

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

2020



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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I Message from the President

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

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

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

I 主席寄語

2020 是艱難的一年，也是浴火重生的一年。

新冠疫情肆虐，貿易摩擦不斷，為企業帶來重重挑戰。但是，挑戰即機遇，苦難即輝煌，金蝶順勢而為，抓住企業加速數字化轉型的機遇，主動停掉傳統端產品，加速向雲訂閱模式轉型，通過助力企業重構數字戰鬥力，釋放企業禁錮價值，成就客戶，決勝雲端，實現了雲業務 45.6% 的高速增長。金蝶已連續 4 年獲得 SaaS ERM 第一，並於 2020 IDC 全球 SaaS 客戶滿意度調查當中，作為唯一入選的中國廠商榮獲客戶滿意度第一。

金蝶雲·蒼穹作為國內首個以構建 EBC 五大能力為核心目標的雲原生架構平台，年內簽約包括國家電力投資集團、招商局、雲南中煙、華為等總共 367 家知名大型企業。金蝶雲·星空持續保持穩定增長，面對技術封鎖的壓力，金蝶雲·星空用 68 天，為華為海洋系統替換 184 個系統，創造了行業奇跡。金蝶精鬥雲收入實現同比 62.4% 高速增長，累計客戶超過 16 萬家，續費率約 76%。



2020 is a year of responsibility and rewards for Kingdee.

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

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

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

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

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

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

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

2020 是金蝶勇擔責任，回饋社會的一年。

面對疫情爆發，金蝶除了通過中華思源工程扶貧基金會直接捐贈人民幣 1,000 萬元，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，還直接助力奮戰一線的九州通醫藥公司，實現對醫療物資的全流程管理。

此外，面對中小微企業生存困境，金蝶始終風雨同行，除了入選超過 50 個省市政府推薦產品名錄，還加入了工信部中小企業數字化賦能專項行動。金蝶發揮中小企業雲平台大數據優勢，為實現中小企業復工復產提供了有力的數據監測分析。疫情期間，金蝶始終保證 7*24 小時電話及線上客戶服務，確保客戶業務正常運行，對馳援疫區企業提供優先服務響應。

同時，金蝶與管理理論專家及 18 大行業領導者，共同發佈了「中小微企業智慧成長計劃」，幫助中小微企業突破經營瓶頸，實現智能成長。發佈「金選計劃」，從服務的企業中，精選優質產品、助力推廣，同時推出多項企業幫扶措施和產品優惠服務。

作為中國管理模式傑出獎的發起方之一，金蝶始終不遺餘力地發現、提煉、整合與推廣中國管理模式，超過 150 位元專家學者參與研究，出版《解碼中國管理模式》系列書籍，並已連續舉辦 13 屆中國管理模式傑出獎遴選，為推動中國管理的持續進步積累優秀行業案例，致力於讓中國管理模式在全球崛起。

2020 是金蝶收穫認可，從心出發的一年。

金蝶始終堅持以客戶為中心，以奮鬥者為本的哲學理念，與客戶並肩而戰，也因此獲得了客戶由衷的認可。2020 年，我們在徐少春個人號收穫來自客戶的 295 封感謝和表揚信。每一次客戶的感謝和認可的背後，是金蝶每一位員工真誠的付出。在真誠服務客戶的過程中，金蝶也幫助員工自身快速成長。2021，我們將帶著客戶的信任和期待再次出發。

展望未來，金蝶將繼續與每一位企業客戶並肩而戰，助力更多企業客戶在挑戰中成長，在逆境中自強，重構數字戰鬥力。

2 About Kingdee

2.1 Introduction of Kingdee

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

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

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

2.2 Aims and Objectives

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

2 關於金蝶

2.1 金蝶簡介

金蝶國際軟件集團有限公司（「金蝶國際」或「金蝶」）始創於1993年，是香港聯交所主機板上市公司（股票代碼：0268.HK），總部位於中國深圳。以「致良知、走正道、行王道」為核心價值觀，以「全心全意為企業服務，讓陽光照進每一個企業」為使命，致力成為「最值得託付的企業服務平台」。

金蝶年內屢獲國際知名研究機構認可。IDC數據顯示本公司蟬聯成長型企業應用軟件及企業級應用軟件 SaaS ERM（雲 ERP）佔有率排名第一，金蝶不僅連續16年穩居中國成長型企業應用軟件市場佔有率第一、更連續4年在中國企業級 ERMSaaS（即雲 ERP）、財務 SaaS 市場佔有率第一。金蝶是目前唯一入選 Gartner 全球市場指南（Market Guide）的中國企業 SaaS 雲服務廠商，並成為唯一榮獲 IDC 2020 ERP SaaS 客戶滿意度大獎的中國 SaaS 廠商。

金蝶旗下的多款雲服務產品獲得標桿企業的青睞，包括金蝶雲·苍穹（新一代企業級 PaaS 平台）、金蝶雲·星瀚（大型企業 SaaS 解決方案）、金蝶雲·星空（中型企業 SaaS 解決方案）、金蝶雲·星辰（小微企業 SaaS 解決方案）、管易雲（企業電商雲服務平台）、車商悅（汽車經銷行業雲）及我家雲（物業行業雲）等。金蝶通過管理軟件與雲服務，已為世界範圍內超過680萬家企業、政府等組織提供服務。

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 Business Architecture

2.3 業務架構



2.4 Kingdee 2020

2.4 金蝶 2020



Total number of employees
員工總數

10,663 persons
人



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



Turnover: RMB
營業額：人民幣

3,356,445,000 RMB
元



0.9% year-on-year Revenue growth
同比增長

0.9 %



Cloud Services Revenue
雲服務業務收入為

1,912,385,000 RMB
元

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

45.6 %



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



Corporate Governance

企業管治

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

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，積極承擔對各利益相關方的責任，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。

本章節涉及議題及其重要性

Name of topic
議題名稱

Significance to Stakeholders
對利益相關方的重要性

Significance to the Company
對企業的重要性

Total Score
總分

Good Corporate Governance
良好企業管治

1.30 4.91

6.21

Business Ethics and Integrity
商業道德與誠信

1.20 4.73

5.93

3. ESG Governance

3. ESG 管治

3.1 ESG Strategy and Governance

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

3.1.1 ESG 戰略與管治

金蝶根據香港聯合交易所《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 信息的信息源，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 Levels ESG 工作層級	Person in charge 負責人員	Specific Responsibilities 具體職責
ESG Decision Making level ESG 最高決策層	Board 董事會	1. Developing and reviewing ESG frameworks, strategies and policies; 2. Reviewing and monitoring the training and continuing professional development of directors and senior management in ESG matters; 3. Setting ESG management approach, strategy, priorities and objectives, and implement them; 4. Reviewing the annual ESG Report and approve disclosures in the ESG report. 1. 制定及檢討環境、社會及管治框架、策略及政策； 2. 檢討及監察董事及高級管理人員有關環境、社會及管治方面的培訓及持續專業發展； 3. 設定適當的企業環境、社會及管治的目標、績效指標及措施，並落實措施實施； 4. 審議年度《環境、社會及管治報告》及批准予以披露。
ESG Leadership Level ESG 工作領導層	Led by the CEO and composed of the vice presidents and leaders of branches/subsidiaries 由行政總裁牽頭，各副總裁及分 / 子公司領導人組成	1. Discussing ESG-related risks and opportunities 2. Responsible for ESG information disclosure 3. Deploying resources to support ESG work 4. Reviewing the effectiveness of ESG work 1. 討論 ESG 相關風險及機會 2. 負責 ESG 信息披露工作 3. 調配資源配合 ESG 工作開展 4. 檢討 ESG 工作效果
ESG Management Level ESG 工作管理層	Middle management of each functional department and product business line 各職能部門、產品業務線中層管理人員	1. Arranging the counterparts for the implementation of ESG work 2. Oversee the implementation of ESG work 3. Report to the ESG work leadership team on the implementation of the work 1. 安排落實 ESG 工作的對接人員 2. 監督 ESG 工作的具體落實 3. 向 ESG 工作領導小組匯報工作的實施情況
ESG Execution Level ESG 工作實踐層	Personnel assigned to each functional department and product business line 各職能部門、產品業務線指派的負責人員	1. Information collection and submission 2. Implementation of specific work tasks 3. Timely feedback on work 1. 信息收集整理報送 2. 落實具體工作任務 3. 及時反饋工作情況

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

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

金蝶結合自身可持續發展影響範圍與行業背景，識別了核心利益相關方，通過搭建多元化的溝通渠道，定期了解各利益相關方群體的建議與反饋，並將利益相關方的訴求納入公司管治中。

 Kingdee employees. : All employees working at Kingdee 金蝶員工： 在金蝶工作的所有員工	Treat employees with sincerity, share their fate and grow with them. Actively work with employees to create wealth, provide employment opportunities and ensure the company's financial soundness, and increase employee engagement, such as encouraging employees to achieve intra-company entrepreneurship and implementing employee restricted stock incentive plans. 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。 Topics of interest: occupational safety and health, promotion channels, workplace equality, internal communication, and information security. 關注議題：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: Kingdee has developed a flat organizational structure where employees can communicate directly with management through online platforms such as Cloud-Hud, and management regularly collects employee opinions and conducts annual morale surveys, etc. 日常溝通：金蝶發展扁平化的組織架構，員工可以通過雲之家等在線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. : Partners of Kingdee products and services; suppliers of production materials related to Kingdee business such as supplying cloud servers and electronic equipment for Kingdee 供應商、合作夥伴： 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	Cooperate with suppliers and partners fairly and equitably, and work with suppliers and partners for mutual benefit and mutual success, and grow bigger and stronger together. Improve the procurement model, eliminate corruption and bribery, create an orderly competition and reasonable quotation for suppliers' bidding environment, and protect the interests of suppliers. Treat partners fairly, create a healthy and orderly ecological chain system, and achieve common development. 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，共同做大做強。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。 Topics of interest: complaint handling, supporting partners, responsible sales, anti-corruption, information security, occupational safety and health, social contribution, and product reliability. 關注議題：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: Within Kingdee, there are a series of complete processes for public bidding, supplier auditing, supplier stocking, and daily supervision in the procurement department, and we also communicate with suppliers on a regular basis and understand their needs; we make requests or feedback suggestions directly through Xu Shaochun's personal public number; the company has a department dedicated to managing communication channels, and partners carry out multi-channel continuous communication. 日常溝通：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了解；通過徐少春個人公眾號直接提出需求或反饋建議；公司設有專責管理溝通渠道的部門，和夥伴進行多渠道的持續溝通。

 Investors: Existing shareholders of Kingdee and potential investors who are concerned about Kingdee's performance 投資者： 金蝶現有股東及關注金蝶表現的潛在投資者	Openly face the shareholders and manage with them, so that the company can grow healthily under the sun, thus maximizing the shareholders' investment returns. Actively strengthen the monitoring function of shareholders, especially small and medium-sized shareholders, to ensure that the company's operation does not harm the interests of small and medium-sized shareholders. Pay attention to investor relations, increase the transparency of the company's operation information, and respond quickly to the issues raised by shareholders. 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、增加公司經營信息的透明度，快速響應股東提出的問題。 Topics of interest: information security, complaint handling, responsible sales, supplier product management, corporate culture. 關注議題：信息安全、投訴處理、負責任銷售、供應商產品管理、企業文化。 Daily communication: The Investor Relations Department, as the daily contact department with investors, communicates through various means such as regular financial reports, organizing shareholder meetings, holding roadshows, and Xu Shaochun's personal public website. 2020, Kingdee held over 400 online and offline investor communication events. 日常溝通：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。2020年，金蝶舉辦線上、線下的投資者交流活動超過400場。
 Product users: Users who purchase and use Kingdee products and service 產品用戶： 購買使用金蝶產品及服務的用戶	Customer first, achieve win-win situation with customers. Increase investment in R&D and services to improve the quality of products and services. Improve technical support and complaint handling system, listen more to customers' opinions and help them succeed. 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，幫助客戶成功。 Topics of interest: labor compliance, product environmental impact, corporate culture, anti-corruption, product reliability, and information security. 關注議題：勞工合規、產品環境影響、企業文化、反貪腐、產品可靠性、信息安全。 Daily communication: Kingdee has comprehensive and detailed customer service guidelines and a perfect system for the overall and each product line to listen to users and provide quality customer service; customers can also directly put forward their needs or feedback suggestions through Xu Shaochun's personal public number. 日常溝通：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反饋建議。
 Supervision and management institutions, external intermediaries: social institutions that have various (non-supplier) cooperation relationships with Kingdee, including but not limited to government departments, public welfare organizations, research institutes, etc. 監督管理機構、外部仲介機構： 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	Compliance management and acceptance of supervision. Compliance management such as information disclosure and connected transactions in accordance with relevant laws and regulations to continuously improve the company's corporate governance. 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。 Topics of interest: compliance, anti-corruption, information disclosure, corporate governance standards, social impact. 關注議題：合規經營、反貪腐、信息披露、企業管治水平、社會影響。 Daily communication: Increase communication links with various intermediaries and actively participate in training, lectures or seminars by external institutions to understand comprehensively and clearly the requirements issued by regulators from time to time through multiple channels. Committed to improving the company's internal corporate governance by promulgating systems related to connected transactions, insider trading, board diversity, etc. Combine the opinions of external professional advisors from various parties to provide professional compliance advice to the Company to ensure that the Company operates in a legal and compliant manner. 日常溝通：加大與各方仲介機構的溝通聯繫，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。通過頒佈與關聯交易、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。

3.1.3 Significance Issue Identification

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

3.1.3 重要性議題識別

我們重視可持續發展議題的識別和管理，定期與利益相關方開展溝通，全面了解和收集政府、股東、員工、客戶等各方觀點以及對金蝶的意見反饋，以識別可持續發展重要議題，並在報告中進行重點披露，持續改善公司的可持續發展管理。本年度，我們結合行業分析，資本市場關注點，及監管機構要求，在經過董事會確認後，更新了重大性議題排序和矩陣，將其作為金蝶在 ESG 管治和披露的基礎。

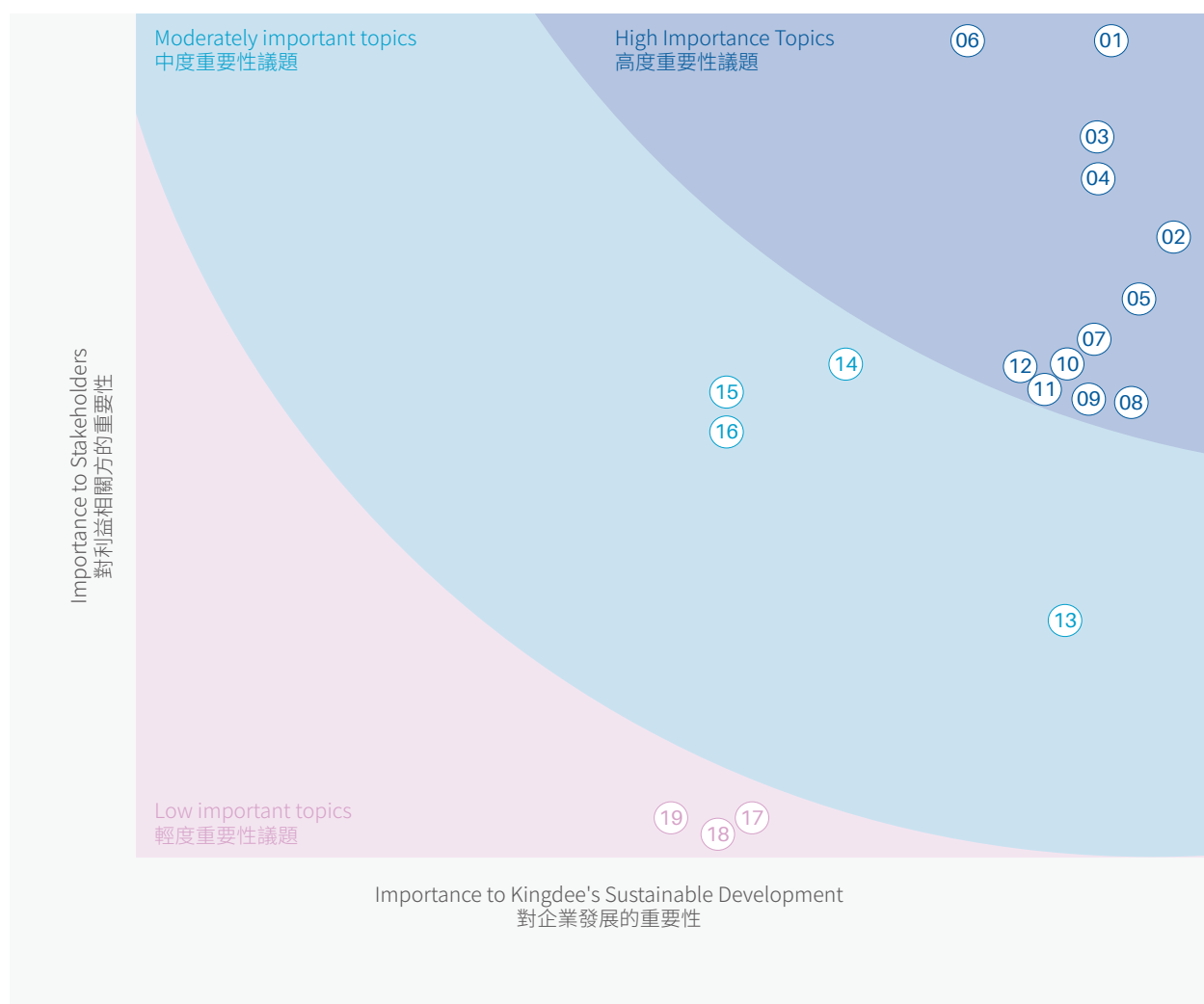


Figure: Kingdee Sustainability Importance Issues Matrix
圖 金蝶可持續發展重要性議題矩陣

Highly Important Issues
高度重要性議題

- 01 Privacy and Data Security
隱私和數據安全
- 02 Customer Rights Protection
客戶權益保障
- 03 Product deployment and technological innovation
產品部署與技術創新
- 04 Multi-partnership and ecosystem
多方合作與生態系統
- 05 Good Corporate Governance
良好企業管治
- 06 Compliance Employment and Equal Rights
合規用工與平等權益
- 07 Business Ethics and Integrity
商業道德與誠信
- 08 Product Social Value
產品社會價值
- 09 Training and Development
培訓與發展
- 10 Responsible Marketing
負責任營銷
- 11 Intellectual Property Protection
知識產權保護
- 12 Value Sharing
價值共享

