLA) was clarified to further regulate the service flows.

2019 年，金蝶頒佈了《金蝶雲·星空服務產品及銷售管理辦法》，旨在重新整合服務內容，提升銷售服務品質，闡明服務提供標準（SLA），進一步規範服務流程。



Client Success Team 客戶成功團隊

In 2019, a client success team was added in Kingdee Client Service Center to explore new service mode. The client success manager will provide initiative service and operation for clients throughout the lifecycle and uniformly coordinate various resources of the Company to satisfy clients' demand. Furthermore, the client success manager shall pay constant attention to clients' experience, constantly improve clients' satisfaction and grow with clients.

2019 年，金蝶客戶服務中心增設了客戶成功團隊，探索新型服務模式。客戶成功經理負責對客戶進行全生命週期的主動式服務和經營，統籌和協調公司各方資源以滿足客戶的需求，並在此過程中持續關注客戶的體驗，不斷提升客戶滿意度，與客戶一同成長。

The main duties of client success team include:

客戶成功團隊的主要職責包括：



After operation in the second half year, initial achievement has been made by the client success team. The renewal of contracts on "cloud Galaxy Public Cloud" was increased and the current renewal rate reached 76.3%.

經過下半年的營運，客戶成功團隊的工作已初顯成果。“星空公有”產品的續簽率實現了增長，目前總體續簽率達到 76.3%。



4.2.3 Complaint Handling 投訴處理

Kingdee attaches great importance to the user communication channel and complaint handling mechanism which is taken as the important basis for understanding clients' needs, correction of mistakes, and improvement of operation and optimization of control.

金蝶高度重視用戶溝通渠道及投訴處理機制，將其作為瞭解客戶需求、修正失誤、改善營運、優化管制的重要依據。

Kingdee has set up sales hotlines, service hotlines (including complaints), Kingdee Community, online client service and suggestion boxes and other communication channels. In 2018, Xu Shaochun personal official account was set up and was later integrated with the portal of online client service in 2019. Therefore, a client may seek help from Shaochun personal official account via product end, the community and Wechat.

金蝶設有銷售熱線、服務熱線（含投訴）、金蝶社區、線上客服中心及意見箱等溝通渠道，於 2018 年開通了徐少春個人公眾號，並在 2019 年將徐少春個人號與線上客服入口進行了整合，客戶從產品端、社區、微信都可以向徐少春個人號尋求幫助。

In 2019, Kingdee dealt with total service demand traffic of 1,345,500, an increase of 30% (Wherein, the service demand traffic of cloud products was 645,700, accounting for 48%). The effective complaint traffic was 1,252, a decrease of 48%. The complaints received in various channels are shown as follows:

2019 年，金蝶服務請求總量為 134.55 萬，服務量增長 34%（其中雲產品的服務量為 64.57 萬，占比 48%）。其中，有效投訴 1252 宗，比上一年降低 48%，通過各渠道處理的投訴情況如下。

Client Complaints 金蝶客戶投訴概況

Complaint Channel 投訴方式	Number in 2017 2017年數量	Number in 2018 2018年數量	Number in 2019 2019年數量
Complaint hotlines 投訴熱線	1,037	2,602	1,037
Xu Shaochun personal official account 徐少春個人公眾號	197	66	—
Complaint E-mail 投訴郵箱	11	58	58
Weibo 微博	3	5	10
Online client service 線上客服	1	3	—
Consumer complaint platform 消費投訴平台	1	2	—
President Mailbox 主席信箱	—	1	2
Official letter 公函	2	1	5
Total 總數	1,252	2,738	1,112

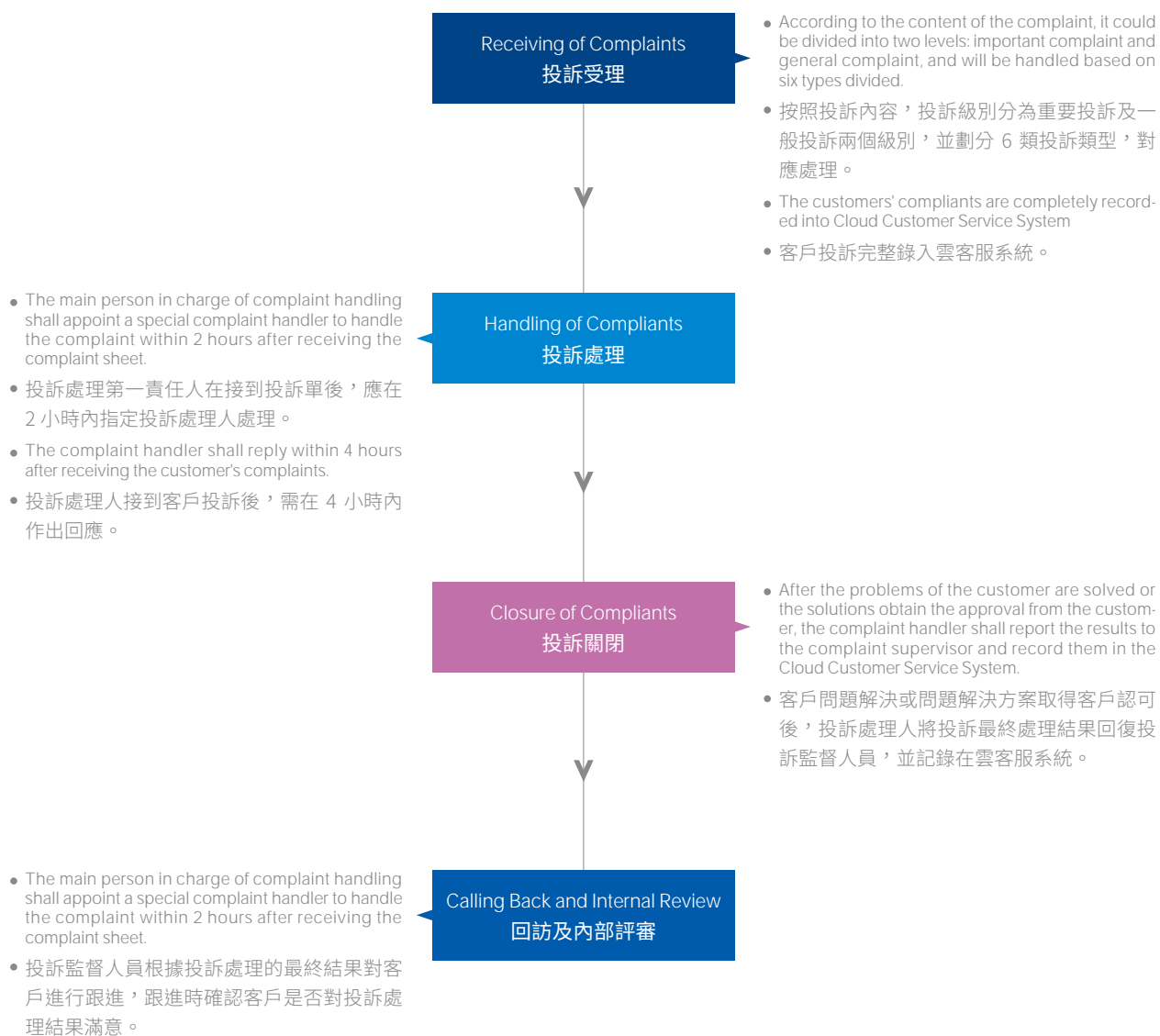
Systematic Complaint Management 投訴管理系統化

In 2019, in order to standardize the company's procedure on the client's complaints, Kingdee revised its *Kingdee Client Complaint Management Regulations* to improve its systematic client's complaints management ability. Each operation division may view, record and analyze various kinds of complaints in real time through the cloud client service system.

2019 年，為規範公司客戶投訴流程，金蝶修訂了《金蝶客戶投訴管理辦法》，提升系統化客戶投訴管理的水準。各營運單位可通過雲客服系統，即時查看、記錄、分析各類型投訴。

According to the internal system issued by Kingdee, the procedures for handling the client's complaints are divided into four parts: complaint receiving, complaint handling, complaint closure, calling back and internal review. The specific procedures are listed as following.

根據金蝶頒佈的內部制度，客戶投訴的處理流程分為投訴受理、投訴處理、投訴關閉、跟進及內部審查四個階段，具體流程如下。



► Unified Client Service Platform 統一客戶服務平台

In 2019, Kingdee launched a unified client service platform, integrating into one, the hotline center, the online client service center and the work order handling center, which fulfilled the unified acceptance of both the automatic identification of user's identity and the service requests, and the whole service process was open to the public.

2019 年，金蝶推出統一客戶服務平台，集成熱線呼叫中心、線上客服中心、工單處理中心，實現了用戶身份的自動識別和服務請求的統一受理，服務過程全程透明。

Kingdee intelligent robot mainly serves for online consultation, which could generate a knowledge database according to the existing questions of clients, and put the knowledge and solutions required by clients into the potential application scenes (such as product and community).

金蝶智能型機器人主要服務於線上諮詢，能夠根據客戶已有問題形成知識庫，並將客戶所需的知識和解決方案放到潛在的應用場景中（如產品端、社區）。

In 2019, Kingdee intelligent robot obtained the following achievements:

2019年，金蝶智能型機器人取得了以下成果：



Kingdee put into operation, the online consultation robot for such products as Kingdee Cloud, Cloud Galaxy and Jingdou Cloud, and optimized the original robots, such as EAS, K/3 WISE, Kingdee Cloud, KIS, etc.

金蝶開通金蝶雲·星空、精鬥雲產品的線上諮詢機器人，並優化原有的EAS、K/3 WISE、金蝶雲、KIS等機器人。



The Product of Cloud Cloud Galaxy Has Been Included in the Knowledge Database of Kingdee Cloud Community 雲星空產品端已嵌入金蝶雲社區知識庫

Since the Product of Cloud Cloud Galaxy was successfully included in knowledge database in 2019, the clients may find solutions directly from the product interface, and quickly locate to solve their problems. At present, the product end has been connected to 5,389 enterprises which acted as its clients (namely: 85,607 users), with total amount of knowledge browsing more than 2 million.

2019 年，雲星空產品端實現金蝶雲社區知識庫的嵌入，客戶可以直接從產品介面找到解決方案，快速定位並解決問題。目前產品端已連結客戶 5,389 家（連結使用者數 85,607 人），知識流覽總量超過 200 萬。



The number of knowledge database of online robots keeps growing rapidly. By the end of 2019, it reached 51,984, an increase of 16% compared to the previous year; 35% of users chose self-inquiry services through online robots, an increase of 3% over last year.

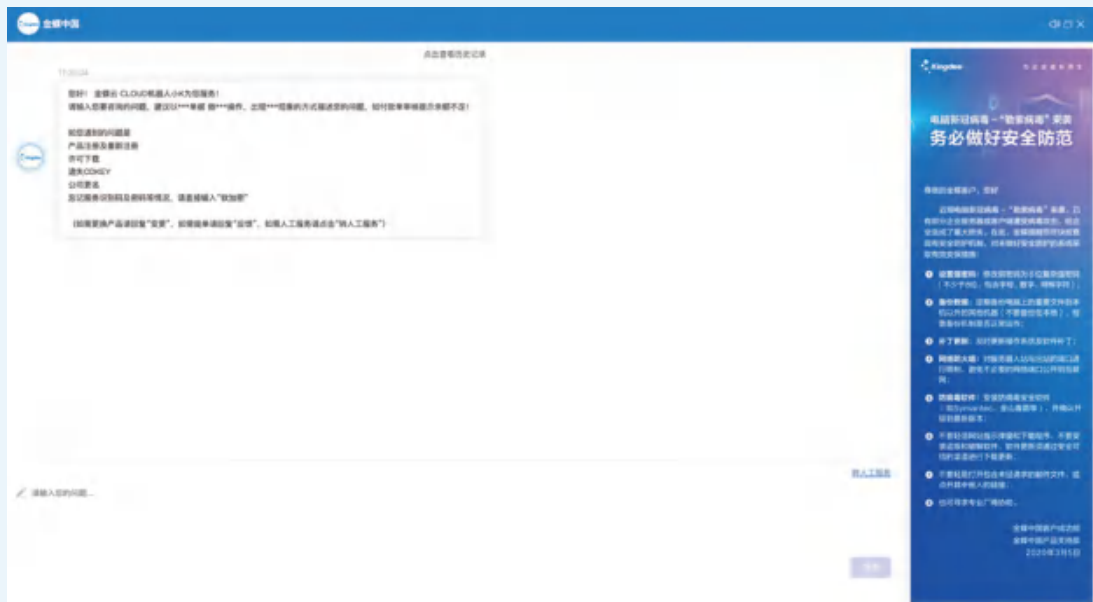
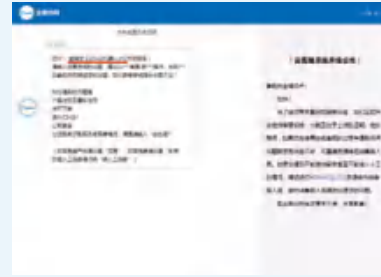
線上機器人的知識庫數量保持高速增長。截止2019年底，知識庫總條數達到**51,984**條，同比增長**16%**；有**35%**的用戶通過線上機器人進行了自助查詢服務，比上一年增加了三個百分點。



The Application of Intelligent Robot Improves the Efficiency of Consulting Service 智能機器人的應用提高了諮詢服務效率

When the user logs into the online client service, Kingdee could intelligently appoint a robot to him based on his existing products, and guide him to input his questions in order to obtain answers. This could realize 7*24-hour self-service interactive answers. The user may also select "Manual Service" if not satisfied with the answers by the robot, to shift to manual help.

在用戶登錄線上客服時，金蝶能夠根據使用者已有產品智能匹配機器人，引導用戶輸入問題並獲取答案，實現 7*24 小時的自助互動解答。用戶也可以在對機器人的答覆不滿意時選擇“人工”，轉換人工支援。



4.2.4 CEO Personal Official Account CEO個人號

"CEO Xu Shaochun Personal Official Account", when open, became a bridge between the company's managements and the clients. It could receive inquiries and opinions from both clients and stakeholders. When receiving all kinds of questions through the Personal Account, the operation team will assign them to the processing groups or directly to the members of the CEO's office meeting based on the relevance, and demand them to reply to the client's questions within 0.5 working days.

By the end of 2019, Xu Shaochun Personal Official Account received 42,631 messages, of which 1,869 were directly responded by Xu Shaochun, while the rest by the members of operation team consisting of 235 personnel in total.

"CEO 徐少春個人號"的開通，在公司管理層與客戶之間開闢了一條直達通道，接收客戶乃至各持份者的查詢與意見。個人號收到各類問題之後，營運團隊根據相關性分配給處理組或直接分給 CEO 辦公會成員，並規定必須在 0.5 個工作日內回應客戶的問題。

截至 2019 年底，徐少春個人公眾號共收到消息 42,631 條，其中徐少春董事長直接答覆用戶 1,869 條，其餘由個人公眾號營運團隊人員回覆，答覆使用者消息營運團隊人員共 235 人。



"Xu Shaochun Personal Official Account" Took So Many Activities This Year “徐少春個人號”在本年度展開多項活動



> Annual Operation Meeting in 2019 2019年度營運會議

In December 2019, the annual operation meeting entitled "Xu Shaochun Personal Official Account" was held, and more than 200 operating personnel from the headquarters and all branches in China attended the meeting. In the theme to "speed up cloud transformation, reach and help the clients", this meeting summarized, reviewed and made further plans on the operation conditions of "Xu Shaochun Personal Official Account" in 2019. It praised the outstanding staff, sought weakness, promoted the reform of Kingdee's services and pushed forward with the reforms in R&D, marketing and delivery.

2019 年 12 月，“徐少春個人號”年度營運工作會議召開，總部及全國各地 200 餘名營運人員參加了會議。會議以“加速雲轉型 直達並成就客戶”為主題，對 2019 年“徐少春個人號”的各項營運工作進行了總結盤點及後續規劃，表彰先進、發現不足，推動“以徐少春個人號為抓手，進而推進研發及營銷、交付的變革”。





Symposium for
the Users of
Personal Official
Account

個人號用戶
座談會

In September 2019, Kingdee invited nearly 20 fans to visit the Kingdee Software Park to have a heart-to-heart communication with Mr. Xu Shao Chun who listened to each user's voice.

2019 年 9 月，金蝶邀請了近 20 名粉絲走進金蝶軟件園，與徐少春先生進行心與心的交流，聆聽每位用戶的心聲。



4.3 Information Security and Privacy Indemnification

Kingdee strictly abides by the relevant laws and regulations of the *Constitution of the People's Republic of China*, *General Principles of the Civil law of the People's Republic of China*, *Tort Liability Law of the People's Republic of China* and *Cybersecurity Law of the People's Republic of China* in respect of the network security and the protections of personal information, and attaches great importance to the compliance with product security, and the security of the client and privacy data.

Regarding the safeguarding of information security, Kingdee keeps improving the infrastructure, the compliance with security, the business continuity, the security protection measures and the standard management procedures, and provides trainings on information security, audit and testing in order to create secure and reliable enterprise cloud services for its users.

4.3 信息安全與私隱保障

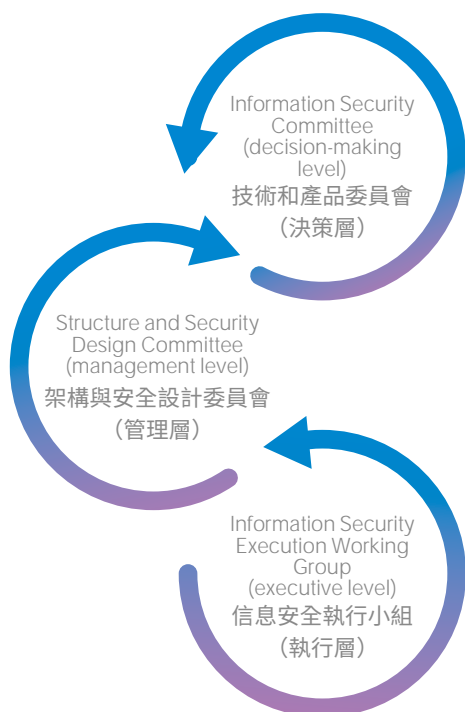
金蝶嚴格遵守《中華人民共和國憲法》、《中華人民共和國民法通則》、《中華人民共和國侵權責任法》和《中華人民共和國網路安全法》等法律法規中關於網路安全、個人信息保護的相關法律條款，高度重視產品安全合規、客戶數據和私隱數據安全。

在信息安全保障方面，金蝶不斷完善基礎架構、安全合規、業務連續性、安全保護措施、管理規範流程，並展開信息安全培訓、審核及測試工作，為用戶打造安全、可靠的企業雲服務。

Information Security Organizational Structure 信息安全性群組組織架構

Kingdee has established a three-tier information security organizational structure, including the decision-making level, management level and executive level, and offered organizational assurance for company information security work.

金蝶建立了三層信息安全性群組組織架構，包括決策層、管理層和執行層，為公司信息安全工作的展開提供組織保障。



with CEO serving as the director and the management and leaders of various business divisions as committee members

由首席執行官為主任，委員由管理層、業務線負責人組成。

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

由各業務代表組成，承擔信息安全的具體工作，協助信息安全事務決策。管理層還負責信息安全管理體系的建立、實施和日常運作，擬定信息安全政策，確定信息安全管理標準，督促各信息安全執行單位對於信息安全政策、措施的實施。

with employees from various organizations and departments as part-time information security administrators taking responsibility for the promotion and implementation of regular work regarding information security

由各組織、部門的兼職信息安全員組成，負責日常信息安全工作推廣執行。



Kingdee keeps improving its own information security management system and has established a complete set of information security system which contains the system basis and management measures. In 2019, Kingdee supplemented a new rule: the Disciplinary Rules of Kingdee, which aimed at further regulating the safety behaviors of all employees.

金蝶不斷完善自身的信息安全管理制度，建立有制度依據與管理措施的信息安全體系。2019年新增《金蝶紀律處分條例》，以進一步規範全體員工的安全行為。



Kingdee continues to improve its information security system and protect product data security
金蝶持續完善信息安全制度，保護產品數據安全



Kingdee issued the *Kingdee Requirements for Protection of Production Data*, emphasizing that clients, as the owners of data, shall be entitled to the transparency of information, access to information, and information correction, etc., and therefore, on this basis, it established a privacy protection system supported with management procedures and corresponding measures, in order to strengthen the protection of data security and user's privacy.

金蝶頒佈《金蝶生產數據安全保護要求》，強調了客戶作為數據所有者應當享有信息透明、訪問權、更正權等權利，並以此為依據，建立了有管理流程和對應措施的私隱保護體系，加大在數據安全與使用者私隱方面的保護力度。



Kingdee Continuously Enhance Information Security and User Privacy Protection System 金蝶持續鞏固信息安全與使用者私隱保護體系

Pursuant to Kingdee Requirements for Protection of Production Data, Kingdee continuously improved production data and privacy protection system in 2019 and developed safe, reliable and continuous enterprise cloud service for the users.

根據《金蝶生產數據安全保護要求》，2019 年金蝶不斷完善生產數據和私隱保護體系，為用戶打造安全、可靠、持續的企業雲服務。



Information Security Audit 信息安全審核

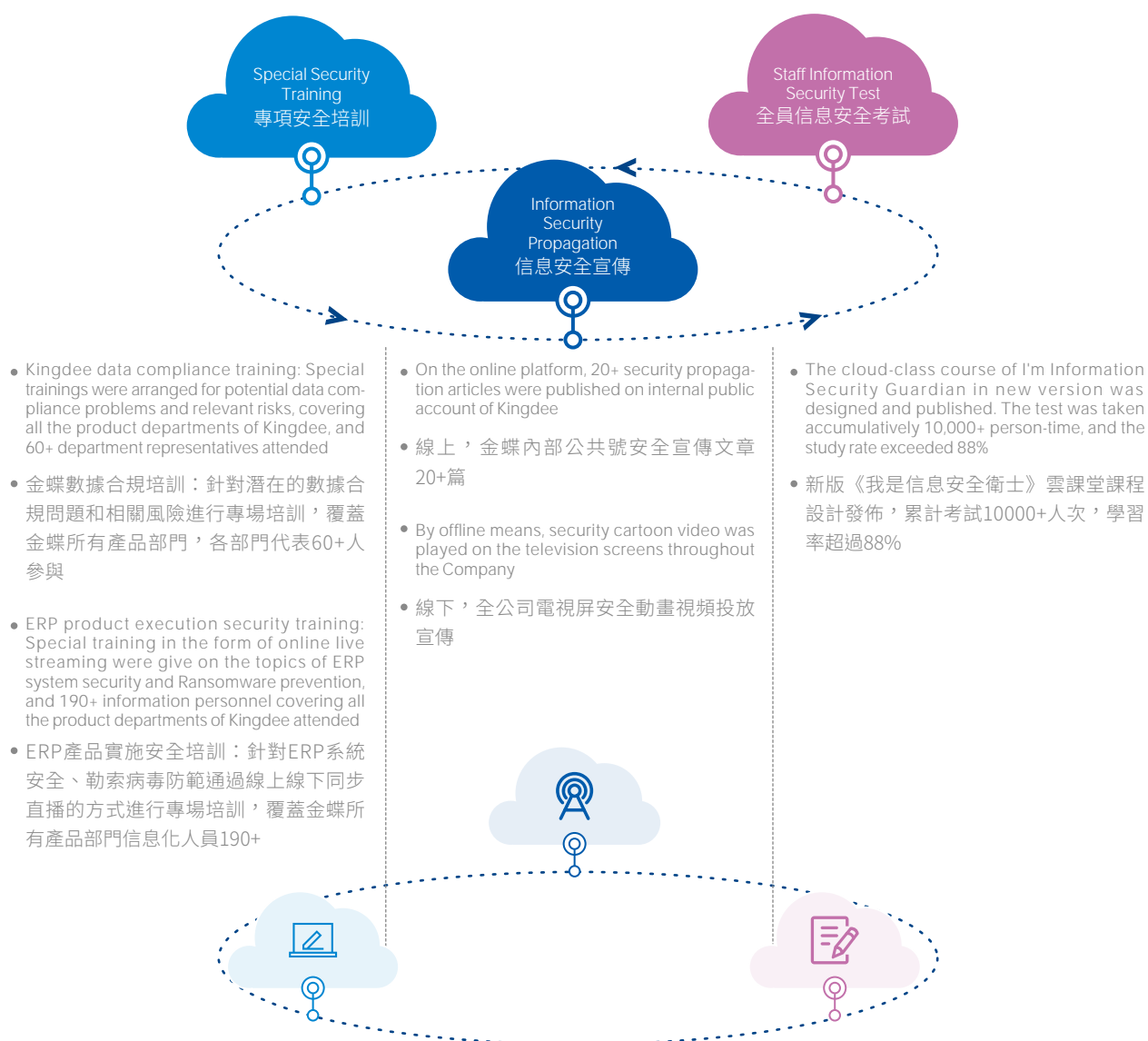
To protect clients' privacy and business secrets, Kingdee undertakes regular security audit of important departments annually, and irregular special audits for source code security and network security law compliance, etc. Moreover, Kingdee carries out external audit of certification departments annually, including accounting IT audit, to comprehensively protect the clients' interests.

為保護客戶私隱和商業秘密，金蝶每年展開一次重要部門例行安全審核，並不定期展開如原始程式碼安全、網路安全法規等專項審核。此外，金蝶每年展開一次認證部門的外部審核，包括財務IT審核，全面保障維護客戶利益。

Information Security Propagation and Training 信息安全宣傳與培訓

Kingdee offers information security training in the form of new employee on-boarding training and irregular post security training, etc., holds "Kingdee Information Security Week" annually, and strengthens information security propagation and education for the whole staff.

金蝶通過新員工入職培訓、不定期崗位安全培訓等方式，進行信息安全培訓，每年展開一次“金蝶信息安全周”，加強面向全員的信息安全宣傳教育。

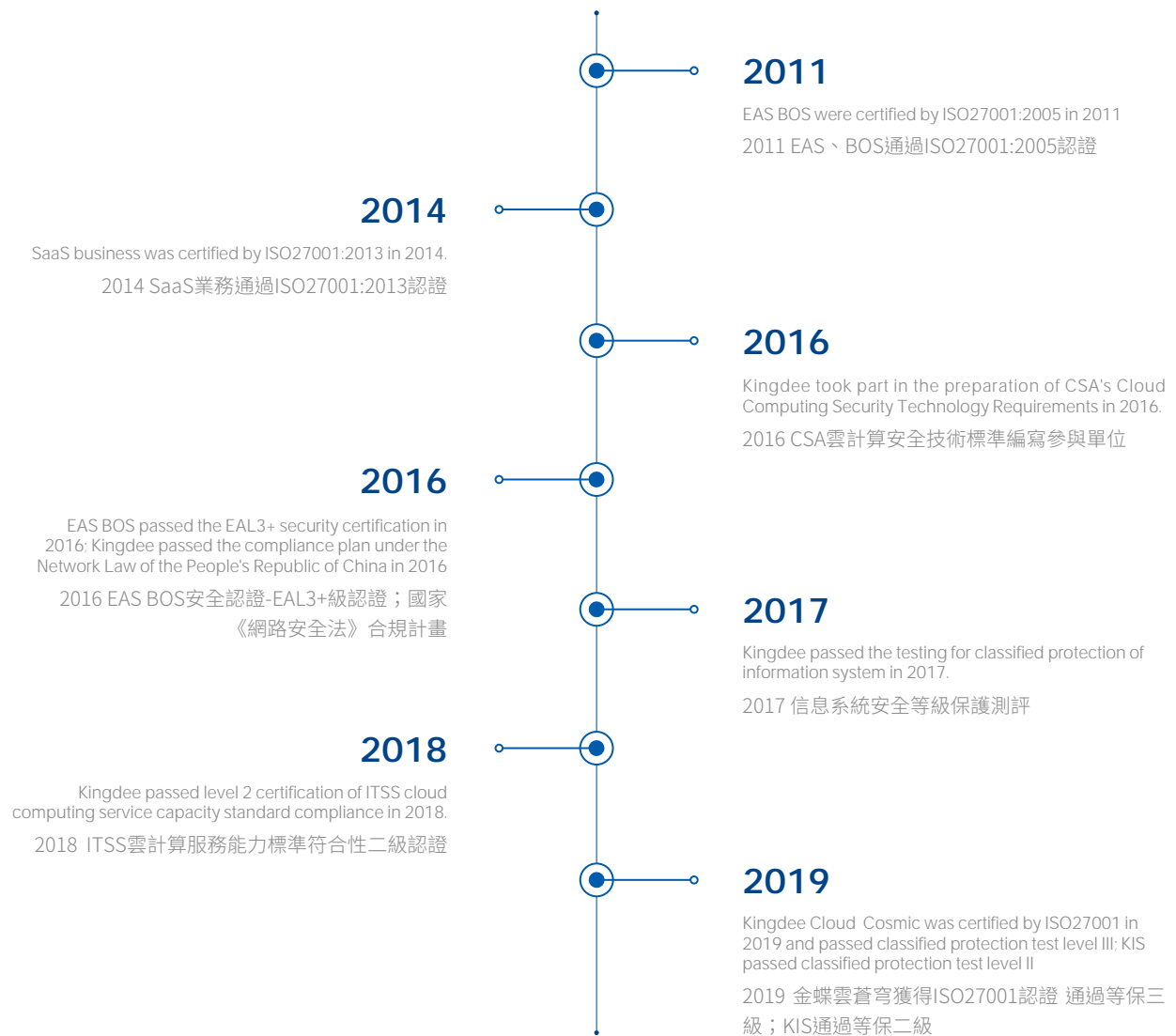


Kingdee embeds security inspection and test procedures in product R&D process in strict compliance with the requirements of *Kingdee Product Safety Management Measures*, values security demand and design, secure coding, secure test, secure publishing and secure operation & maintenance, and solve security problem from the source. All the new products or major version update must pass the security test and assessment of Information Security Department before online launch.