Moderately Important Issues
中度重要性議題

- 13 Responsibility culture building
責任文化建設
- 14 Employee Health and Safety
員工健康安全
- 15 Community Contribution
社區貢獻
- 16 Employee Work-Life Balance
員工工作與生活平衡

Low 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 Supplier ESG Management
供應商 ESG 管理
- 19 Energy and resource use and management
能源和資源的使用及管理

3.2 Business Ethics Management

3.2 商業道德管理

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

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

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，定時開展自查行動，並注重廉潔風氣的培養，營造健康管理模式。

在公司業務有重大變更，或審計發現新的問題點時，我們會審視內部的商業道德相關制度，並做以必要的更新，以確保商業道德管理體系的有效性。2020 年，我們基於《金蝶紀律處分條例》，陸續制定與更新《幹部管理條例》《規範集團費用報銷標準》《集團費用報銷與審核要求細則》等，從集團層面明確了觸犯公司底線的行為，明確處分規則，以及管理者對於違規行為的連帶責任，進一步規範企業合規經營的商業道德行為。

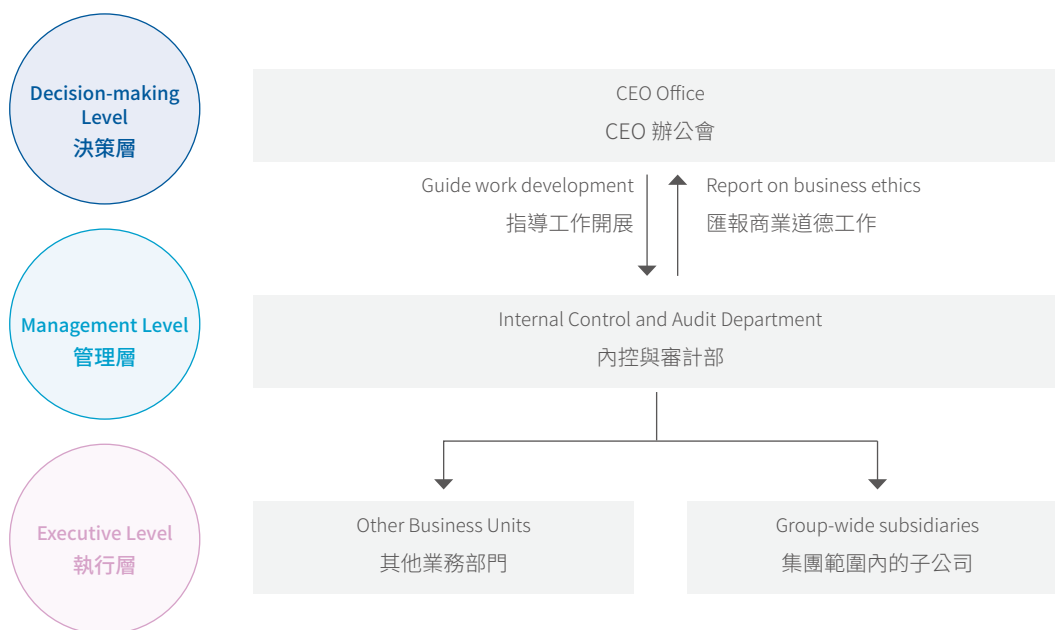


Figure: Kingdee Business Ethics Management Structure
圖 金蝶商業道德管理架構

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

公司管理層尤其重視風險管控與反腐敗管理工作，內部明確了以 CEO 辦公會作為最高決策管理層，內控與審計部牽頭主導工作開展的商業道德的管理架構。我們每年針對重點風險業務開展專項審計檢查，以主動性的措施防範違規、舞弊行為的發生。基於內部審計檢查，審計部每年向 CEO 辦公會匯報公司風險管控狀況及違規舞弊查處情況，持續督促責任部門對於識別問題點的整改。

Kingdee Participates in Sunshine Integrity Alliance to Promote Industry Integrity

金蝶參與陽光誠信聯盟，推動行業誠信發展

Sunshine Integrity Alliance was established in February 2017, initiated by Jingdong and jointly launched by Tencent, Baidu, P&G, Lenovo, Midea, Xiaomi, Meituan Dianping and other enterprises as well as the Criminal Law Research Center of Renmin University of China, aiming to jointly combat corruption, fraud, counterfeiting and information security crimes through Internet means, improve the anti-corruption governance level of alliance members, and form a positive energy positive cycle of honest practice. As a member of the decision-making committee of Sunshine Integrity Alliance, Kingdee actively participates in various sharing meetings, trainings and salons organized by Sunshine Integrity Alliance, and gives active suggestions on major matters. For more information about Sunshine Integrity Alliance, please check the official website: www.ctiea.com

陽光誠信聯盟 2017 年 2 月成立，由京東倡議並聯合騰訊、百度、寶潔、聯想、美的、小米、美團點評等企業以及中國人民大學刑事法律科學研究中心發起，旨在通過互聯網手段共同打擊腐敗、欺詐、假冒偽劣、信息安全犯罪，提升聯盟成員反腐治理水平，形成誠信從業的正能量正循環。金蝶作為陽光誠信聯盟決策委員會成員單位，積極參加陽光誠信聯盟組織的各種分享會議、培訓及沙龍等，並對重大事項給予積極的建議。更多關於陽光誠信聯盟的信息，請查閱官網：www.ctiea.com

3.2.1 Anti-Corruption Management

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

3.2.1 反貪腐管理

為了夯實金蝶反腐敗管理體系，公司在企業內部開展了一次全面的合規與廉政自檢、自查，及時發現問題、督促整改糾正，有效預防違規及腐敗行為的發生。



Strict monitoring and management of government funds

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

嚴格監督與管理政府資金

在政府資助的各研發項目執行過程中，金蝶嚴格遵守《國家重點研發計劃資金管理辦法》等國家各部委以及深圳市相關的經費和採購管理規定，並制定了《金蝶軟件（中國）有限公司政府資金管理辦法》等研發資金管控規則及相應反貪腐措施。

Strengthen supplier integrity management

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

加強供應商廉潔管理

公司十分重視供應商的廉潔管理，要求採購部門對供應商資質進行審核及開展現場考察，要求全部供應商簽署廉潔聲明，並在合作協議更新後復簽廉潔聲明。審計部在常規審計項目中也會抽樣復查供應商協議，保障廉潔聲明簽署率達到 100%。

Conducting anti-corruption training

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

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

開展反腐敗培訓

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。

2020 年，金蝶開展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。

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

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

2020 年金蝶再次發文重申《金蝶紀律處分條例》的重要性與嚴肅性，組織全體員工線上學習《金蝶紀律處分條例》並要求考核達標，新員工入職必須要學習並考核通過才能成為正式員工。截止報告期末，《金蝶紀律處分條例》的線上學習達到 10,935 人，《金蝶紀律處分條例》簽署率達到 100%。

On-site advocacy 現場宣導

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

面向法務和審計人員，在成都、北京、呼和浩特、石家莊、鄭州、濟南、佛山等分支機構開展了《金蝶紀律處分條例》與反腐敗案例的宣導培訓 10 餘場。

Figure: Kingdee Conducts Business Ethics Training
圖 金蝶開展商業道德培訓



Standardize the reporting and handling process of bribery incidents

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

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

規範賄賂事件舉報與處理流程

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》《勞動合同》《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。

對於處理舉報事件，金蝶有一套完善的處理流程：



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

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

為確保公平公正，相關人員如有異議，可以就公司處罰決定等向人力資源部或金蝶員工委員會申訴。事件調查結束後，我們將處理結果進行正式發文公示，在全集團範圍內起到警示作用的同時，提升事件處理透明度。

2020年，公司內部查處的違規舞弊案件15余起，涉及違規人數23人。



Economic Value

經濟價值

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

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 對利益相關方的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Product Social Value 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	
Clients' Rights Protection 客戶權益保障	1.40 5.00	6.40	
Privacy and Data Security 隱私和數據安全	1.70 4.82	6.52	
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	
Product deployment and technological innovation 產品部署與技術創新	1.55 4.80	6.35	

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

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。金蝶旗下的多款雲服務產品獲得標桿企業的青睞，包括金蝶雲·蒼穹（大企業數字共生平台）、金蝶雲·星瀚（中型企業智慧成長服務平台）、金蝶雲·星瀚（打造新一代數字化企業共生平台）、金蝶雲·星辰（小微企業智慧成長服務平台）、金蝶雲·星辰（小微企業智慧成長服務平台）、管易雲（企業電商雲服務平台）、車商悅（汽車經銷行業雲）及我家雲（物業行業雲）等。金蝶通過管理軟件雲服務，已為世界範圍內超過680萬家企業、政府等組織提供服務。

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

金蝶旗下多款雲產品獲得眾多標桿企業的青睞，包括：

Core products:

核心產品：



Creating a new generation of digital enterprise symbiosis platform

打造新一代數字化企業共生平台



Digital symbiosis platform for large enterprises

大企業數字化共生平台



Intelligent growth service platform for medium-sized enterprises

中型企業智慧成長管理雲服務平台



Intelligent growth service platform for small and micro enterprises

小微企業智慧成長服務管理雲服務平台



Digital management platform for large and medium-sized enterprises

大中型企業數字化管理平台



Group enterprise human resource intelligent service platform

集團企業人力資源智能服務平台

Innovative products:

創新產品：

Kingdee Finance Fintech products for small and micro businesses 金蝶金融 服務小微企業的金融科技應用雲服務	Guanyi Cloud E-commerce cloud service platform 管易雲 企業電商雲服務應用雲服務平台	Zhangwuyou SaaS cloud service product for realizing intelligent financial and taxation services 賬無憂 實現智慧財稅的 SaaS 雲服務應用	Kingdee Invoice Cloud E-invoicing & E-tax digital cloud service 金蝶發票雲 票稅數字化雲服務
Wojia Cloud Property industry cloud platform 我家雲 物業行業應用雲服務	Cargeer Automobile dealership industry cloud platform 車商悅 汽車經銷行業應用雲服務	Yundee Intelligence Industrial internet industry cloud service 雲鎬智慧 工業互聯網行業應用雲服務	Xinnong Interconnection Technology Agriculture digital cloud platform 欣農互聯 農業數字化服務應用雲服務

4.1 Product Deployment

4.1 產品部署

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

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」，推動各個行業向數字化轉型的進程。



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

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

作為中國首款自主可控和基於雲原生架構的企業級PaaS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，提供完整企業級PaaS服務。2021年5月8日，金蝶雲·蒼穹正式發佈了V4.0版本，在平台架構方面，優化了基於金蝶動態領域模型（KDDM）的業務模型開放能力，新發佈了支持事件驅動（Event-Driven）的架構、以及無服務器（Serverless）架構；同時發佈了數據中台、對話機器人、智能搜索、智能數據分析等能力和解決方案；此外金蝶雲·蒼穹已經能夠全面適配國產所有的技術棧，從底層的晶片到操作系統、數據庫，不依賴任何國外的廠商。

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

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

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

430 家

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

金蝶雲·蒼穹的技術中台能力有很多，如一體化的低代碼家族、企業級雲原生等，核心是金蝶自研擁有技術專利的金蝶動態領域模型（KDDM），實現了 ERP 領域內的概念類或現實世界中的物件，通過視覺化的方式呈現。採用中繼數據來描述領域模型中的各種元素及其屬性，能在系統運行期動態載入中繼數據來構建並運行模型，從而提高系統的開發效率和軟件品質以及個性化定制。

金蝶在 KDDM 的研發上投入已超過 10 億。接下來，金蝶將開放包括 KDDM 在內的核心技術和思想，希望讓更多的企業掌握如何搭建企業級 PaaS，助力中國企業構建數字化的基礎平台。未來幾年金蝶還會提供 20 個億的生態基金，強化平台能力，建立產業聯盟，為中國企業和行業提供更好的、能力複用的基礎平台。

ecological products were on the shelves
生態產品上架

355 個

自 2018 年發佈以來，金蝶雲·蒼穹已獲得超過 400 家大型企業檢驗，包括華為、國電投、雲南中煙、中油國際、廈門太古等多家 500 強企業，都通過金蝶雲·蒼穹重構數字戰鬥力。

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

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

在2020年11月6日金蝶用戶大會上，金蝶宣佈投資國內第一家數據中台服務的獨立供應商——數瀾科技並達成戰略合作，基於金蝶在企業雲服務及雲原生技術領域多年沉澱和積累，以及數瀾在數據中台領域的技術及理解，強強聯手，共同推出數據中台解決方案。金蝶在業務場景、EBC架構、市場等方面，賦能數瀾科技，也將加快數瀾業務、渠道、解決方案、產品、資金、技術等全方位、規模化的企業級服務能力升級。

Kingdee Strategically Invests in RPA Leader I-search to Build Kingdee Cloud-Canopy PaaS Ecology 金蝶戰略投資 RPA 領導廠商藝賽旗，共建金蝶雲·蒼穹 PaaS 生態

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



在 2021 年 5 月 8 日的金蝶雲蒼穹峰會上，金蝶軟件（中國）有限公司（以下簡稱「金蝶」）宣佈戰略投資國內 RPA(Robotic Process Automation 機器人流程自動化) 領航者——上海藝賽旗軟件股份有限公司（以下簡稱「藝賽旗」）。現場簽署了 RPA 等相關產品的業務合作協議。憑藉金蝶在企業雲服務及雲原生技術領域多年沉澱及行業理解，結合藝賽旗在 RPA 領域的技術優勢，共同推出「蒼穹+RPA」融合產品及智慧自動化解決方案，致力於為 680 萬企業數字化、智慧化轉型提供重要的能力支撐，締造億萬級數字化虛擬員工生產力！

Kingdee Cloud Cosmic platform low-code AI capability to quickly build applications to help Qingdao fight the pandemic. 金蝶雲·蒼穹平台低代碼 AI 能力，快速構建應用，助力青島抗疫。

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

金蝶聯合百洋醫藥集團，基於金蝶雲·蒼穹平台強大的低代碼 AI 能力，在青島新冠疫情發生的第一時間，快速高效搭建好核酸檢測 OCR 錄入應用，進行數據獲取工作，助力青島抗疫。





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

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

「金蝶雲·蒼穹」獲得中國信息通信研究院數字化生態兼容性證明報告，金蝶雲·蒼穹適配飛騰晶片、銀河麒麟操作系統等一系列國產化技術棧。



Kingdee Cloud Constellation: A digital symbiosis platform for large enterprises

金蝶雲·星瀚：大企業數字共生平台

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

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

2021年金蝶雲蒼穹峰會上，金蝶宣佈將自主研發、業內高度領先的大型企業數字共生平台——金蝶雲·蒼穹正式拆分為PaaS與SaaS，PaaS平台沿用金蝶雲·蒼穹品牌，分離出來的SaaS應用則獨立為新品牌「金蝶雲·星瀚」，以期更充分地滿足大型、超大型企業分別在開發平台及應用解決方案上日趨專業化、個性化的需求。

金蝶雲·星瀚的前身蒼穹SaaS雲服務，歷經3年的發展，已經可以提供涵蓋財務雲、人力雲、供應鏈雲、採購雲、營銷雲、製造雲等在內的企業核心業務應用，並在客戶與生態夥伴的推動下，持續快速成長反覆運算；且已經得到華為、海信、雲南中煙、順豐、國家電投、河北鋼鐵、溫氏股份等超過400家大企業的深入應用和廣泛好評。拆分後的金蝶雲·星瀚，繼續發揮蒼穹PaaS平台的技術優勢，聚焦大企業SaaS解決方案，將金蝶逾20年大企業管理經驗、解決方案、行業實踐、業務模型沉澱封裝，為大企業提供成高性能高可靠的、全球化的、體驗良好的、覆蓋產業鏈生態夥伴的企業業務能力，實現從ERP到EBC（Enterprise Business Capability）的跨越。

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

金蝶雲SaaS解決方案，2020年獲得國際諮詢機構IDC頒發的全球年度SaaS客戶滿意度大獎，目前中國唯一SaaS獲此殊榮，標誌著中國企業級SaaS軟件已經具備與國際廠商同台競技的硬實力。金蝶雲·星瀚的發佈，標誌著金蝶從企業級雲原生平台能力的嶄露頭角，進入到為大企業提供體系化雲服務的新階段，全方位助力企業走向數字共生時代。

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

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

基於華為與金蝶產品與技術的全棧適配，金蝶自2019年與華為雲市場開展合作，在嚴選商城上架金蝶雲·星瀚、金蝶雲·星空、金蝶EAS Cloud、金蝶s-HR cloud的近10種商品及服務，在企業級應用市場雙方展開了積極深入的合作，聯合拓展頭部及行業客戶，共創共贏。在2020HUAWEI全聯接大會「合作夥伴之夜」答謝晚宴上，金蝶獲得「2020 華為雲市場最佳實踐夥伴」獎。



Kingdee Cloud Constellation Helps State Power Investment Corporation (SPIC) Build a Digital, Value-Based Financial Sharing Cloud Platform 金蝶雲•星瀚助力國家電投打造數字化、價值型財務共享雲平台

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

金蝶雲•星瀚助力國家電投打造數字化、價值型財務共享雲平台，通過建設財務數據中心和財務共享應用中心，支撐計劃與財務管理體系適應「計劃統籌」與「價值管理」的新轉變，提升財務管控能力，共同支撐國家電投實現世界一流清潔能源企業的願景。



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

「金蝶雲·星空」聚焦多組織、多利潤中心的快速成長型、中型企業，提供財務雲、供應鏈雲、製造雲、智慧車間MES雲、PLM雲、全渠道營銷雲、零售雲以及阿米巴經營應用服務，並通過成熟企業級應用開發平台，攜手生態夥伴共同為客戶打造行業化、個性化的應用雲服務，為企業構建新的數字化平台。

Financial Cloud 財務雲

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

圍繞著從銷售到交付的業務全過程，通過多核算體系、多賬簿、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。

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

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

提供全銷售通路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，幫助企業構建資源整合的、透明化的銷售經營管理服務平台。

Amoeba Management Solution 阿米巴經營解決方案

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

支持企業阿米巴經營的落地，激活組織和人員，促進經營管理的持續優化。



Supply Chain Cloud 供應鏈雲

Provide multi-organizational business coordination services by centering on sales, procurement and inventory. 圍繞銷售、採購和庫存業務，提供多組織間業務的協同服務。

Intelligent Manufacturing Solution 智能製造解決方案

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

集全渠道營銷、研發管理（Product Lifecycle Management，PLM）、ERP 與車間執行（Manufacturing Execution System，MES）於一體的、軟硬相結合的雲化工業軟件，幫助企業構建柔性、透明、智能的C2M智能製造能力。

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

2020年，金蝶雲·星空產品融合了金蝶雲·蒼穹數據中台，發佈了數據智能應用雲服務，開啟基於數據驅動的智慧營運能力新篇章，以期幫助企業構築數字化時代的敏捷協同、智慧營運能力，實現持續成長。

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

金蝶雲·星空緊緊把握國家對國產化高度重視的良好機遇，形成豐富行業解決方案產品，推出了《十八大行業解決方案》助力企業快速上雲、快速實現數字化轉型，並 2020 年 6 月與陳春花知識實驗室及來自 18 大行業標桿企業發起「中小微企業智慧成長計劃」，踐行社會責任，助力中型企業智慧成長。



In 2020, "Kingdee Cloud Galaxy" won several awards.

2020 年「金蝶雲·星空」獲得多個獎項

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

根據國際權威調研機構 IDC 的研究報告，金蝶連續 4 年在中國企業級 ERM SaaS（即雲 ERP）、財務 SaaS 市場佔有率第一，而金蝶雲·星空即是其中的核心雲 ERP 產品之一。同時，金蝶集團以金蝶雲·星空產品為代表，在 2020 年 12 月被 CEIA 中國企業 IT 大獎評選委員會授予最佳「SaaS MES 應用獎」、「最佳企業管理雲服務獎」兩項大獎，進一步鞏固了產品在市場上的領先地位。



Kingdee Cloud Stellar: Intelligent Growth Service Platform for Small and Micro Enterprises

金蝶雲·星辰：小微企業智慧成長服務平台

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

金蝶雲·星辰是基於金蝶雲·蒼穹雲原生 PaaS 平台構建的小型企業智慧成長服務平台，聚焦小型企業在線經營和數字化管理，提供財務雲、稅務雲、進銷存雲、零售雲、訂貨商城等 SaaS 服務，以「新財稅、新營銷、新模式」三大特性賦能企業，以財稅智能化、門店數字化、供應鏈流程化、業財稅一體化、訂貨在線化、營銷社交化、需求個性化、決策實時化、辦公移動化等九大價值賦能企業，助力企業實現數字化、智能化轉型升級。

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

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

浙江省湖州市的新冠疫情防控工作物資保障組通過金蝶雲·星辰雲實現了防疫物資雲端管理，多倉庫數據可實時同步共享。依託金蝶雲·星辰雲，防疫物資按類別、地區、發放情況、庫存等多維度進行分析，數據準確、圖形化報表呈現，大大降低了疫情期間工作人員的工作負擔。



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

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

2020 年，在賽迪網主辦的第三屆行業信息化技術創新發展峰會，金蝶雲·星辰以技術領先、穩定可靠、簡單易用等優勢，一舉斬獲「2020 行業信息化最佳產品獎」。





EAS Cloud: A digital platform for group enterprises

EAS Cloud：集團企業數字化平台

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

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

金蝶 EAS Cloud 是為大型集團企業提供的一體化管控解決方案，其技術核心基於國產化的操作系統、數據庫、應用軟件，並內嵌社交化引擎，幫助企業提升管理效率。金蝶 EAS Cloud 為這類型企業提供了集團財務管控、集團人力資源管控以及高效營運管理解決方案，助力集團企業數字化轉型，滿足集團企業隨需應變的創新與發展需求。

金蝶公司秉承「持續創新」的企業精神，在 EAS CLOUD 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 346 項發明專利申請。

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

Audit Office of the People's Republic of China
中華人民共和國審計署

Passed the national standard certification of *Accounting Software Data Interface for Financial Information Technology* (GB/T24589-2010)
通過《財經信息技術會計核算軟件數據接口》(GB/T24589-2010) 國家標準認證

Ministry of Finance of the People's Republic of China
中華人民共和國財政部

Adopted the Extensible Business Reporting Language (XBRL) Technical Specification Series national standard (GB/T25500)
通過了可擴展商業報告語言 (XBRL) 技術規範系列國家標準 (GB/T25500)

Beijing Saisi Certification Co.
北京賽西認證有限責任公司

Obtained Extensible Business Reporting Language (XBRL) software certification, Extensible Business Reporting Language (XBRL) 2017 Product Certification Supervision Confirmation
獲得可擴展商業報告語言 (XBRL) 軟件認證證書，可擴展商業報告語言 (XBRL) 2017 年度產品認證監督確認書

National Copyright Administration of the People's Republic of China
中華人民共和國國家版權局

Acquired computer software software copyright certificate
獲得計算機軟件著作權證書

China Information Security Testing and Evaluation Center
中國信息安全測評中心

Obtained Information Technology Product Security Assessment Certificate, EAL3+
獲得信息技術產品安全測評證書，EAL3+



Case 案例

Intelligent Sharing Customer Case: China Merchants Group

智能共享客戶案例：招商局集團

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

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

金蝶攜手招商局集團（簡稱「招商局」），通過兩年的共享建設，以招商蛇口為共享中心建設試點單位，實現了招商蛇口共享中心、招商航籌辦共享中心的共享上線營運，同時招商港口、物流板塊等其他板塊共享中心也在分步驟的推進財務共享中心的建設。通過建立共享中心，招商局逐步統一了會計科目和核算項目近 2,380 項，統一財務政策、制度近 53 項，統一了前端多個業務系統。通過 EAS CLOUD 共享平台，招商局規範了港口的合同管理、商務管理、操作成本管理等，使共享中心成為企業財務業務一體化管理的抓手。



Kingdee S-HR Cloud: Human Resource Intelligent Service Platform for the Group Enterprise

金蝶 s-HR Cloud：集團企業人力資源智能服務平台

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

金蝶 s-HR Cloud 是為滿足中大型集團企業而開發的大型專業人力資源管理平台。金蝶 s-HR Cloud 以「戰略驅動、全員互聯、社交協作、人才供應」為核心理念，採用移動互聯時代先進技術，針對集團型企業差異化管控、跨組織協作、國際化人力資源管理和各類移動應用場景提供了全面解決方案，全方位滿足集團型企業人力資源規劃、組織人事、假勤、薪酬、招聘、培訓、績效和員工發展等人力資源數字化管理需要，還根據「HR 三支柱」轉型理論提供了先進的人力共享服務、管理者分析、團隊管理和員工自助等解決方案。



Kingdee S-HR Cloud promotes the HR digital transformation of Jiangxi Copper Corporation Limited
金蝶 s-HR Cloud 推動江西銅業集團 HR 數字化轉型

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

江西銅業集團成立於 1979 年，全球最大的銅企之一，2019 年位列世界 500 強第 343 位，下屬公司 100 余家，在職員工 24,000 人左右，離退休 16,000 人左右。2020 年，金蝶 s-HR Cloud 幫助江西銅業：

Built a unified human resources platform, broke the information island, and created an "archipelago" of data interconnection;
搭建人力統一平台，打破信息「孤島」，打造了數據互聯互通「群島」；

Supported the business management of 12 major industries, the total salary of a variety of equity relationship units, cadre annual salary and etc.;
支撐了 12 大行業業務、多種股權關係單位的薪酬總額、幹部年薪等多業務管控；

Realized the automatic management mode of dynamic adjustment of post salary through three-year cycle performance appraisal;
實現三年周期績效考核對崗位工資進行動態調整的自動化管理模式；

Supported dynamic career development and automatic adjustment mode of corresponding positions based on annual merit points and performance ranking;
支撐基於年功積分與績效排名的動態職業發展與對應職位自動調整模式；

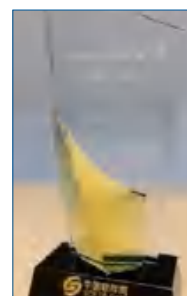
Enabled full mobile Internet service to create a new online "face to face" HR self-service mode; 60+ real and traceable statements of state-owned enterprises, to meet the true data disclosure obligations of state-owned enterprises and to assist strategic decision-making of the group.
啟用全員移動互聯服務，打造在線「面對面」的全新 HR 自助服務模式；60+ 真實可回溯的國企報表，滿足國企真實數據披露義務及輔助集團戰略決策。



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

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

2020 年，由工信部信息技術發展司、中國軟件行業協會、中國總會計師協會指導，國內企業數字化領域專業媒體中國軟件網、專業研究機構海比研究院共同主辦的「洞見 2021 中國企業服務年會」在北京成功舉行。金蝶 s-HR Cloud 榮獲「2020 中國 HR 科技年度創新產品獎」。



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

金蝶金融的使命是「讓每個企業都擁有數字信用」，使得傳統金融模式難以覆蓋的廣大小微企業獲得普惠、便捷、低成本的金融服務。疫情之下，響應國家加大對小微企業的扶持號召，金蝶金融旗下「數字化生意 + 數字化信用 + 數字化信貸」業務模式迎來高速增長。

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

2020 年，金蝶金融入選工信部中小企業產品推薦目錄，獲得包括深圳市金融創新獎二等獎、IDC 中國金融科技 TOP50 多項認可。



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

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

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

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

金蝶金融依託金蝶生態數據優勢、客戶資源及技術優勢，打造了獨特的「數字化生意+數字化信用+數字化信貸」業務模式，為小微經濟提供保障，助力經濟發展及民生穩定。

2020年初，疫情來勢洶洶，金蝶金融迅速行動，於1月27日宣佈，面向金蝶金融服務的湖北省在貸小微企業全額補貼2月信貸利息。這一年來，小微企業資金需求增多，作為發軔於普惠金融的金融科技企業，金蝶金融積極在日常服務中承擔力所能及的社會責任。



Guanyi Cloud: An integrated retail cloud service platform worth entrusting

管易雲：值得託付的零售一體化雲服務平台

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

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，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。管易雲的主要業務場景包括：

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

全網全平台一體化管理：目前已連接 130 多家平台，實現主流平台全覆蓋，集成線上自建商城與線下零售 POS，商家多渠道銷售無憂。

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

全渠道訂單履單：80% 訂單自動化處理。

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

倉儲智能化管理：軟硬件一體，無紙化作業，全面支持多倉庫、多貨主的管理需求。

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

業財稅一體化管理：全供應鏈流程打通，99.9% 的業務單據自動生成財務憑證，實現訂單流、物流、結算流、票流一體化。



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

2020 年，基於核心雲服務產品，管易雲為行業近 6,000 余個客戶，16 萬餘個用戶提供專業服務。新拓展了伊利、科大訊飛等知名企業，並建立良好持久的合作關係。



Zhangwuyou: SaaS Cloud Service Product that Realizes Intelligent Accounting and Taxation

賬無憂：賦能財稅服務行業智慧化的 SaaS 雲服務

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

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

賬無憂產品主要聚焦於智慧財稅服務領域，融合人工智慧、區塊鏈、雲計算、大數據等技術，以「一鍵無憂」的理念，助力財稅服務企業轉型升級，實現輕鬆代賬，重塑企業財務營運方式。

2020 年度，賬無憂獲得多項認可，2020 年 4 月，入選工業和信息化部工業互聯網產業聯盟工業 APP 助力企業復產復工名單；

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

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

2020 年 6 月，榮獲《互聯網週刊》2020 年度「財稅 SaaS 領域優質產品獎」與「創新財稅雲解決方案」兩項大獎；2020 年 11 月，榮獲第五屆 SaaS 應用大會「年度最佳數字化解決方案」；2020 年 12 月，榮獲「信得過企業」5A 級別認證。

截至 2020 年末，金蝶賬無憂累計舉辦超過 280 餘場活動，覆蓋全國 300 餘個城市。其中協會活動共計 87 場，行業賦能活動累計 160 場，主席班 7 期，專業賽事 4 屆，賦能 300 萬餘個小微企業。全國代賬協會中超過 30 家會長及秘書長單位使用金蝶賬無憂產品。

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

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

在疫情蔓延的 2020 年，金蝶賬無憂針對代賬公司異地協同難、人員管理無序、上門收款困難等用戶痛點，推出「智慧代賬」雲解決方案，通過「智慧代賬服務、智慧稅務服務、智慧工商服務、數字化客戶管理、數字化協同管理、視覺化經營管理、員工賦能啟動、企業口碑提升」8 大賦能體系，幫助企業遠端辦公不受阻，快速復工復產，助力代賬公司轉型升級，在面臨不確定性頻發的「後疫情時代」快速打造數據驅動提效與業務創新的數字戰鬥力。

Kingdee Invoice Cloud: SaaS cloud service platform for enterprises to achieve integrated business, financial and tax solutions

金蝶發票雲：為企業實現業務、財務、稅務一體化綜合解決方案的 SaaS 雲服務平台

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

金蝶發票雲以在財務領域深耕 27 年的金蝶集團為依託，是集結資深稅控專家與稅務資深顧問團隊專業打造的稅務、發票、影像檔案綜合管理雲產品，以說明企業實現發票數位化為核心，說明企業加速實現業務、財務、稅務一體化的轉型升級。金蝶發票雲主要提供發票開具、發票收取、電子歸檔等 SaaS 服務，廣泛連接了超過 3 萬家企業的銷售管理、採購管理、應收應付、費用報銷、納稅申報等業務，革新了傳統的財稅管理方式。肩負社會責任，幫助企業帶來降本增效、資料整合、提升自動化程度、規避財稅風險等價值。

Kingdee Invoice Cloud helps enterprises reduce the cost and increase the efficiency
金蝶發票雲助力企業降本增效

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

周大福是香港上市市值最大珠寶公司，是集原料採購、生產設計、零售服務的綜合性經營企業，是中國最著名及最具規模的珠寶首飾品牌。金蝶發票雲助力周大福降低企業財稅營運管理成本，提升企業整體財稅管理效率，說明企業實現業務數據化、數據資產化、資產服務化、服務視覺化。

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

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

我家雲以全面開放的架構構建數字化平台，深度融合「互聯網+」，整合金蝶的雲生態，集成雲之家、金蝶雲，構建物業產業互聯雲平台助力物業企業全面數字化轉型。我家雲圍繞基礎物業服務、增值及資產管理服務、業主衍生服務三方面賦能物業企業數字化的服務場景。

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

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

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

提供包括園區、寫字樓、公寓等多業態物業從資產的經營計劃、招商、營運、管理、增值、服務擴展、資產金融等全流程增值及管理服務。



Relying on the platform's big data support capability to provide services around owners' needs of "food, clothing, housing, transportation, entertainment, finance", etc., to open up the business circle and access control, to achieve seamless integration of commercial operation and the Internet of Things, to meet owners' diversified needs and bring more sustainable value-added income for property enterprises.