金蝶嚴格按照《金蝶產品安全管理辦法》要求，在產品研發過程嵌入安全檢查與測試環節，重視安全需求與設計、安全編碼、安全測試、安全發佈及安全運作及維護，從源頭解決產品安全問題。金蝶規定，所有新產品或大版本更新必須經過信息安全部門安全測試與審核後才允許發佈上線。

The Kingdee products receiving information security certifications are: Kingdee Cloud Cosmic, Kingdee Cloud · Cloud Galaxy, EAS, Jingdou Cloud, Wojia Cloud, Kingdee Cookery, ws.kingdee.com, Kingdee Club, Jingdou Cloud,, KIS, Zhangwuyou, Kingdee Credit, and Kingdee Microloan.

目前獲得信息安全認證的金蝶產品：金蝶雲·蒼穹、金蝶雲·星空、EAS、精鬥雲、我家雲、金蝶食神、握手網、金蝶社區、精鬥雲、KIS、賬無憂、金蝶征信、金蝶小貸。



With its SaaS Cloud service certified by ISO/IEC27001:2013, a standard for information security management system, in 2015, Kingdee has become the first SaaS Cloud service provider certified by ISO27001.

金蝶SaaS雲服務於2015年通過了ISO/IEC27001：2013信息安全管理体系標準的認證，為國內首家通過ISO 27001安全標準認證的SaaS雲服務商。

Kingdee was granted China Corporate Member by "Cloud Security Alliance" in 2016 as the only SaaS firm in China, and took part in the preparation of China's Cloud Computing Security Technology Requirements, making a contribution to the entire SaaS Cloud service industry in terms of security.

金蝶於2016年正式加入全球「雲安全聯盟」，成為中國企業會員，是中國唯一的SAAS廠商。通過參與中國雲計算安全技術標準編寫，金蝶為整個SaaS雲服務行業的安全貢獻力量。

In 2018, Kingdee Cloud was listed in the first batch of enterprises passing SaaS service capacity compliance assessment, acquired ITSS (Information Technology Service Standards Sub-Association) cloud computing service capacity standard compliance certificate (level 2) for the first batch in China, and further strengthened cloud service level and capacity of the Company.

2018年，金蝶雲成功入選首批通過SaaS服務能力符合性評估的企業，獲得全國第一批ITSS(信息技術服務標準)雲計算服務能力標準符合性證書（二級），進一步證明了公司的雲服務能力。

In 2019, Kingdee received CSA GCR membership certificate issued by CSA-Cloud Security Alliance as a member organization of CSA-Cloud Security Alliance in Greater China Region.

2019年，作為雲安全聯盟大中華區的會員機構，金蝶獲得雲安全聯盟（CSA-Cloud Security Alliance）頒發的CSA GCR會員證書。



National information security classified protection certification is the most authoritative classified security certification of information products. National information security regulative department undertakes the supervision and inspection, and the certification test contents cover 5 aspects of security technical requirements of classified protection and 5 aspects of security management requirements, mainly including approximately 300 requirements related to information protection, security audit, and communications security. There are 73 categories for test and extremely strict requirements.

國家信息安全等級保護認證是中國最權威的信息產品安全等級資格認證，由國家信息安全監管部門進行監督、檢查，認證需要測試的內容涵蓋等級保護安全技術要求的5個層面和安全管理要求的5個層面，主要包含信息保護、安全審核、通訊保密等在內的近300項要求，涉及測試分類共73類，要求非常嚴格。



Kingdee Cloud Cosmic Passed Classified Protection Test Level III

金蝶雲·蒼穹通過等保三級認證

"Kingdee Cloud Cosmic" passed national information security classified protection test level III on May 24, 2019 (the test in the highest level for non-banking institution, and in "regulative level") and received the certificate. This certificate meant that "Kingdee Cloud Cosmic" was certified in the highest national level in regard to information security of enterprise client.

“金蝶雲·蒼穹”於2019年5月24日通過了國家信息安全等級保護三級測試（非銀行機構的最高級認證，屬於“監管級別”），並獲得認證證書。獲得這項認證意味著“金蝶雲·蒼穹”在企業客戶信息安全保障方面獲得了國家最高等級的認證。



Kingdee KIS Passed Classified Protection Test Level II

金蝶KIS通過等保二級認證

"Kingdee KIS Cloud" passed Shenzhen information security classified protection test level II on October 24, 2019, and received the certificate.

“金蝶 KIS 雲”於2019年10月24日通過了深圳市信息安全等級保護二級測試，並獲得證書。



Kingdee Jingdou Cloud Passed Classified Protection Test Level II

金蝶精鬥雲通過等保二級認證

"Kingdee Jingdou Cloud" passed information system security classified protection test level II on July 19, 2018, and received the certificate. The information security classified protection contains five stages of classification, filing, security building and rectification, information security level test, and information security inspection. This certificate meant that "Kingdee Jingdou Cloud" was certified in the national level in regard to information security and information protection.

“金蝶精鬥雲”於2018年7月19日通過信息系統安全等級保護二級測試，並獲得證書。信息安全等級保護，包括分類、備案、安全建設和整改、信息安全等級測試、信息安全檢查五個階段。獲得這項認證意味著“金蝶精鬥雲”對信息安全和信息保護方面獲得了國家級別的認證。

Information Security Management Systems (ISMS) is a part of the overall organization management system, covering enterprise and user information assets protection, organization and personnel security, physical and environment security, third party service management, IT operation and maintenance security (computer room, server, network, and application system, etc.), password and authority management, information system development and maintenance, information security event management, business continuity management, and security management of research and development area, etc. The system optimization mechanism of regular risk assessment and continuous improvement of security measures is also established.

信息安全管理體系（Information Security Management Systems, ISMS）是組織整體管理體系的一部分，覆蓋範圍包括企業及其使用者信息資產保護、組織及人員安全、物理和環境安全、第三方廠商服務管理、IT運作及維護安全（機房、服務器、網路、應用系統等）、密碼和許可權管理、信息系統開發與維護、信息安全事件管理、業務連續性管理、研發區安全管理等，並建立了定期評估風險和持續改進安全措施的體系優化機制。



Kingdee Cloud Cosmic Certified by ISO 27001 金蝶雲·蒼穹通過ISO 27001認證

"Kingdee Cloud Cosmic" was certified by the international mainstream information security compliance certification of BSI – information security management system compliance certification ISO 27001:2013 in September 2019. This indicated that the product Cosmic contained the standardized and systematic method to guarantee the confidentiality, completeness and usability of the enterprise and user information.

“金蝶雲·蒼穹”於2019年9月通過了BSI公司審核的國際主流信息安全合規認證——ISO 27001:2013 信息安全管理體系合規認證，這表明蒼穹產品具有保障企業及使用者信息的保密性、完整性和可用性的一套標準化、體系化的方法。



Kingdee Jingdou Cloud Certified by Information Security Management System ISO 27001 金蝶精鬥雲通過信息安全管理體系ISO 27001認證

"Kingdee Jingdou Cloud" was certified by information security management system ISO 27001 on October 31, 2017, and received the certificate.

“金蝶精鬥雲”於2017年10月31日通過信息安全管理體系ISO 27001認證，並獲得證書。

4.4 Intellectual Property Protection

As a knowledge-driven enterprise, Kingdee has attached much importance to intellectual property protection, and continuously enhanced the formulation of enterprise intellectual property regulations. Pursuant to relevant national laws and regulations, such as *Patent Law of the People's Republic of China*, Kingdee has formulated a series of enterprise codes and rules related to intellectual property and restated relevant regulations in Disciplinary Rules of Kingdee officially issued in 2019.

4.4 保護知識產權

作為一家不斷自主創新的知識驅動型企業，金蝶高度重視知識產權保護工作，不斷加強企業知識產權的制度建設。根據國家頒佈的《中華人民共和國專利法》等相關法律法規，金蝶制定了一系列知識產權相關的企業規章制度，並在2019年正式頒佈的《金蝶紀律處分條例》裡重申了有關規定。



Internally, the internal codes and rules of Kingdee have interpreted and prescribed how the departments and employees can use the intellectual property of other enterprises and individual in accordance with the laws and rules, and how to protect and maintain one's own intellectual property.

對內，金蝶的內部規章制度對各部門及員工如何合法合規使用其他企業、個人的知識產權，如何保障和維護自身知識產權做了詳細的解釋和規定。

Externally, Kingdee has established the intellectual property protection system focusing trademark, patent and copyright, and combining legal means and information security technology, and set up Intellectual Property Department of the group to fully manage the intellectual property and right assertion matters.

對外，金蝶建立了以商標、專利、版權為主體內容，法律手段與信息安全技術相結合的知識產權保護體系，並設立集團知識產權部，全面負責知識產權及維權事務的管理。



4.4.1 Infringement Prevention 防範侵權

Software utilization

Kingdee ensures that it uses original software on its equipment. If the employee needs to install software on the computer for work, the employee can submit the application and the Company will unitarily purchase and install so as to guarantee the compliance of the software installed from the source and avoid the act of infringing the intellectual property of others.

軟件使用

金蝶自身所有設備保證使用正版軟件，如員工需在工作電腦上安裝軟件可提出申請，由公司統一購買並安裝，從源頭上保證所安裝軟件的合規性，規避侵犯損害他人知識產權的行為。

Text-image materials

Kingdee has been paying much attention to identify whether the font, image, trademark, and copyrighting used infringe the interests of other organizations and individuals. Pursuant to Kingdee Management Measures for Copyright, we have established specialized intellectual property propagation column "IP View" to publicize iKD platform for which the Company pays copyright fee and undertake the tasks of intellectual property protection.

文圖素材

金蝶十分重視材料所使用的字體、圖片、商標、文案等內容是否有侵害其他組織和個人的權益。根據《金蝶著作權管理辦法》，我們建立了專門的知識產權宣傳專欄“IP看點”，推廣已購買版權的iKD平台，以落實知識產權保護工作。

Propagation enhancement 加強宣導

Specialized intellectual property propagation column "IP View" was set so as to publicize and popularize relevant intellectual property knowledge, specify various acts of infringing the text and image copyright of others, and analyze various infringement acts and consequences.

知識產權宣傳專欄專門開設了“IP看點”，用以宣傳和普及知識產權相關知識，明確指出各類侵害他方文字、圖片著作權的行為，分析各類侵權行為及後果。

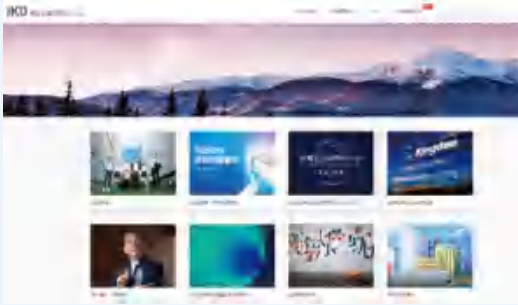
Platform establishment 搭建平台

Kingdee iKD platform provides the copyrighted font, image and PPT materials, etc. for the employees, and explicitly describes the copyright owner and terms of use in the platform statement.

金蝶iKD平台為員工提供已獲得版權的字體、圖片、PPT等素材，並在平台說明中明確聲明了版權所有權和使用規範。

Case 案例

Kingdee Internally Uses Materials from iKD Platform 金蝶內部專用iKD平台作為素材來源



4.4.2 Autonomous Right Assertion 自主維權

Kingdee has taken various measures, such as online monitoring and offline action, etc. to protect the product copyright and seriously combat piracy acts.

金蝶通過線上監控、線下行動等多項措施來保護自身產品版權，嚴肅打擊盜版行為。

By online means 線上

we have cooperated with the third-party sales platforms such as Tmall and JD to monitor, compare online product prices and identify suspicious vendors. We have also applied the methods of self-service management and agent white list to confirm the compliance of the online agents. In case of non-compliance, we will directly complain to the sales platform and request it to deal with the issue and remove relevant products from shelves.

我們聯合天貓、京東等第三方廠商銷售平台進行監控，對比線上產品價格識別可疑銷售商，同時通過自助管理、建立代理商白名單等方式，確定線上代理商的合規性。如發現不合規的情況，我們會直接向銷售平台進行投訴，要求其處理並下架相關產品。

By offline means, 線下

we have established cross-department piracy combat team composed of Intellectual Property Department, Audit Department, Legal Department and the product departments, to confirm the client qualifications and its copyright owner issue of the software used on the ordering system.

我們成立了跨部門的盜版打擊小組，小組成員包括知識產權部、審核部、法務部及各產品部門，通過訂貨系統確認客戶資質，及其軟件使用的版權歸屬問題。

In regard to trademark, Kingdee has monitored the trademark infringement by means of supervising Baidu competing goods key words, important product name search, and key words advertising, etc. If any infringement is found, Kingdee will comprehensively consider the enterprise scale and the level of trademark infringement and file the trademark lawsuit.

在商標方面，金蝶通過監察百度競品詞、重要產品名稱搜索、關鍵字投放等方式，對商標侵權行為進行監控。如發現侵權現象，金蝶將綜合考慮企業規模和侵犯商標的程度，發起商標訴訟。



In 2019, Kingdee took the initiative to handle 6 intellectual property lawsuits. 3 cases were closed this year with the Company granted the compensation of RMB177,000. 3 cases are in process with the outstanding amount receivable of RMB965,000.

2019年，金蝶主動辦理**6**起知識產權訴訟案件，其中**3**個在本年度已結案件獲賠**17.7**萬元，**3**個在辦訴訟案件，待收款**96.5**萬元。



In 2019, Kingdee received about 25 complaints and reports for pirated products via email and telephone calls and on Cloud Hub platform, etc., and assisted the salespersons to urge the clients to renew the original version.

2019年，金蝶通過郵箱、雲之家、電話等接到盜版產品的投訴舉報約**25**單，並協助銷售人員督促客戶換購正版。



In 2019, Kingdee took the initiative to handle 6 intellectual property lawsuits. 3 cases were closed this year with the Company granted the compensation of RMB177,000. 3 cases are in process with the outstanding amount receivable of RMB965,000.

金蝶與深圳華拓公司合作，打擊淘寶網站上銷售金蝶軟件的違規鏈接。2019年低價盜版連結數量為**370**條，相比2018年減少**316**條，低價盜版鏈接呈現下降的趨勢，維權績效顯著。



Case 案例

Kingdee Cloud Cosmic Applied for Several Intellectual Property Rights

金蝶雲·蒼穹產品已申報多項知識產權

Adhering to the enterprise spirit of "continuous innovation", we have achieved a series of innovative results in the development process of "Kingdee Cloud · Cosmic" and submitted 73 applications for patent for invention and 3 applications for design patent to National Patent Office. 50 of them are in the process of substance inspection by National Patent Office. The patents cover the technical innovation including cloud native technology, application software development and business management. One core patent of the Cosmic cloud native technology framework won the national patent award. The patents have been comprehensively utilized in "Kingdee Cloud Cosmic" and effectively supported the effective, reliable and intelligent application of "Kingdee Cloud Cosmic". The patents have more powerfully guaranteed the core technical capacity of "Kingdee Cloud Cosmic" platform and ensured that the Cosmic product can continuously provide innovative high-value enterprise application service. The topic list is indicated as below:

秉承“持續創新”的企業精神，我們在“金蝶雲·蒼穹”的開發過程中取得了一系列創新成果，共向國家專利局提交了 73 項發明專利申請，3 個外觀設計專利。其中有 50 項已經進入專利局實審階段。這些專利涵蓋了雲原生技術、應用軟件發展 企業管理等各方面的技術創新，其中蒼穹雲原生技術框架的一項核心專利獲得國家專利獎。這些專利在“金蝶雲·蒼穹”中得到了充分應用，有效地支援“金蝶雲·蒼穹”高效、可靠、智能的應用。這些專利更加保障了“金蝶雲·蒼穹”平台的技術核心能力、保障了蒼穹產品持續為客戶提供獨創的高價值的企業應用服務。專題清單包括



Talents 人才隊伍

Kingdee considers employees as the most precious wealth. We continually improve our talent strategies and management system, provide the employees with a better development platform from the aspects of fair and just recruitment, accessible development path, positive communication mechanism, and profound employee care, etc.

金蝶將員工視為最寶貴的財富。我們不斷完善自身的人才策略和管理體系，通過公平公正的招聘、暢通的發展路徑、良性的溝通機制、有深度的員工關懷等多個範疇著手，為金蝶員工提供更大的發展平台。

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

Name of topic 議題名稱	Significance to Stakeholders 對持份者的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Labor compliance and equal interests 合規用工與平等權益	1.70	4.45	6.15
Business Ethics and Construction of a Clean and Honest Enterprise 商業道德與組織廉潔建設	1.20	4.73	5.93
Training and development 培訓與發展	1.10	4.73	5.83
Employee safety and health 員工健康安全	1.20	4.13	5.33
Employee work-life balance 員工工作與生活平衡	1.10	3.82	4.92

5.1 Talent Introduction

Kingdee has strictly complied with *Labor Law of the People's Republic of China* and *Labor Contract Law of the People's Republic of China*, formulated a series of talent policies in light of the state's talent programs, talent features of information technology industry and its own development, and been committed to building a "passionate, avant-garde and caring" Kingdee talent team.

5.1 人才引進

金蝶嚴格遵守《中華人民共和國勞動法》和《中華人民共和國勞動合同法》，並結合國家相關人才計劃、信息科技行業人才特點及金蝶自身的發展情況，制定了一系列的人才方針，致力組建一支「激情、前衛、愛心」的金蝶人才隊伍。



5.1.1 Equal employment 平等僱傭

Kingdee has formulated the *Talent Recruitment Management System* and *Kingdee Qualification Model* for the group, which specify selection standard and the job qualifications of each position, specifically request the employee duty performance, achievements, knowledge, quality and skills, and seriously control the talent recruitment; meanwhile, different interview methods and interviewer selection criteria have been developed based on different levels so as to ensure applicability and fairness of the interviewers.

金蝶制定了覆蓋整個集團的《人才招聘管理制度》和《金蝶任職標準模型》，制定篩選標準闡明每個職位的任職資格，對員工的工作行為、成果、知識、質素及技能做出了明確的要求，嚴格把關人才招聘；同時規定面試官的篩選要求，根據級別制定不同的面試方式及面試官選拔標準，確保面試官的適用性和公平性。

To ensure the recruitment effectiveness and integrity, Kingdee initiated the staff background investigation to discard the false and retain the true, and sorted out the candidates with false certificates, false work experience and exaggeration of work performance in 2019; recognized and put the able people at the suitable posts, thoroughly learnt the former work experience of the candidates, provided reliable basis for their future training and career development at the Company, enhanced the integrity awareness of the job seekers and improved their acts, and developed equal and open job-hunting atmosphere with fair competition.

為確保招聘的效用與廉正，2019 年金蝶啟動了全員背調，去偽存真，篩選有虛假證件、虛假工作經歷、虛誇工作表現的候選人；知人善任，全面瞭解候選人之前的任職情況，為其未來在我司的培訓及職業發展提供了可靠依據，同時也提升了求職者的誠信意識及行為，營造平等、開放、公平競爭的求職氛圍。



Achieved Information Reform of Recruitment Process 實現招聘流程的信息化改革

In 2019, Kingdee launched s-HR system online to let the recruitment module free of the traditional work mode of hard-copy document transmission and become systematic. The whole process including recruitment demand request, vacancy publishing, CV screening, interview arrangement, employment process, and offer distribution was fully operated on the online system, which brought more efficient nodes and clearer procedures, ensured the execution of recruitment system, saved enterprise management costs, improved work efficiency and significantly increased recruitment satisfaction rate.

2019 年，金蝶上線了 s-HR 系統，使招聘模組擺脫了傳統紙質單據傳遞的工作方式，迎來了系統化，從招聘需求提出、空缺發佈、簡歷篩選、面試安排、錄用流程、職位發放，整個流程全部線上系統操作，節點更加順暢，流程更加清晰，保證了招聘制度的落實，節約了企業的管理成本，提高了工作效率，招聘滿意度也得到了明顯提升。



Employee diversification 員工多元化

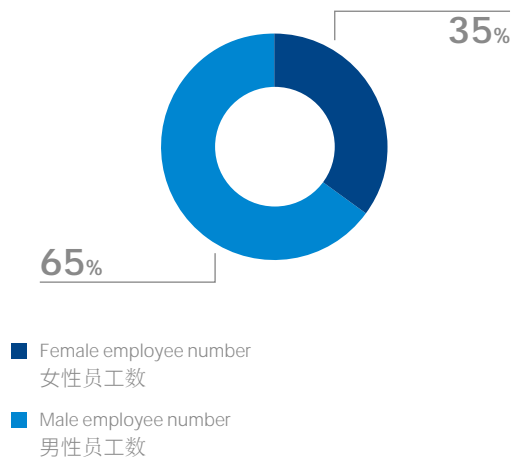
Kingdee has strictly controlled the recruitment process to ensure fair and just talent selection regardless of gender, race, age, and religious belief, etc., and prevent unfair treatment of job applicants and employees, respected the diversity and been dedicated to building a diversified talent team.

金蝶嚴格把關招聘過程，確保人才選拔過程公平公正，不因性別、種族、年齡、宗教信仰等原因對應徵者和員工有不公平的對待，尊重多元性，致力於打造一支多元化的人才團隊。

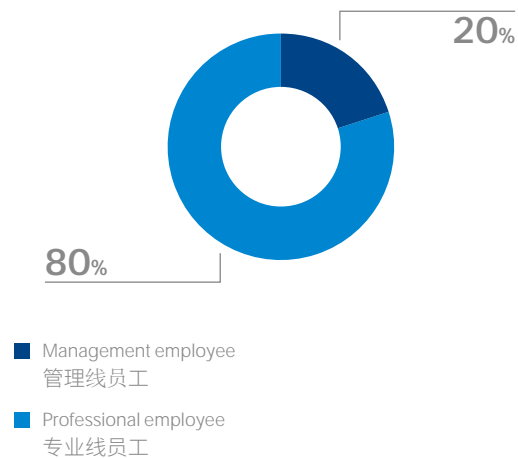
In 2019, the male ratio and female ratio of Kingdee employees were respectively 65% and 35%.

2019年，金蝶員工的男女比例分別為65%和35%。

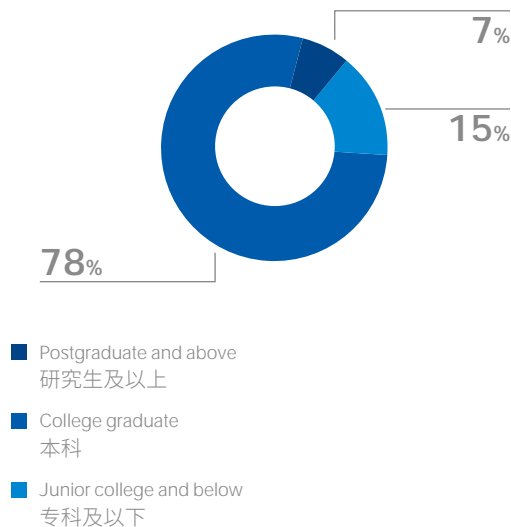
Kingdee employee - by gender
金蝶員工性別劃分



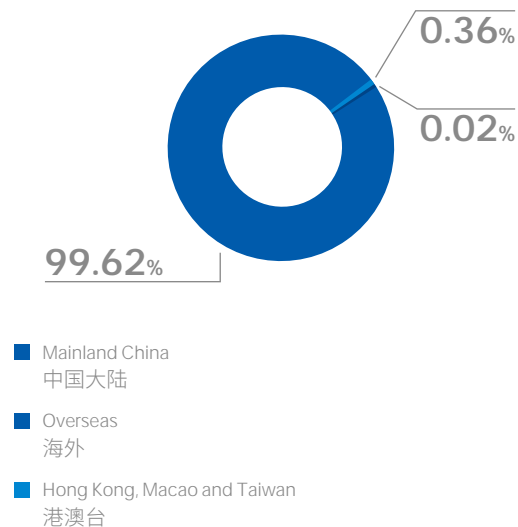
Kingdee employee - by employee type
金蝶員工雇員類別劃分



Kingdee employee - by diploma
金蝶員工學歷劃分



Kingdee employee -by region
金蝶員工-地域劃分





5.1.2 Compliant employment 合規用工

Kingdee has strictly complied with the laws and regulations, including *Labor Law of the People's Republic of China* and *Labor Contract Law of the People's Republic of China*, protected the interests of the employees and guaranteed compliant employment.

Labor dispatch is a form of employment commonly seen in Chinese information technology industry. As an industry member, Kingdee has also attached much attention to the employee interests in this form. We have further introduced the *Kingdee Group Labor Dispatch Management Practices*, prescribed the obligations of the employees working at Kingdee under labor dispatch, and specified that they are entitled to benefits same as employees directly recruited by Kingdee. Internal measures have been introduced to safeguard the rights and interests of employees working for Kingdee under labor dispatch.

At the same time, Kingdee is strict with the management of labor dispatch service providers. The Purchase Department has worked out comprehensive access and exit principles for labor dispatch service providers in accordance with the *Labor Law of the People's Republic of China*, *Labor Contract Law of the People's Republic of China*, *Interim Provisions on Labor Dispatch and Procurement Management System of the Group*, and improved the list of labor dispatch service providers. The dispatch service providers used by respective departments of Kingdee must be selected from the list of labor dispatch service providers released by the Purchase Department, so as to ensure the compliance of all the employees recruited under labor dispatch.