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

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

目前我家雲已服務項目覆蓋全國 160 多個城市，服務 3,000 多個項目，服務資源面積 3 億以上，獲得山東綠地、深業集團、第一太平融科等眾多行業龍頭企業的支持與認可。

Cargeer: A digital platform for the automobile industry worth entrusting

車商悅：最值得託付的汽車行業數字化平台

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

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、營銷集客、經營分析等各項業務環節，整合智慧 BI、配件集採、聚合支付、語音機器人、智慧道閘等多項增值服務，說明客戶強化集中管控，打造以客戶為中心的服務體系，實現業財稅一體的數字化升級。助力汽車主機廠商、汽車經銷及服務企業提升整體服務水平與營運效率，用精益管理重塑車商核心競爭力。

In 2020, Cargeer served more than 100 large and medium-sized group clients

2020 年，車商悅服務大中型集團客戶 **100** 多家

involving more than 5,000 service stores

涉及服務門店 **5,000** 多家

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

1. Establish a partnership with Wilson, a provider of intelligent systems solutions for big data, to jointly launch research projects in the automobile industry and publish industry reports to the public;
2. In cooperation with China's authoritative ICT research consultancy, World Information, issued a research report on industry trends.
1. 與大數據的智慧系統解決方案服務商威爾森建立合作，雙方共同發起汽車行業的研究課題，對外發佈行業報告；
2. 與中國權威 ICT 研究諮詢機構計世資訊合作，出具行業趨勢的調研報告。



Yundee Intelligence: Industrial internet industry cloud

雲鎔智慧：工業互聯網行業雲

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

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

雲鎔智慧工業互聯網平台由政府服務、產業服務、企業數字化平台三部份組成。平台說明政府構建區域型 / 行業型工業互聯網，賦能中小企業數字化；幫助中大企業構建企業級的工業互聯網應用，實現智慧化生產、網路化協同、產品服務化。

雲鎔智慧 2020 年工業互聯網產品發佈 V3.0，並被納入工信部《中小企業數字化賦能服務產品及活動推薦目錄》的數字化平台推薦廠商，中標 2020 年國家工業互聯網創新發展工程——工業互聯網解決方案供應商，國家工業互聯網創新發展工程——應用推廣公共服務平台，被工信部《通信產業報》評選 2019-2020 年度中國工業互聯網 50 佳。



Xinnong Internet: A Digital Upgrade Service Platform for Agriculture and Animal Husbandry

欣農互聯：農牧業數字化升級服務平台

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

欣農智慧養殖平台包含針對大型農牧集團企業提供一體化農牧養殖生產的解決方案和針對中小微企業提供一站式養殖生產解決方案的養殖平台和產業互聯平台。

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

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

金蝶針對中小微養殖企業沒有議價權，飼料、疫苗等物料的採購成本高、生物安全防控壓力大、工作細瑣繁雜、飼料動保產品採購評估難、效果跟蹤評估難等痛點，開發中小微企業養殖 SaaS 平台，集成豬場管理、繁育及育肥管理、任務及成本管理等模塊，助力中小微企業的數字化營運。

Technology Innovation

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

4.2 技術創新

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、5G 等技術領域有所突破。

Blockchain

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

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

區塊鏈

雲化 SaaS 服務配置平台，即金蝶雲鏈（kingdeelink），致力於打造一款提供無代碼配置企業 SaaS 服務的工具，解決企業跨平台業務融合、跨業務服務協同中的難題。

平台採用金蝶自主研發的企業服務集成框架完成第三方 SaaS 服務自動對接，基於擴展國際標準的雲資訊模型（CIM+）完成資料交互與共享過程，解決企業數據集成的痛點。平台支持簡單手動配置即可完成多個企業服務協同，支持業務數據模型的擴展與共用。2020 年，我們針對該平台累計發表論文 2 篇。金蝶雲鏈目前處於推廣階段，即將服務於多個行業場景中。

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

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

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

區塊鏈電子發票：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，說明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。

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

精鬥云會計：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。

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

金蝶財務鏈解決方案：金蝶財務鏈面向小微企業，提供一套基於區塊鏈的雲端記帳解決方案。通過分步式記帳，財務鏈打破了傳統的企業對賬模式，簡化財務工作，降低企業的對賬成本，記錄一份安全可靠的信任帳本。

5G

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

5G

金蝶研究院緊跟 5G 時代新技術發展動向，提出基於擴展國際標準的雲信息模型（CIM+）、5G 消息中間件和雲化 SaaS 配置平台的雲化 SaaS 組合解決方案，是實現企業管理「萬務互聯」的重要窗口。CIM+ 是研究院對國際標準數據模型的補充，團隊已經補充 18 種數據模型，作為 5G 消息與第三方服務通信、雲化 SaaS 配置平台的基礎服務。5G 消息基於終端原生短信入口，為用戶提供文本、圖片、音頻、視頻、位置等融合多媒體消息服務。雲化 SaaS 組合解決方案已經落地，通過金蝶雲鏈產品的形式展現，能夠提供輕量級 5G 消息前台應用，可以與雲服務融合，完成審批流程、事件提醒等信息的實時推送，還可提供分析播報、數據預測等增值信息的智能推薦。

4.3 Excellent Service

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

4.3 卓越服務

金蝶一直致力於「加速雲轉型，直達並成就客戶」，注重提供高質量服務。我們秉承著「企業經營者對成長的渴望就是我們的奮鬥目標」的使命，積極完善客戶服務體系及產品質量，致力打造「最值得託付的企業服務平台」。

4.3.1 CEO Personal Official Account

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

4.3.1 CEO 個人號

CEO 個人號持續在客戶服務中起到至關重要的作用。「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，接收客戶及各利益相關方的問詢與意見反饋。個人號收到各類問題之後，營運團隊根據相關性進行分配，或者直接分給 CEO 辦公會成員，同時 CEO 個人號規定必須在 0.5 個工作日內響應客戶的問題。

In 2020, Xu Shaochun personal official account received a total of

2020 年，徐少春個人公眾號共收到消息

37,246 messages
條

of which Xu Shaochun directly replied to

其中徐少春董事長直接答覆用戶

290 users
條

and the rest were replied to by the Personal Official operation team personnel, replying to user messages operation team personnel a total of

其餘由個人公眾號營運團隊人員回覆，答覆用戶消息營運團隊人員共

331 people
人

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

未來，「CEO徐少春個人號」將持續推動服務變革，服務於客戶，在保證客戶服務良好基礎上，打造更智慧高效的客服平台，全方位設立值得信賴的金蝶服務品牌形象。

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

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

金蝶客戶通過徐少春個人號提出對於企業轉型的疑惑，徐少春董事長通過「徐少春個人號」答覆客戶，並從企業營運、產品與服務、戰略與商業模式、以及企業文化方面提出自身見解，服務客戶，打造「最值得託付的企業服務平台」。



徐總好！

我們是一家物業企業，今年剛加入我家云服務系統。受疫情影響，物業行業門戶過低，物業企業競爭格外激烈。再加上物業行業上市風口的盛行，兼井重創。南到北井始推進，我們感覺內地中小物業企業越來越受到沖擊。為了應對，我們選擇了我家云管理系統，從管理轉型基礎上抓起，保證管理方式不落後，實現管理方式的高效協同。我想問徐總我們的這一選擇決策是否對？或者從其它角度轉型效果會更好？另外我還想問徐總，我們這樣的內地企業發展前景如何？是否應該兼井風口被收購為最佳選擇？

Kingdee 100%

徐少春 回覆：



首先感謝您對金蝶的信任！我留意到，在近几年的并购案例中，一些物業企業規模上去了，但服務品質並沒有跟上，並沒有得到客戶與業主的真心認可，甚至與業主和客戶之間不和諧的聲音時有發生。當前物業市場的競爭格局與兼井浪潮，表面上看是規模上的競爭，其實本質還是服務品質上的競爭。

如何提升服務品質？

針對企業數字化轉型的四個層面，向您分享一個我家云客戶北京麗邦物業的案例。在運營轉型方面，麗邦全面應用春服、品質、車場、智能巡更、設備管理、財務人力系統等現代化互聯網管理手段，移動化、規範化管理，並通過移動抽單考核模式提高員工積極性與主動性，從而極大限度的提高了管理品質、管理效率。

在產品與服務方面，麗邦積極開展豐富社區活動，投入改造業主活動中心，發展業主志願者成立4個業主俱樂部打造“老有所樂，少有所學。中育有為”的社區文化氛圍，業主滿意度提升，連續三年物業費收繳率100%。

在戰略與商業模式方面，在日臻完善的物業管理傳統服務基礎上，麗邦通過不斷的客戶需求挖掘拓展，構建“小邦管家”線上線下對客增值服務體系，提供業主特色餐廳、業主俱樂部、鐘表服務、線上社區團圓購等多種經營服務，目前增值服務收入已占30%。

在文化方面，麗邦倡導通過持續優秀服務品質，以客戶為中心的文化內核，推動員工和企業的共同進步，實現企業與業主客戶的相伴成長。數字化時代，“以客戶為中心”就是數字化思維的本質，而物業服務行業更是如此。提升員工服務意識和效率，不僅僅是實現與客戶技術上的鏈接，關鍵是通過文化和先進的管理理念、服務理念，幫助物業企業實現與客戶“心與心”的鏈接！提升客戶滿意度和忠誠度！

先賢王陽明先生在《傳習錄》之薛侃錄中有說：“所以謂之至，只論精一”，不論多寡。只要此心純乎天理處同，便同謂之至。若除去了比較分兩的心，各人盡着自己的力量精神，只在此心純天理上用功，即人人自有，个个圆成，便能大以成大，小以成小，不需外慕，无不具足。“企業成就不在大小，不在于权衡利弊，而在于坚持做正确的事，在心上用功，结果自然而然。与其忧心于是否被收购，不如践行于为客户创造美好的体验！”

4.3.2 Client Success

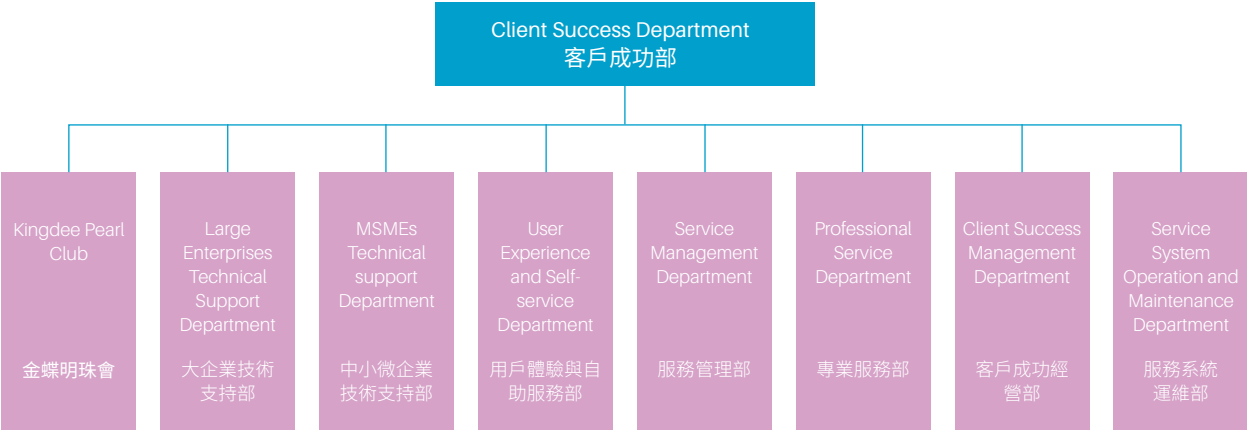
Kingdee insists on high-quality product services, continues to promote service improvements, commits to the mission "taking enterprise operator yearning for growth as the objective of struggle" and strengthens the service philosophy of "operation and maintenance and service". Kingdee has set *Kingdee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

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

4.3.2 客戶成功

金蝶堅持高質量產品服務，持續推動服務變革，圍繞「企業經營者對成長的渴望就是我們的奮鬥目標」的使命，強化服務哲學「運維與服務」。公司制定《金蝶服務行為規範》《金蝶客戶產品需求反饋管理辦法》等制度，通過結合一系列既存的產品服務管理制度，繼續改善服務體系，保障為客戶提供優質服務，全力提升客戶對金蝶及分銷夥伴的服務滿意度。

我們積極探索新型服務模式，並在2020年深化建設客戶成功體系，進一步整合組織，區分大企業和中小微企業，分別成立了大企業技術支持部、中小微企業技術支持部。本年度，我們完成客戶成功團隊的組建，發佈了客戶成功方法論V1.0，梳理了客戶成功的工作內容和流程規範以指導一線的客戶成功經營工作。同時，我們開發了客戶成功經營系統V1.0，實現了金蝶雲星空客戶經營的實時看板，監測客戶經營狀態異常並會及時介入排除風險。



Organizational structure of ClientSuccess Department
圖 客戶成功部組織架構

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

經過一年的營運，客戶成功團隊的工作已初顯成果。2020年雲星空產品續簽率從2019年76%提升到85%。投訴客戶的滿意度從2019年的95%提升到2020年的98%。

Kingdee Helps Wen's Gyuncheng Independently Go to the Cloud to Accelerate Business Goals 金蝶助力溫氏筠城獨立上雲加速實現業務目標

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

筠誠和瑞環境科技集團有限公司是溫氏系成員企業筠誠控股屬下全資子公司，將要獨立上市，需把公司財務和業務數據從溫氏集團EAS賬套中拆分出來。通過金蝶與筠誠和瑞共同努力，雙方迅速確定了賬套拆分和升級上雲的詳細方案，僅用了兩個月時間，就完成了對總賬、報表、資金、供應鏈等10多個模塊且包含大量二次開發的業務數據拆分，並實現賬套拆分後的版本升級、上雲獨立部署。金蝶提供的客戶成功方案實現了快速響應和精準實施，幫助客戶快速實現業務目標，同時協助客戶降低了成本。

Empowering clients and helping them succeed

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

賦能客戶，助力客戶成功

金蝶雲社區根據產品應用等多個方面梳理了課程體系，引導用戶選擇合適的課程，讓用戶不僅對產品能快速了解，也能結合本職工作進行階段式學習。2020年金蝶在線課堂與直播課程呈現井噴式發展，年度新增在線課程 3,238 堂，學習人次 1,953 萬；直播課程 592 場，參與人數 208.7 萬人次。

Kingdee Galaxy Cloud Star was added to Kingdee Cloud Community Knowledge Base, and Kingdee helps online classes 雲星空產品端嵌入金蝶雲社區知識庫，金蝶助力在線課堂

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

蒼穹、星空、星辰已全面接入金蝶雲社區的知識應用，讓用戶在產品中就能快速學習與解決問題，截止2020年底，知識數量達到45,921條，瀏覽量2,640萬次，給客戶在使用產品的過程中提供了堅強的後續支持。

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

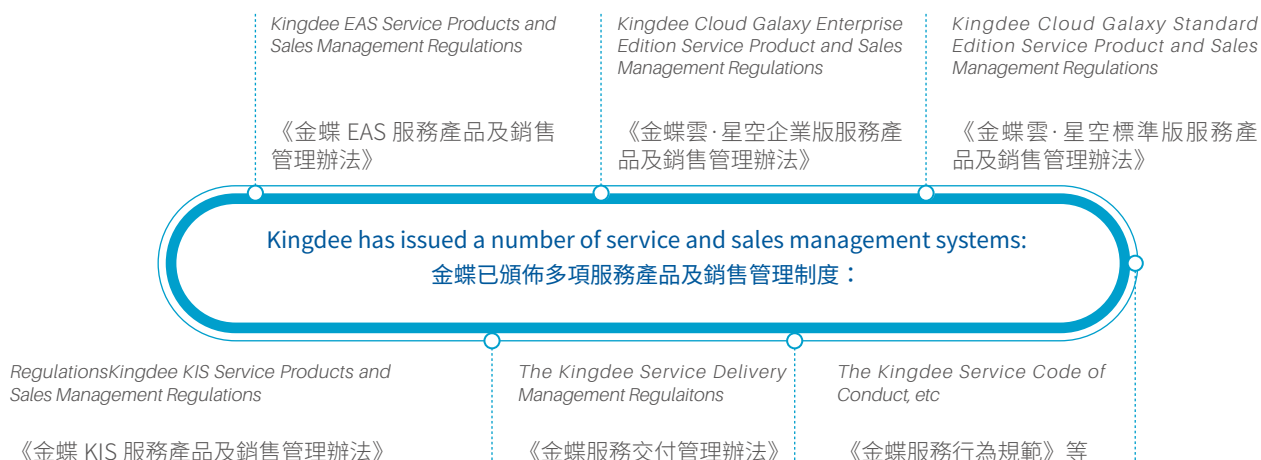
凭借专业服务，2020年金蝶斩获由中国信息协会主办，中国信息协会客户联络中心分会和中国电子北海产业园联合主办的2020（第四届）中国客户服务节客服节「最佳明星班组」「最美客服人」「服务达人」等多项荣誉。