金蝶嚴格遵守《中華人民共和國勞動法》和《中華人民共和國勞動合同法》等法律法規，保障員工權益，確保合規用工。

勞務派遣是中國資訊科技行業普遍的一種僱傭模式，金蝶作為行業中的一員也高度關注在這種模式下的員工權益。金蝶制定了《金蝶勞務派遣管理規範》，規定了勞務派遣員工在金蝶工作時的義務，闡明了他們和金蝶直接招聘的員工享受相同的待遇和福利，通過一系列的內部措施保障勞務派遣員工的權益。

同時，金蝶對勞務派遣供應商也有嚴格的管理。採購部根據《中華人民共和國勞動法》、《中華人民共和國勞動合同法》和《勞務派遣暫行規定》，及金蝶自身的《集團採購管理制度》制定全面的勞務派遣供應商准入、退出原則，改善勞務派遣單位供應商名單。金蝶各用人部門所使用的勞務派遣單位，必須來自採購部擬定的供應商列表，以保證所有經過勞務派遣招聘的員工的合規性。

5.2 Talent Incentives and Retention

Kingdee deems talents as the impetus of enterprise development, and endeavors to preserve the talents with developed management system and reasonable incentive measures and continuously expand the excellent talent team of the enterprise.

5.2 人才激勵與留存

金蝶將人才視為企業發展的力量源泉，致力於以健全的管理體系與合理的激勵措施留住寶貴人才，不斷壯大企業優質人才隊伍。



5.2.1 Remuneration System 薪酬體系

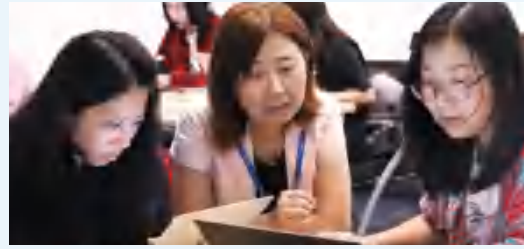
Kingdee has established the remuneration system corresponding to the post and professional title system, entrusted the third-party remuneration investigation company to carry out remuneration investigation annually, adjusted the remuneration accordingly, and guaranteed the competitive remuneration in the industry so as to stimulate the work enthusiasm of the employees.

In 2019, Remuneration Management Department of the Company and Information Center of the group jointly developed the tax preference system in combination with new individual income tax reform, achieved data informatization, and assisted the employees to promote the optimal program, and optimize the calculation and reasonably plan the expenses.

金蝶建立了與職務職稱體系對應的薪酬體系，每年委託第三方廠商薪酬調查公司進行市場薪酬調查，並以此進行薪酬調整，確保薪酬在行業內富有競爭力，從而提高員工的工作熱情。

2019 年，公司薪酬管理部與集團信息中心結合新個稅改革，共同開發稅優系統，實現數據信息化，幫助員工推進最優方案，優化計算合理規劃開支。

To speed up digitalized transformation of remuneration management of Kingdee Group, enhance comprehensive accounting of labor cost and value analysis, support efficient and precise HR decision-making, energize RBU remuneration directors, and assist the remuneration directors to achieve the upgrade from task-oriented work to value creation oriented work, remuneration module of s-HR system was officially launched at the end of October 2019.



為加速金蝶集團薪酬管理數字化轉型，加強人工成本全面核算與價值分析，支援高效和精準的 HR 決策，同時賦能各 RBU 薪酬負責人，幫助薪酬負責人從事務性工作向價值創造性工作升級。2019 年 10 月底，s-HR 系統薪酬模組正式上線。



5.2.2 Performance management 績效管理

Kingdee has introduced the *Performance Management Methods and Quota Over-fulfillment Incentive Measures* to specify performance management and thus effectively motivate the employees. In the performance management system, the goals are set and released by the Company in the beginning of each year; mentoring is provided in the process; assessment is conducted in the end of each year. For any comments on their performance, employees may submit their opinions to internal communication platform. Supervisors will give timely feedback. Meanwhile, the Company also gives incentives to the departments over-fulfilling the organization performance goal, encourages the staff to challenge the goal, and dares to over-fulfill the quota and shares the benefits of quota over-fulfillment with the Company. In 2019, the Company continuously optimized Kingdee strategic performance management system, improved performance operation system, set Performance Management Department to take charge, undertook a series of performance system reform exploration including senior management goal management, and endeavored to meet the new requirements of the company strategic transformation.

金蝶制定了《績效管理辦法》和《超額激勵辦法》，闡明績效管理，從而有效激勵員工。在績效管理體系中，公司於每年年初制定並下達目標，在過程中提供輔導，並在年終時對員工進行表現評估。若員工對自身績效有任何意見，都可通過內部溝通平台提交，上級將及時提供反饋。同時，公司激勵績效超過目標的組織，鼓勵全體員工挑戰目標大膽超額，與公司共同分享超額收益。2019 年，金蝶策略績效管理體系持續優化，改善了績效運作體系，設立了專職的績效管理部，展開了高管目標管理 OKR 推廣等一系列績效體系改革的探索，加大力度實現公司的策略轉型的新要求。



5.2.3 Employee Care 員工關懷

Kingdee has proactively undertake the responsibilities of an employer, cared for the employees in various aspects of work and life, fully ensured the interests and benefits of the employees, paid practical attention to employee occupational health and safety, and vigorously built the work place to the satisfaction of the employees.

金蝶積極承擔僱主責任，從工作、生活等多角度全方面地關愛員工，充分保障員工權益與福利，切實關注員工職業健康與安全，積極打造讓員工滿意的工作場所。

5.2.3.1 Guarantees and benefits

Kingdee has purchased accident insurance and medical accident insurance for each employee in addition to the statutory Five Social Insurances and One Housing Fund. Concessional family commercial insurance plan is also available for employees to choose from. We have participated in and supervised various affairs related to employee benefits, including holiday benefits, employee physical examination, housing provident fund, and medical insurance of employees not registered as permanent Shenzhen residents, etc., and constantly undertaken employees' intention survey to learn the fundamental request of the employees.

除了法律規定的五險一金外，金蝶為每位員工購買了意外傷害保險、意外醫療等多種類型的保險，並且提供優惠的家庭商業保險計劃供員工選擇。我們持續參與和監督各種與員工福利相關的事情，包括節日福利、員工體檢、住房公積金、非深戶醫療保險等等，並持續進行意向調查瞭解員工最根本的訴求。

5.2.3.1 保障與福利

Kingdee Mutual Aid Foundation is established by the Company and initiated by Employee Committee. The Foundation is managed and operated by management committee of the Foundation, and offers aid to in-service employees of Kingdee suffering from serious disease and severe injury. Since the establishment, Kingdee Mutual Aid Foundation has been supported by Kingdee employees greatly. Through employees' individual donation and charity sale, etc., the Foundation has received the total contributions exceeding RMB 4,020,000, where more than RMB 1,880,000 was used to aid the employees in need and subsidize the public welfare programs. In 2019, Kingdee Mutual Aid Foundation subsidized 2 Kingdee employees and partners and donated the total amount of RMB 58,436.91.

金蝶成立了由員工委員會發起的員工愛心互助基金會。該基金會由基金理事會管理並營運，通過募捐形式籌集資金，為金蝶遭遇重大疾病、重大傷害的在職員工提供援助的公益組織。成立至今，愛心基金得到了金蝶員工的大力支持，通過員工個人捐款、愛心義賣等形式，迄今已經收到超過 402 萬元的善款，基金會援助員工和資助社會公益總金額累計超過 188 萬元。2019 年，金蝶愛心互助基金會共幫助 2 位金蝶員工或夥伴，合共捐贈 58,436.91 元。



We have been dedicated to offering services to bring convenient life to the employees. To solve the commuting problem of the employees, we have arranged the company bus for the employees. In 2019, we arranged 18 morning buses and 14 evening buses to benefit the employees above 2,000 person-times per day.

我們致力於提供服務便利員工的生活。為解決員工通勤難的問題，我們為員工開通巴士，2019 年，已有早 18 輛，晚 14 輛巴士運作，日惠及員工達兩千名多人次。

Kingdee pays much attention to the work-life balance of the employees. The Company cares about the marriage of the single male and female employees, and proactively participated in the establishment of the platform "Red Match-Making Bridge" with Nanshan District Government. Moreover, Employee Committee holds employee events on the 4 regular traditional festivals every year in combination with corporate culture of the Company, lets the employees relax physically and mentally, enjoy the dense festival atmosphere, and enhance the employees' sense of belonging.

金蝶注重員工在工作和生活間的平衡。公司單身男女婚姻狀況，積極參與南山區政府搭建平台“紅色鵲橋”。此外，員工代表委員會於每年固定的 4 個傳統節日，結合公司的企業文化舉辦員工活動，讓員工放鬆身心，感受濃厚的節日氛圍，同時增加員工歸屬感。



we held wonderful lantern riddle event to recollect the lingering atmosphere and the warmth of home during the Spring Festival.

我們舉辦了精彩的猜燈謎活動，回味春節的餘溫和家的溫馨



great ring toss game brought the childhood fun to the employees. The employees tasted big Kim Koo ham moon cake to celebrate the family-gathering festival together.

大型套圈比賽讓我們找回童年的樂趣，現場大家一起品嚐金九火腿大月餅，共同慶祝中秋團圓佳節。



On Lantern Festival
元宵節

On Dragon Boat Festival
端午節

On Mid-Autumn Festival
中秋節

On Winter Solstice
Festival
冬至



the colleagues joined the five-color string DIY, sachet sewing, boat racing, and glutinous rice dumpling tasting games.

和同事一起DIY五彩繩、縫製香囊、劃賽艇比賽、吃粽子比賽



the employees made dumpling happily to enjoy the winter warmth.

我們其樂融融包餃子，感受冬天的溫暖。

Organize the special parenting lecture themed "Positive Discipline" for the employees

為員工組織了主題為“正面管教”的育兒專場講座

5.2.3.2 Safety and Health

Kingdee cares about the employees' occupational health and safety and is endeavored to create safe work environment for the employees. We have organized special fire evacuation guide training and invited the squadron leader of Fire Brigade to give on-site training on the fire safety knowledge so as to enhance the safety awareness of the employees.

5.2.3.2 安全與健康

金蝶關注員工的職業健康與安全，致力於為員工創造安全的工作環境。我們組織消防疏導員培訓專場，邀請消防隊中隊長現場進行關於消防安全知識培訓，提高員工的安全意識。



Moreover, Kingdee arranges a physical examination for all employees annually, and arranges the experts to give health lectures to share knowledge about prevention of occupational diseases so as to help the employees to know about their health status and master necessary health knowledge. In 2019, Health Management Center established by Kingdee was officially inaugurated to offer expert service of famous doctor inquiry and traditional Chinese medicine therapy, provide free online medical inquiry service for the group staff and practically support the employee health from the rear.

此外，每年金蝶都會安排全體員工進行一次健康體檢，並定期安排專家健康講座，分享關於職業病防治的知識，幫助大家瞭解自己的身體健康並掌握必要的健康知識。2019年，金蝶籌辦的健康管理中心正式開放，提供名醫問診加中醫理療的專家服務，並為全集團員工提供免費的線上醫療諮詢服務，切實為員工的健康做好後部支援。



Kingdee also focuses on the psychological health of the employees. We have integrated psychological health management in Kingdee training system, set *Work Pressure Management* as the compulsory course of new employees before becoming a regular worker, and developed the courses for emotion communication, such as *Emotional Quotient Management* and *Self-Consistency and Communication Wisdom Based on Human Nature*, etc., to help the employees to relieve the pressure and emotions at work.

員工的心理健康也是金蝶的關注重點。我們將心理健康管理融入金蝶培訓體系，將《工作中的壓力管理》設為每個新員工轉正前的必修課，開發了《情壓管理與自我和諧》和《基於人性的溝通智慧》等針對溝通和情緒的課程，幫助員工緩解工作中的壓力和負面情緒。

Category 組別	Unit 單位	Data of 2017 2017年數據	Data of 2018 2018年數據	Data of 2019 2019年數據
Work Injuries* 工傷次數	Injury 次	1	3	2
Days lost due to performing duties 因公損失工作日數	Day 天	31	31	30
Deaths while performing duties 因工死亡人數	Person 人	0	0	0

* Work injuries are subject to the affirmation of the Social Security Bureau

* 工傷以社保局認定為準



5.2.4 Communication channel 溝通渠道

Kingdee has established smooth top-down communication channel, listened to the employees' various advice on the Company, given timely feedback and enhanced the employee satisfaction from all aspects.

金蝶確立暢通和自上而下的溝通渠道，傾聽員工對公司各個方面的建議，並及時給予反饋，全方面提升員工滿意度。

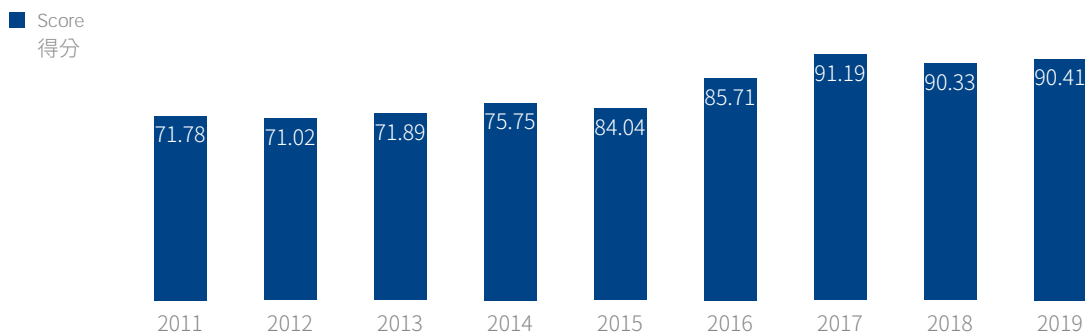
The Company formulates and assigns the performance goal at the beginning of every year and assesses the performance at the end of the year. If the employee has any advice on one's own performance, the employee can submit the advice on internal communication platform and the superior will provide timely feedback.

金蝶每年年初制定並下達績效目標，在年終進行表現評估。員工對自身的績效有任何意見，都可通過內部溝通平台提交，上級將及時提供反饋。

Each year Kingdee conducts an employee morale GPS survey and the survey results are an important reference for management improvement of human resources. The GPS survey score has been steadily improved since 2011, which indicated employees' recognition of our efforts.

金蝶每年都會進行員工士氣 GPS 調查，每年的調查結果會成為人力資源管理改進的重要參考。從 2011 年至今，GPS 的調查分數穩步上升，顯示了員工對我們工作的肯定。

Overall Global Pulse and Value Survey of Kingdee Group 2011-2019
2011-2019年金蝶集團GPS總體態勢 (Global Pulse and Value Survey)



After all the trainings, the employees' satisfaction comments on the three dimensions of the course and project, lecturer and organizer will be gathered so as to learn the employees' comments on the training in time and thus improve the training quality. In 2019, the overall training satisfaction increased to 4.9.

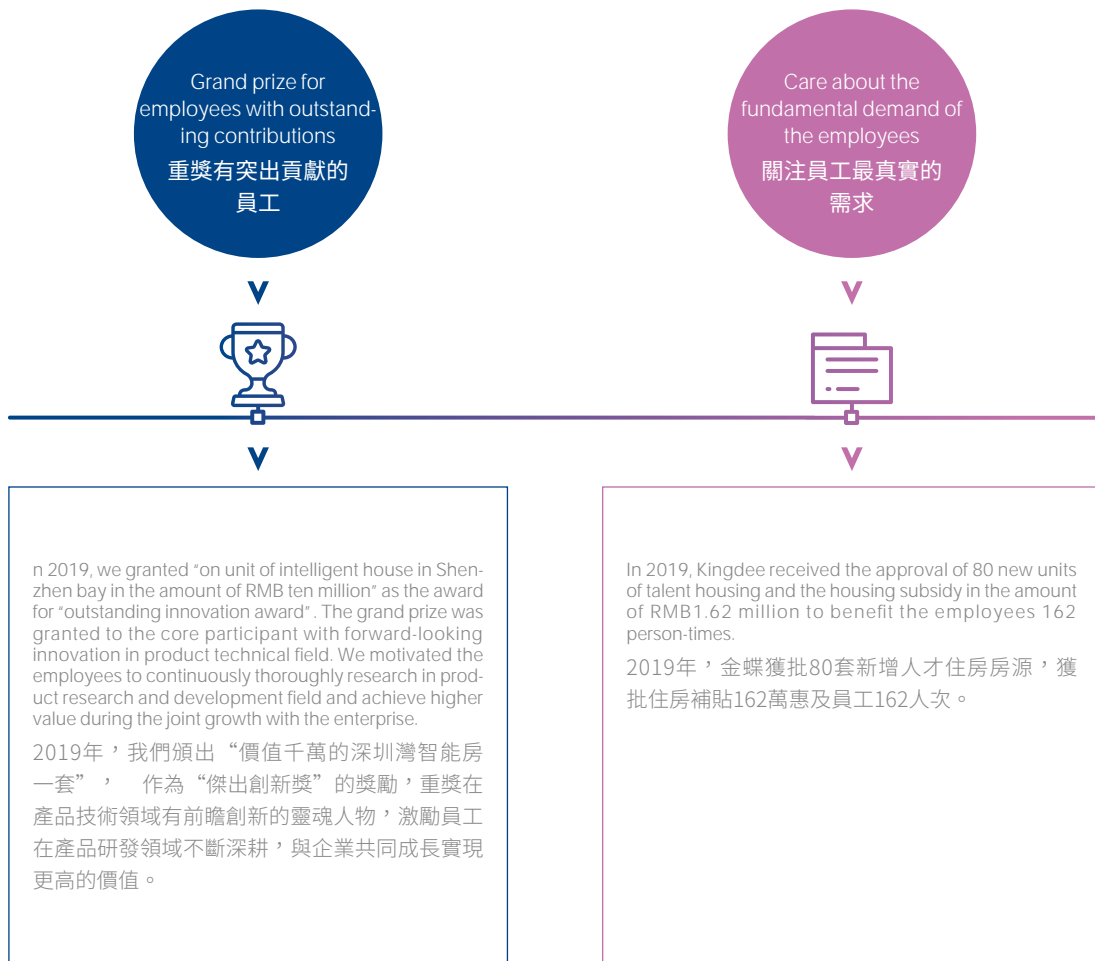
在所有培訓結束後，我們會收集員工對課程和計劃、講師、組織方三個方面方面的滿意度反饋，以及時瞭解員工對於培訓的意見從而提高培訓質量。2019年，我們的培訓總體滿意度提升至4.9。



5.2.5 Talent Retention 人才留存

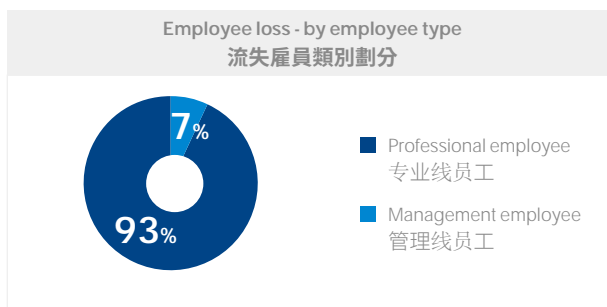
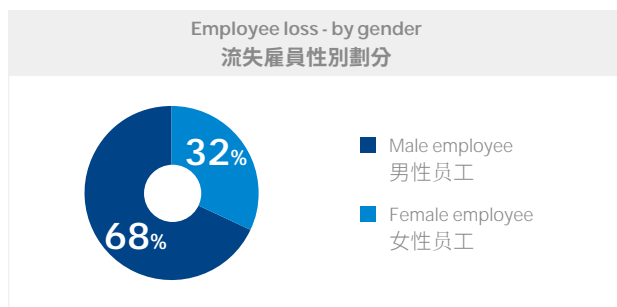
As a knowledge-oriented enterprise, Kingdee wishes to grow and make progress with the employees. Therefore, we have designed and taken various measures to build stable talent team and let the talents share the operation results with the Company.

作為一個知識型企業，金蝶希望能與員工一起成長，共同進步，因此，我們設計和落實了多種措施，讓人才隊伍保持穩定，與公司一起分享經營的果實。



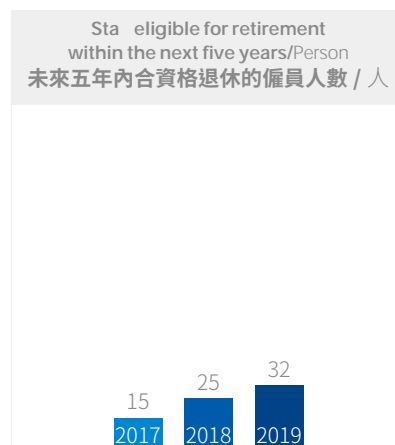
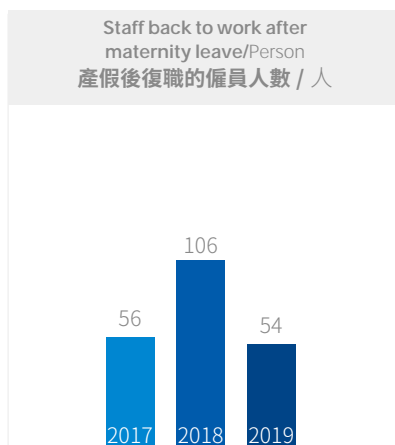
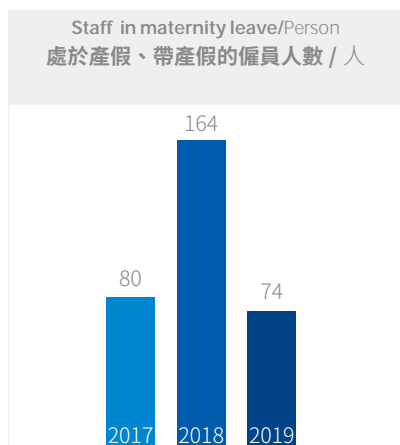
In 2019, the number of employees lost reached 1,981 with the turnover rate of 18.21%. The new employees were in the number of 3,102.

2019 年，公司僱員流失總數為 1,981 人，僱員流失率為 18.21%。新入職員工為 3,102 人。



*Employee turnover rate formula: Turnover rate = loss number/(starting employee number + onboarding employee number)

* 員工流失率計算公式為：流失率 = 流失人數 / (期初人數 + 入職人數)



5.3 Talent Development

Kingdee strives for excellence and is committed to providing employees with a platform for work and growth of spirit. We encourage employees to create value, enhance their ability to achieve life-long career development.

5.3 人才發展

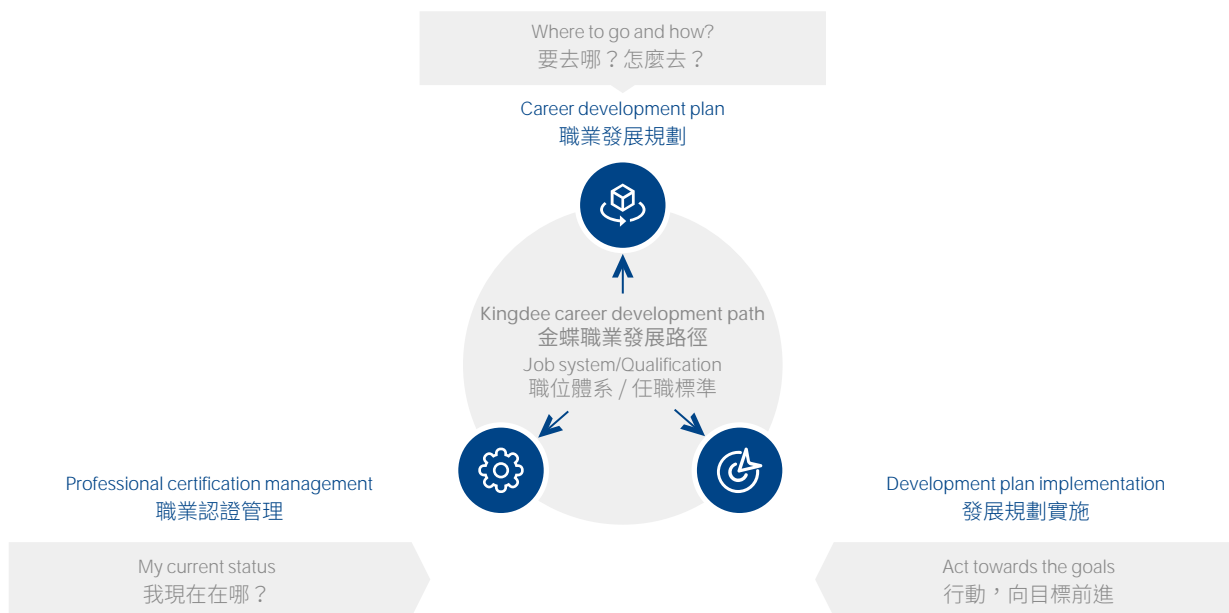
金蝶堅持以奮鬥者為本，致力於為員工提供一個工作和心靈成長的平台，鼓勵員工創造價值、提升能力，獲得終身職業發展。



5.3.1 Development Path 發展路徑

Guided by the basic concept of "Job Value combined with Ability" and fulfilling the responsibility and value creation, Kingdee position system has formed the *Kingdee Job Duty Manual*, *The Kingdee Qualification Model* as the standard guidance. Through two career development channels of "Specialty" and "Management", we provide employees with a vertical open career development path and platform, continuously help employees improve their abilities. Employees may advance vertically or horizontally (across sequence, across race, across-position) through three steps which are grade certification, career development planning, plan implementation, to achieve career development. Kingdee offers opportunities for career advancement to talents motivated for self-challenging and comprehensive development.

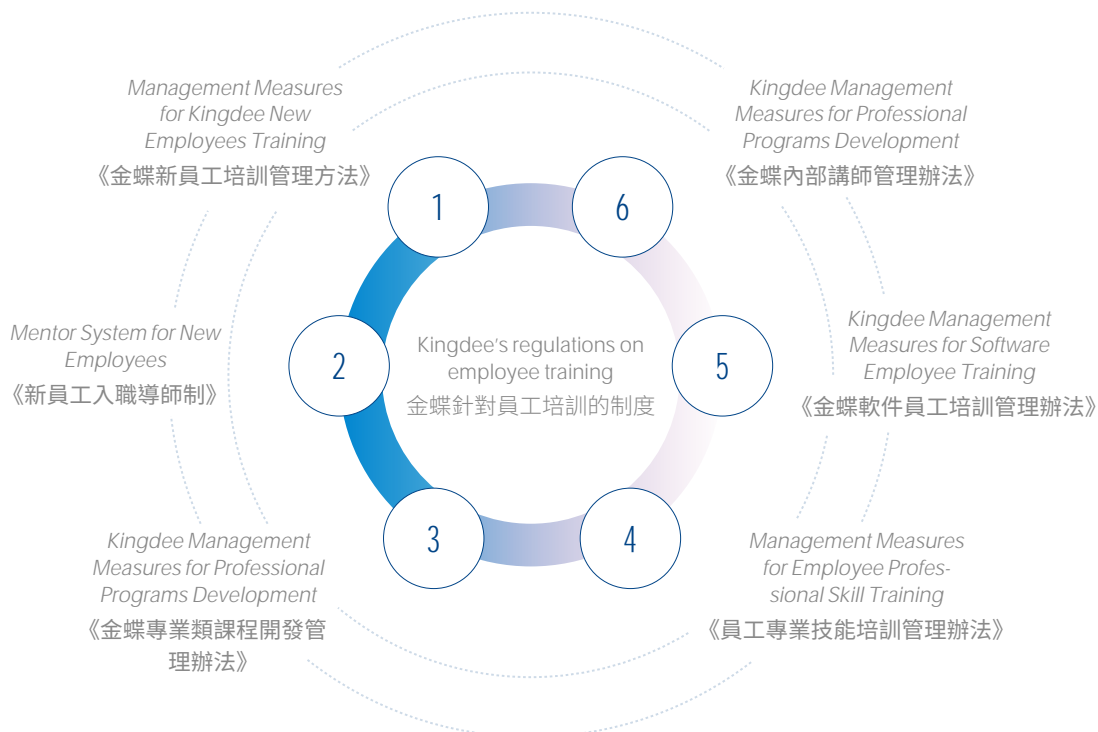
金蝶職位體系以“崗位價值 + 能力”為基本理念，以職責履行與價值創造為根本，形成了《職位說明書》、《任職標準模型》為標準指引，通過“管理”與“專業”發展雙通道，為員工提供了橫縱向開放的職業發展路徑和發展平台，持續幫助員工提升能力。員工可在本職位內縱向發展晉升，也可跨序列、跨族、跨職位橫向流動發展，通過職級認證、職業發展規劃、發展規劃實施的三步驟實現職業發展。金蝶鼓勵勇於挑戰自我、終身成長的人才在公司獲得廣闊的發展空間。



5.3.2 Training System 培訓體系

Well-developed training system has always been the solid support for Kingdee's establishment of its high-performing talent team. A list of policies have been introduced to ensure the regulation basis and effective undertaking of various types of training activities and practically improve the core competitiveness of the employees in the training.