4.3.3 Responsible Delivery

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

4.3.3 負責任交付

金蝶頒佈了多項服務產品銷售管理辦法以及服務交付管理辦法，旨在整合服務內容，提升服務品質，明確服務交付標準（SLA），進一步規範服務流程。



4.3.4 Complaint Handling

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

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

4.3.4 投訴處理

金蝶高度重視用戶溝通渠道及投訴處理機制，我們將其作為了解客戶需求、修正失誤、改善營運、優化管理的重要依據。金蝶制定《金蝶客戶投訴管理辦法》，明確投訴受理、投訴處理、投訴關閉、回訪及內部評審四個階段的客戶投訴的處理流程，提升系統化的客戶投訴管理水平。各經營單位可通過雲客服系統，實時查看、記錄、分析各類型投訴。

我們開設有銷售熱線、服務熱線（含投訴）、金蝶社區、在線客服中心及意見箱等溝通渠道。2020年，我們收到有效投訴790宗，比上一年降低37%。熱線投訴為587宗，徐少春個人公眾號反饋194宗，投訴郵箱5宗，公函4宗。投訴客戶的滿意度從2019年的95%提升到2020年的98%。

Overview of Kingdee client complaints 金蝶客戶投訴概況				
Complaint method 投訴方式	Number in 2020 2020 年數量	Number in 2019 2019 年數量	Number in 2018 2018 年數量	Number in 2017 2017 年數量
Complaint Hotlines 投訴熱線	587	1,037	2,602	5,321
Xu Shaochun's Personal Official Account 徐少春個人公眾號	194	197	66	-
Complaint Email 投訴郵箱	5	11	58	58
Weibo 微博	0	3	5	10
Online Client Service 在線客服	0	1	3	-
Consumer Complaints Platform 消費投訴平台	0	1	2	-
President Mailbox 總裁信箱	0	-	1	2
Official Letter 公函	4	2	1	5
Total 總數	790	1,252	2,695	5,396

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

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

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

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》《中華人民共和國網絡安全法》等法律法規中關於網絡安全、個人信息保護的相關法律條款，高度重視產品安全合規、客戶數據和隱私數據安全。

在產品合規方面，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、安全發佈及安全運維，從源頭解決產品安全問題，並確保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。此外，我們搭建金蝶軟件安全管理體系（Information Security Management System, ISMS），覆蓋了從產品研發、業務營運、安全保障及市場營銷等全生命週期，建立了定期風險評估和持續改進安全措施的體系優化機制，從而保障產品安全。

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

在信息安全保障方面，金蝶不斷完善自身的信息安全管理制度，目前已制定有《金蝶員工信息安全手冊》《金蝶客戶數據安全管理辦法》等覆蓋全集團的管理制度，建立有制度依據與管理措施的信息安全體系，以進一步規範全體員工的安全行為。此外，我們搭建完善的體系、明確管理規範流程，並開展信息安全培訓、審計及測試工作，為用戶打造安全、可靠的企業雲服務。

	System name 制度名稱	Coverage 覆蓋範圍	System Content 制度內容
Information classification and confidentiality 信息分級與保密	Management Measures for the Protection of Assets of Information and Management Measures for Source Code Security 《信息資產保護管理辦法》《源代碼安全管理辦法》	Group-wide 全集團	Measures to regulate the information classification and protection 規範對信息分級、分級保護的措施
Employee Safety Behavior 員工安全行為	Information Security Manual for Kingdee's Employees, Kingdee's Code of Business Conduct, and Disciplinary Rules of Kingdee 《金蝶員工信息安全手冊》《金蝶商業行為準則》《金蝶紀律處分條例》	Group-wide 全集團	Determine the company's information security policy and objectives, commercial secret protection requirements, daily information security basic requirements, information security rewards and punishments, regulate the basic behavior of staff information security, protect the company's information assets and information security 確定了公司信息安全方針與目標、商業秘密保護要求、日常信息安全基本要求、信息安全獎懲，規範員工信息安全基本行為，保護公司信息資產和信息安全
Product Data Security 產品數據安全	Kingdee Client Data Security Management Measures 《金蝶客戶數據安全管理辦法》	Group-wide 全集團	Clarify the principles for security responsibility and protection of clients' data, require classification of data based on sensitivity and levels of impact, and establish requirements for security during the whole life cycle of products 明確公司客戶數據（包含個人隱私數據）安全責任和數據安全保護原則，要求依據數據的敏感性和影響程度進行分類分級，並對數據的全生命週期提出了安全保護要求
Product Safety Development 產品安全開發	Kingdee Product Safety Management Measures, Kingdee Product Safety Specification 《金蝶產品安全管理辦法》《金蝶產品安全規範》	Research and development staff 研發人員	Clarify the requirements for secure product development and data protection 明確對於產品安全開發，數據保護的要求
Product Security Operation and Maintenance 產品安全運維	Kingdee Internet Operation and Maintenance Quality Management System, Kingdee Internet Operation and Maintenance Management Rules and IaaS Public Cloud Management Standard 《金蝶互聯網運維質量管理制度》《金蝶互聯網運維管理細則》《IaaS 公有雲管理規範》	Operations and maintenance personnel 運維人員	Define the requirements for the operation and maintenance of production systems, such as data backup related management requirements, etc. 明確生產系統的運維規範要求，如數據備份相關管理要求等
Supplier Management 供應商管理	Group Procurement Management System, Rules on Supplier Management of the Group, and Rules on Tendering Management of the Group 《集團採購管理制度》《集團供應商管理細則》《集團招標管理細則》	All suppliers 全體供應商	Clarify supplier responsibility for ensuring information security 明確供應商對於確保信息安全的責任
Data Security Incident Response 數據安全事件應急措施	Kingdee Security Product Emergency Response Plan 《金蝶安全產品應急預案》	Group-wide 全集團	Standardize the emergency procedures and measures for information security incidents 規範信息安全事件的應急流程與措施

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

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

金蝶建立了三層信息安全群組織架構，包括決策層、管理層和執行層，首席執行官作為董事會成員為最高責任人，委員會每月提交信息安全洞察報告和營運月報，為公司信息安全工作的開展提供組織保障。

Information Security Committee 技術和產品委員會

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

由首席執行官為主任，委員由管理層、業務線負責人組成。

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

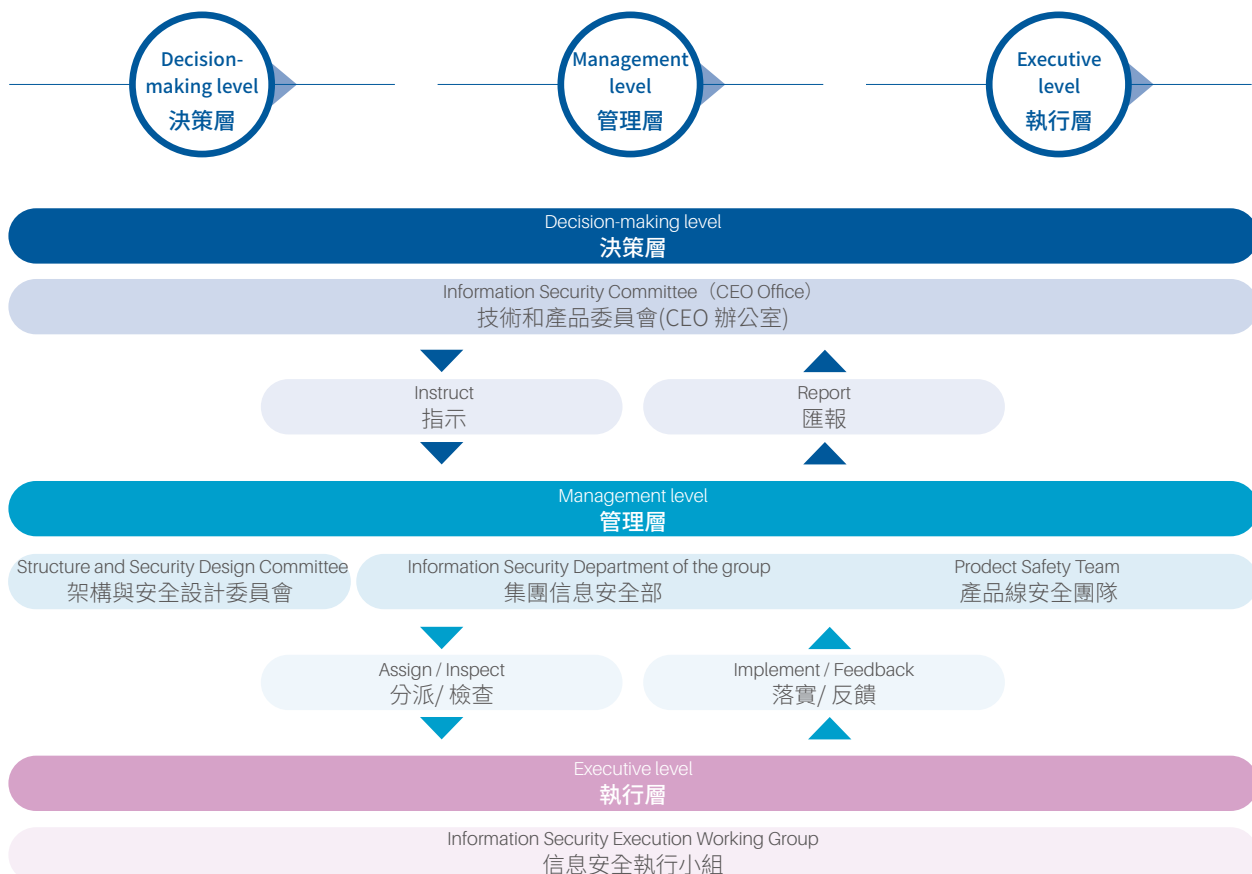
It is composed of representatives from all operations sectors, which is responsible for the information security and assistance in making decisions of information security. It is also responsible for the establishment, implementation and daily operation of the information security management system,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

由各業務線代表組成，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、實施和日常運行，起草信息安全政策，確定信息安全標準，督促各信息安全執行單位對於信息安全政策、措施的實施。

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

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



4.4.2 Assurance System

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

4.4.2 保障體系

金蝶頒佈《金蝶客戶數據安全管理辦法》，建立了從數據獲取至數據刪除的全流程數據安全與隱私保護體系，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，加大在數據安全與用戶隱私方面的保護力度。

Kingdee Privacy Policy 金蝶隱私政策

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

金蝶制定隱私政策，聲明用戶對於自己的個人信息有更改或補充、刪除的權利。我們不會與服務提供商以外的公司、組織和個人共享用戶信息，但在獲取明確同意的情況下共享、在法定情形下的共享、在用戶主動選擇情況下共享。

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

我們設有專門法務合規部門監督用戶信息保護事宜，並提供多種渠道供用戶諮詢有關本隱私政策或隱私措施相關問題：

More details about the privacy policy can be found here:

更多關於隱私政策的詳情可點擊此處了解：

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

Email of the person in charge of user information protection:

用戶信息保護負責人郵箱：

junjie_xie@kingdee.com

Legal contact number:

法務聯繫電話：

(0)755-86073724

Customer service contact number:

客服聯繫電話：

(0)4008-836-836

1

Data collection 數據收集

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

採取最小化收集，依據數據的敏感性和影響程度進行分類分級

2

Data storage 數據存儲

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

對敏感性數據加密，部署運維審計系統防止運維人員洩密；在終端PC部署終端數據防洩密軟件，對非授權設備外聯、文件讀寫、列印、屏幕水印、實時通訊以及郵件等進行監控與審計，保障公司數據安全。

Transport Encryption (HTTPS)

傳輸加密 (HTTPS)

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

最小化輸出，並以權限控制措施，對於敏感性數據模糊顯示

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

針對數據導出分享管理，必須獲得客戶授權並提交審批流程，經集團信息安全部門評估後，導出的敏感性數據應進行脫敏及加密傳輸處理。

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

如涉及對外分享數據，則需求發起部門必須收集提供數據承接應用系統的信息安全架構建設情況後，由信息安全部從網絡系統運維等基礎架構安全、應用安全以及數據安全等多方面對承接系統進行安全評估。

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

要求所有供應商簽訂保密協議（外部合作）和滿足數據安全保護要求。

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

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

Authorization of data access

對數據訪問進行授權

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

規範生產數據導出申請流程，並對導出數據敏感性數據脫敏

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

當公司與客戶終止合作且客戶要求銷毀其數據時，由客戶授權人員通過公司產品運維門戶提交數據處理工單。我們接收工單並確認授權信息後，指派客戶服務技術支持人員或運維人員執行銷毀或刪除操作。

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

針對客戶未明確要求銷毀數據的情況，公司建立了為期30天的數據定期保留機制，超過保留期限的客戶數據將通過定時任務被自動刪除。

此外，金蝶建立主動的事件應急預案，確保及時應對網絡安全信息洩露事件。公司規範了統一的應急管理流程，通過事件管理平台對運維事件的記錄、跟蹤和復盤進行管理，當發生運維事件時，員工在事件管理平台中填寫事件單，事件處理完成後由相關運維人員及業務人員進行復盤，由質量事件處理部門確認事件解決後並在系統中關閉事件。

2020年，金蝶內部處理違反信息安全人數6人，公司未發生重大網絡安全信息洩露事件。

Information Security Audit

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

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

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

信息安全審計

為保護客戶隱私和商業機密，金蝶每年針對管理體系所涉及的所有重要部門進行至少一次的內部審計，並不定期開展如源代碼安全、網絡安全合規等專項審計。內審小組依據法律法規、業界信息安全標準、公司信息安全管理制度、客戶及相關方要求等編制形成《內審檢查表》，通過抽樣等方法開展現場審核，並輸出《不符合項報告及糾正報告表》《信息安全內審報告》。在各責任部門完成整改處置後，再由內審員驗證其完成情況和有效性。

此外，金蝶每年開展一次認證部門的外部審計，包括財務IT審計，全面保障維護客戶利益。

2020年，金蝶抽取了5個部門執行了一次專項風險評估，從人員、軟件、數據、服務等方面針對不同風險場景共計識別出了13個潛在風險點。信息安全部門聯合相關業務部門根據風險評估結果制定相應的風險處置方案，相關責任部門在規定的時間內完成整改及反饋，信息安全部負責驗證其完成情況和有效性，並在月度總結報告中向技術和產品委員會進行匯報，確保所有風險點有效解決。

		④内部公开 请勿外传
		KD I QR 022 信息安全內審報告 V1.0
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Figure: Kingdee 2020 Information Security Internal Audit Report

圖 金蝶 2020 年信息安全內審報告

Information Security Awareness and Training

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

信息安全宣傳與培訓

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，每年開展一次「金蝶信息安全周」，加強面向全員的信息安全宣傳教育。



Offline special training 線下專項培訓

Kingdee data compliance training and product O&M security training: special training sessions for potential data compliance issues and related risks, covering all product departments of Kingdee.

金蝶數據合規培訓及產品運維安全培訓：針對潛在的數據合規問題和相關風險進行專場培訓，覆蓋金蝶所有產品部門。



Online publicity 線上宣傳

Kingdee data compliance training and information security article publicity of the online official public account.

金蝶數據合規培訓以及線上公共號信息安全文章宣傳。

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

2020年，金蝶發佈《2020年信息安全專項測驗》雲課堂考試課程，覆蓋所有正式員工、勞務派遣員工及實習生，並要求全體員工通過測評。

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

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

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

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

金蝶作為CSA聯盟成員單位，積極參與聯盟組織的各種安全研討會，共同學習探討有關數據安全與個人信息保護前沿法律問題和合規性等問題，將法律條款轉化和落地為公司可具體的技術措施和管理制度。



4.4.3 Information Security Certification

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

4.4.3 信息安全認證

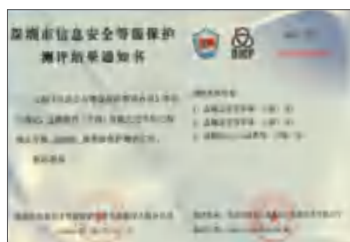
截至報告期末，包括金蝶雲蒼穹、金蝶雲星空、金蝶發票雲、EAS Cloud、我家雲、精鬥雲、金蝶雲社區、握手網、智慧記、KIS雲、賬無憂、互聯網征信、蝶金小貸、聚合支付14個產品通過5類認證（等級保護、ISO27001、CSA-STAR、SOC、ITSS）共計20個認證。以上認證產品預計佔公司總營收80%以上。

Security Certification 安全認證	Certified Product 認證產品
Classified Protection Test Level III 等保三級	Kingdee Cloud Cosmic, Kingdee Cloud Galaxy, Kingdee Invoice and tax digital cloud service, ESA cloud, My Home Cloud 金蝶雲蒼穹、金蝶雲星空、金蝶發票雲、EAS Cloud、我家雲
Classified Protection Test Level II 等保二級	Jingdee Jingdou Cloud, Kingdee Cloud Community, Woshou, Kingdee intelligent Bookkeeping, KIS Cloud, Zhangwuyou, Internet Credit, Diejin Microfinance, Aggregate Payment 精鬥雲、金蝶雲社區、握手網、智慧記、KIS 雲、賬無憂、互聯網征信、蝶金小貸、聚合支付
ISO27001	Include Kingdee Cloud Cosmic and Kingdee Cloud Galaxy 產品範圍包括金蝶雲蒼穹、金蝶雲星空
CSA-STAR	Kingdee Cloud Cosmic 金蝶雲蒼穹
SOC	Kingdee Cloud Cosmic and Kingdee Cloud Galaxy 金蝶雲蒼穹、金蝶雲星空
ITSS	Kingdee Cloud Galaxy 金蝶雲星空

Kingdee 2020 Partial Certification 金蝶 2020 年部分認證

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

2020年金蝶發票雲電子發票服務平台系統，我家雲系統，金蝶雲星空系統、金蝶雲蒼穹系統、金蝶EAS Cloud系統獲得等保三級認證。



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

2020年，金蝶雲蒼穹獲得CSA-STAR認證。該認證是一項全新而有針對性的國際專業認證項目，旨在應對與雲安全相關的特定問題，以ISO/IEC 27001認證為基礎，結合雲端安全控制矩陣CCM的要求，綜合評估組織雲端安全管理和技術能力，最終給出獨立第三方外審結論。



4.5 Protecting Intellectual Property 4.5 保護知識產權

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

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

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。依據國家頒佈的《中華人民共和國專利法》等知識產權相關法律法規，金蝶制定了一系列知識產權相關的企業規章制度，並在2020年制定《金蝶商業秘密管理辦法》，加強自身知識產權及創新成果的保護。

對外，金蝶以商標、專利、版權為主體內容，建立了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。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。同時，我們鼓勵技術創新，積極申報知識產權，截至2020年底，金蝶已申報專利1,640件，軟件著作權登記677件，位居企業SaaS雲服務行業前列，五年來共獲得4項中國專利獎、2項深圳市專利獎，並榮獲國家「2020年度全國版權示範園區」、「國家知識產權優勢企業」等稱號，金蝶對核心技術知識產權的儲備，為知識產權保護奠定夯實的維權基礎。



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

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

秉承「持續創新」的企業精神，我們自主研發的金蝶雲·蒼穹產品，在研發過程中取得了一系列創新成果，已申報發明專利 155 件，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，有效地支撐金蝶雲蒼穹的高效、可靠、智能應用，是金蝶雲蒼穹產品核心競爭力的重要體現。

4.5.1 Prevention of infringement

Software use

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

Text and graphic materials

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

4.5.1 防範侵權

軟件使用

金蝶自身所有設備保證使用正版軟件，如員工需在工作計算機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。

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。依據《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」，通過iKD平台提供已購版權資源，以落實知識產權保護工作。



Strengthening propaganda 加強宣導

The IP publicity column is dedicated to "IP Watch" to promote and popularize IP-related knowledge, clearly point out various types of infringement of other parties' text and picture copyrights, and analyze various types of infringement and consequences.

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。

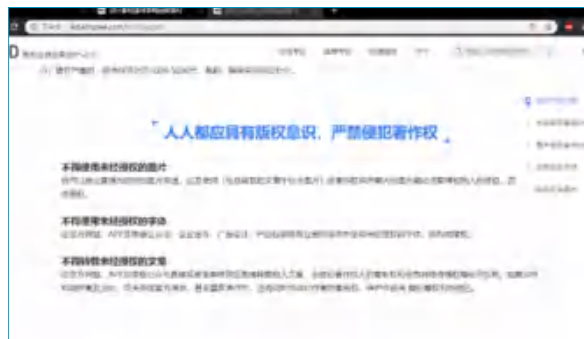


Building a platform 搭建平台

The Kingdee iKD platform provides employees with fonts, pictures, PPTs and other materials that have been copyrighted, and the copyright and usage specifications are clearly stated in the platform description.

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和使用規範。

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



4.5.2 Self-advocacy

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



Online 線上

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

我們聯合天貓、京東、拼多多等第三方銷售平台進行監控，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，確保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。



Offline 線下

we have set up a cross-departmental piracy crackdown team, which includes the Intellectual Property Department, Audit Department, Legal Department and technical departments of each product, to confirm the qualifications of customers and the copyright ownership of their software usage through 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、審計部、法務部及各產品技術部門，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 2020, we increased the frequency of monitoring on online platforms to achieve a high-pressure crackdown on infringement incidents for multiple platforms through high-frequency monitoring and efficient processing. During the reporting period, Kingdee handled 197 online infringement links, received 21 cases of offline feedback on pirated software infringement and 28 cases of other infringement feedback. After receiving the incidents, we pursued the infringement responsibility of the parties responsible in accordance with the law, and assisted the sales staff to urge customers to switch to the genuine version.

2020年，我們提高線上平台的監控頻率，通過高頻次監控及高效率處理來實現在多個平台的侵權事件的高壓打擊。報告期內，金蝶處理了線上侵權違規連結197條，接收盜版軟件侵權線下反饋21起，其他侵權反饋28起，在接收事件後我們依法追究侵權責任方侵權責任，並協助銷售人員督促客戶換購正版。

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

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

為樹立全體金蝶員工的知識產權保護意識，普及知識產權基本常識，金蝶曾舉辦了「人人知多點」知識產權競答活動。活動組織人員身穿印有 Intellectual Property字樣的藍色文化衫，積極為大家派發傳單，熱情洋溢地給大家普及知識產權基本知識。





Talent Team

人才隊伍

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

金蝶將員工視為企業發展的寶貴財富。我們不斷完善自身的人才策略，堅持平等合規的招聘管理、打造薪酬與福利並重的人才激勵體系與發展清晰明確的培訓發展路徑，以壯大穩固我們的人才隊伍，讓員工與企業共同進步，為金蝶員工提供更優質的發展平台。

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 對利益相關方的重要性		Significance to the Company 對企業的重要性	Total Score 總分
Compliance Employment and Equal Rights 合規用工與平等權益	1.70	4.45	6.15	
Training and Development 培訓與發展	1.11	4.73	5.84	
Employee Work-Life Balance 員工工作與生活平衡	1.10	3.82	4.92	
Employee Health and Safety 員工健康安全	1.20	4.13	5.33	

5.1 Talent Management

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

5.1 人才管理

金蝶重視每一位員工，嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》等法律法規，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，制定了一系列內部人才方針，組成了金蝶整體的人才戰略和管理體系，致力組建一支「真誠、專業、自信」的金蝶人才隊伍。

5.1.1 Equal Employment

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

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

5.1.1 平等僱傭

金蝶秉持一視同仁原則，制定了覆蓋整個集團的《人才招聘管理制度》《金蝶任職標準模型》《金蝶集團實習生管理要求》等內部政策，為所有員工（包括實習員工）的招聘與錄用提供詳細說明，梳理篩選標準，明確各崗位的任職資格，平等的對所有員工工作行為、知識、素質及技能做出要求，嚴格把控人才招聘質量。同時金蝶亦對面試官做出篩選要求，根據招聘職級確定不同的面試方式與面試官選拔標準，確保面試官的適用性和公平性。

為確保招聘的效度與信度，2020年金蝶持續聘請第三方專業機構開展全員背調，出具候選人背調報告，實現對候選人信息真實性進行全方位把控，降低招聘風險，做到知人善任，以便公司後續為員工提供更精準的培訓與發展規劃，同時也加強了求職者的誠信意識，倡導誠信行為，共同營造開放、公平競爭的求職氛圍。



Employee Diversity

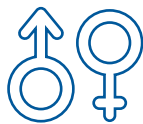
Kingdee strictly abides by the anti-discrimination principle, strictly controls the recruitment process, clearly defines the principle of fairness and impartiality, provides applicants and employees with fair competition opportunities. We are committed to building a diverse and inclusive workforce, with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



In 2020, Kingdee employed 10,663 employees

2020 年，金蝶員工已僱傭員工

10,663 名



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

其中男性員工

7,069 名

女性員工

3,594 名



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

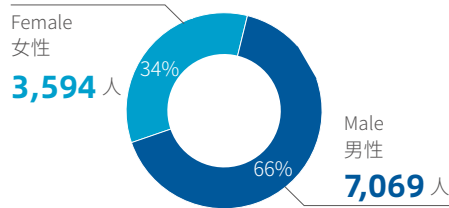
男性員工比例為

66 %

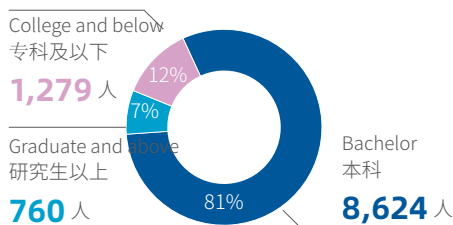
女性員工比例為

34 %

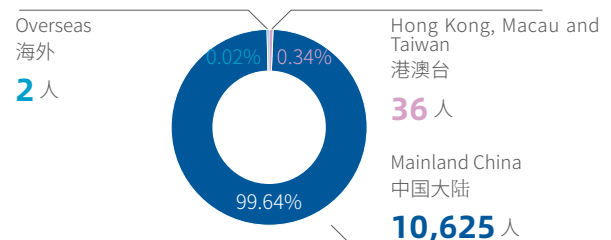
the details of employees are as follows
員工詳情如下：



Male to Female Ratio of Kingdee Employees
金蝶員工男女比例



Kingdee Employees' Education Background
金蝶員工學歷划分



Kingdee Employees' Geographical Classification
金蝶員工地域划分

5.1.2 Compliance Employment

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

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

5.1.2 合規用工

金蝶嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》及《中華人民共和國未成年人保護法》等法律法規，堅決杜絕僱傭童工與強制勞工現象發生，保障員工權益，確保合規用工。

勞務派遣是中國信息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。金蝶根據《中華人民共和國勞動法》《中華人民共和國勞動合同法》《勞務派遣暫行規定》等法律法規，及金蝶內部《集團採購管理制度》制定全面的勞務派遣及獵頭供應商准入、退出原則，完善勞務派遣單位供應商名單。同時，我們制定了《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，明確了他們和金蝶直接招聘的員工享受相同的培訓資源、待遇與福利。通過一系列的內部措施保障勞務派遣員工的權益。

5.2 Talent Motivation and Retention 5.2 人才激勵與留存

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

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保留寶貴人才，讓員工成長與企業發展保持一致，不斷壯大與穩固企業優質人才隊伍。

5.2.1 Compensation System

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

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

5.2.1 薪酬體系

金蝶建立了與職位職級體系對應的薪酬體系，並每年委託第三方調查公司進行市場薪酬調查，以根據市場現時薪酬情況進行自我調整，確保為員工提供具有行業競爭力的薪酬，激發員工工作積極性。

2020年金蝶執行「年輕化」「職級化」「專業化」與「梯隊化」人才四化戰略。其中，「年輕化」為優秀年輕人才創造機會，建設可持續發展的組織能力，「職級化」指工作內容與職位相匹配，職級與員工成長規律匹配，貢獻、薪酬與職位職級匹配，實現人崗匹配、以崗定級與以級定薪，高能力高貢獻高回報，回饋金蝶員工每一份努力。

5.2.2 Performance Management

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



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

開展員工績效座談、優秀經理人訪談、績效方案研討等績效專題交流，並就公司績效發文召開全員宣導會，以提升全員的績效。



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

開發專題課程並向經理人群體進行推廣賦能，並採用主題沙龍形式組織經理人進行深入研討學習，提升經理人的績效管理理念與管理能力。



金蝶制定了《績效管理辦法》，並在2020年進一步完善績效管理工作，規範全國各子公司統一的績效管理措施。為實現戰略目標落地，我們對績效管理工作進行梳理，圍繞鏈接、賦能、激活三個主題開展一系列工作，以更好地發揮員工主動性，更有效地激勵員工。

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

組織總部平台和各子公司分層發佈年度激勵管理辦法，通過設置達標獎、超額獎和專項獎，來促進業績目標和戰略目標的實現。

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

2020年總部平台及創新與投資子公司共發佈激勵發文11篇，激勵人員超5,000人。



5.2.3 Employee Care

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

5.2.3 員工關懷

金蝶積極承擔僱主責任，從工作、生活等多角度全方位地關愛員工，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 Protection and Benefits

Protecting the rights and interests of employees

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

保障員工的權益

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，持續進行意向調查以及時了解員工最根本的訴求。

5.2.3.1 保障與福利

Solving the difficulties of employees

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

解決員工的困難

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。2020年，金蝶愛心互助基金會，幫助員工渡過難關。共捐贈195,906.18元。自成立以來，金蝶愛心基金會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，已經收到超過414萬元的善款，援助員工和資助社會公益總金額超過206萬元。



Facilitating the lives of employees

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

便利員工的生活

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，我們為員工提供通勤班車，在疫情期間增設班車車次，重新規劃班車停靠點，更契合員工要求。我們設立員工食堂，定期創新菜譜，邀請員工進行試吃品鑒，根據員工意見進行整改，為員工提供營養可口的膳食。

Enriching the lives of employees

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

豐富員工的生活

金蝶注重員工在工作和生活間的平衡，真切關心員工生活。員工代表委員會於每年端午、中秋、冬至、元宵節4個傳統節日，結合公司的企業文化舉辦員工活動，舉辦具有節日特色的精彩活動讓員工放鬆身心，感受濃厚的節日氛圍，增強員工歸屬感與幸福感。

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

端午節，和同事一起包粽子、縫製香囊、劃賽艇比賽。



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

冬至，我們其樂融融包餃子，感受冬天的溫暖。

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

中秋節，我們舉辦了溫馨的愛心義賣活動與各類抽獎活動，設計了各類有趣的小遊戲，讓大家在愛心與開心之中共度月圓之夜。



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

我們與多家企業攜手，舉辦「金蝶雲派對」聯誼沙龍活動，為單身員工提供互動交友、贏取幸福的平台，現場共牽手成功 16 對。



5.2.3.2 Safety and Health

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

5.2.3.2 安全與健康

金蝶關注員工的職業健康與安全，注重辦公場所安全，致力於為員工創造安全的工作環境。2020 年，我們共計開展兩場消防演練，模擬辦公建築失火情況，引導員工掌握消防器械的使用，熟悉消防逃生路線，增強員工的消防安全意識與緊急情況自救能力。

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

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

金蝶在新冠疫情爆發時，緊急採買防疫物資，有效保障員工安全健康及客戶服務正常運轉。疫情期間：



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

1、採購口罩 252,640 只，保障員工復工出行；



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

2、採購電子通行證掃描設置 6 套、熱成像監控設備 2 套，用於園區出入管理；



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

3、採購紫外線消毒設備 1 台，用於員工餐廳殺菌；



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

4、增加 5 台班車，便利員工出行；



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

5、由於疫情多發，響應人社部等七部門印發的鼓勵大家「就地過年」的倡議，公司增加 2 天「帶薪親情團圓假」，有效期為 2021 整年度，員工可根據個人安排提出休假申請，實現错峰休假，為春運期間的疫情防控貢獻企業的微薄力量。

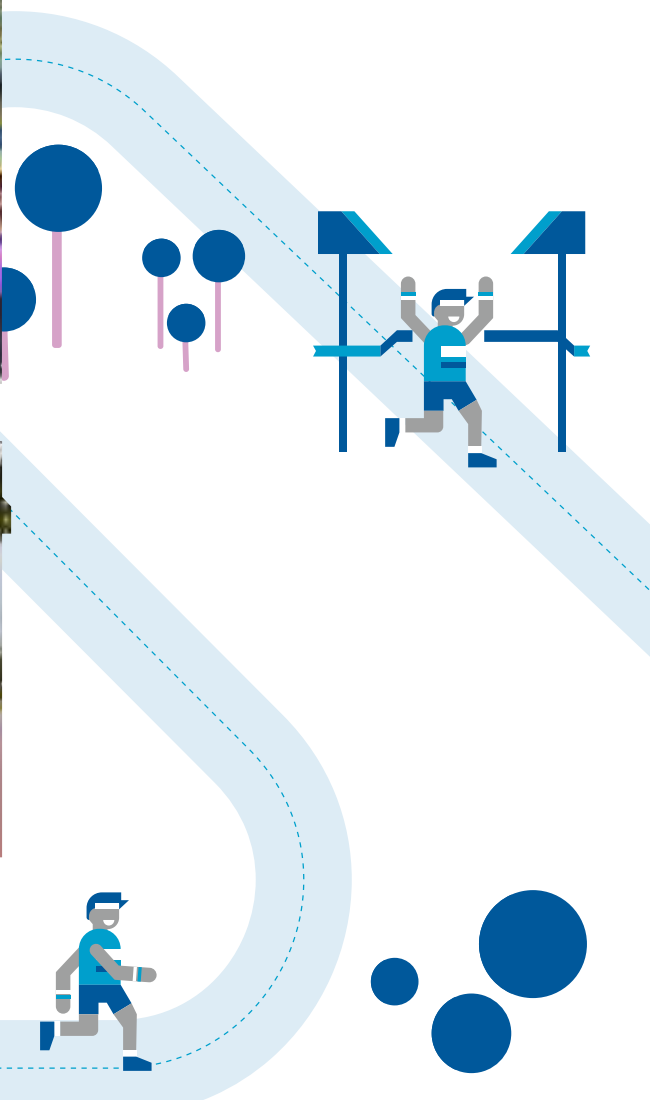
Kingdee launched 100-Day Exercise K Program
金蝶開展為期 100 天的健康 K 計劃

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

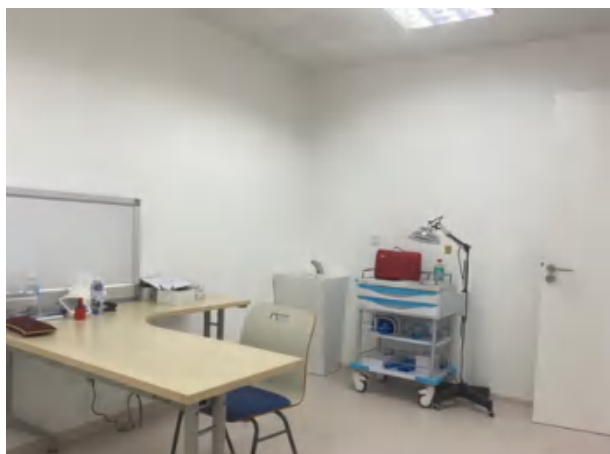
2020 年 8 月 8 日 -11 月 15 日，金蝶開展了為期 100 天的運動 K 計劃，不限運動形式，員工們以團隊為單位參與，以期讓更多金蝶人養成運動習慣，愛上運動，關注健康。全國共計 69 個組織，9,257 人次參與，最終累計運動歷程成功達到 72,463 公里。

Figure Each branch actively carries out Health Exercise K plan
圖 各分公司積極開展健康運動 K 計劃





In addition, we arrange health checkups for all employees once a year. We regularly arrange expert health lectures to share knowledge about occupational disease prevention and control, helping employees understand their health and acquire the necessary health knowledge. The Health Service Center organized by Kingdee was officially opened last year, and employees can make appointments on the public number by themselves. In 2020, the Health Service Center carried out 22 famous doctors' consultation activities and Chinese medicine physiotherapy activities, benefiting 176 employees and continuously escorting the health of employees.