健全的培訓體系是金蝶打造自身優質人才隊伍堅實的後部支援。公司制定了一系列制度，保障各類培訓活動有規可循有效展開，切實地借助培訓提高員工的核心競爭力。



Under the guidance of the company training regulations, Kingdee has established multi-level training system, developed the courses accordingly from the aspects of energizing business, performance business, platform business and innovation business based on the employees' post and business line, and provided the necessary trainings in the current career stage. In 2019, we customized 13 new courses according to the company business and employee development demand so as to motivate the comprehensive development of the employees.

To help new employees integrate into the company as soon as possible, we designate mentors for each new employee, each new employee need to undergo a comprehensive training course to understand Kingdee's development history and internal rules and regulations. According to the *Kingdee Job Duty Manual* and the *Coaching Form of Mentor System for New Employees*, the instructor helps employees clarify their job priorities, adapt better to the work environment and achieve growth.

To better motivate the employees to continuously improve themselves, the Company encourages the employees to participate in the trainings actively, and issues completion certificate to the employees successfully finishing the courses, such as completion certificate of "Management staff training camp" and "completion certificate of interviewers", etc. and commend the excellent teams and individuals; undertakes participation point system for *Jike Lundao* activity that the staff attends and grants special awards to the employees participating more; encourages the employees to take professional certification, and monthly grants certain bonus to CMA certificate holders.

Under the promotion of various measures, the staff training hours were 56,742 hours for 15,095 person-times in 2019. The training hours of the management personnel and professional employees were respectively 8,464 hours and 48,279 hours.

在公司培訓制度的指引下，金蝶搭建了多層次的培訓體系，根據員工的職位與業務，有針對性地從賦能業務、績效業務、平台業務和創新業務四方面開發課程，為員工提供當前職業階段所必要的培訓。2019 年我們根據公司業務與員工發展需求，定制上線了 13 個新課程，以促進員工全面發展。

為幫助新員工儘快融入到公司這個大集體中，每位新入職員工均須接受全面的培訓課程，瞭解金蝶的發展歷史及內部規章制度，同時為每一個新員工指定導師。導師根據《金蝶職位說明書》和《新員工入職導師輔導工具表》，幫助員工闡明工作重點，更好更快地適應工作環境，獲得成長。

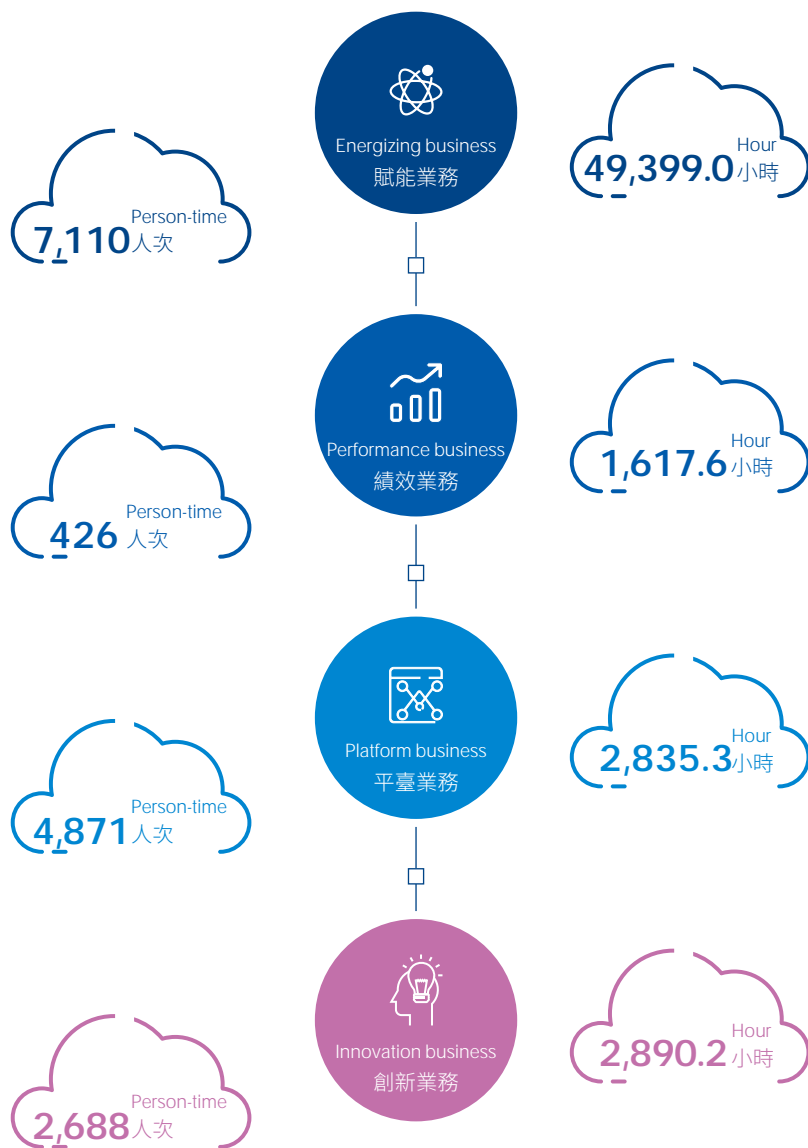
為了更好地激勵員工不斷提升自我，金蝶鼓勵員工積極參與培訓，為順利畢業的員工頒發畢業證書如“管理幹部訓練營畢業證書”、“面試官畢業證書”等，並對優秀團隊和個人進行表彰；對全員參與的《極客論道》實行參與積分制，參與更多的員工可獲得特殊獎勵；鼓勵員工進行專業認證，每月給予 CMA 持證者一定的津貼獎勵。

在多措施的推動下，2019 年，全體員工接受培訓時長為 56,742 小時 總人次為 15,095。其中管理線人員培訓總時長為 8,463 小時，專業線員工接受培訓總時長為 48,279 小時。

Data of 2019
2019年數據

Training Type
培訓類型

Data of 2019
2019年數據



Pre-Job Training
崗前培訓

"Golden Talent Growth Training Camp"
舉辦“純金人才成長訓練營”

Kingdee held Golden Talent Growth Training Camp themed "Love, Adventure and Living Forward" to help the "golden talents" to get familiar with the "Culture of Acting in All Conscience" and "Sports Culture" of the enterprise and successfully transform the role.

金蝶以“愛冒險 活上去”為主題，舉辦純金人才成長訓練營，幫助“純金人才”熟悉企業“致良知文化”和“運動文化”，成功完成角色轉變。



Leadership Training
領導力培訓

2019 Ninth Session of "Highly-Potential Product and Technical Talent Energy Station"
展開2019年第九期“產品與技術高潛人才能量加油站”培訓

It was a key project targeting the highly-potential product and technical talents. The excellent industry masters explained the profound client demands and product substance in simple terms in combination with classical industry cases, and shared the way to excellent product manager. The training eventually reached average course satisfaction: 4.69, average lecturer satisfaction: 4.78, and training organizing satisfaction: 4.93.

面向產品和技術高潛人才的重點項目，由行業優秀人物結合行業經典案例，深入淺出講解客戶需求與產品本質，分享優秀的產品經理之道。此次培訓最終達到了課程平均滿意度：4.69，講師平均滿意度：4.78，培訓組織滿意度：4.93。



In 2019, Kingdee organized CMA certification flipped classroom training for the CMA certification trainees, which focused on the certification exam contents explanation by online and offline means to help the trainees to master the knowledge points and endeavor to help the employees to use the management accounting knowledge during working hours and contribute to the establishment of new financial management.

2019年，金蝶展開CMA認證翻轉課堂，面向CMA認證學員，以認證考試內容串講為主，線上線下相結合，切實幫助學員掌握知識點，致力於幫助員工將管理會計知識應用於工作時間中，為建設財務管理新世界而努力。



5.4 Construction of a Clean and Honest Enterprise

Kingdee attaches much importance to internal professional ethics and construction of a clean and honest enterprise and has created honest and trust-worthy enterprise atmosphere, proactively establish supervision mechanism, undertaken self-inspection at regular intervals, made efforts to nurture the non-corruption atmosphere and developed sound management mode.

5.4 組織廉潔建設

金蝶高度重視企業內部的職業道德與廉潔建設，營造誠實守信的企業氛圍，積極建立監督機制，定時展開自查行動，並注重廉潔風氣的培養，營造健康管理模式。



5.4.1 Non-corruption Management Mechanism 廉潔管理機制

In 2019, Kingdee issued Disciplinary Rules of Kingdee to explicitly specify the disciplinary violation acts breaking the company bottom line and corresponding punishment standards. After the Regulations were issued, the Company undertook the propagation and study from top to bottom so as to ensure that every employee clearly understood the bottom-line principles and red-line disciplinary requirements of the Company, and effectively prevent the violations and corruption.

2019年，金蝶頒佈了《金蝶紀律處分條例》，闡明了觸犯公司底線的違紀行為，以及相應處分標準。條例頒佈後，公司從上而下持續展開宣導與學習，確保每位員工都清晰地瞭解到公司的底線原則以及紅線紀律要求，有效預防違規及腐敗行為的發生。



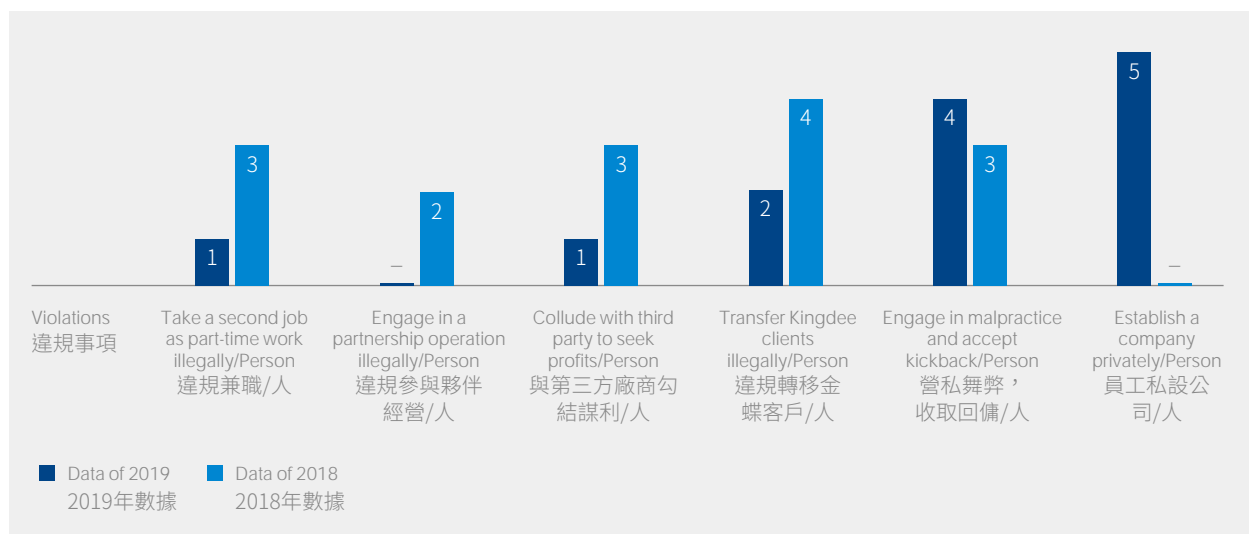


Kingdee has enhanced the investigation and treatment of the internal illegal and violation acts, and enforced the punishments on the violating employees, such as warning or dismissal, for the violations jeopardizing the interests of Kingdee in accordance with national regulations such as *Criminal Law of the People's Republic of China*, and relevant management regulations of the Company, including *Kingdee Business Code of Conduct*, *Labor Contract*, and *Disciplinary Rules of Kingdee*, etc.

In 2019, Legal and Audit Department of the Company investigated and handled about 10 illegal and violation cases involving about 13 persons of violation.

金蝶加強對內部違法違規行為的查處，對於損害金蝶利益的違規行為，根據國家法規《中華人民共和國刑法》及公司《金蝶商業行為準則》、《勞動合約》和《金蝶紀律處分條例》等相關管理制度，對違規員工予以警告或開除等處分。

2019年，公司法務與審核部內部共查處違法、違規案件10餘起，涉及違規人數13餘人。





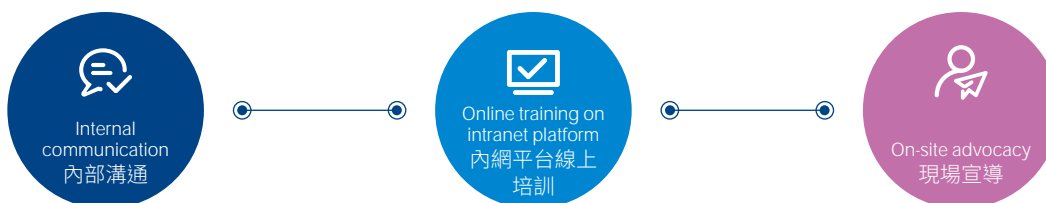
5.4.2 Training and Advocacy 培訓宣傳

In regard to non-corruption management, Kingdee has enhanced the system and developed the culture, propagated "Acting in All Conscience" culture and non-corruption education internally, solidified the overall internal control atmosphere and let the sun shine in the heart of every employee.

In 2019, Kingdee undertook anti-corruption advocacy education and training in various forms, publicized laws and regulations to the staff, publicized and explained the Company's important policies and legal knowledge, urged the employees to comply with various rules and regulations, reviewed their compliance and implementation, improved employees' sense of internal control, and continued to strengthen the internal control of the enterprise and create a clean and honest culture throughout the Company.

在廉潔管理上，金蝶既加強制度，亦營造文化，在內部推廣「致良知」文化及廉潔教育，鞏固整體內控氛圍，讓陽光照進每一位員工的心裡。

2019 年，金蝶展開各式反腐倡廉的宣傳教育與培訓，向全體員工宣傳法律法規，講解公司重要政策與法律常識，督促員工遵守各項制度，並檢視員工合規情況，促進員工內控意識的提升，持續加強企業內部控制並塑造企業廉潔文化。



Kingdee publicized its determination on anti-corruption and legal knowledge to the staff on internal platform. In 2019, Kingdee carried out 12 advocacy sessions, including training and advocacy sessions regarding anti-corruption and legal knowledge.

通過內部平台向全體員工宣傳反腐決心與法律常識。2019 年，金蝶舉辦了 12 次宣傳活動，包括反腐類培訓與宣傳、法律常識類培訓與宣傳等。

The Company required that every employee must finish the online learning of *Kingdee Business Code of Conduct*. Only when new employees learn the Code and pass relevant examination can they become full-time employees. As of December 31, 2019, the number of visitors accessing the online learning system of Kingdee Business Code of Conduct reached 37,000.

通過內部平臺向全體員工宣傳反腐決心與法律常識。2019 年，金蝶舉辦了 12 次宣傳活動，包括反腐類培訓與宣傳、法律常識類培訓與宣傳等。

For legal staff and auditors, Kingdee carried out more than 10 on-site advocacy and training sessions regarding legal knowledge as well as important policies and systems in the branches in Shenzhen, Lanzhou, Guangzhou, Changchun, Quanzhou, Urumchi, Ningbo, Beijing, Tianjin, and Zhuhai, etc.

面向法務和審核人員，金蝶在深圳、蘭州、廣州、長春、泉州、烏魯木齊、寧波、北京、天津、珠海等分子機構展開了 10 餘場法律知識與重要政策、制度的現場宣導培訓。



Kingdee carried out on-site advocacy and training regarding legal knowledge as well as important policies and systems
金蝶展開關於法律知識及重要政策、制度的現場宣導培訓



Corporate Culture 企業文化

Kingdee is aspired to become the most reliable enterprise service platform under the core values of “acting in all conscience, with integrity and righteousness”, adhering to Kingdee philosophy and the mission of servicing enterprises whole-heartedly, and proactively develop “Conscience Culture”, “Innovation and Entrepreneurship Culture”, and “Sports Culture”.

金蝶以「致良知、走正道、行王道」為企業核心價值觀，秉承金蝶哲學和全心全意為企業服務的使命，努力做最值得託付的企業服務平台，積極建設“良知文化”“創新創業文化”及“運動文化”。

Topics involved and their materiality in this chapter

本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對持份者的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Value sharing 價值共享	1.15	4.62	5.77
Accountability culture building 負責任文化建設	0.80	4.71	5.51

6.1 Conscience Culture

Kingdee has earnestly learned from excellent traditional Chinese culture, including the philosophy of the mind proposed by Wang Yangming to develop its own corporate culture rooted in “acting in all conscience”.

Kingdee started acting in all conscience study in 2016, continually undertook culture upgrade, entered practice stage of Conscience Culture and nurtured the Kingdee people's positive cognition, attitude and behavior towards life and work. 44 sessions of cultural study were held in 2019, and 41 Kingdee culture stories were published. In August 2019, *Kingdee Philosophy* accumulating the 26-year practice wisdom of Kingdee people was officially published to advocate Kingdee culture in all-round manner on multiple channels and create the cultural atmosphere.

Meanwhile, the Group embedded Kingdee philosophy in *Excellence Selection Measures of Kingdee Group and Disciplinary Rules of Kingdee* to provide value guidelines and code of conduct for the employees, and strengthen the in-depth connection between the employees and the company philosophy, mission, vision and strategy.

6.1 良知文化

金蝶積極學習以陽明心學為代表的優秀中華傳統文化，建構以“致良知”為根基的金蝶文化。

自 2016 年開啟致良知學習以來，金蝶持續進行文化升級，踐行致良知，培養金蝶人對生活和工作的積極正向的認知、態度和行為。2019 年度共進行 44 期文化學習，共發佈 41 篇金蝶文化故事。2019 年 8 月正式發佈了凝聚著金蝶人 26 年實踐智慧的《金蝶哲學》，多方位多渠道宣傳金蝶文化，塑造文化氛圍。

同時，集團在《金蝶集團優秀評選辦法》和《金蝶紀律處分條例》兩大制度中融入金蝶哲學，為員工提供價值指引與行為準則，加強員工與公司哲學、使命、願景、策略的深度連結。



案例

Kingdee Philosophy Officially Published 《金蝶哲學》正式發佈

In August 2019, *Kingdee Philosophy* was officially published to take the initiative to upgrade the “client-oriented” culture to the level of philosophy, and confirmed as the standard for excellent employee and team selection in Kingdee. Meanwhile, on Kingdee Pictorial and other media, the means including character story, cultural decoration, philosophical thinking, benchmark case and arts and cultural programs were applied to comprehensively advocate the “client-oriented” corporate culture.



2019 年 8 月《金蝶哲學》正式發佈，首次將“以客戶為中心”的文化提升到哲學的高度，並確定為金蝶評選優秀員工和團隊的標準，同時通過《金蝶畫報》、等媒介，採用人物故事、文化裝飾、哲學心得、標杆案例、文藝節目等方式，全方位宣導“以客戶為中心”的企業文化。

6.2 Innovation and Entrepreneurship Culture

Kingdee is an enterprise with innovation gene and innovation-centered. Kingdee encourages every employee to innovate in the principles of “client-oriented, from the clients, help the clients” and start their own business to realize personal value and grow with the enterprise.

Kingdee awards the innovative results. Every year the Company carries out excellent innovative result competition and handsome awards are given to holders of major innovation results. In 2019, the Company selected 5 excellent innovation awards, namely: Kingdee KIS Cloud, Xu Shaochun personal official account, intelligent manufacturing in cloud edge collaboration structure, Kingdee Efficient Loan, and EAS tax management; gave award of a unit of Shenzhen Bay intelligent housing worth RMB 10 million to 1 outstanding innovation. Meanwhile, Kingdee encourages the employees to start from the client application scenario and achieve “small, beautiful and quick” micro-innovation through making use of the new technologies such as big data and AI so as to significantly improve the efficiency and experience for the clients. The branch companies organize the preliminary selection and 20 micro-innovation results were awarded by the Group in 2019.

Kingdee actively created innovation atmosphere and organized 64 sessions of innovation sharing to let 2,880 persons to join Jike Lundao innovation sharing in 2019. Moreover, the Company regularly organized innovation exchange activities and developed innovation atmosphere. In 2019, the Company held innovative cultural events including “Kingdee Lover Trip · See the Love” themed innovative design exhibition and Kingdee Cloud · Cosmic Summit to create higher probability for the employees in the dense entrepreneurship atmosphere.

6.2 創新創業文化

金蝶是一家擁有創新基因，重視創新的企業，鼓勵員工創新創業，鼓勵員工“以客戶為中心，源於客戶，成就客戶”進行創新，實現個人價值，與企業共同成長。

金蝶獎勵創新成果。每年公司進行優秀創新成果評選，對於重大創新成果給予重獎。2019 年度，共評選出 5 項優秀創新獎，分別為：金蝶 KIS 雲、徐少春個人號、雲邊協同架構智能製造、金蝶效貸、EAS 稅務管理，評選出傑出創新獎 1 項，獎勵價值千萬的深圳灣智能房一套。同時，金蝶鼓勵從客戶應用場景出發，利用大數據、AI 等新技術，鼓勵員工實現漸進式“小、美、快”的微創新，給客戶帶來效率和體驗的明顯提升。各分子公司組織初選，最終評出 2019 年度集團微創新獲獎成果 20 項。

金蝶積極塑造創新氛圍。2019 年年度內，金蝶共展開 64 期創新分享活動，共計 2880 人次參加展開極客論道創新分享。此外，公司定期組織創新交流活動，培育創新氛圍。2019 年，公司舉辦了“金蝶愛之旅·讓愛看得見”主題創意設計展、金蝶雲·蒼穹峰會等創意文化活動，在濃厚的創業氛圍中，為員工創造更多可能性。

Case 案例

Kingdee Encouraged Internal Incubation and Advocated Innovation and Entrepreneurship Culture 金蝶鼓勵內部孵化，宣導創新創業文化

In 2019, Kingdee awarded 20 micro-innovation results, 5 excellent innovation results and 1 outstanding innovation result. “Innovation-driven, help the clients, battle on the cloud”, Kingdee endeavored to become the most reliable enterprise service platform.

2019 年度，金蝶共評選出 20 項微創新獎，5 項優秀創新獎和 1 項傑出創新獎。創新驅動，成就客戶，決勝雲端，共同為做最值得託付的企業服務平台而奮鬥。

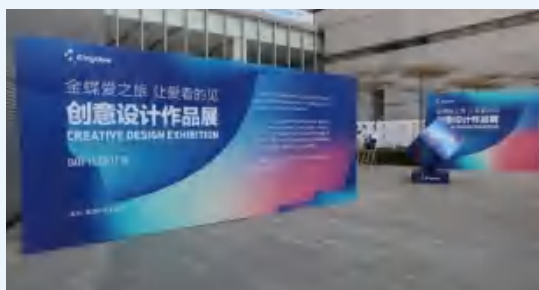




Kingdee Held “Kingdee Lover Trip · See the Love” Themed Innovative Design Exhibition 金蝶展開“愛之旅·讓愛看得見”主題創意設計展

In June 2019, Kingdee initiated Kingdee Lover Trip innovative works solicitation activity to invite the Kingdee people and family “say the love out loud and see the love”, and comprehensively represent the life and work enthusiasm and passion of Kingdee people in the works in the forms of innovative design, photography, and calligraphy, etc.

2019年6月，金蝶發起金蝶愛之旅創意作品徵集活動，邀請金蝶人和家人們“將愛講出來，讓愛看得見”，以創意設計、攝影、書法等方式創作，將金蝶人對生活、對工作滿懷激情和熱愛的作品全面呈現。



6.3 Sports Culture

As an advocate of healthy and sunny sports culture, Kingdee is dedicated to cultivating new youth who are super healthy, fashionable and contributory. At the beginning of entrepreneurship, Kingdee developed its Kingdee Associations in an active manner and established the Staff Associations (“Associations”) aiming to enrich the spare-time cultural and recreational life of staff members, enhance the technical skills of personal hobbies, improve physical and mental health, and strengthen communication and exchange among the staff members. It organized various activities to popularize the sports culture.

As of the end of the reporting period, Kingdee has founded 13 associations, including Ping Pong Association, Football Association, Dance Association, Jogging Association, Yoga Association, English Association, Photography Association, Basketball Association, Music Association, Rowing Association, Board Game Association, Badminton Association and Micro-Film Association, etc. There are 3,375 association members currently. In 2019, Kingdee held many themed events, regional tournaments and external games and the Kingdee Associations organized over 1,300 day-to-day events, 15 themed events, 21 external games and 4 sports tournaments in Shenzhen.

6.1 運動文化

金蝶宣導健康陽光的運動文化，致力於培養「超級健康、超級潮流、超級有貢獻」的金蝶新青年。公司在創業初期積極發展金蝶協會，集團企業文化部下設員工協會（以下簡稱“協會”），以豐富金蝶人業餘文娛生活、提升個人愛好的技術水準、促進身心健康、加強金蝶人之間的溝通與交流為宗旨，組織多樣活動，普及運動文化。

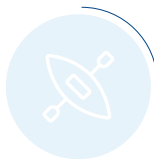
截至報告期末，金蝶共有 13 個協會，涵蓋乒乓球協會、足球協會、舞蹈協會、跑步協會、瑜伽協會、英語協會、攝影協會、籃球協會、音樂協會、賽艇協會、桌遊協會、羽毛球協會及微電影協會等，協會成員共 3,375 人。2019 年度金蝶展開了多項主題活動、地區聯賽及對外比賽，年度內共舉辦超過 1,300 場日常活動、15 場主題活動、21 場對外比賽、深圳地區運動聯賽共 4 場。

National 2020 Kilometers Relay Race to Win the New Year Health Incentive Bonus 全國2020公里接力，共贏新年健康鼓勵金

From November 29 to December 24, 2019, Kingdee has held the national 2020 kilometers relay race. The race was operated in small teams, free from the form of locomotion. Finally, there were 51 organizations and 3,160 people participating in. All Kingdee members worked in unity and over fulfilled their goals. The 51 organizations have successfully run 17,656 kilometers and shared the health incentive bonus of RMB 60,606.