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

此外，我們每年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，幫助員工了解自己的身體健康情況並掌握必要的健康知識。金蝶籌辦的健康服務中心於去年正式開放，員工可自行在公眾號進行預約掛號。2020 年健康服務中心累計開展 22 場名醫問診活動和中醫理療活動，惠及員工 176 人，持續為員工健康保駕護航。

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

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，將完成《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》《基於人性的溝通智慧》等針對溝通情緒開發的課程，幫助員工緩解工作中的壓力和負面情緒。未來金蝶健康服務中心將計劃納入心理健康諮詢，持續為員工心理健康提供諮詢保障。

Category 組別	Unit 單位	Data of 2018 2018 年數據		Data of 2019 2019 年數據		Data of 2020 2020 年數據
Work Injuries* 工傷次數 *	Injury 次	3		2		1
Days lost due to performing duties 因公損失工作日數	Day 天	31		30		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 Channels

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

5.2.4 溝通渠道

金蝶暢通自上而下的溝通渠道，傾聽員工對公司各個方面的建議，並及時給予反饋並跟進修改，全方面提升員工滿意度。

For performance evaluation 針對績效評估

The Company sets and issues performance goals at the beginning of each year and conducts performance evaluation at the end of the year. Employees who have any comments on their performance can submit feedback through the internal communication platform, and their superiors will give timely responses.

公司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反饋，上級將及時給予回覆。

For training content 針對培訓內容

Kingdee has established a benign training communication mechanism, collected employee satisfaction questionnaires on three dimensions of courses and programs, instructors, and organizers after all training, and used the results of employee training satisfaction surveys as one of the important assessment indicators for improving training. In 2020, our overall satisfaction with training reached 4.78, which maintains a high level of satisfaction.

金蝶建立良性的培訓溝通機制，於所有培訓結束後收集員工對課程和項目、講師、組織方三個維度的滿意度調查問卷，將員工培訓滿意度等調研結果作為改進培訓工作的重要考核指標之一。2020年，我們的培訓總體滿意度達至 4.78，持續保持較高的滿意度水平。

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

此外，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。2020 年 GPS 調查分值为 89.42 分，較 2019 年相比分數基本持平，依然保持較高分數，顯示員工對公司的充分肯定。

5.2.5 Talent Retention

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

5.2.5 人才留存

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，將員工與企業鏈接成為命運共同體。因此，我們設計了多種方案，落實了多種舉措，認真對待每一位奮鬥者，讓人才隊伍健康成長，讓員工與公司一起分享經營果實。



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

2020年，金蝶獲批40套新增人才住房房源，獲批住房補貼170萬，每位員工獲補貼1萬元，惠及員工170人次。

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



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

我們為員工設立健康營養的內部食堂，開通內部班車，便利員工生活；針對員工需求較大的PMP認證考試，我們積極與供應商協商，以為員工爭取最優惠的價格。

公司現行有效的購股權計劃，目的為激勵及獎勵為本公司作出貢獻的合格參與者。合格參與者包括本集團的員工、董事、合作夥伴、顧問、供應商及客戶。

公司現行有效的股份獎勵計劃，提供激勵以及獎勵本集團若干僱員及董事所作的貢獻。股份獎勵計劃自採納之日起有效期為十年。董事會經考慮彼等認為合適的多項因素後可不時全權酌情挑選獲選參與者，並釐定授予各獲選參與者的獎勵股份數目。獎勵股份將包括受託人使用以本公司自有資金為受託人準備的現金認購或購買的股份，受託人將以信託形式代獲選參與者持有獎勵股份，直至該等股份根據股份獎勵計劃的條文歸屬予獲選參與者為止。

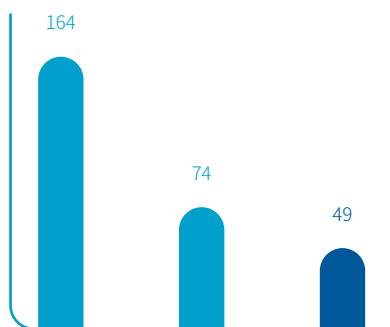
In 2020, the Company's total employee turnover was 2,211, with an employee turnover rate of 17.17%, down from a year ago (32% female employees vs. 68% male employees), with 3,973 new hires.

2020年，公司僱員流失總數為2,211人，僱員流失率為17.17%，較去年同期下降（女性僱員佔比32%，男性僱員佔比68%），新入職員工為3,973人。

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

*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)

Staff in maternity leave
處於產假、帶產假的僱員人數

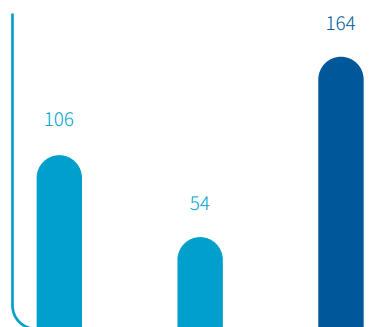


Data of 2018
2018年數據

Data of 2019
2019年數據

Data of 2020
2020年數據

Staff back to work after maternity leave
產假後復職的僱員人數

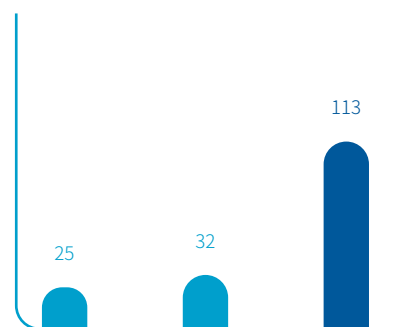


Data of 2018
2018年數據

Data of 2019
2019年數據

Data of 2020
2020年數據

Staff eligible for retirement within the next five years
未來五年內合格退休的僱員人數



Data of 2018
2018年數據

Data of 2019
2019年數據

Data of 2020
2020年數據

5.3 Talent Development

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

5.3 人才發展

我們秉持「以奮鬥者為本，長期堅持專業主義」的金蝶哲學理念，致力於為員工打造更好的職業發展平台，為塑造專業人才提供更多的支持。在員工入職之後，我們為員工提供多方面的發展和各種培訓課程，並鼓勵員工考取不同證書，全面地提高專業技能，增強個人競爭力。

5.3.1 Development Path

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

5.3.1 發展路徑

為暢通員工的發展路徑，實現公司與員工的快速成長需求，金蝶根據業務價值鏈設計了職位職級體系，並建立了「管理」加「專業」雙通道並行的員工職業發展體系。雙通道體系能夠有效依據員工優勢，幫助有管理能力的員工發揮特長成長為管理者，也能促進技術「優等生」沒有阻礙的繼續鑽研並成為領域裡的專家。這樣的職業發展體系幫助我們有效的激發員工潛力，為員工提供了一個沒有職業天花板的發展平台，實現員工與企業共同的價值。

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

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

金蝶實施「導師制」，為每一個新員工指定導師，並根據《金蝶職位職責說明書》和《新員工入職導師輔導工具表》由導師手把手教導和制定關鍵任務，幫助員工更好更快的適應工作環境，也為導師以及上級深入了解團隊成員核心競爭力創造條件。同時，金蝶的發展歷史及內部規章制度，也會作為培訓的一個重要模塊，面向全體新員工展開課程，幫助新員工儘快融入到公司這個大集體當中去。

Training System

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

5.3.2 培訓體系

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撐。公司制定了一系列制度，保障各類培訓活動有規可循的有效開展，切實地借助培訓提高員工的專業性與核心競爭力。

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

Training Management Methods for New Employees of Kingdee 《金蝶新員工培訓管理方法》	New Employee Orientation Mentorship 《新員工入職導師制》	Management of Professional Class Development of Kingdee 《金蝶專業類課程開發管理辦法》	Management of Kingdee Internal Instructors 《金蝶內部講師管理辦法》	Training Management Measures of Kingdee Software Employees 《金蝶軟件員工培訓管理辦法》	Management of Professional Skills Training for Employees 《員工專業技能培訓管理辦法》
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Under the guidance of the company's training system, Kingdee has built a multi-level training system, dividing the types of training into leadership training, qualification training, new employee training, and special training to ensure that the training resources effectively cover every employee. At the same time, according to the positions and business lines of employees, we develop four categories of courses, namely leadership training, qualification training, new employee training and special training, to provide employees with the necessary training for their current career stage. Meanwhile, we conduct training program research to understand the skills that employees need most for their career development, and based on the assessment, we make course adjustments and optimization in Kingdee's training system so as to provide employees with training contents that are more conducive to career development.

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

在公司培訓制度的指引下，金蝶搭建了多層次的培訓體系，將培訓類型劃分為領導力培訓、任職資格培訓、新員工培訓與特色專項培訓，確保培訓資源切實覆蓋到每一位員工。同時依據員工的職位與業務線，有針對性地開發領導力、任職資格、新員工及特色專項四個類別的課程，為員工提供當前職業階段所必要的培訓。同時，我們開展培訓方案調研，了解員工對於個人職業發展最需要的技能，並基於評估在金蝶的培訓體系中做課程調整與優化，從而為員工提供更利於職業發展的培訓內容。

2020 年，我們梳理產品與技術相關的 7 個職位的工作職責與工作任務，基於相應崗位的任職標準，形成不同崗位的學習地圖，完成 30 門課程開發，為員工提供更具有針對性的課程。

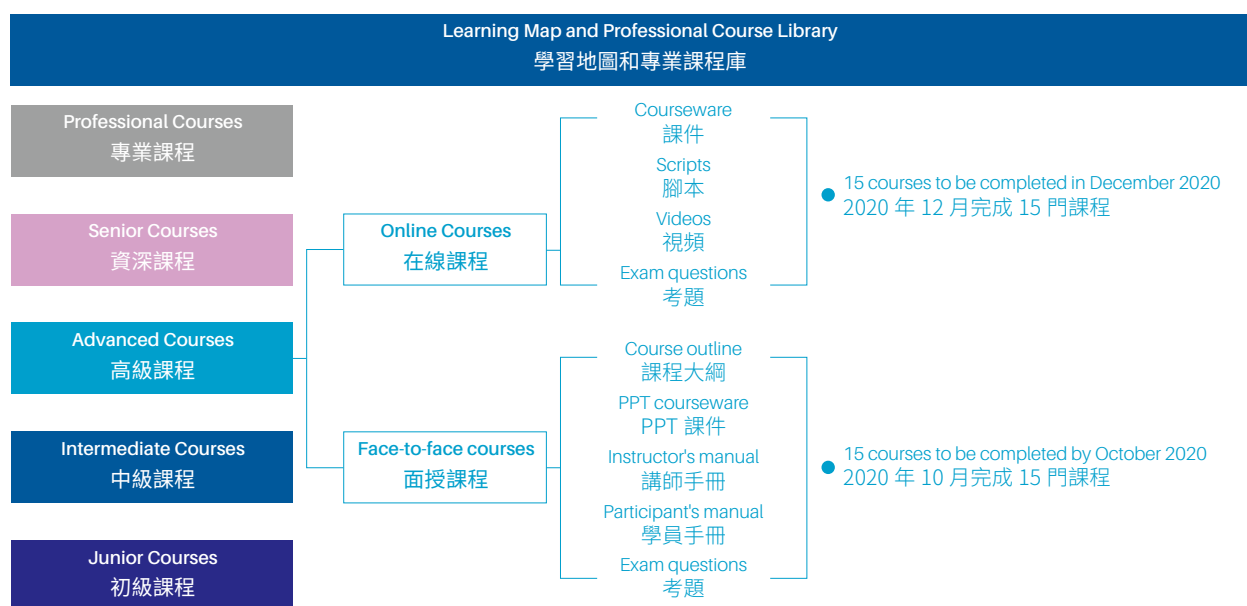


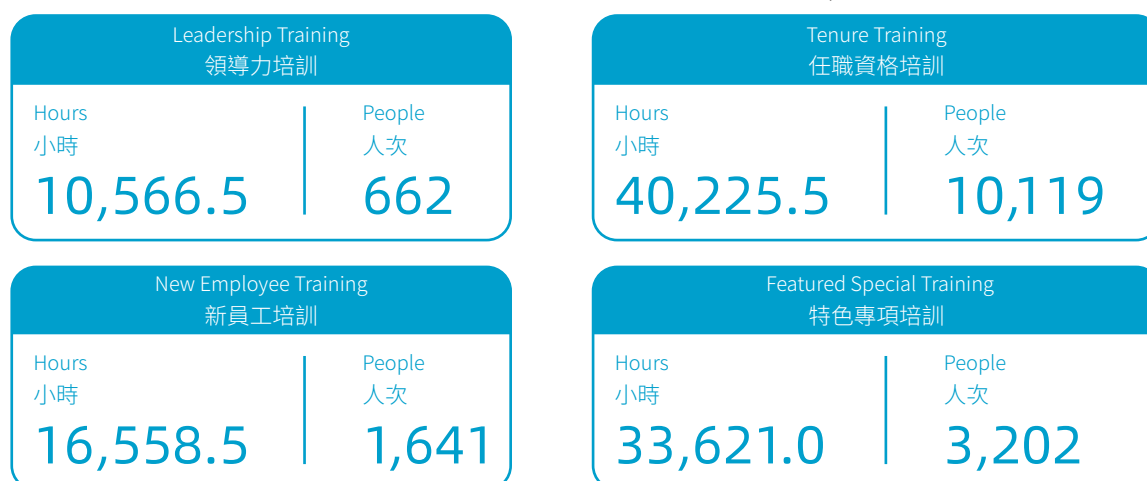
Figure Qualification Course System
圖 任職資格課程體系

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

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

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，為順利結業的員工頒發結業證書，如「管理幹部訓練營結業證書」、「面試官結業證書」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，2020 年累計有 68 名員工通過特色專項培訓獲得 CMA 認證證書。

在多舉措的推動下，2020 年，全體員工接受培訓時長為 100,972 小時，總人次為 15,624 人。其中管理線人員培訓總時長為 10,566.5 小時，專業線員工接受培訓總時長為 90,405 小時。



Data for 2020
2020 年數據



空中課堂： Air Classroom:

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

Define "Air Classroom" 定義「空中課堂」

Gathering in the "cloud" to conduct the full operation of training programs in an online format. 共聚「雲端」，以在線的形式進行培訓項目的全營運。

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

疫情期間金蝶積極探索線上培訓模式，創新「空中課堂」，實現金蝶雲課堂與雲之家雙平台並行，加速線上課程更新速度與力度，全年共計新增 327 門課程。同時為全體員工提供在線課程學習、在線直播、在線研討等線上學習形式，豐富員工線上培訓體驗。