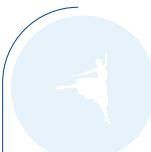


2019年11月29日-12月24日，金蝶舉辦了全國2020公里接力活動，以團隊為單位參與，不限運動形式，最終共計51個組織，3,160人次參與。所有金蝶人一起擰麻花打“群架”力出一孔，超額完成目標。51個組織成功為2020助力17,656公里，共同瓜分60,606元的健康鼓勵金。

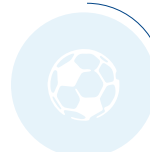
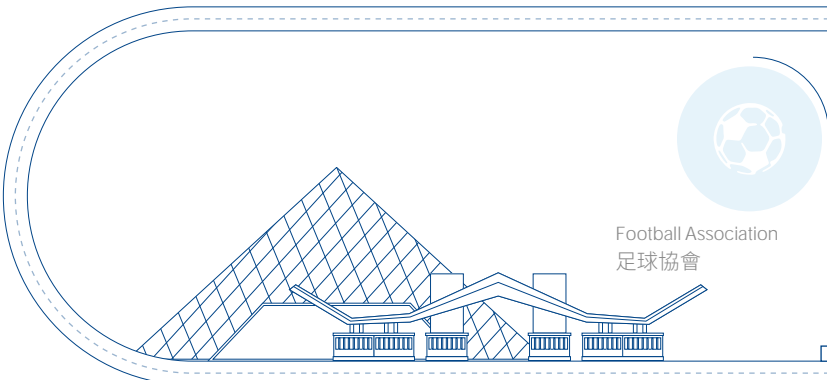


Rowing Association
賽艇協會

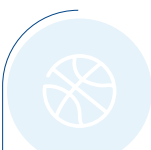




Dance Association
舞蹈協會



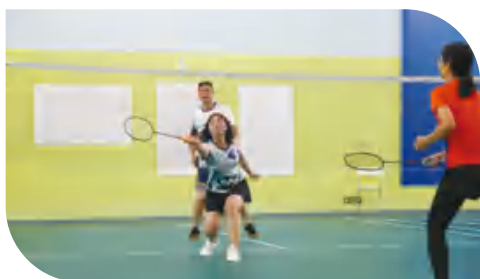
Football Association
足球協會



Basketball Association
籃球協會



Ping Pong Association
乒乓球協會



Badminton Association
羽毛球協會



Community Integration 社區共融

The core values of “Acting in All Conscience, with Integrity and Righteousness” guide Kingdee to keep reviewing whether it may exert positive impact on the society and realize good results for both social benefit and enterprise value in the process of moving forward. As an enterprise that provides solution to management software for enterprises, Kingdee has taken the initiative to explore the reform of Chinese characteristic management mode, set the mission of “let Chinese management mode rise globally”, and promote progress of China enterprise management.

金蝶“致良知、走正道、行王道”的核心價值觀指引金蝶在前進的過程中，不斷審視自身對社會能否產生正面影響，努力實現社會效益與企業價值的雙豐收。作為一家為企業提供管理軟件解決方案的企業，金蝶積極探索中國特色的管理模式革新，以“讓中國管理模式在全球崛起”為使命，推動中國企業管理進步。

Topics involved and their materiality in this chapter

本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對持份者的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Multilateral cooperation 多方合作	1.20	4.10	5.30
Community contributions 社區貢獻	1.15	3.82	4.97



7.1.1 CMMR Chinese Management Mode Research 中國管理模式研究



Kingdee has taken an initiative to closely cooperate with its clients, partners, research institutes, institutions of higher learning, industry associations, expert organizations and internal business lines to research and explore the management mode in the process of the development of Chinese enterprises and management innovation, transitional approaches, infrastructure technologies, software technologies, service technologies and solutions, aiming to fulfill the mission of "let Chinese management mode rise globally".

金蝶積極與客戶、合作夥伴、研究機構、高等院校、行業協會、專家組織及集團內部各業務線展開緊密合作，研究和探索中國企業發展和管理創新過程的管理模式、轉型方法、架構技術、軟件技術、服務技術及解決方案，旨在實現「讓中國管理模式在全球崛起」這一使命。



Case 案例 Kingdee won the "2019 Peter-Drucker Chinese Management Award" 金蝶榮獲“2019彼得·德魯克中國管理獎”

In November 2019, Peter-Drucker Chinese Management Forum was held in Beijing in which Kingdee, Haier, Haidilao, Xibei and other enterprises won the "2019 Peter-Drucker Chinese Management Award". Following the basic concept and principle of Drucker's management, the award appraised and elected those enterprises based on their practice.

2019年11月，彼得·德魯克中國管理論壇在北京舉行，金蝶、海爾、海底撈、西貝等企業獲得“2019彼得·德魯克中國管理獎”。本次，“2019彼得·德魯克中國管理獎”以企業實踐為考察對象，遵循德魯克管理學的基本觀念和原則評選而出。

The reason for Kingdee to win the "2019 Peter-Drucker Chinese Management Award" was that "in the 26 years' developmental process, Kingdee has kept up with the times and successfully transformed its business for three times. It strove to explore the organizational management ceaselessly, fully mobilized the intelligence and working passion of the staff members and expanded the boundary of company's growth".

金蝶榮獲“2019彼得·德魯克中國管理獎”的理由是“在26年的發展過程中，（金蝶）與時俱進，成功進行三次轉型；不斷在組織管理上努力求索，充分調動員工的聰明才智和工作激情，不斷拓展企業成長的邊界”。



Chinese Management mode Research 中國管理模式傑出獎

Since 2008, Chinese Research Council of Modern Management and Kingdee International Software Group cooperated with six management institutes including China Europe International Business School (CEIBS) and Guanghua School of Management, Peking University to initiate the selection activity of Chinese Management mode Research (CMMR) with the aim of finding and awarding excellent management practice of Chinese enterprises.

自 2008 年起，中國管理現代化研究會與金蝶國際軟件集團聯合中歐國際工商學院、北京大學光華管理學院等 6 大管理學院，發起中國管理模式傑出獎（Chinese Management Model Research，簡稱 CMMR）遴選活動，旨在發現並表彰優秀的中國企業管理實踐。

CMMR actively spreads remarkable management philosophy, and promotes referential management modes and cases. With 12 years' development accumulation, it has had extensive influence in the industry and become the largest public good brand of Kingdee.

CMMR 積極傳播傑出的管理理念，推廣可借鑒的管理模式與案例，經過 12 年發展和沉澱，已在業界形成廣泛的影響力，成為金蝶最大的公益品牌。

From 2008 till now, CMMR has conducted surveys into more than 20 industries, in which more than 120 renowned enterprises were carefully studied, including Haier, Tencent, MIUI, Liby and Yunnan Baiyao, more than 1,500 executives were interviewed in detail, and more than 1.5 million words were compiled into case study reports to form characteristic field survey methods and processes.

從 2008 年至今，CMMR 已經調研超過 20 個行業、深入研究包括海爾、騰訊、小米、立白、雲南白藥等在內的 120 家知名企業，深度訪談超過 1500 位企業高層，編寫 150 萬字以上的案例研究報告，形成了風格鮮明的實地調研方法及流程。



► C50+ Forum on Chinese management mode 中國管理模式50人+論壇

Founded on the basis of ten years' summary of CMMR Outstanding Award, C50+ Forum was initially composed of 25 influential entrepreneurs and 25 renowned scholars with the mission of "let Chinese management mode rise globally".

C50+ 論壇是在總結中國管理模式傑出獎十年歷程的基礎上成立的。初期由 25 位有影響力的企業家和 25 位知名學者組成，以“讓中國管理模式在全球崛起”為使命。

In 2017, the first "CMMR 50+" Forum (C50+ Forum) was held successfully. Professor Chen Chunhua and Xu Shaochun became the co-sponsors of C50+ Forum.

2017 年，首屆“中國管理模式 50 人+”論壇（簡稱 C50+ 論壇）成功召開。陳春花教授和徐少春先生成為 C50+ 論壇的聯合發起人。

In 2019, the expert group of C50+ summarized the factors for enterprises to stand out in the market competition through on-site research and inspection and discussions with senior managers. They systematized and theorized the experience for success and published the *2019 Insight Report of CMMR 50+* to share the results to the public.

2019 年，C50+ 專家團隊通過實地調研和與高管們的交流討論，總結出這些企業得以在市場競爭中脫穎而出的要素，將這些成功的經驗系統化和理論化，總結發佈《2019 中國管理模式 50 人洞察報告》，向社會分享研究成果。



2019 China Management · World Forum was Held to Discuss the "Chronism and Value Symbiosis" 2019中國管理·全球論壇召開，共話“長期主義 價值共生”

In November 2019, the expert group of C50+ interpreted the Chinese commercial environment and proposed the theme of "Chronism and Value Symbiosis". They deciphered the management code of Chinese enterprises to advance with the times, explored the concept and extension of CMMR in the digital era through keynote speeches, insight release, panel discussion and several forms to promote the continuous upgrading and process of CMMR.

2019 年 11 月，C50+ 專家團隊解讀中國商業環境，提出主題“長期主義 價值共生”，通過主旨演講、洞察發佈、圓桌論壇等多種形式，解密中國企業與時俱進的管理密碼，探討數字時代中國管理模式的內涵和外延，助力中國管理模式不斷升級進步。



In June 2019, Institute of Global Entrepreneurship & Innovation, Hong Kong and China Administration Institute co-established the Industrial Internet Lab. As an advanced research think tank, the lab provided intelligence support of digital transformation for ecological partners and helped to establish the ecological community of enterprises.

2019 年 6 月，香港創業創新研究院、中國管理模式研究院聯合成立了產業互聯網實驗室。作為互聯網與產業融合的高端研究智庫，產業互聯網實驗室為生態夥伴的數字化轉型提供智力支持，助力企業共建數字生態共同體。

Case 案例

The Industrial Internet Lab Released the 2019 Industrial Internet White Book

產業互聯網實驗室發佈《2019年產業互聯網白皮書》

As the core research project, on the "2019 Kingdee Cloud Global User Conference", the Industrial Internet Lab released the 2019 Industrial Internet White Book (the White Book). The White Book pointed that the industrial Internet would promote the deep changes of the enterprise's management mode and commercial mode. It then illustrated the enterprise's strategic transformation route from the aspects of strategy, tactics, layout and path.

作為核心研究項目，在“2019 金蝶雲全球用戶大會”上，產業互聯網實驗室發佈了《2019 年產業互聯網白皮書》（以下簡稱《白皮書》）。《白皮書》指出，產業互聯網會推動企業的管理模式和商業模式發生深刻的變化，並從策略、戰術、佈局、路徑四個方面闡述了企業的策略轉型路線。

The White Book has also deeply analyzed the transformation cases of complex groups, manufacturing industry, new retailing industry and multiple industries, and the digital transformation strategies and paths of China Merchants Group, Wens Group, Haier Group, CRRC Zhuzhou, Ouyeel, Starbucks and other enterprises. It deeply analyzed the practice application of industrial Internet in different industries and explored the enterprises' path of transformation and growth in the Internet of Everything era.

《白皮書》還深入剖析了綜合集團、製造業、新零售等多個行業的轉型案例，分析了招商局集團、溫氏集團、海爾集團、中車株洲、歐冶雲商、星巴克等企業的數字化轉型策略和路徑。《白皮書》通過這些成功案例，深入剖析了產業互聯網在不同產業的實踐應用，探索企業在萬物互聯時代的轉型之路和成長之道。





7.1.2 CFO Acting in All Conscience Research Institute CFO致良知研究院

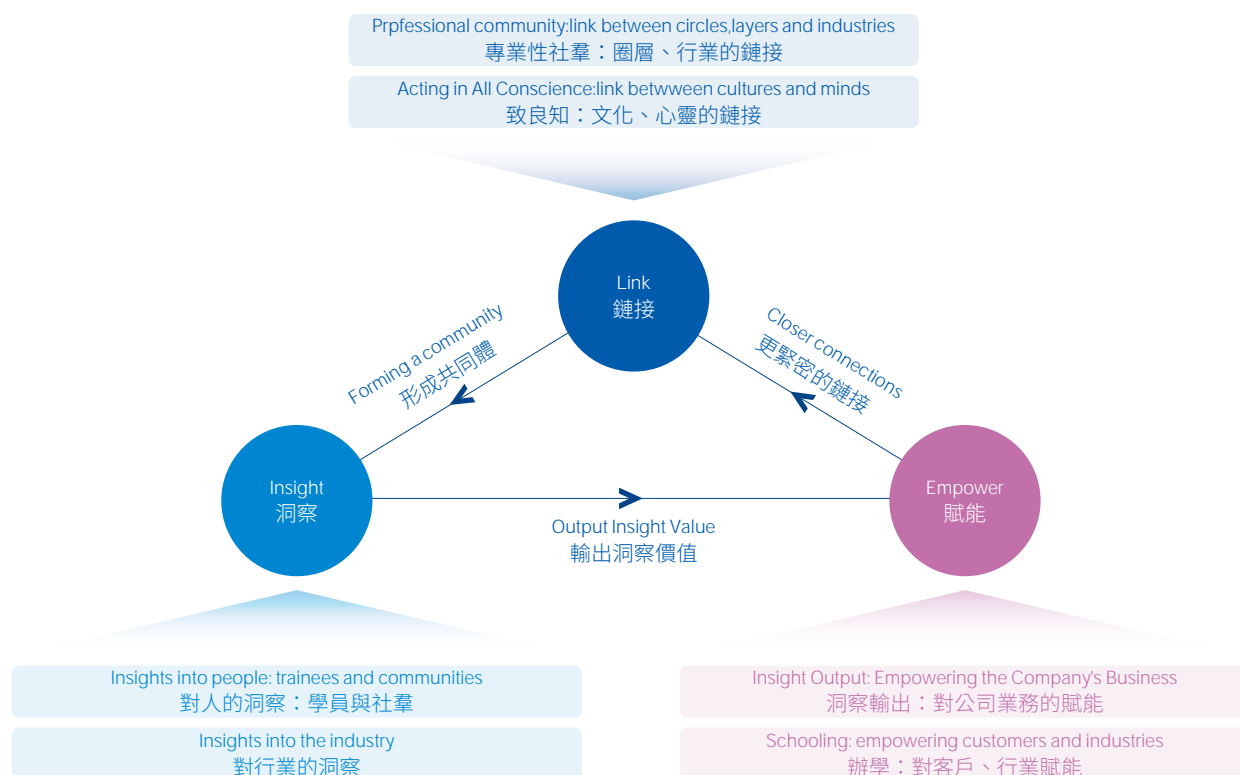


In 2018, Kindgee established the CFO Acting in All Conscience Research Institute, aiming to keep energizing financial personnel and industry in work ethics and new financial management techniques and modes, etc. to promote innovation and development of Chinese financial management by insight into CFO as the top financial management population and popularization of good traditional Chinese culture represented by Yang-ming's Philosophy.

The CFO Acting in All Conscience Research Institute formed a community with tighter links among circles and layers, industries, cultures and minds by energizing clients, industries and company businesses through value insights.

2018 年，金蝶成立 CFO 致良知研究院。研究院旨在通過對 CFO 這一財務管理頂尖群體的洞察，結合以陽明心學為代表的中華傳統優秀文化，在職業道德、財務管理新技術、新模式等領域不斷為財務人員與所在行業賦能，推進中國財務管理的發展創新。

CFO 致良知學院通過輸出價值，對所在行業和公司業務賦能，更緊密地連結圈層、行業、文化、心靈，形成共同體。



CFO Acting in All Conscience Study Session CFO致良知學習會

Since establishment, CFO Acting in All Conscience Research Institute has formed in-depth links to CFO population through online study, survey and offline summit to continuously spread good traditional culture and improve the enterprise's financial management ability.

成立至今，CFO 致良知研究院已通過線上學習、調研與線下峰會，持續傳播優秀傳統文化，深入連結 CFO 群體，提升企業的財務管理能力。

Four Large Study Sessions have been successfully held in 2019
2019年，4場大型學習會成功舉辦

2400+ financial professionals have participated in learning
2400+財務專業人士參與學習



Chinese CFO 50+ Forum 中國CFO 50人+論壇

Chinese CFO 50+ Forum (F50+ in short) is the most important community of CFO Acting in All Conscience Research Institute. It was jointly initiated by financial executives of Kingdee, Vanke, Haier and ZTE and CFOs of large and medium enterprises, dedicated to promoting innovation and development of Chinese financial management. F50+ held two private sessions every year according to the Articles of Association for joint discussion on new techniques and trends of financial management as well as co-running, co-building and sharing a new world of financial management.

中國 CFO 50 人 + 論壇（簡稱 F50+），是 CFO 致良知研究院最重要的社群。F50+ 由金蝶、萬科、海爾、中興的財務高管以及大中型企業 CFO 共同發起，致力於推動中國財務管理的創新與發展。F50+ 依照章程每年舉行兩次閉門會議，共同探討財務管理的新技術與新趨勢，共商、共建、共享一個財務管理新世界。

Case 案例

Kindger Released CFO Series Insight Reports 金蝶發佈CFO系列洞察報告

Each year, aiming at the cutting-edge trends and hot issues of financial management, Kingdee CFO Acting in All Conscience Research Institute released insight reports jointly with Chinese Management Mode Research Institute, to discuss the development direction, core pain points and solutions of financial management.

每年，針對財務管理的前沿趨勢和熱點問題，金蝶 CFO 致良知研究院聯合中國管理模式研究院，共同發佈洞察報告，探討財務管理的發展方向、核心痛點和解決方案。



The theme of the insight report in 2019 was “the new world of financial management under the industrial Internet” , which discussed how to “build a cross-border digital ecological community” under the new trend of the industrial Internet. The points of view in the report were from more than one hundred of enterprise financial management personnel, who were represented by chief financial officers and financial managers, and covered a number of industries and fields, including the Internet, high-tech, real estate, finance, processing and manufacturing, consumer goods, modern service industry and large-scale comprehensive enterprise groups, to ensure the professional degree and representativeness of the sources of the report.



2019 年度，洞察報告的主題為“產業互聯網下的財務管理新世界”，探討了產業互聯網的新趨勢下，如何“跨界打造數字生態共同體”。報告的分析觀點來源於百餘位以首席財務官和財務經理為代表的企業財務管理者，並覆蓋互聯網、高科技、房地產、金融、加工製造、消費品、現代服務業、大型綜合企業集團等多行業多領域，以保證報告來源的專業度和代表性。



Kingdee Held The First Session of China's Intelligent Financial Leader Campaign 金蝶舉辦首屆“中國智能財務領航者”評選活動

At the end of 2019, in order to explore the development trend of financial intelligence under the effect of the new generation of digital technology, Shenzhen Accounting Association, Chinese Management Mode Research Institute and CFO Acting in All Conscience Research Institute jointly held the first session of China's Intelligent Financial Leader Campaign and organized hundreds of financial and accounting professors and experts to participate in the selection. China Unicom, State Grid Corporation of China, China Railway and other enterprises were awarded in the Campaign. This campaign activity promoted the financial industry to transit to the intelligent stage in an all-round way.

2019 年底，為探索新一代數字技術賦能下、財務智能化的發展趨勢，深圳市會計協會、中國管理模式研究院、CFO 致良知研究院聯合舉辦首屆“中國智能財務領航者”評選活動，組織百名財會專業教授、專家聯合評選，中國聯通、國家電網、中國中鐵等企業獲獎，推動了財務行業向智能化階段全面轉型。



Kingdee Won the Best Hong Kong Stock Connect Company and the Best CFO Award in "2019 Golden HongKong Stocks" 金蝶獲得“2019金港股”最佳港股通公司和最佳CFO大獎

At the beginning of 2020, as the largest and most professional campaign of Hong Kong and U.S. listed companies in the world, the annual award ceremony of "2019 Golden Hong Kong Stocks" was held in Shenzhen. Kingdee was awarded the Best Hong Kong Stock Connect Company. Mr. Lin Bo, Executive Director, Chief Financial Officer and Vice President of Kingdee, was awarded the best CFO award.

2020 年初，作為全球最大最專業的港美股上市公司評選，“2019 金港股”年度頒獎盛典在深圳舉辦，金蝶榮獲了最佳港股通公司，金蝶執行董事、首席財務官兼副總裁林波先生榮獲最佳 CFO 獎項。

Kingdee was awarded the Best Hong Kong Stock Connect Company, which reflects that the investment value of Kingdee is highly recognized by the capital market. Mr. Lin Bo, Executive Director, Chief Financial Officer and Vice President of Kingdee, was awarded the best CFO award, which confirms that his excellent financial management capability shown in the last year has been widely recognized by the capital market.

金蝶榮獲最佳港股通公司獎項，體現了金蝶投資價值受到資本市場的高度認可；執行董事、首席財務官兼副總裁林波先生榮獲最佳 CFO 獎項，印證了林波先生在過去一年裡展現出的卓越財務管理能力獲得了資本市場的廣泛認同。



7.2 Multi-Win Cooperation

7.2 多方共贏

Kingdee has actively carried out diversified and efficient strategic cooperation with local governments, partners, suppliers, colleges and institutions, supported the construction of information-based governments, promoted enterprise digitalized transformation, and jointly achieved sustainability and quality development.

金蝶積極與地方政府、合作夥伴、供應商、教學機構等展開多元、高效的策略合作，助力政府信息化建設，推動行業數字化轉型，共同實現可持續與高質量發展。



7.2.1 Supply Chain Management 供應鏈管理

Regarding suppliers as key part among the partners, Kingdee respects the rights and interests of the suppliers, and is devoted to long-term strategic cooperation mode with the suppliers to create and share value together.

金蝶將供應商視為合作夥伴中關鍵的環節，尊重供應商的權利和利益，致力於與供應商建立長期的策略合作模式，共創共享價值成果。

► Procurement Management Measures 採購管理制度

Kingdee has formulated an array of internal procedures on tendering, purchases, and supplier management, including *Group Procurement Management Measures*, *Rules on Tendering Management of the Group*, *Rules on Supplier Management of the Group* and *Rules on Procurement Merchandise Catalog of the Group*, etc., in order to standardize procurement business of the Group, strengthen the supervision and management of purchasing behaviors and improve the allocation efficiency of resources purchased.

金蝶制定了一系列招標採購及供應商管理的內部程式，包括《集團採購管理制度》《集團招標管理細則》《集團供應商管理細則》和《集團採購商品目錄管理細則》，以期規範集團的採購業務，加強採購行為的監督管理，提升採購資源的配置效率。

In accordance with the provisions of Rules on Supplier Management of the Group, engagements of the Purchase Department, Demand Department, Audit Department and Legal Department are necessary for the Group's tendering. In the official cooperation with suppliers, the Purchase Department of the Group will evaluate the suppliers. For the purpose of monitoring the compliance of suppliers, the Audit Department will decide on the scope and frequency of audit with reference to relevant management system of the Purchase Department, and arrange second party audit on suppliers or assign independent parties to conduct third-party audit on the same. Moreover, Kingdee requires all suppliers to sign the "Anti-bribery Agreement" and "Non-disclosure Agreement", which safeguard the long-term close cooperation and lawful interests between the parties.

根據《集團招標管理細則》規定，集團招標工作需要採購部、需求部門、法務與審核部的參與。在正式與供應商合作時，集團採購部會對供應商進行評估。在監管供應商的合規性時，審核部會參考採購部的相關管理制度，決定審核的範圍及頻率，安排對供應商進行第二方審核或委託獨立方進行第三方廠商審核。此外，金蝶要求所有供應商都簽署「反賄賂協議」及「保密協議」，為雙方長期的密切合作及合法利益提供保障。

► Supplier Scoring System 供應商評分體系

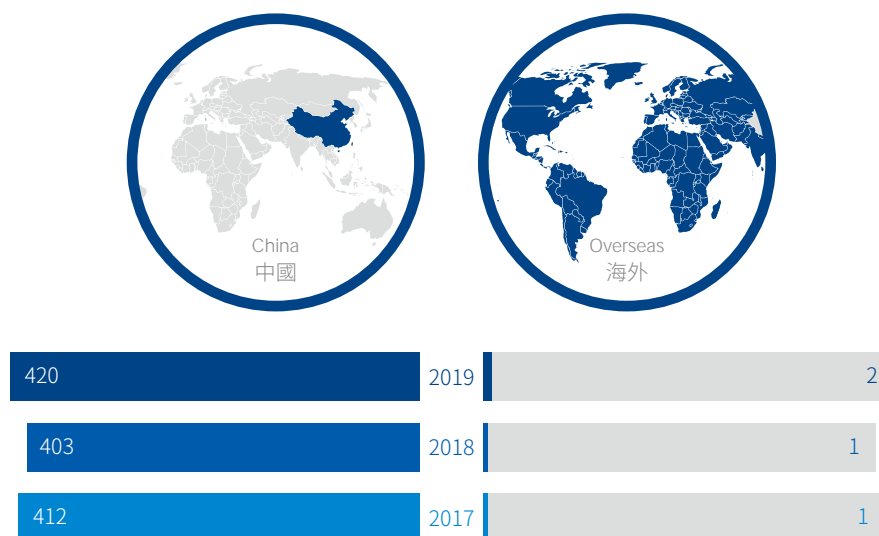
According to the group system, Kingdee summarizes the information of suppliers every year, records the procurement frequency, procurement amount and responsible persons of the year in detail, and comprehensively scores the five dimensions of quality, delivery, cost, service and comprehensive strength of suppliers, and records the assessment scores and assessment results in the library.

根據集團制度，金蝶每年會對供應商的信息進行總結，詳細記錄當年的採購頻率、採購金額、負責人，對供應商的質量、交付、成本、服務、綜合實力五個方面進行綜合評分，並將考核得分和結果記錄在案。

Based on the results of the assessment, Kingdee will award the annual "outstanding supplier" award to the suppliers which have provided high-quality, efficient and high-value products and services in the past year.

根據考評結果，對過去一年內提供高質、高效和高價值產品及服務的供應商，金蝶會授予其年度“優秀供應商”獎項。

Regional Distribution Profile of Kingdee's Suppliers 金蝶供應商的地區分佈概況



* The statistics of suppliers are subject to the ones providing Kingdee with services and products necessary for its production and operation only, and such addresses are subject to their registered corporation locations.

* 供應商的統計範圍只包括為金蝶提供生產、經營所必要服務、產品的供應商，其地址以其註冊地為準。



7.2.2 Partner Management 夥伴管理

Kingdee ranked the first among small and micro enterprises in terms of market share for 14 consecutive years and made outstanding achievements in the cloud service market. All of these achievements are inseparable from the support of its distributors.

Kingdee and its subsidiaries have formulated several rules and regulations to standardize its partner management, including *Franchise and Management Measures for Kingdee China Product Marketing Partner 2019*, *Franchise and Management Measures for Product Marketing Partners of Kingdee KIS 2019*, and *Management Measures for Kingdee Distribution Partner Service Product and Sales of Kingdee KIS*, *Manual of Kingdee China Channel Operation Management 2019*, and *ICRM Order Operation Guides for Kingdee China Distribution Partners 2019*.

Kingdee continues to increase investment, supports partners, achieves resource sharing, energizes partner ecosphere, and improves business impetus. We sign Kingdee Distribution Partner Agreement with partners, and with reference to different business types, provide partners with classification support in terms of management, training, marketing and services, with an aim to seek for mutual development and win-win cooperation of Kingdee and its partners.

In 2019, Kingdee held a wealth of partner exchange and training activities:

金蝶連續 14 年在中小企業市場佔有率獲得第一，在雲服務市場更取得突出成就，這都有賴於來自合作夥伴的支持。

金蝶及旗下公司制定了多項制度以規範夥伴管理，包括《2019 年金蝶中國產品營銷夥伴加盟與管理辦法》、《2019 年金蝶 KIS 產品營銷夥伴加盟與管理辦法》、《金蝶 KIS 渠道夥伴服務產品及銷售管理辦法》、《金蝶中國渠道營運管理指導手冊（2019 版）》和《金蝶中國分銷夥伴 ICRM 訂單操作指南（2019 年版）》等。

金蝶持續加大投入，扶持合作夥伴，實現資源分享，賦能夥伴生態圈，提升業務驅動力。我們與合作夥伴簽訂《金蝶渠道合作夥伴協議》，並根據不同業務類型，我們會向夥伴提供分類分級支援，包括管理、培訓、市場及服務等方面的支援，實現金蝶和夥伴的共同發展，合作雙贏。

2019 年，金蝶舉辦了豐富的夥伴交流培訓活動：



- 29 sessions of offline partners (new employees/ CEO, limited to KIS) energization events and trainings with 2500+ participants in more than 30 provinces and regions.
- 線下夥伴（新員工 / 總經理，限 KIS）培訓賦能培訓 29 場，覆蓋超過 30 省區，覆蓋人次 2500+；
- Support 45 sessions of product marketing training (KIS and Jingdou Cloud) independently carried out in the provinces and regions, with 3500+ participants in more than 20 provinces and regions.
- 支援省區自主展開產品營銷培訓（KIS 和精門雲）45 場，覆蓋超過 20 省區，覆蓋人次 3500+；
- 100 sessions of online KIS product trainings with 28000+ participants; 40 sessions of Jingdou Cloud (in the latter half of the year) with 9000+ participants; 18 sessions of solution trainings with 8000+ participants; 43 sessions of marketing service training with 21000+ participants, and 32 sessions of finance and taxation training, with 31000+ participants.
- 線上展開 KIS 產品培訓 100 場，覆蓋人次 28000+；精門雲 40 場（後半年），覆蓋人次 9000+；解決方案培訓 18 場，覆蓋人次 8000+；營銷服務培訓 43 場，覆蓋人次 21000+；財稅培訓 32 場，覆蓋人次 31000+。



7.2.3 Industry Cooperation 行業合作

Kingdee has actively carried out diversified and efficient strategic cooperation with local governments, partners, peers, colleges and institutions, supported the construction of information-based governments, promoted enterprise digitalized transformation, explored the opportunity for industry innovation, and jointly achieved sustainability and quality development.

金蝶積極與地方政府、合作企業、行業同仁、教學機構等展開多元、高效的策略合作，助力政府信息化建設，推動企業數字化轉型，探索行業創新機遇，共同實現可持續和高質量發展。

► Opportunities for Strategic Cooperation 策略合作機遇

In 2019, Kingdee continued to maintain strategic partnership with many enterprises, carried out in-depth cooperation in technical communication of the industry, innovation of business modes and support to industry transformation, thereby leading the domestic enterprises in digitalized transformation and strategic upgrade.

2019 年，金蝶持續維護與多家企業的策略合作夥伴關係，在行業技術交流、業務模式創新、助力產業轉型方面展開深度合作，引領中國企業的數字化轉型與策略發展。

1

Kingdee Cloud Cosmic Platform gained China South Industries Group Corporation, WISDRI, Shunfeng Group, Peak Group and other clients, and had 130 clients newly signed over the year.

金蝶雲·蒼穹平台收穫了中國兵裝、中冶南方、順豐集團、匹克集團等客戶，全年新簽客戶達到 130 家。

2

Kingdee Cloud·Cloud Galaxy renewed the cooperation contracts with Huawei, Tencent, Samsung and other industry benchmark clients, and newly signed cooperation agreements with Huawei Marine, Hikvision, Fotile, Sinfor and other well-known enterprises. The total number of certified clients has exceeded 13,800.

金蝶雲·星空續簽華為、騰訊、三星等行業標杆客戶，新簽華為海洋、海康威視、方太、深信服等知名企業，認證客戶數量累計已超過 13,800 家。

3

Kingdee was awarded as the only best SaaS partnership of Amazon AWS in 2019.

金蝶獲評亞馬遜 AWS 2019 年度唯一最佳 SaaS 合作夥伴。

(I) In order to promote the digital transformation of enterprises, Kingdee and Huawei carried out in-depth cooperation. Based on "Kingdee Cloud Cosmic" and Huawei Cloud, they have carried out the research and development of large enterprise solution, and jointly launched the large enterprise solution in 2019. This solution will provide enterprises with a complete solution of cloud products and services from hardware to software, which is one of the important progresses in the joint construction of PaaS platform and Kunpeng computing industry ecology.



(一) 為推動企業的數字化轉型，金蝶和華為展開了深入合作，基於“金蝶雲·蒼穹”和華為雲展開了大企業解決方案的研發，並與 2019 年聯合發佈大企業解決方案。該解決方案將為企業提供從硬件到軟件完整的雲產品及服務解決方案，這是雙方共同建構 PaaS 平台和鯤鵬計算產業生態的重要進展之一。

(II) Kingdee and Huawei jointly launched Kingdee Cloud Cosmic + GaussDB solution. "Kingdee Cloud Cosmic" and Huawei products are highly complementary to each other in terms of enterprise services. They have close cooperation in products, technologies and services, etc., creating better product and service experience for clients and satisfying the demands of core applications of enterprises.

(二) 金蝶與華為聯合發佈金蝶雲·蒼穹 + GaussDB 解決方案。“金蝶雲·蒼穹”和華為產品在企業服務上具有高度的互補性，雙方在產品、技術與服務方面進行深度融合，為客戶創造更優質的產品和服務體驗，滿足企業核心應用的訴求。

(III) Kingdee Cloud formed an industrial Internet alliance together with Huawei Cloud ROMA application integration platform, Zhonghe PlasCloud and other ecological partners, to upgrade the integrated intelligent manufacturing and provide "affordable and good" intelligent manufacturing solutions for vast manufacturing enterprises, thereby making the manufacturing more efficient. The specific application scenarios of industrial Internet are mainly as follows:

(三) 金蝶雲攜手華為雲 ROMA 應用集成平台、中和注塑雲等生態合作夥伴，組成工業互聯網同盟，升級一體化智能製造，攜手為廣大製造企業提供“用的起、用的好”的智能製造解決方案，讓製造更高效。工業互聯網的具體應用場景主要在：

Enterprise IT and OT integration
企業IT與OT集成與融合

Link between enterprise Legacy system and CloudNative application
聯接企業的Legacy系統與CloudNative應用



Data sharing and exchange across regions and organizations to bridge the digital divide
跨地域、跨組織數據共享交換，消除數字鴻溝

Data sharing and exchange across regions and organizations to bridge the digital divide
多場景應用與異構數據輸入

(IV) Kingdee EAS Cloud has added an enhanced version of adaptive application to Huawei Cloud PostgreSQL, which realizes fully self-innovation in cloud platform, database, middleware and application and shows that Kingdee moves forward on the road of independent development and control. This cooperation provides a unified cloud service experience, ensures business continuity, provides Chinese enterprises with more flexible, low-cost and more efficient options to go to the cloud, and helps enterprises quickly establish a digital platform.

(四) 金蝶 EAS Cloud 新增了對華為雲 PostgreSQL 增強版的適配，在雲平台、數據庫、中介軟件和應用方面實現了全自研，在自主可控道路上砥礪前行。本次合作提供了統一的雲服務體驗，保證了業務的連續性，並為中國企業上雲提供更靈活、低成本和更高效的選擇，幫助企業快速搭建數字化平台。

► Promote industry cooperation and communication 促進合作交流

Kingdee has established good cooperative relationships with many industry associations and associations at home and abroad, and carried out long-term cooperation. It strived for a multilateral communication platform, took an active part in all kinds of industry forums with an innovative, responsible and positive corporate image and kept abreast of the industry trends, thereby realizing information sharing and promoting industry progress.

金蝶與國內外多個行業協會、社團組織等建立了良好的合作關係，並展開了長期合作，努力搭建各方溝通聯絡的交流平台，以創新、負責、積極的企業形象活躍於各類行業論壇中，持續關注行業趨勢，實現信息共享，推動行業進步



Kingdee established Shenzhen Entrepreneurship and Innovation Association jointly with many famous enterprises. 金蝶聯合多家名企，成立深圳市創業創新聯合會

In 2019, Kingdee, as one of the initiators, established Shenzhen Entrepreneurship and Innovation Association with many famous enterprises and industry experts in Shenzhen.

2019 年，金蝶作為發起單位之一，與深圳市多家知名企業及行業專家共同成立了深圳市創業創新聯合會。

In 2019, Kingdee cooperated with Shenzhen Entrepreneurship and Innovation Association and participated in and took the lead in the organization of the Services Conference Federation (SCF 2019) Satellite Session.

2019 年，金蝶與深圳市創業創新聯合會合作，參與並主導組織召開了“2019 年第七屆中國大數據產業峰會暨粵港澳大灣區創業創新論壇”

► Formulating industry standards 制定行業標準

Kingdee has actively taken part in the preparation of industry standards for Cloud computing security and domestic middleware and promoted the industry's sustainable development.

金蝶多年來積極參與雲計算安全及國產中介軟件方面的行業標準制定，促進行業的可持續發展。

Kingdee was granted China Corporate Member by Cloud Security Alliance in 2016, and took part in the preparation of China's Cloud Computing Security Technology Requirements, making a contribution to the entire SaaS Cloud service industry in terms of security. Kingdee Tianyan, a subsidiary of Kingdee, takes promoting the innovation and development of China's infrastructure software industry as its responsibility, serves the national information security strategy, and takes an active part in the preparation of standards for domestic middleware, study on core technologies, transition of core technologies to products and industrialization of core technologies.

2016 年，金蝶正式加入全球「雲安全聯盟」成為中國企業會員，參與制定中國雲計算安全標準，為整個 SaaS 雲服務行業的安全貢獻力量。而金蝶旗下金蝶天燕則以推動中國基礎軟件產業的創新與發展為己任，服務於國家信息安全策略，參與國產中介軟件標準體系制定、核心技術研究及產品化、產業化。



Kingdee Helped with the Preparation of Industrial Standards 金蝶協助制定多項行業標準

In 2019, Kingdee, in cooperation with Guangdong Big Data Association and Guangdong Institute of Standardization, etc., jointly drafted the local standard draft of *Big Data Service Classification and Code of Guangdong Province*.

2019 年，金蝶與廣東省大數據協會、廣東省標準化研究院等機構合作，共同擬定了廣東省地方標準草案《廣東省大數據業務分類與代碼》；

Kingdee independently drafted the discussion draft of the working group on the national standard of *Enterprise Purchase, Sale and Storage Application Interface Specifications*.

金蝶獨立擬定了國家標準《企業進銷存應用介面規範》工作組討論稿



7.2.4 Support Government Affairs 政務支持

Attaching great importance to multi-cooperation and win-win results in the industry, Kingdee continued to undertake a number of government issues in 2019 and set up a talent training center under the guidance of the Ministry of Education to build an open and responsible corporate image.

金蝶重視多方合作與行業共贏，在 2019 年繼續承擔多項政府議題，並在教育部的指導下設立人才培訓中心，塑造開放負責的企業形象。



Case 案例

Kingdee undertook a number of representative government issues in 2019. 2019年金蝶承擔多項具有代表性的政府課題

- Kingdee successfully applied for and led the project of "Open Eco-Cloud ERP Platform", and participated in 4 national key R&D projects, including "Research on Networked Collaborative Manufacturing Integration Technology for 3C Manufacturing Industry Clusters", "Supply Chain Collaborative Service Platform for Large Manufacturing Enterprises" and "Distributed Data Space Construction Technology and System (Common Technology) for Manufacturing Value Chain".
- 金蝶成功申請並牽頭“開放生態化雲 ERP 平台”項目，參與“面向 3C 製造產業集聚區域的網路協同製造集成技術研究”、“大型製造企業供應鏈協同服務平台”、“面向製造業價值鏈的分散式數據空間建構技術與系統（共性技術）”等 4 個國家重點研發計劃計劃。
- Kingdee's project of "Shenzhen Enterprise-level Block Chain Technology and Application Engineering Research Center" carried out in-depth research on block chain related application technologies, based on the technical requirements of enterprises' block chain and financial integration. A financial block chain platform was initially established, which would provide financial block chain and other related services for various industries in the future.
- 金蝶承擔的“深圳企業級區塊鏈技術及應用工程研究中心”計劃，圍繞企業區塊鏈與財務融合技術需求，對區塊鏈相關應用技術等展開深入研究，現已初步建立了財務區塊鏈平台，未來將為各行業提供財務區塊鏈等相關服務。
- The projects of "National-Local Joint Engineering Laboratory for Enterprise E-commerce Big Data Service Technology" and "Research on Key Technologies of Cloud Services for Sharing Economic Data" undertaken by Kingdee passed the acceptance smoothly.
- 金蝶承擔的“企業電商大數據服務技術國家地方聯合工程實驗室”、“分享型經濟數據的雲服務關鍵技術研究”順利通過驗收。
- The key project of "Software Intelligent Development Methods and Environment Based on Big Data" of the national key R&D plan of "Cloud Computing and Big Data" Kingdee participated in successfully passed the project-level acceptance and was popularized and applied.
- 金蝶參與的國家重點研發計劃“雲計算和大數據“重點專項”基於大數據的軟件智能開發方法和環境”計劃順利通過課題級驗收，並得到推廣應用。
- Kingdee continued to promote the cooperation with Aisino Corporation, Beijing LANXUM New Technology Co., Ltd., Institute of Information Engineering of Chinese Academy of Sciences and other units in the research and application of electronic invoice-related technologies, jointly undertook the national key R&D plan "Secure Electronic Credential Service and Its Key Supervision Technologies", which passed the mid-term acceptance smoothly, steadily promoted the project of "Pilot Demonstration of Full-Electronicized Electronic Invoice and Service System", and achieved a series of research results in data-driven intelligent tax declaration, process reengineering associated with integration of industry, finance and taxation and seamless connection, etc..
- 金蝶繼續推進與航太信息股份有限公司、北京立思辰新技術有限公司、中國科學院信息工程研究所等單位在電子發票相關技術研究與應用領域的合作，共同承擔的國家重點研發計劃“安全電子憑據服務及其監管關鍵技術”計劃順利通過中期驗收，“支援全程電子化的電子發票及服務系統試點示範”計劃穩步推進，並在數據驅動的智能化納稅申報、業財稅一體化流程再造及無縫對接等方面取得了一系列研究成果。

金蝶設立育人基地，提升校企合作層次水準

In 2019, Kingdee Jingyi continued to strengthen the cooperation with relevant government departments. Under the guidance of the Ministry of Education' s "industry-education integration and cooperative education" , Kingdee Jingyi helped the first batch of 39 colleges and universities to improve the level of school-enterprise cooperation and planned to help the second batch of 76 colleges and universities to improve such level.

2019年，金蝶精一繼續加強與政府相關部門的合作。在教育部高教司“產教融合、協同育人”的指導下，金蝶精一在第一批幫助39家高校提升校企合作層次水準，在第二批擬申報幫助76家高校提升校企合作層次水準。

Up to now, Kingdee has helped 254 colleges and universities to improve their practical application level, benefiting more than 80,000 graduates.

截至目前，金蝶已經累計幫助 254 家高校提升實踐應用水準，超過 8 萬畢業生從中獲益。





7.2.5 Train Information Talents 培養信息化人才

To meet the demand of information talents for growth, taking the vision of “the most reliable enterprise information talent training and lifelong learning platform”, Kingdee helped colleges and universities to carry out practical teaching and vocational training, and continually provided the industry with high-level consultant training and talents.

為滿足行業對信息化人才的需求，金蝶以“最值得信賴的企業信息化人才培養與終身學習平台”為願景，幫助高校展開實踐教學和職業培訓，持續為行業提供高水準的顧問人才培養與輸出。

Case 案例

Kingdee continued to carry out industry-university-research cooperation with colleges and universities across the country in 2019. 2019年金蝶繼續與全國各高校展開產學研合作

- In 2019, Kingdee and Wuhan University jointly established a practical training base for Kingdee Software (China) Co., Ltd. and the International School of Software, Wuhan University.
- 2019年，金蝶與武漢大學合作建立了武漢大學國際軟件學院—金蝶軟件（中國）有限公司實習實訓基地。
- Kingdee set up a “Service Computing Joint Laboratory” of the National Center of Enterprise Internet Service Support Software Engineering Technology Researches respectively in Wuhan University, Central South University, Hunan University of Science and Technology, Hainan Normal University and other colleges and universities.
- 金蝶在武漢大學、中南大學、湖南科技大學、海南師範大學等高等院校設立了國家企業互聯網服務支援軟件工程技術研究中心“服務計算聯合實驗室”。
- Kingdee cooperated with Wuhan University, Beijing University of Posts and Telecommunications, University of Electronic Science and Technology of China and other colleges and universities to carry out relevant researches in the field of “Networked Collaborative Manufacturing and Intelligent Factory” and jointly apply for relevant national government projects.
- 金蝶與武漢大學、北京郵電大學、電子科技大學等高校合作，在“網路協同製造和智能工廠”領域展開相關研究，並共同申報國家相關政府課題。
- Kingdee, together with Anhui University, Tongji University, Xi'an Jiaotong University and University of Electronic Science and Technology of China, jointly applied for and undertook the national key R&D plan of “Open Eco-Cloud ERP Platform”.
- 金蝶與安徽大學、同濟大學、西安交通大學、電子科技大學等合作共同申報並承擔了國家重點研發計劃“開放生態化雲ERP平台”。
- Kingdee and Guangdong University of Technology jointly applied for and undertook the national key R&D plan of “Research on Networked Collaborative Manufacturing Integration Technology for 3C Manufacturing Industry Clusters”.
- 金蝶與廣東工業大學合作共同申報並承擔了國家重點研發計劃“面向3C製造產業集聚區域的網路協同製造集成技術研究”。
- Kingdee, in cooperation with Peking University and Southern University of Science and Technology, jointly applied for and undertook the 2020 technical research project of Shenzhen Science and Technology Innovation Committee, “Research and Development of Key Technologies for Cross-financial Form Intelligent Engine System Based on Trusted Isolated Federated Learning”.
- 金蝶與北京大學、南方科技大學合作，共同申報並承擔了深圳市科技創新委員會2020年技術攻關面上計劃“基於可信隔離聯邦學習的跨金融業態智能引擎系統關鍵技術研發”。

► Consultancy College 顧問學院

Consultancy College provides different trainings to college students and in-job information talents according to their different needs. Adopting a training mode that combines offline systematic training and online knowledge point acquisition, Consultancy College provides the training content covers the systematic courses in three kinds of enterprise information consultant knowledge, skill and competence.

顧問學院面向在校大學生、在職信息化人才，根據人才的不同需求展開不同類型的培訓。顧問學院採取線下系統性培訓和線上知識點習得相結合的培養模式，教授內容涵蓋企業信息化顧問知識、技能、素養三大系統化課程。



In 2019, it opened the new Kingdee s-HR implementation consultant class in various levels and optimized Kingdee EAS implementation consultant class, Kingdee EAS development consultant class, Kingdee cloud - cloud galaxy implementation consultant class, and Kingdee cloud - cloud galaxy development consultant class based on those in 2018. In 2019, a total of 1210 offline trainees was trained by Jingyi.

2019 年新開設各級金蝶 s-HR 實施顧問班，並在 2018 年基礎上優化各級金蝶 EAS 實施顧問班、金蝶 EAS 開發顧問班、金蝶雲·星空實施顧問班、金蝶雲·星空開發顧問班。2019 年，精一線下培訓學員總計 1210 人。

In 2019, Kingdee continued to cooperate with colleges and universities across the country to promote the integration of production and education. Kingdee Jingyi cooperated with a number of colleges and universities in Hunan, Liaoning and Sichuan, etc. and provided training for 85 students, with a qualified student internship position recommendation rate of 100%. Among them, the cooperation between Jing Yi and Sichuan Agricultural University has effectively solved the shortage of high-quality enterprises in Ya'an, the lack of internship opportunities for students majoring in information management, and the gap of talents from 211 colleges and universities.

2019 年，金蝶繼續與全國高校展開合作，推進產教融合。金蝶精一與湖南、遼寧、四川區域的多個高校合作，培養學生 85 人，考核合格學員實習崗位推薦率 100%。其中，精一和四川農業大學的合作，有效的解決學校地處雅安缺乏優質企業進駐、解決信管專業學生缺乏對口實習機會、解決用人單位對 211 院校人才儲備匱乏的困境。



► Certification 認證情況

The certification mode of consultancy college includes online certification and offline certification with training. The training mode covers university practice education, internship training, joint establishment of majors, industry college, consultant on-boarding training, consultant ability improvement training, consultant campus employment training and client training, etc..

顧問學院的認證模式包括線上認證和線下培訓認證。培養模式涵蓋高校實踐教學、實習培訓、專業共建、產業學院、顧問上崗培訓、顧問能力提升培訓、顧問校招培訓和客戶培訓等。



In 2019, 1100 trainees in total were trained and certified.

2019 年，經培訓合格獲得認證證書的學員總計達 1,100 人。



Kingdee continued to cooperate with colleges and universities across the country in 2019. 2019年金蝶繼續與全國高校展開合作

In 2019, Kingdee Jingyi continued to enhance its cooperation with domestic colleges and universities (including higher vocational colleges, the same below), helping more than 100 colleges and universities to establish cloud management laboratories, and 19 colleges and universities to set up group control and financial sharing laboratories.

2019年，“金蝶精一”持續加大與國內高校（含高職，下同）的合作，累計幫助超100所高校建立雲管理實驗室；幫助19所高校建立集團管控、財務共享實驗室。

Kingdee signed “Strategic Cooperation Agreement” with 12 colleges and universities, held 12 seminars, trained 956 teachers in school to improve their practical teaching level.

金蝶與12家高校簽署“策略合作協議”；舉辦各類研討會12場次；培訓956名在校老師，提升其實踐教學水準。



► “Cloud Management Innovation Cup” Competition Held by Kingdee 金蝶“雲管理創新杯”大賽

Under the guidance of China Association for Student Employment, “Kingdee Jingyi” held the third “Cloud Management Innovation Cup” Internet+ National Skills Competition for College Students. Through the competition, Kingdee hopes to help more students understand the real cloud management mode of enterprises and improve the individual comprehensive quality and ability.

在高校畢業生就業協會的指導下，“金蝶精一”舉辦了第三屆“雲管理創新杯”互聯網+全國大學生技能大賽。通過比賽，金蝶希望幫助更多在校學生瞭解真實企業的雲管理模式，提升個人綜合素質能力。

In 2019, nearly 400 colleges and universities and more than 3,000 teams participated in the third “Cloud Management Innovation Cup” Competition. The registration of the fourth competition was also started at the same time.

2019年度，第三屆“雲管理創新杯”大賽有近400所高校參與，超3,000支隊伍參賽角逐。第四屆比賽也在同時啟動報名。





Kingdee established "School-Enterprise Alliance for New Talents in Intelligent Finance", together with 7 universities. 金蝶聯合7家高校成立“智能財務新人才校企聯盟”

In 2019, Kingdee Jingyi, together with 7 universities, namely, School of Management of Xi'an Jiaotong University, School of Accountancy of Shanghai University of Finance and Economics, School of Accounting of SWUFE, School of Accountancy of Central University of Finance and Economics, School of Accountancy of Zhongnan University of Economics and Law, School of Accounting of Shanghai Lixin University of Accounting and Finance and Accounting College of Xi'an Eurasia University, jointly initiated the establishment of "School-Enterprise Alliance for New Talents in Intelligent Finance" and jointly issued the "3130 Plan" to help 100 colleges and universities improve the practical teaching application of intelligent finance in the next three years.

2019年，“金蝶精一”聯合國內西安交通大學管理學院，上海財經大學會計學院，西南財經大學會計學院，中央財經大學會計學院，中南財經政法大學會計學院，上海立信會計金融學院會計學院，西安歐亞學院會計學院7家高校共同發起成立“智能財務新人才校企聯盟”，並共同發佈“3130計劃”——在未來3年時間，幫助100家高校提升智能財務的實踐教學應用。



7.3 Charity

While making great progress, Kingdee practices public welfare undertakings with the grateful heart of giving back to the society, affects life with life and transmits love to more people. As a knowledge-based enterprise, we deeply understand the importance of education to a country and a nation. Therefore, we pay close attention to the basic education in the areas with scarce educational resources and do our best to contribute to the development of public education in China.

7.3 公益慈善

金蝶在取得長足發展的同時，以感恩社會、反饋社會的心，踐行公益事業，用生命影響生命，將愛傳遞給更多人。作為一家知識型企業，我們深切瞭解教育對於一個國家和民族的重要性，因此我們非常關注教育資源匱乏地區的基礎教育，盡己所能為中國公益教育事業發展貢獻一己之力。

The Spring Festival in 2020 was accompanied by suffering and touching. The fight against Novel Coronavirus-infected pneumonia drew attention of every Kingdee employee.

2020 年的春節，煎熬與感動相伴，這場與新型冠狀病毒感染肺炎的疫情之戰，牽動著每一個金蝶人的心。

Case 案例

Paying tribute to Wuhan Heroes, Kingdee Donated RMB 10 Million.
致敬武漢英雄，金蝶捐贈1,000萬

For supporting the fight against the pandemic and paying tribute to the great heroes, Kingdee donated RMB 10 million through China Siyuan Foundation for Poverty Alleviation to support the frontline medical staff preventing and controlling the spreading of Novel Coronavirus (2019-nCoV) in Hubei.

為抗擊疫情，金蝶通過中華思源工程扶貧基金會捐贈人民幣 1,000 萬元，用於資助奮戰在湖北區域防治新型冠狀病毒（2019-nCoV）的一線醫護人員，致敬武漢英雄。

CEO Xu Shaochun donated considerable disaster resistance materials to Yiyang City, including ventilators, negative pressure ambulance, medical protective clothing, and isolation gowns, etc. to support Yiyang City to fight against novel coronavirus.

CEO 徐少春先生代表集團向益陽市捐贈了大批抗災物資，包括呼吸機、負壓救護車、醫用防護服、隔離衣等，用於支持益陽市抗擊新冠病毒疫情。



In addition to cash donations, Kingdee released preferential services and related policies for a number of products during the pandemic period to help enterprises affected tide over the difficulties:

除現金捐贈外，金蝶發佈多款產品在疫情時期的優惠服務及相關政策，助力受疫情影響的企業渡過難關：



From now until June 1, 2020, the cloud service rent collected from micro, small and medium-sized enterprises in Hubei Province who use Jingdou Cloud will be waived for 60 day.

即日起至 2020 年 6 月 1 日，將對使用精鬥雲的湖北省中小型及微型企業用戶減免 60 天的雲服務租賃費。



From now until June 1, 2020, Cloud Hub, an intelligent collaborative office platform, will provide free intelligent collaborative office services for Hubei and rescue organizations.

即日起至 2020 年 6 月 1 日，智能協同辦公平台雲之家將為湖北地區及馳援組織免費提供智能協同辦公服務。



Kingdee Finance will fully subsidize the loan interest in February 2020 for micro and small enterprises in Hubei Province.

金蝶金融將面向湖北省在貸小型及微型企業客戶全額補貼 2020 年 2 月貸款利息。



为驰援者护航

—— 众志成城 共渡难关 ——

开通专属服务通道
保障业务稳定运行


金蝶云·苍穹、金蝶云·星空、
金蝶精斗云、管易云

为所有驰援疫区的企业开通了专用服务通道
7*24专属服务电话：0755-23545282

为保障专线畅通，其他客户请继续使用
7*24小时服务热线：4008-886-836



扫码快速开通了服务




为驰援者护航

—— 众志成城 共渡难关 ——

金蝶金融 利息补贴

将面向湖北省在贷小微企业客户
全额补贴2020年2月贷款利息

我们将在2月主动联系湖北省在贷客户，
核定相关补贴金额，
为湖北小微企业抗击疫情略尽绵薄之力。



扫描快速申请了补贴

Kingdee Ya'an Education Immigration Class 金蝶雅安教育移民班

After the 4.20 Ya'an earthquake, Kingdee set up the "Kingdee Education Immigration Class" with China Siyuan Foundation for Poverty Alleviation to help outstanding students from poor families successfully complete their studies. Kingdee established the "Kingdee Education Immigrant Class" respectively in Ya'an Tian Jiabing School and Ya'an No.2 Middle School in 2013 and 2016, and set up education funds to help 50 poor students in each immigrant class per term successfully complete their junior and senior high school studies.

“4.20”雅安地震後，金蝶為資助家庭貧困的優秀學生，與中華思源工程扶貧基金會共同設立了“金蝶教育移民班”，助他們順利完成學業。金蝶分別於2013年、2016年在雅安田家炳學校、雅安第二中學特別成立了“金蝶教育移民班”，並設立教育基金，幫助每屆移民班50名貧困學生順利完成初中和高中學業。

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

除了雅安，金蝶還以不同的形式，支持包括湖南沅江、江蘇東南大學、上海中歐商學院，以及通過美麗中國對全國偏遠山區小學等不同層次的學子們實現其成長的夢想。

Case 案例

Graduation ceremony for graduates from the second term of "Kingdee Education Immigrant Class" was held successfully.
第二屆“金蝶教育移民班”畢業典禮順利舉行

In June 2019, Xu Shaochun, Kingdee Founder and Chairman of the Board of Directors, presided over a graduation ceremony for the students from the second term of "Kingdee Education Immigration Class". He mentioned Mr. Wang Yangming's famous article *Jiao Tiao Shi Long Chang Zhu Sheng* on the spot and taught the students of "aspiring, hard studying, correcting mistakes and doing virtuous deeds".

2019年6月，金蝶創始人、董事會主席徐少春先生為第二屆“金蝶教育移民班”的學子們舉行了畢業典禮，在現場給全體同學們講授了王陽明先生的著名文章《教條示龍場諸生》，教導同學們要“立志、勤學、改過、責善”。

Kingdee's concern for education will be continued in Kingdee's insistence on public welfare undertakings. At the graduation ceremony, a cooperation signing ceremony was held at the same time. Kingdee will continue to support the new Ya'an students to realize their dreams and help them pursue a wonderful life in the future.

金蝶對教育的關注，將一直延續在金蝶對公益事業的堅持中。在畢業典禮的現場，同時舉行了合作簽署儀式，金蝶將繼續支持新一屆雅安學子的求學夢想，助力學子書寫未來精彩人生。





Xu Shaochun, Chairman of the Board of Directors of Kingdee International, donated RMB45,000,000 to Southeast University
金蝶國際董事會主席徐少春先生向東南大學捐贈4,500萬元

In June 2019, Xu Shaochun, Kingdee Founder and Chairman of the Board of Directors, announced the donation of RMB45,000,000 to Southeast University. After the donation ceremony, to encourage the students, Xu Shaochun undertook the face-to-face exchanges themed "Way of Life and Growth" with more than one thousand teachers and students in the auditorium of Southeast University. In the lecture, Xu Shaochun thoroughly elaborated what "Strive for Perfection" is and how the contemporary university students could be resolved to "Strive for Perfection", shared his entrepreneurship story and reflections on life, and gave his messages to his junior schoolmates.

2019年6月，金蝶集團創始人、董事會主席徐少春先生宣佈捐贈東南大學4,500萬元。捐贈儀式後，為激勵莘莘學子，徐少春先生以“生命成長之道”為題，在東南大學校區大禮堂與一千多名師生進行了面對面的交流。在演講中，徐少春先生全面闡述了什麼是“止於至善”以及當代大學生如何立“止於至善”大志，並分享了自己的創業故事與人生感悟，提出了對學弟學妹們的殷殷寄語。





Environmental Protection 環境保護

Kingdee attaches great importance to its own environmental impact in the process of development, actively implementing the environmental protection policies, standardizing the environmental protection operation, and using cloud technology to assist clients to reduce the consumption in the operating environment and promoting the harmonious development of the Company and the environment.

金蝶在發展過程中重視自身產生的環境影響，踐行環境保護方針，規範企業環保經營，並以雲技術協助客戶降低營運環境消耗，促進企業與環境的和諧發展。

Topics involved and their materiality in this chapter

本章節涉及議題及其重要性

Name of topic 議題名稱	Significance to Stakeholders 對持份者的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Climate Change Response and Opportunities 氣候變化應對與機遇	0.50	3.90	4.40
Use and management of energy and resources 能源和資源的使用及管理	0.47	3.70	4.17

8.1 Environment-Friendly Operation

Kingdee attaches great importance to the harmony and unity among industrial operation, resources and environment, to ensure the environment-friendly and green operation. Starting with the daily operation, we pay great attention to the management of energy and carbon emissions and the use of resources, and improve our own environmental management system from many aspects.

8.1 環保營運

金蝶重視產業營運與資源環境的和諧統一，確保園區的環保綠色營運。我們從日常營運入手，關注能源與碳排放管理，注重資源使用，從多方面逐完善自身的環境管理體系。



8.1.1 Energy and Carbon Emissions 能源與碳排放

► Energy Consumption Reduction 減少能耗

Kingdee's own environmental impact mainly comes from the energy consumption in the office area. For this reason, we have formulated JD Energy Saving and Consumption Reduction Operation System and Measures to standardize the Company's management of energy use and stipulate energy saving measures in the aspects such as air conditioning temperature, lighting system, bus taking. The *Regulations on Energy Saving Operation of Air Conditioning System in Kingdee Software Park* was formulated to set up specifications for the management of air conditioning operators and the energy saving operation, inspection and maintenance of air conditioning system, so as to ensure high quality and high efficiency operation of air conditioning system, reducing the energy consumption and prolonging the maintenance cycle and service life.

金蝶自身的環境影響主要來自辦公區域的能耗，為此我們制定了《JD 節能減耗運作制度及措施》，規範公司能源使用管理，規定了空調溫度、照明系統、公車使用等方面的節能措施；制定了《金蝶軟件園空調系統節能運作管理規定》為空調運作人員管理、空調系統節能運作、空調系統節能檢查和空調系統節能維護保養等方面設立規範，從而保證空調系統高品質、高效率地運作，降低能耗、延長檢修週期和使用壽命。

Lighting 照明方面

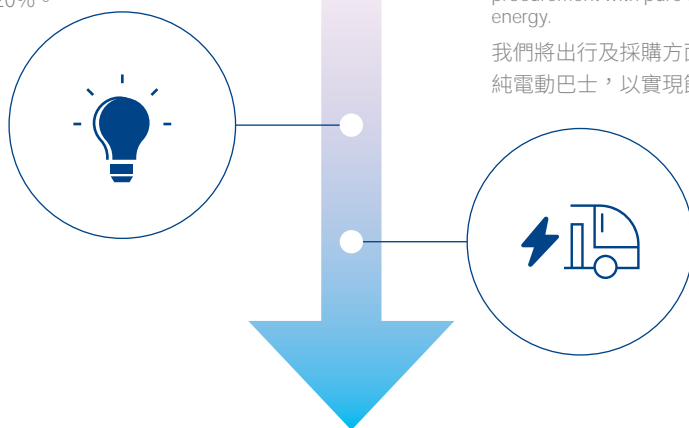
Lighting: We have completed the partial renovation of the modulator tubes, changing the traditional energy-saving bulbs into LED bulbs, which would be the main type of bulbs, thereby saving 10-20% of electricity consumption.




我們完成了燈管局部改造，將傳統節能燈泡改為 Led 燈泡，燈具採購也以 Led 為主，從而將用電量節約了 10-20%。

Commuting 通勤方面

We have replaced the 15 fuel buses for travel and procurement with pure electric buses so as to save energy.

我們將出行及採購方面的 15 台燃油巴士換成純電動巴士，以實現節省能源的目的。



Energy Type 能源類型	Unit 單位	Beijing 北京	Shanghai 上海	Shenzhen 深圳
 Gasoline 汽油	L 升	19,465.3	12,590.0	19,298.5
 Electricity on Outsourced Power Grid 外購電網用電	Kwh 千瓦時	2,340,408.5	203,704.0	10,133,115.0
 Power Use Density 電力使用密度	Kwh/m ² 千瓦時/平方米	123.2	2.4	190.4

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

* 汽油使用量只計算金蝶及其下屬控股公司所擁有的部分車輛，不包括租用車輛；外購電力統計範圍包括北京、上海、深圳 3 個軟件園區中金蝶自身使用的辦公場所。

Carbon Emissions Management 管理碳排放

Since 2016, Kingdee has being the first to carry out carbon auditing in Shenzhen Software Park, recognizing the emission source of greenhouse gases and service boundary, and guaranteeing the accuracy, intactness and availability of data on greenhouse gas emission through review by a third-party professional institute.

自 2016 年開始，我們在深圳軟件園率先展開了碳審計工作，確認了溫室氣體排放源以及營運邊界，並通過第三方廠商專業機構審查，確保溫室氣體排放數據的準確性、完整性和可用性。



Energy Type 能源類型		Unit 單位	2017	2018	2019
Greenhouse gas emission 溫室氣體排放量	Beijing 北京	Ton of carbon dioxide equivalent 噸二氧化碳當量	517	281	2,266
	Shanghai 上海	Ton of carbon dioxide equivalent 噸二氧化碳當量	205	151	164
	Shenzhen 深圳	Ton of carbon dioxide equivalent 噸二氧化碳當量	7,295	7,297	7,296
Greenhouse gas emission density 溫室氣體排放密度	Beijing 北京	Ton of carbon dioxide equivalent/m ² 噸二氧化碳當量/平方米	0.040	0.015	0.119
	Shanghai 上海	Ton of carbon dioxide equivalent/m ² 噸二氧化碳當量/平方米	0.037	0.027	0.002
	Shenzhen 深圳	Ton of carbon dioxide equivalent/m ² 噸二氧化碳當量/平方米	0.139	0.149	0.137



8.1.2 Resource Use and Waste Management 資源使用及廢物管理

► Resource Use 資源使用

Kingdee saves files on the cloud to largely reduce the demand of office paper consumption by positively promoting cloud platforms. Meanwhile, we have established the data management system on resource use to make statistics on main resource types, keep optimizing resource use management through data analysis.

金蝶積極推行雲平台，將檔存檔於雲端，大大減少了對辦公用紙的需求。同時，我們建立了資源使用的數據管理體系，對主要的資源類型進行統計，通過數據分析的方式不斷優化對資源使用的管理。

Energy Type 能源類型	Unit 單位	Beijing 北京	Shanghai 上海	Shenzhen 深圳
 Office paper consumption 辦公用紙	Kg 千克	8,640.0	2,783.0	8,731.8
 Water consumption 耗水	M ³ 立方米	1,176.0	4,133.1	114,735.0
 Water consumption density 耗水密度	M ³ /m ² 立方米/平方米	0.06	0.05	2.16

Kingdee strictly obey national laws and regulations on waste management. All wastewater is discharged to the municipal sewage pipe network for concentrated treatment. As for wastes including general garbage, recyclable resource, kitchen waste and waste electronic equipment, we have formulated corresponding treatment process and signed the *Garbage Clearance Contract* with the professional cleaning company, which shall take charge of unified collection and treatment. In 2019, we have strictly enforced the garbage management, performing good garbage sorting, removing the small garbage cans from about 400 staff stations on each floor and replacing them with large garbage cans convenient for collection and management.

金蝶嚴格遵守國家有關廢物管理的相關法律法規，所有廢水均排往市政污水管網集中處理。針對產生的一般垃圾、可回收資源、廚餘垃圾、以及廢舊電子設備等廢物，我們制定了相應的處理流程，並與專業清潔公司簽訂《垃圾清運合約》，由清潔公司統一收集和處理。2019 年，我們嚴抓垃圾管理，做好乾濕分類，撤掉每層約 400 員工座位小型垃圾桶統一換為便於收集和管理的大型垃圾桶。

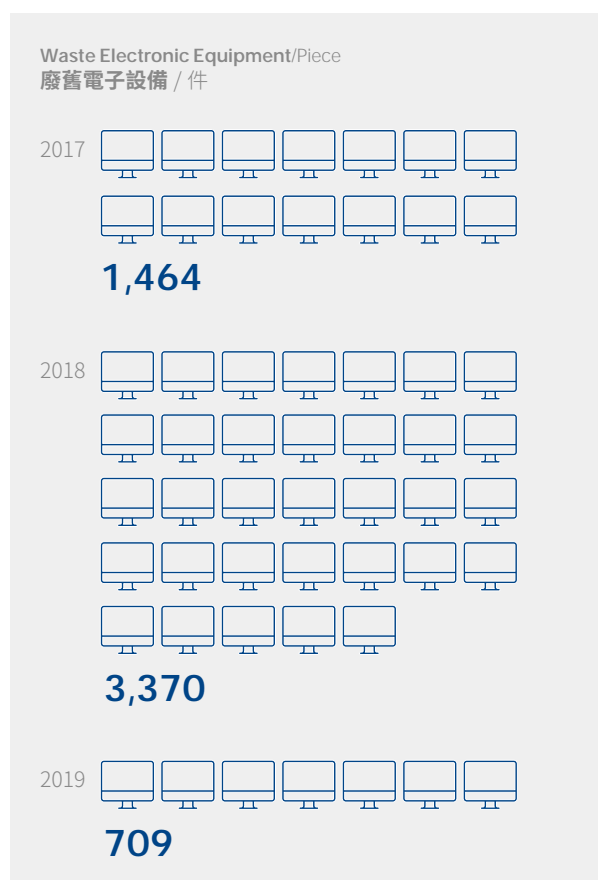
As for office waste, including waste batteries and modulator tubes, we entrust them to companies with professional qualifications for treatment. Besides, based on the *Fixed Asset Management Regulation*, the waste electronic equipment shall be handled by the recycling company in a unified manner.

針對廢舊電池、廢舊燈管等辦公廢物，我們委託有專業處理資格的公司進行處理。另外，我們根據《固定資產管理制度》的規定，將報廢的電子設備交由廢舊回收公司統一處理。

During report period, there is no violation related to waste disposal in Kingdee.

報告期內，金蝶未發生廢物處置相關的違規情況。

Waste Type
廢物類型



8.2 Clean Technology

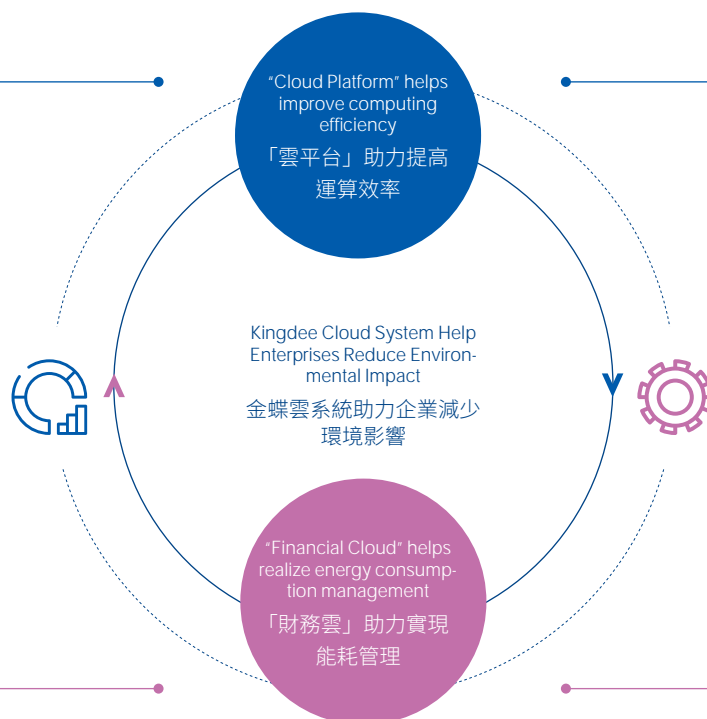
The cloud system is characterized by concentrated and efficient operation of rear-end server. It can effectively reduce the energy consumption of independent unit computation and front-end allocation of server and other equipment in the enterprise. We keep promoting the cloud platform services and assist clients in reducing the use of equipment and energy from a broader perspective to further realize resource conservation and to reduce the environmental impact of the enterprise.

8.2 清潔技術

雲系統具有後端服務器集中高效運作的特點，能夠有效降低獨立單位運算的能耗，並且減少企業在前端配置服務器和其他設備的能源消耗。我們不斷推進雲平台服務，從更宏觀的角度協助客戶減少設備和能源的使用，進而實現資源節約，降低企業的環境影響。

"Cloud Platform" provides a series of platform services to support quick establishment and deployment of the business systems of Kingdee and its clients and reduces operating costs by integrating servers. Meanwhile, the fineness of optimization of computation resource allocation enables sufficient sharing and intelligent scheduling of computing resources, improving resource utilization rate to more than twice to reduce computing equipment number and electric resource consumption.

「雲平台」提供一系列平台服務來支援金蝶及其客戶的業務系統進行快速建構和部署，以服務器的整合來降低營運成本。同時，優化計算資源配置的細緻性，實現了運算資源的充分共享及智能調度，能夠將資源的利用率提升一倍以上，減少運算設備數量，降低電力資源的消耗。



Guangdong Qiaoabacus Group (hereinafter referred to as "Qiaoabacus") is a professional organization to provide enterprises with solutions to financial and tax services. To reduce energy consumption cost and realize intelligentization, Qiaoabacus has adopted the Kingdee Carefree Intelligent Financial and Tax System to realize integrated business management. The optimization of team management helps reduce internal communication cost and improves work efficiency of the enterprise; the replacement of electronic files with paper files has greatly reduced the use and waste of paper and saved the cost of resources, which is more environmental friendly.

廣東巧算盤企業管理有限公司（簡稱“巧算盤”）是專業為企業提供財稅服務解決方案的專業機構。為降低能耗成本、實現智能化，巧算盤採用金蝶賬無憂智能財稅系統，實現業務一體化管理。優化團隊管理，幫助減少內部溝通成本，提高了企業工作效率；電子版替代憑證紙，大幅減少紙張的使用與浪費，節約資源成本，更加環保。

Overview of Sustainable Development Performance

可持續發展表現概述

List of Policies

政策列表

ESG index ESG指標	Laws and regulations/policies 法律法規/政策	Internal policies 內部政策
A Environment 環境	<p><i>Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution</i></p> <p><i>Environmental Protection Law of the People's Republic of China</i></p>	<p><i>JD Operation Regulation and Measure for Energy Conservation and Consumption Reduction</i></p> <p><i>Fixed Asset Management Regulation</i></p> <p><i>Kingdee Group Fixed Asset Management Regulation</i></p> <p><i>Kingdee Group IT Electronic Asset Management Bylaw</i></p> <p><i>Kingdee Software Park Air Conditioning System Energy Conservation Operation and Management Regulation</i></p>
	<p>《中華人民共和國固體廢物污染環境防治法》</p> <p>《中華人民共和國環境保護法》</p>	<p>《JD 節能減耗運作制度及措施》</p> <p>《固定資產管理制度》</p> <p>《金蝶集團固定資產管理制度》</p> <p>《金蝶集團 IT 電子類資產管理細則》</p> <p>《金蝶軟件園空調系統節能運作管理規定》</p>
B1 Employment 僱傭	<p><i>Labor Law of the People's Republic of China</i></p> <p><i>Labor Contract Law of the People's Republic of China</i></p> <p><i>Interim Provision on Labor Dispatch</i></p> <p><i>Employment Promotion Law of the People's Republic of China</i></p> <p><i>Social Insurance Law of the People's Republic of China</i></p> <p><i>Provisions on the Prohibition of Using Child Labor of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on the Protection of Minors</i></p>	<p><i>Talent Recruitment Management Regulation</i></p> <p><i>Kingdee Officeholding Standard Model</i></p> <p><i>Kingdee Job Duty Manual</i></p> <p><i>Kingdee Group Labor Dispatch Management Regulation</i></p> <p><i>Performance Management Measure</i></p> <p><i>Code of Conduct for Kingdee Employees</i></p> <p><i>Quota Over-fulfillment Incentive Measures</i></p>
	<p>《中華人民共和國勞動法》</p> <p>《中華人民共和國勞動合同法》</p> <p>《勞務派遣暫行規定》</p> <p>《中華人民共和國就業促進法》</p> <p>《中華人民共和國社會保險法》</p> <p>《中華人民共和國禁止使用童工規定》</p> <p>《中華人民共和國未成年人保護法》</p>	<p>《人才招聘管理制度》</p> <p>《金蝶任職標準模型》</p> <p>《金蝶職位職責說明書》</p> <p>《金蝶集團勞務派遣管理規定》</p> <p>《績效管理辦法》</p> <p>《金蝶商業行為準則》</p> <p>《超額激勵辦法》</p>
B2 Health and Safety 健康與安全	<p><i>Labor Law of the People's Republic of China</i></p> <p><i>Fire Control Law of the People's Republic of China</i></p> <p><i>Work Safety Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on the Prevention and Control of Occupational Diseases</i></p> <p><i>Regulation on Work-Related Injury Insurance</i></p> <p><i>Regulation on Supervision and Administration of Occupational Health in Workplaces</i></p> <p><i>Provision on Report, Investigation and Treatment of Work Safety Accidents</i></p>	<p><i>Code of Conduct for Kingdee Business</i></p>
	<p>《中華人民共和國勞動法》</p> <p>《中華人民共和國消防法》</p> <p>《中華人民共和國安全生產法》</p> <p>《中華人民共和國職業病防治法》</p> <p>《工傷保險條例》</p> <p>《工作場所職業衛生監督管理規定》</p> <p>《生產安全事故報告和調查處理條例》</p>	<p>《金蝶商業行為準則》</p>
B3 Development and Training 發展及培訓		<p><i>Management Measures for Kingdee New Employees Training</i></p> <p><i>Mentor System for New Employees</i></p> <p><i>Coaching Form of Mentor System for New Employees</i></p> <p><i>Kingdee Management Measures for Professional Programs Development</i></p> <p><i>Kingdee Management Measures for Internal Lecturer</i></p> <p><i>Kingdee Management Measures for Software Employee Training</i></p> <p><i>Management Measures for Employee Professional Skill Training</i></p> <p><i>Kingdee Shifting Management Measure</i></p>

ESG index ESG指標	Laws and regulations/policies 法律法規/政策	Internal policies 內部政策
B3 Development and Training 發展及培訓		《金蝶新員工培訓管理方法》 《新員工入職導師制》 《新員工入職導師輔導工具表》 《金蝶專業類課程開發管理辦法》 《金蝶內部講師管理辦法》 《金蝶軟件員工培訓管理辦法》 《員工專業技能培訓管理辦法》 《金蝶輪崗管理辦法》
B5 Supply Chain Management 供應鏈管理	Law of the People's Republic of China on Tenders and Bids 《中華人民共和國招投標法》	Rules on Tendering Management of the Group Rules on Supplier Management of the Group Procurement Management System of the Group Rules on Procurement Merchandise Catalog of the Group Manual of Kingdee China Channel Operation Management 2018 《集團招標管理細則》 《集團供應商管理細則》 《集團採購管理制度》 《集團採購商品目錄管理細則》 《金蝶中國渠道營運管理指導手冊(2018版)》
B6 Product Responsibility 產品責任	Constitution of the People's Republic of China General Principles of the Civil Law of the People's Republic of China Tort Liability Law of the People's Republic of China Trademark Law of the People's Republic of China Advertising Law of the People's Republic of China Product Quality Law of the People's Republic of China Law of the People's Republic of China on Consumer Protection Cybersecurity Law of the People's Republic of China Intellectual Property Law of the People's Republic of China 《中華人民共和國憲法》 《中華人民共和國民法通則》 《中華人民共和國侵權責任法》 《中華人民共和國商標法》 《中華人民共和國廣告法》 《中華人民共和國產品品質法》 《中華人民共和國消費者權益保護法》 《中華人民共和國網路安全法》 《中華人民共和國知識產權法》	Kingdee Customer Complaint Management Regulations Kingdee Business Code of Conduct Kingdee Management Measures for Trademarks Kingdee Ruling and Treatment Process of Conflicts between Chinese Partners Franchise and Management Measures for Product Marketing Partners of Kingdee KIS 2017 Management Measures for Assets of Kingdee KIS Customers Management Measures for Business Opportunities of Kingdee KIS Kingdee Product Safety Management Measures Telemarketing Business Management Regulations of Headquarters Marketing Department Kingdee Software (China) Co., Ltd. (4008-830-830) Hotline Specialist Manual Kingdee Service Code of Conduct Kingdee Requirements for Protection of Production Data Kingdee Information Security Manual for Employees Management Measures for Protection of Information Assets Management Measures for Source Code Security Kingdee Internet Operation and Maintenance Quality Management System Kingdee Internet Operation and Maintenance Management Rules IaaS Public Cloud Management Standard Kingdee Management Measures for Copyright Kingdee Management Measures for Patents 《金蝶客戶投訴管理辦法》 《金蝶商業行為準則》 《金蝶商標管理辦法》 《金蝶中國伙伴間衝突事宜裁決及處理流程》 《2017年金蝶 KIS 產品營銷夥伴加盟與管理辦法》 《金蝶 KIS 客戶資產管理辦法》 《金蝶 KIS 商機管理制度》 《金蝶產品安全管理辦法》 《總部市場部電話營銷業務管理辦法》 《金蝶軟件(中國)有限公司(4008-830-830)熱線專員工作手冊》 《金蝶服務行為規範》 《金蝶生產數據安全保護要求》 《金蝶員工信息安全手冊》 《信息資產保護管理辦法》 《原始程式碼安全管理辦法》 《金蝶互聯網運作及維護質量管制制度》 《金蝶互聯網運作及維護管理細則》 《IaaS公有雲管理規範》 《金蝶著作權管理辦法》 《金蝶專利管理辦法》

ESG index ESG指標	Laws and regulations/policies 法律法規/政策	Internal policies 內部政策
B7 Anti-Corruption 反貪腐	<p>Criminal Law of the People's Republic of China</p> <p>Company Law of the People's Republic of China</p> <p>Anti-Money Laundering Law of the People's Republic of China</p> <p>Antimonopoly Law of the People's Republic of China</p> <p>Law of the People's Republic of China against Unfair Competition</p> <p>Interim Provision on the Prohibition of Commercial Bribery</p> <p>Regulations on Fund Management of National Key Research Program</p> <p>《中華人民共和國刑法》</p> <p>《中華人民共和國公司法》</p> <p>《中華人民共和國反洗錢法》</p> <p>《中華人民共和國反壟斷法》</p> <p>《中華人民共和國反不正當競爭法》</p> <p>《關於禁止商業賄賂行為的暫行規定》</p> <p>《國家重點研發計劃資金管理辦法》</p>	<p>Kingdee Business Code of Conduct</p> <p>Labor Contract</p> <p>Regulations for Prohibition on Employees' Improper Conduct</p> <p>Notice on Internal Control Inspection of Molecular Mechanism</p> <p>Governmental Fund Management Regulations of Kingdee Software (China) Co., Ltd.</p> <p>《金蝶商業行為準則》</p> <p>《勞動合約》</p> <p>《禁止員工不正當行為的規定》</p> <p>《關於分子機構內控檢查的通知》</p> <p>《金蝶軟件(中國)有限公司政府資金管理辦法》</p>

List of Key Performance Indexes

關鍵績效指標列表

ESG index ESG指標	Unit 單位	Data in 2017 2017年數據	Data in 2018 2018年數據	Data in 2019 2019年數據
A1. Effluent A1.排放物				
A1.2 Greenhouse gas emission and density A1.2 溫室氣體排放量及密度				
Greenhouse gas emission (Scope I & Scope II) 溫室氣體排放量 (範疇一&範疇二)	General Disclosure 噸二氧化碳當量	8,017	7,729	9,726
Greenhouse gas emission density (per million business volume) 溫室氣體排放密度 (每百萬營業額)	General Disclosure/million operating revenue 噸二氧化碳當量/百萬營業收入	3.49	2.75	2.92
Greenhouse gas emission density (per m ²) 溫室氣體排放密度 (每平方米)	T/m ² 噸/平方米	0.072	0.105	0.062
A1.3 & A1.4 Waste A1.3 & A1.4 廢物				
Waste electronic equipment (including the whole company) 廢舊電子設備 (包括全公司)	Piece 件	1,464	3,370	709
Waste Modular Tube 廢舊燈管	Piece 根	1,664	2,809	1,662
A2 Resource usage A2 資源使用				
A2.1 Total energy consumption and density A2.1 能源總耗量及密度				
Gasoline 汽油	L 升	88,412	96,765	51,354
Outsourced electricity 外購電力	Kwh 千瓦時	8,245,821	7,922,658	12,677,228
Electricity Use Density 電力使用密度	Kwh/m ² 千瓦時/平方米	70.59	108.03	81.10

ESG index ESG指標	Unit 單位	Data in 2017 2017年數據	Data in 2018 2018年數據	Data in 2019 2019年數據
A2 Resource usage A2 資源使用				
A2.2 Water resource consumption and density A2.2 水資源消耗量及密度				
Total water consumption 總耗用水	M ³ 立方米	124,013	115,340	120,044
Water Use Density 用水密度	M ³ /M ² 立方米/平方米	1.18	1.57	0.77
A2.3 Resource usage A2.3 資源使用量				
Office paper 辦公用紙	Kg 千克	9,310	10,048	20,155

Note:

Environmental data in the whole 2019 cover all effluents produced, resources consumed and carbon discharged in the scope of business of Kingdee, but they do not include environmental data of other companies in the software park or parts leased by the enterprise.

Carbon emission only refers to carbon dioxide emission instead of methane, nitrous oxide and other greenhouse gas types from other emission sources.

Business content based on Kingdee international does not have obvious effluent emission in the operational process, including nitric oxide, sulfur oxide and other pollutants regulated by national laws and regulations.

According to ISO 14064 Auditing Standard of Greenhouse Gases, direct greenhouse gas emission (scope I) is for emission from sources directly owned and controlled by the organization, such as the emission from transportation tools owned; indirect greenhouse gas emission (scope II) is for emission from indirect sources, such as greenhouse gas emission caused by outsourced electricity.

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

注：

2019 年度全年環境數據涵蓋金蝶業務範圍內所產生的排放物、資源消耗和碳排放量，不包含軟件園其他公司或企業外租部分的環境數據。

碳排放量僅指二氧化碳排放量，不包含其他排放源所排放的甲烷、氧化亞氮等溫室氣體類型。

基於金蝶國際的業務內容，其在運作過程中所產生的廢氣排放，包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物排放並不顯著。

根據 ISO 14064 溫室氣體審核標準，直接溫室氣體排放（範疇一）針對直接來自於組織所擁有及控制的排放源，如自身所擁有的交通工具的額排放；間接溫室氣體排放（範疇二）針對能源間接排放源，如外購電力而造成的溫室氣體排放。

根據國家發改委的《工業其他行業企業溫室氣體排放核算方法及報告方法指南（試行）》對二氧化碳進行核算，其中外購電力排放因數採用南方區域電網基於每年發佈的《中國區域電網基準線排放因數》。

ESG index ESG指標		Unit 單位	Data in 2017 2017年數據	Data in 2018 2018年數據	Data in 2019 2019年數據
B1. Employment	B1. 僱傭				
B1.1					
	Total number of employees 員工總人數	Person 人	6,634	7,777	8,903
By gender 按性別劃分	Male staff 男性員工	Person 人	4,367	5,107	5,830
	Female staff 女性員工	Person 人	2,267	2,670	3,073
By type of employee 按僱員類型劃分	Management staff 管理線員工	Person 人	1,141	1,303	1,795
	Specialty staff 專業線員工	Person 人	5,493	6,474	7,108
By educational background 按學歷劃分	Associate Degree and below 專科及以下	Person 人	1,409	1,463	1,346
	Bachelor's Degree 本科	Person 人	4,793	5,807	6,950
	Master's Degree and above 研究生及以上	Person 人	422	507	607
By age 按年齡劃分	Aged 29 and below 29歲及以下	Person 人	3,425	3,812	4,496
	Aged 30-49 30-49歲	Person 人	3,155	3,899	4,308
	Aged 50 or above 50歲或以上	Person 人	54	66	99
By region 按地區劃分	Mainland China 中國大陸	Person 人	6,607	7,748	8,869
	Hong Kong, Macau & Taiwan 港澳臺	Person 人	25	28	32
	Overseas 海外	Person 人	2	1	2
Other Type 其他類別	Staff in maternity leave 處於產假、待產假僱員	Person 人	80	164	74
	Staff back to work after maternity leave 產假後複職僱員	Person 人	56	106	54
	Staff eligible for retirement within the next five years 未來五年內合資格退休僱員	Person 人	15	25	32
B1.2					
	Total of employee turnover 員工流失總數	Person 人	-	-	1,981
By gender 按年齡劃分	Male Staff 男性員工	Person 人	-	-	1,355
	Female Staff 女性員工	Person 人	-	-	626

ESG index ESG指標		Unit 單位	Data in 2017 2017年數據	Data in 2018 2018年數據	Data in 2019 2019年數據
B1. Employment B1.僱傭					
B1.2					
By type of employee 按僱員類型劃分	Management staff 管理線員工	Person 人	-	-	133
	Specialty staff 專業線員工	Person 人	-	-	1,848
	Staff employed in the current year 本年度入職員工	Person 人	-	-	3,101
By gender 按性別劃分	Male Staff 男性員工	Person 人	-	-	2,073
	Fe male Staff 女性員工	Person 人	-	-	1,029
By type of employee 按僱員類型劃分	Management staff 管理線員工	Person 人	-	-	262
	Specialty staff 專業線員工	Person 人	-	-	2,840
B2. Health and Safety B2.健康與安全					
B2.1					
	Number of deaths due to work 因工作關係死亡人數	Person 人	0	0	0
	Times of work-related injury 工傷次數	Time 次	1	0	2
B2.2					
	Total number of days lost due to work-related injury 因工傷損失總日數	Day 天	31	0	30
B3. Development and Training B3. 發展與培訓					
B3.1					
	Total times of training 總受訓次數	Person-Time 人次	2,072	9,281	15,095
By gender 按性別劃分	Times of male staff training 男性員工受訓次數	Person-Time 人	1,433	7,784	10,090
	Times of female staff training 女性員工受訓次數	Person-Time 人	639	1,497	5,005
By type of employee 按僱員類型劃分	Times of management staff training 管理線員工受訓次數	Person-Time 人	303	429	1,209
	Times of specialty staff training 專業線員工受訓 次數	Person-Time 人	1,769	8,852	13,886
By training type 按訓練類型劃分	Enabling service 賦能業務	Person-Time 人	-	-	7,110
	Performance service 績效業務	Person-Time 人	-	-	426
	Platform service 平台業務	Person-Time 人	-	-	4,871

ESG index ESG指標		Unit 單位	Data in 2017 2017年數據	Data in 2018 2018年數據	Data in 2019 2019年數據
B3. Development and Training		B3. 發展與培訓			
B3.2					
	Innovation service 創新業務	Person-Time 人	-	-	2,688
	Total hours of training received by all employees 全體員工總受訓時數	h 小時	64,740	62,893	56,742
By gender 按性別劃分	Total hours of male staff training 男性員工受訓練時數	h 小時	30,004	50,286	40,148
	Total hours of female staff training 女性員工受訓練時數	h 小時	12,696	12,608	16,595
By type of employee 按僱員類型劃分	Total hours of management staff training 管理線員工受訓練時數	h 小時	7,320	9,615	8,463
	Total hours of specialty staff training 專業線員工受訓練時數	h 小時	35,380	53,279	48,279
By training type 按訓練類型劃分	Enabling service 賦能業務	h 小時	-	-	49,399.0
	Performance service 績效業務	h 小時	-	-	1,617.6
	Platform service 平台業務	h 小時	-	-	2,835.3
	Innovation service 創新業務	h 小時	-	-	2,890.2
B3.3					
	Average training hours 平均受訓時數	h/person 小時/人	6.43	8.09	6.37
By gender 按性別劃分	Total hours of male staff training 男性員工受訓練時數	h/person 小時/人	6.87	9.85	6.89
	Total hours of female staff training 女性員工受訓練時數	h/person 小時/人	5.60	4.72	5.40
By type of employee 按僱員類型劃分	Total hours of management staff training 管理線員工受訓練時數	h/person 小時/人	6.42	7.38	4.71
	Total hours of specialty staff training 專業線員工受訓練時數	h/person 小時/人	6.44	8.23	6.79
B5. Supplier Management		B5. 供應商管理			
B5.1					
By region 按地區劃分	China 中國	Piece 個	412	403	420
	Overseas 海外	Piece 個	1	1	2
B6. Product Responsibility		B6. 產品責任			
B6.2					
	Total complaints 總投訴數量	Case 宗	5,396	2,695	1,252

ESG index ESG指標		Unit 單位	Data in 2017 2017年數據	Data in 2018 2018年數據	Data in 2019 2019年數據
B6. Product Responsibility		B6. 產品責任			
B6.2					
By means of complaint 按投訴方式劃分	Complaints hotline 投訴電話	Case 宗	5,321	2,602	1,037
	Complaints email 投訴郵件	Case 宗	58	58	11
	Official letter 公函	Case 宗	5	1	2
	Weibo 微博	Case 宗	10	5	3
	President's mailbox 主席信箱	Case 宗	2	1	-
	Xu Shaochun personal official account 徐少春個人公眾號	Case 宗	-	66	197
	Online client service 線上客服	Case 宗	-	3	1
	Consumer complaint platform 消費投訴平台	Case 宗	-	2	1
B7. Anti-corruption		B7. 反貪腐			
B7.1					
By violation type 按違規類型劃分	Establish a company privately or take a second job as part-time work 員工私設公司或兼職從事第二職業	Person 人	9	-	5
	Establish a company privately and undertake outsourcing business 員工私設公司並承接外包業務	Person 人	2	-	1
	Take a second job as part-time work illegally 違規兼職第二職業	Person 人	-	3	1
	Fabricate labor relation 虛構勞動關係	Person 人	3	-	-
	Engage in a partnership operation illegally 違規參與夥伴經營	Person 人	1	2	-
	Collude with external party to seek profits 與外部勾結謀利	Person 人	-	3	-
	Establish a company privately and transfer Kingdee clients 私設公司並轉移金蝶客戶	Person 人	-	4	2
	Engage in malpractice and accept kickback 營私舞弊，收取回扣	Person 人	-	3	4

Note:

The training service of Kingdee in 2019 was transformed from the previous leadership training, job qualification training and new employee training to four types called enabling service, performance service, platform service and innovation service.

注：

2019 年金蝶的培訓業務由原先的領導力培訓、任職資格培訓、新員工培訓調整為賦能業務、績效業務、平台業務和創新業務四個類型。

Index to Environmental, Social and Governance Reporting Guide

《環境、社會及管治報告指引》內容索引

Topic 議題	Guiding requirement 指引要求	Report chapter 報告章節	Remarks 備註
A1. Environment A.環境			
A1 Effluent 排放物	General Disclosure 一般披露 Key Performance Index A1.2, A1.3, A1.4, A1.5 and A1.6 關鍵性績效指標 A1.2 ' A1.3 ' A1.4 ' A1.5 ' A1.6	8.1 Environment-Friendly Operation 8.1 環保營運 8.2 Clean Technology 8.2 清潔技術	Gas emission is not important to operation of the Company. Therefore A1.1 does not apply. 氣體排放對公司的營運而言並非重要範疇，故A1.1不適用
A2 Resource Use 資源使用	General Disclosure 一般披露 Key Performance Index A2.1, A2.2, A2.3 and A2.4 關鍵性績效指標A2.1 ' A2.2 ' A2.3 ' A2.4	8.1 Environment-Friendly Operation 8.1 環保營運 8.2 Clean Technology 8.2 清潔技術	Packaging material is not needed for products in the prime businesses of the Company. Therefore A2.5 does not apply 公司主營業務的產品不需使用包裝材料，故A2.5不適用
A3 Environment and Natural Resources 環境及天然資源	General Disclosure 一般披露 Key Performance Index A3.1 關鍵性績效指標A3.1	8.1 Environment-Friendly Operation 8.1 環保營運 8.2 Clean Technology 8.2 清潔技術	
B1 Employment 僱傭	General Disclosure 一般披露 Key Performance Index B1.1 and B1.2 關鍵性績效指標B1.1 ' B1.2	5.1 Talent Management 5.1 人才管理	
B2 Health and Safety 健康與安全	General Disclosure 一般披露 Key Performance Index B2.1, B2.2 and B2.3 關鍵性績效指標B2.1 ' B2.2 ' B2.3	5.2 Talent Incentive and Retention 5.2 人才激勵與留存	
B3 Development and Training 發展與培訓	General Disclosure 一般披露 Key Performance Index B3.1 and B3.2 關鍵性績效指標B3.1 ' B3.2	5.3 Talent Development 5.3 人才發展	
B4 Code of Labor 勞工準則	General Disclosure 一般披露 Key Performance Index B4.1 and B4.2 關鍵性績效指標B4.1 ' B4.2	5.1 Talent Management 5.1 人才管理	
B5 Supply Chain Management 供應鏈管理	General Disclosure 一般披露 Key Performance Index B5.1 and B5.2 關鍵性績效指標B5.1 ' B5.2	7.2.1 Supply Chain Management 7.2.1 供應鏈管理	
B6 Product Responsibility 產品責任	General Disclosure 一般披露 Key Performance Index B6.2, B6.3, B6.4 and B6.5 關鍵性績效指標B6.2 ' B6.3 ' B6.4 ' B6.5	4.1 Product Value 4.1 產品價值 4.2 Excellent Service 4.2 卓越服務 4.3 Information Safety and Privacy Safeguard 4.3 信息安全與私隱保障 4.4 Protection of Intellectual Property Rights 4.4 保護知識產權	B6.1 is not applicable to business of the Company and therefore is not disclosed. B6.1不適用於公司業務，故不披露
B7 Anti-corruption 反貪污	General Disclosure 一般披露 Key Performance Index B7.1 and B7.2 關鍵性績效指標B7.1 ' B7.2	5.4 Construction of a Clean and Honest Enterprise 5.4 組織廉潔建設	
B8 Community 社區	General Disclosure 一般披露 Key Performance Index B8.1 and B8.2 關鍵性績效指標B8.1 ' B8.2	6.1 Conscience Culture 6.1 良知文化 6.2 Innovation and Entrepreneurship Culture 6.2 創新創業文化 6.3 Sports Culture 6.3 運動文化 7.1 Value Sharing 7.1 價值共享	7.2 Multi-Win Cooperation 7.2 多方共贏 7.3 Charity 7.3 公益慈善

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

全球報告倡議組織(GRI) 準則內容索引 – 核心選項

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
General Standard Disclosure 一般標準披露			
Overview 機構概況			
102-1	Name of Organization 機構名稱	About Kingdee 2 關於金蝶	
102-2	Activity, Brand, Product and Service 活動、品牌、產品及服務	About Kingdee 2 關於金蝶	
102-3	Location of Headquarters 機構總部的所在地	About Kingdee 2 關於金蝶	Shenzhen 深圳
102-4	Operational Activity Venues 營運活動地點	About Kingdee 2 關於金蝶	China 中國
102-5	Ownership and Legal Form 所有權與法律形式	About Kingdee 2 關於金蝶	Limited Liability Company listed on SEHK 有限公司，在香港聯合交易所有限公司上市
102-6	Service Market 服務的市場	About Kingdee 2 關於金蝶	
102-7	Scale of Organization 機構規模	About Kingdee 2 關於金蝶	
102-8	Data of Employees and Other Workers 所有權員工及其他工作者的資料與法律形式	5.1 Talent Management 5.1 人才管理	
102-9	Description of Supply Chain 對供應鏈的描述	7.2.1 Supply Chain Management 7.2.1 供應鏈管理	
102-10	Significant Change of Scale, Structure, Ownership or Supply Chain of Organization 組織規模、架構、所有權或供應鏈的重大變化	N/A 不適用	No significant change 沒有重大變化
102-11	Tell How to Act Meticulously 講述如何按謹慎的方針行事	4.2 Excellent Service 4.2 卓越服務	
		4.3 Information Safety and Privacy Safeguard 4.3 信息安全與私隱保障	
102-12	Tell How to Act Meticulously 支持的約章	4.4 Protection of Intellectual Property Rights 4.4 保護知識產權	
		5.1 Talent Management 5.1 人才管理	
		5.4 Construction of a Clean and Honest Enterprise 5.4 組織廉潔建設	
		7.2 Multi-Win Cooperation 7.2 多方共贏	

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
General Standard Disclosure 一般標準披露			
Overview 機構概況			
102-13	Participating Organizations 參與的組織	3.1 ESG Strategy and Governance 3.1 ESG策略與管制 7.2 Multi-Win Cooperation 7.2 多方共贏	
Strategy and Analysis 策略與分析			
102-14	Statement of Decision Makers 決策者的聲明	1 Message from Chairman 1 主席寄語	
Morality and Integrity 道德與誠信			
102-16	Describe the values, principles, standards and codes of conduct of the organization 描述機構的價值觀、原則、標準和行為規範	1 Message from Chairman 1 主席寄語 6.1 Conscience Culture 6.1 良知文化 6.2 Innovation and Entrepreneurship Culture 6.2 創新創業文化 6.3 Sports Culture 6.3 運動文化	
Governance 管治			
102-18	Governance Structure 管治架構	3.1 ESG Strategy and Governance 3.1 ESG策略與管制	
Communication with Stakeholders 與持份者溝通			
102-40	Stakeholders Contacted by the Organization 機構接觸的持份者	3.2 Stakeholder Identification and Communication 3.2 持份者識別和溝通	
102-41	Collective Negotiation Agreement 集體談判協議	N/A 不適用	All employees have joined the trade union 所有員工已加入工會
102-42	Criteria for identification and choice of stakeholders 識別和選擇持份者的基準	3.2 Stakeholder Identification and Communication 3.2 持份者識別和溝通	The benchmark to identify stakeholders is the mutual impact of daily operations between them and the Group 識別持份者的基準是他們與集團日常運作的相互影響
102-43	Method of Communication with Stakeholders 與持份者溝通的方式	3.2 Stakeholder Identification and Communication 3.2 持份者識別和溝通	
102-44	Key Topics and Matters of Attention Put forward by Stakeholders and the Organization's Response 持份者提出的關鍵議題和關注事項，以及機構的回應	3.2 Stakeholder Identification and Communication 3.2 持份者識別和溝通	
Report Practices 匯報實務			
102-45	Entities included in the financial statements; mention entities not included in the report 財務報表包含的實體；提及本報告沒有涵蓋的實體	10 About the Report 10 關於本報告	
102-46	Define Report Content and Topic Boundary 界定報告內容和議題邊界	10 About the Report 10 關於本報告	
102-47	List of Significant Topics 重要性議題列表	3.3 Identification of Significant Topics 3.3 重要性議題識別	
102-48	Why restate certain materials mentioned in previous reports, and its function 為何重申某些在之前的報告已提及的資料，以及此舉的作用	N/A 不適用	

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
General Standard Disclosure 一般標準披露			
Report Practices 匯報實務			
102-50	Significant Change of Report Scope/Boundary 報告範圍/範疇界限的重大改變	10 About the Report 10 關於本報告	Report scope and boundary do not have significant change 報告範疇及界限無重大改變
102-50	Reporting Period 報告期	10 About the Report 10 關於本報告	
102-51	Date of the Previous Report 上一份報告的日期	10 About the Report 10 關於本報告	Please refer to the 2017 Kingdee International Environmental, Social and Governance Report 請參閱金蝶國際2017年環境、社會及管治報告
102-52	Reporting Cycle 報告週期	10 About the Report 10 關於本報告	
102-53	Contact Information 聯絡資料	10 About the Report 10 關於本報告	
102-54	GRI Option Followed 依循的GRI選項	10 About the Report 10 關於本報告	
102-55	GRI Content Index GRI內容索引	9.4 Index to Codes of Global Reporting Initiative (GRI) 9.4 全球報告倡議組織 (GRI) 準則內容索引	Core options 核心選項
102-56	Certification from the Outside World 外界認證	N/A 不適用	
Management Method 管理方式			
103-1	Description and Boundary of Interpretation of Significant Topics 解釋重大議題的描述及邊界	3.3 Identification of Significant Topics 3.3 重要性議題識別	
103-2	Management Method and Element 管理方式及其要素	3.1 ESG Strategy and Governance 3.1 ESG策略與管制	
103-3	Self-Criticism of Management Method 管理方法的檢討	3.1 ESG Strategy and Governance 3.1 ESG策略與管制	
Economic Topic 經濟議題			
Economic Performance 經濟表現			
	Management Method 管理方法	4.2 Excellent Service 4.2 卓越服務	
201-1	Direct Economic Values Produced and Distributed by Organization 組織所產生及分配的直接經濟價值	4.1 Product Value 4.1 產品價值	
Indirect Economic Impact 間接經濟影響			
	Disclosure Management Method 披露管理方法	7.3 Charity 7.3 公益慈善	
203-1	Launch of Infrastructure Investment and Supporting Services and their Impact 展開基礎設施投資與支援性服務及其影響	7.3 Charity 7.3 公益慈善	
Purchasing Practices 採購實務			
	Disclosure Management Method 披露管理方法	7.2 Multi-Win Cooperation 7.2 多方共贏	
204-1	Ratio of purchasing expenditure from local suppliers 來自當地供應商採購的支出比例	7.2 Multi-Win Cooperation 7.2 多方共贏	Divided into domestic and overseas suppliers 分為國內和海外供應商兩類

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
General Standard Disclosure 一般標準披露			
Environmental Topic 環境議題			
Energy 能源			
	Management Method 管理方法	8.11 Energy and Carbon Emissions Management 8.1.1 能源及碳排放管理	
302-1	Energy Consumption in the Organization 組織內部的能源消耗量	8.11 Energy and Carbon Emissions Management 8.1.1 能源及碳排放管理	
302-3	Energy Intensity 能源強度	8.11 Energy and Carbon Emissions Management 8.1.1 能源及碳排放管理	
Water 水			
	Disclosure Management Method 披露管理方法	8.1.2 Resource Use and Waste Management 8.1.2 資源使用及廢物管理	
303-1	Total water intake By source 依來源劃分的總取水量	8.1.2 Resource Use and Waste Management 8.1.2 資源使用及廢物管理	In the scope of report, municipal water supply is the only water source in each area 報告範圍內，各地市政供水是唯一的取水源
Emissions 排放			
	Disclosure Management Method 披露管理方法	8.11 Energy and Carbon Emissions Management 8.1.1 能源及碳排放管理	
305-1	Direct Emission of Greenhouse Gas (Scope I) 直接溫室氣體排放（範疇一）	N/A 不適用	No large-scale direct emission of greenhouse gas is involved in the business scope of Kingdee, and therefore it is not applicable 金蝶業務範圍不存在大規模的直接溫室氣體排放，故不適用
305-2	Energy Indirect Greenhouse Gas Emission (Scope II) 能源間接溫室氣體排放量（範疇二）	8.11 Energy and Carbon Emissions Management 8.1.1 能源及碳排放管理	
Sewage 污水廢物			
	Disclosure Management Method 披露管理方法	8.1.2 Resource Use and Waste Management 8.1.2 資源使用及廢物管理	
306-2	Total Weight of Waste Divided based on Type and Treatment Method 按類別及處置方法劃分的廢物總重量	8.1.2 Resource Use and Waste Management 8.1.2 資源使用及廢物管理	
Social Issues 社會議題			
Employment 僱傭			
	Disclosure Management Method 披露管理方法	5.1 Talent Management 5.1 人才管理	
401-1	New Recruits and Retirees 新入職員工和離職員工	5.1 Talent Management 5.1 人才管理	

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
General Standard Disclosure 一般標準披露			
Occupational Health and Safety 職業健康與安全			
	Disclosure Management Method 披露管理方法	5.2 Talent Incentive and Retention 5.2 人才激勵與留存	
Training and Education 培訓與教育			
	Disclosure Management Method 披露管理方法	5.3 Talent Development 5.3 人才發展	
404-1	Average Hours of Training on Each Employee Every Year 每名員工每年接受訓練的平均時數	5.3 Talent Development 5.3 人才發展	
Local Community 本地社區			
	Disclosure Management Method 披露管理方法	7.1 Value Sharing 7.1 價值共享 7.2 Multi-Win Cooperation 7.2 多方共贏 7.3 Charity 7.3 公益慈善	
413-1	Conduct operational activities including community participation, social impact evaluation and community development planning 進行社區參與、社會影響評估及社區發展計劃的營運活動	7.1 Value Sharing 7.1 價值共享 7.2 Multi-Win Cooperation 7.2 多方共贏 7.3 Charity 7.3 公益慈善	
Customer Health and Safety 顧客健康與安全			
	Disclosure Management Method 披露管理方法	4.2 Excellent Service 4.2 卓越服務	
413-1	Incidents against health and safety regulations on products and services 違反有關產品及服務的健康和安全法規的事件	N/A 不適用	There is no relevant incident in the reporting period 報告期內沒有發生有關事件
Customer Privacy 客戶私隱			
	Disclosure Management Method 披露管理方法	4.2 Excellent Service 4.2 卓越服務	
419-1	Verified Times of Complaints Related to Tort of Client Privacy or Loss of Client Materials 經證實與侵犯客戶私隱權或遺失客戶資料有關的投訴次數	N/A 不適用	There is no relevant incident in the reporting period 報告期內沒有發生有關事件
Regulation Abidance 遵守法規			
	Disclosure Management Method 披露管理方法	9.1 List of Policies 9.1 政策列表	
307-1	Violation of laws and regulations on environment 違反環境方面的法律和規定	N/A 不適用	There is no relevant incident in the reporting period 報告期內沒有發生違規事件
419-1	Violation of laws and regulations on society 違反社會方面的法律和規定	N/A 不適用	There is no relevant incident in the reporting period 報告期內沒有發生違規事件

10 About this Report

Overview

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

This report is the annual environmental, social and governance (ESG) report published by the Company to the public initiatively for the third time.

Standard of Reporting

This report is formulated based on Appendix 27: *Environmental, Social and Governance Reporting Guide (ESG Guide)* of the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited, and with reference to the core options of Global Reporting Initiative (GRI).

The contents of this report are determined by a set of systematic programs. It is prepared by such procedures as identifying material stakeholders and ESG-related issues, understanding the opinions of each stakeholder and defining the materiality of issues so as to decide its reporting scope, collect, sort out and summarize relevant materials and data, review the data used in the report and so on.

Reporting Scope

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

Unless otherwise specified, the currency in which the financial data are reported is Renminbi (“RMB”).

Definitions

For the purposes of expression and readability, Kingdee International Software Group Company Limited and its holding companies are referred to as “Kingdee”, “the Company” or “We” in this report.

Declaration of Data Source and Reliability

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

Confirmation and Approval

This report was adopted by the Board of Directors on June 8, 2020 upon confirmation of the management.

10 關於本報告

概覽

本報告是金蝶國際軟件集團有限公司發佈的年度環境、社會及管治報告（簡稱「ESG 報告」），秉承重要性、量化、平衡及一致性的原則，重點披露金蝶國際軟件集團有限公司及其控股公司（統稱「本公司」）在環境、經濟、僱傭及社區方面的理念、重要進展和成效，報告期為二零一九年一月一日至二零一九年十二月三十一日。

此報告為本公司第四年主動向社會發佈的環境、社會及管治（ESG）報告。

報告準則

本報告根據香港聯合交易所有限公司《主板上市規則》附錄二十七《環境、社會及管治報告指引》（《ESG 指引》）進行編制，同時參考了全球報告倡議組織（GRI）準則核心選項的報告要求。

本報告的內容是按照一套有系統的方式厘定的。此報告的編制是通過識別重要的持份者、識別 ESG 相關的重要議題、瞭解各持份者的意見、確定議題的重要性等過程，從而進行 ESG 報告界限的決定、相關報告資料和資料的收集、對資料的整理和總結以及對報告中資料的檢視等。

報告範圍及邊界

除個別數據有特定說明，本報告中的政策、聲明、資料、資料等覆蓋金蝶國際軟件集團有限公司及其控股公司的實際業務範圍。

除另有說明，本報告以人民幣為貨幣單位。

稱謂說明

為了便於表述與閱讀，本報告中「金蝶」、「本公司」、「我們」代指金蝶國際軟件集團有限公司及其控股公司。

資料來源及可靠性聲明

報告中所使用的數據均來自金蝶國際軟件集團有限公司及其控股公司的正式文檔、統計報告及有關公開資料，董事會對報告內容的真實性、準確性和完整性負責。

確認及批准

本報告經管理層確認後，於二零二零年六月八日獲董事會通過。

Access and Response to This Report

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

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

獲取及評價本報告

您可通過以下網站獲取本報告的電子版：
www.kingdee.com

如您對本公司的環境、社會及管治表現有任何意見或建議，歡迎電郵至 IR@kingdee.com