Corporate Culture

企業文化

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

金蝶以「致良知、走正道、行王道」為企業核心價值觀，秉承「以客戶為中心、以奮鬥者為本，長期堅持專業主義」的金蝶哲學和全心全意為企業服務的使命，致力於打造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 對利益相關方的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Responsibility Culture Building 責任文化建設	0.804.71	5.51	
Value Sharing 價值共享	1.154.62	5.77	

6.1 Culture of Conscience

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

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

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

6.1 良知文化

金蝶積極學習包括陽明心學為代表的優秀中華傳統文化，構建以「致良知」為根基的金蝶企業文化。

自 2016 年開啟致良知學習以來，金蝶持續進行文化升級，發布金蝶哲學（第二版），積極踐行致良知，培養金蝶人對生活和工作的積極正向的認知、態度和行為。

2020 年，通過全員線上線下學習、高級經理人學習會與各組織內部學習等方式，用中華優秀聖賢文化和金蝶哲學指導工作生活。全年共計開展線上學習 47 期，分享學習心得逾 42 萬篇。通過持續修習，金蝶人心性品質不斷提升，成就客戶的同時，做盡責的社會公民，營造積極和諧的金蝶企業文化氛圍。

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

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

2020 年 8 月 8 日，《金蝶哲學》（第二版）正式發佈，在繼續堅持發展「以客戶為中心」的同時，我們圍繞員工職業發展的全生命週期，重點修訂完善了「以奮鬥者為本」的相關內容，從招聘、考核、激勵、培訓、發展、關懷和協作等方面明確了應該遵循的基本準則。我們將金蝶哲學融入制度與日常行為之中，通過優秀分享、標桿案例、全員學習和對照反思等方式，全面踐行「以客戶為中心、以奮鬥者為本，長期堅持專業主義」的金蝶哲學。

6.2 Innovation and Entrepreneurship Culture

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

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「以客戶為中心，源於客戶，成就客戶」，大膽創新，實現個人價值，與企業共同成長。

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

每年公司內部進行優秀創新成果評選，對重大創新成果給予重獎。2020 年度，共評選出 5 項優秀創新獎。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，年度評出微創新獲獎成果 80 項。



Kingdee rewards innovation
金蝶獎勵創新成果



Kingdee encourages quality first
金蝶鼓勵質量為先

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

2020 年我們金蝶新增「產品質量金獎」獎項，獎勵對產品質量有重大提升的工具技術創新和優秀管理實踐，質量金獎設立一年以來，各產品線平均服務水平協議 SLA 提升 0.1%，整體宕機時間較上一年減少 49%，提升數字戰鬥力，顯著提高客戶使用體驗，更高效地支撐客戶信息化建設，提升數字戰鬥力。本年度，我們還新增了優秀雲轉型機構獎，以鼓勵團隊為客戶提供高價值的雲服務。



Kingdee actively shapes the
innovation atmosphere
金蝶積極塑造創新氛圍

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

為給予員工思考創新時間，今年金蝶創新性設立「發呆假」，研發型員工每季度可休 1 天用於思考。此外，公司定期組織創新交流活動，培育創新氛圍，2020 年，金蝶共開展 72 期創新分享活動，共計 3,202 人次參加開展極客論道創新分享。在濃厚的創新氛圍中，金蝶為激發員工創新靈感創造了更多可能性。

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

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

2020 年度，金蝶共評選出 80 項微創新獎，5 項優秀創新獎。新增「產品質量金獎」，年度共評出 2 個產品質量金獎團隊。我們堅持以創新驅動發展，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 creatively proposes paid "Dormancy Leave" to encourage employee innovation
金蝶創造性提出帶薪「發呆假」，鼓勵員工創新

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

2020 年，我們頗具創造力地提出帶薪「發呆假」，讓員工在繁忙之中獲得充足的時間思考創新，獲得充足的休息以迸發創造力，本年度共計 747 位員工申請「發呆假」，其中 4 位員工在「發呆假」中找尋到創新點，最終斬獲微創新獎項，「發呆假」激勵頗具成效。



6.3 Culture of Sports

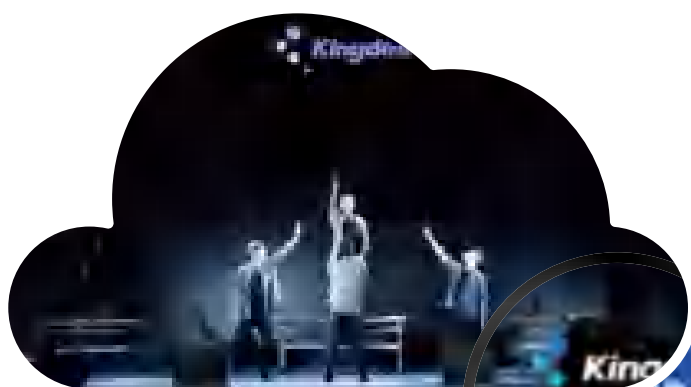
Kingdee promotes a healthy and sunny sports culture and is committed to cultivating new young people who are "super healthy, super trendy and super contributing". Kingdee China's Corporate Culture Department has set up the Staff Association (hereinafter referred to as "the Association") to enrich the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

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

6.3 運動文化

金蝶倡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。金蝶中國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平、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。

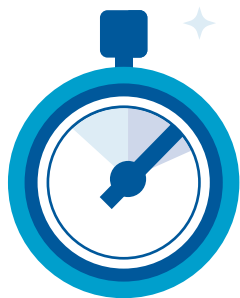
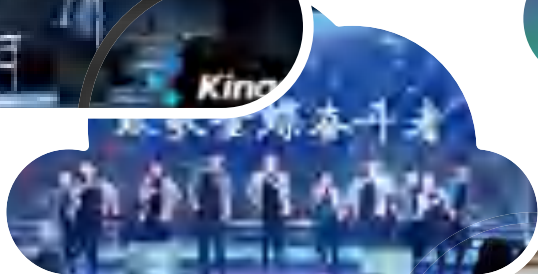
截至報告期末，金蝶共有 14 個協會，涵蓋乒乓球協會、足球協會、舞蹈協會、跑步協會、瑜伽協會、攝影協會、籃球協會、音樂協會、賽艇協會、桌遊協會、羽毛球協會、微電影協會、金蝶記者團及員工委員會等，協會成員覆蓋 4,035 人次。2020 年度金蝶開展了多項主題活動、地區聯賽及對外比賽，年度內共舉辦超過 577 場活動，覆蓋 4,854 人次，活動時長 871.5 小時。



Kingdee Dance Association
金蝶舞蹈協會



Kingdee Badminton Association
金蝶羽毛球協會





Kingdee Music Association
金蝶音樂協會



Kingdee Basketball Association
金蝶籃球協會



Kingdee Table Tennis Association
金蝶乒乓球協會





Social Responsibility

社會責任

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

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 對利益相關方的重要性	Significance to the Company 對企業的重要性	Total Score 總分
Multilateral cooperation and ecosystem 多方合作與生態體系	1.49 4.80		6.29
Community Contributions 社區貢獻	1.15 3.82		4.97

7.I Value Sharing

7.I 價值共享

7.I.I CMMR China Management Model Research CMMR

7.I.I 中國管理模式研究 CMMR



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

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開展緊密合作，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。至今，金蝶推出中國管理模式傑出獎，中國管理模式創新獎和中國數字化突破實踐獎，從創新性、可借鑒性、可持續性進行評選，以持續推動企業。

Innovation 創新性

value reshaping and innovative changes in strategy, products (services), organization, business model, industry chain, etc.

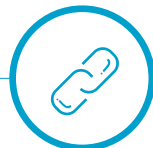
在戰略、產品（服務）、組織、商業模式、產業鏈等方面進行價值重塑與創新改變



Replicability 可借鑒性

positive guidance and reference value for enterprises, driving industry innovation

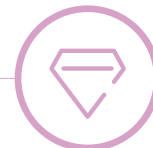
對企業有積極的指引作用和借鑒價值，驅動行業創新



Sustainability 可持續性

Focus on a sustainable business model, sound operations and good growth expectations to create value for customers over the long term

專注於可持續的業務模式、穩健的經營以及良好的增長預期，長期為顧客創造價值



The China Management Model Research (CMMR) is a selection event organized by the China Management Modernization Research Association and Kingdee International Software Group in collaboration with China Europe International Business School, Peking University Guanghua School of Management and other six major management schools since 2008, mainly for awarding and selecting outstanding Chinese business management practices. After 12 years of accumulation, CMMR has gained extensive influence in the industry and become the largest public welfare brand of Kingdee.

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

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

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

中國管理傑出獎是（Chinese Management Model Research，簡稱CMMR）一項從2008年起便由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六大管理學院組織的遴選活動，主要為表現優異的中國企業管理實踐進行頒獎評選。CMMR經過12年的沉澱與積累，已在業界內具有廣泛影響力，並成為金蝶最大的公益品牌。

中國管理模式創新獎的獲獎者通常是新的市場進入者或具有創新能力的新興企業，正在堅持長期主義價值觀，關注相關者利益，並從業務、內部管理與外部產業價值鏈協同等方面不斷創新實踐。

與往年不同，面對今年的生存環境，數字化對於企業而言是必選項，為此，我們在2020年特別新設了中國數字化突破實踐獎，希望發掘出在數字化轉型方面具有突出成就的企業管理實踐，推動企業的數字化發展，提高企業營運效率，從而解決行業發展問題。

2020年度，桃李麵包、比音勒芬、弘陽集團、張家口銀行及深圳市人才安居集團等以數字化轉型實踐獲得中國數字化突破實踐獎。



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

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

張家口銀行為應對未來業務量增長，搭建敏前台、大中台、強後台的架構體系，發揮數據中台、技術中台、業務中台、風控中台對前台業務的支持，全面提升全行業的創新創造能力和快速迭代能力，在軟硬件上支持打造具有較強數據驅動力、場景獲客力、風險管控力和科技輸出力的開放銀行、生態銀行、科技銀行。

7.1.2 CFO Acting in All Conscience Research Institute

7.1.2 CFO 致良知研究院



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

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

2018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，更緊密地鏈接圈層、行業、文化、心靈，形成共同體。



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

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。

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

2020年6月，金蝶舉辦「產業互聯網下財務管理新世界·2020 CFO研討會」，發佈《智能財務白皮書》，全方位展示了金蝶對智能財務的思考與實踐，為企業財務轉型指明方向，助力企業成長。金蝶也將始終堅持以客戶為中心，助力企業成長，共商、共建、共享財務管理新世界。



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

7.2 Multi-Win Cooperation

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

7.2 多方共贏

金蝶積極與地方政府、合作夥伴、供應商、教學機構等開展多元、高效的戰略合作，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 Win-Win with Partners

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

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

7.2.1 夥伴共贏

截至2020年，金蝶已連續15年獲得IDC中小企業市場佔有率第一的品牌榮譽，在雲服務市場愈加積極的發展。同時基於金蝶雲蒼穹平台，我們大力開拓生態市場，致力於打造一個與合作夥伴共創、共生、共贏的合作環境。

金蝶及旗下公司根據合作夥伴的經營現狀，制定了多項制度以規範夥伴管理，包括《2020年金蝶合作夥伴管理辦法》《2020年金蝶中國合作夥伴年度評優辦法》等。同時，我們發起ISV雲生態夥伴，分為普通、銀牌、金牌、鑽石及戰略五個類別，為夥伴提供免費在線技術培訓、線下開發培訓等權益，與夥伴共同成長。2020年，金蝶持續加大投入，扶持合作夥伴，在生態合作上給予更多資源，賦能夥伴生態圈，提升業務能力。我們與合作夥伴簽訂《2020年金蝶合作夥伴協議》，並根據合作夥伴業務類型，向夥伴提供管理、培訓、市場及服務等方面的支持，實現合作雙贏，並進一步推動金蝶與合作夥伴大生態的戰略落地。

Kingdee holds rich partner exchange and training activities 金蝶舉辦豐富的夥伴交流及培訓活動

Kingdee Cloud - Cloud Galaxy 金蝶雲·星空	Offline partner visits for empowerment: 400 partners visited, covering more than 40 institutions, with more than 5,000 people. 線下夥伴走訪賦能：走訪夥伴 400 家，覆蓋 40 餘家機構，人數 5,000 餘人； Online marketing empowerment training: 28 partner series win-sheet review sessions, covering more than 12,000 people; 40 "spring farming" actions, 35 "autumn harvest" actions, covering more than 5,000 people; 12 Star New Talent Training Camp, covering 1,100 people. 線上營銷賦能培訓：夥伴系列贏單複盤會 28 場，覆蓋人數 1.2 萬餘人；春耕行動 40 場，秋收行動 35 場，覆蓋 5,000 餘人；星空新銳訓練營 12 場，覆蓋人數 1,100 人。
EAS Cloud	A total of 42 sessions of partner empowerment and training, covering 49 organizations and 1,082 participants. 走進夥伴賦能、培訓合計 42 場，覆蓋 49 家機構，參與人數 1,082 人； Supported 19 partners in their marketing activities, with 27 events and 1,691 participants. 支持 19 家夥伴進行市場推廣活動，共進行 27 場活動，參與人數 1,691 人； Held 4 sessions of Partner Business School, covering 49 institutions and 513 participants. 夥伴商學院共舉行 4 場，覆蓋 49 家機構，參與人數 513 人； Pre-sales support and service for more than 110 million customers. 售前支持並服務百萬級客戶次數過 110 家。

Kingdee holds rich partner exchange and training activities 金蝶舉辦豐富的夥伴交流及培訓活動

Kingdee Cloud Stellar
Kingdee Jingdou Cloud
KIS Cloud

金蝶雲星辰
金蝶精鬥雲
KIS 雲

41 training empowerment trainings for offline partners (new employees/general managers, limited to KIS), covering over 28 provinces and regions and more than 2,500 people.

線下夥伴（新員工 / 總經理，限 KIS）培訓賦能培訓 41 場，覆蓋超過 28 省區，覆蓋 2,500 餘人次；

60 marketing activities for offline clients (Finance and Taxation, Reconstructing Digital Combat Power, Golden Intelligence), covering more than 30 provinces and regions and more than 19,500 people.

線下客戶（財稅、重構數字戰鬥力、金智匯）市場活動 60 場，覆蓋 30 余個省區，覆蓋 19,500 餘人次；

Supporting 12 times of online diagnosis of difficult projects in provinces and regions (Kingdee Cloud-Stellar), covering 12 provinces and regions and more than 1,700 people.

支持省區疑難項目在線診斷（金蝶雲·星辰）12 場，覆蓋 12 個省區，覆蓋人次 1,700 餘人次；

Online empowerment training: 145 product trainings (new employees/general managers, KIS Cloud and Kingdee Cloud-Stellar), covering more than 135,800 people; 48 solution trainings, covering more than 11,600 people; 24 finance and tax trainings, covering more than 8,500 people; 10 Kingdee Cloud-Stellar sales implementation certifications, covering more than 3,100 people and about 1,900 people Passed the certification.

線上賦能培訓：產品培訓（新員工 / 總經理，KIS 雲和金蝶雲·星辰）145 場，覆蓋 135,800 餘人次；開展解決方案培訓 48 場，覆蓋 11,600 餘人次；財稅培訓 24 場，覆蓋 8,500 餘人次；金蝶雲·星辰銷售實施認證 10 場，覆蓋 3,100 餘人次，約 1,900 餘人次通過認證。

7.2.2 Support Government Affairs

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

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

7.2.2 政務支持

近年來，金蝶不斷加大在科研與技術創新領域的投入，利用自身平台，積極承擔了多個政府科研課題，塑造開放負責的企業形象。

新形勢下，金蝶不局限在傳統優勢領域，更將創新的目光拓展到新的領域。近年來，金蝶利用自身獨有的優勢和積澱，在區塊鏈、人工智能、工業互聯網等領域不斷深耕。2020年，金蝶牽頭制定的工業互聯網相關方案，中標3個國家工信部工業互聯網創新發展工程相關項目，金蝶關於「基於區塊鏈基礎設施的跨企業新一代供應協同雲研發與產業化」、「面向企業管理的智能對話機器人共性技術研發與產業化」等科研課題成功入選深圳市發改委「2020年戰略性新興產業發展專項資金項目」。

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

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

「基於工業互聯網平台的數字化管理解決方案供應商遴選」

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

「數字化轉型解決方案應用推廣公共服務平台」

"Scaled Industrial Internet Marking New Connectivity Platform Project"

「規模化工業互聯網標識新連接平台項目」

In 2020, Kingdee participated in 8 national key R&D projects
2020 年金蝶參與 8 個國家重點研發計劃項目

Project Name 項目名稱	Project Phase 項目階段
Big data-based software intelligence development methods and environments 基於大數據的軟件智能開發方法和環境	Passed the project acceptance in November 2020 2020 年 11 月通過項目驗收
Cross-border Service Quality Management and Value Engineering 跨界服務質量管理與價值工程	Enter the acceptance preparation stage in 2020 2020 年進入驗收準備階段
Secure electronic credentialing services and its key regulatory technologies 安全電子憑據服務及其監管關鍵技術	Enter the acceptance preparation stage in 2020 2020 年進入驗收準備階段
Support pilot demonstration of the whole electronic invoicing and service system 支持全程電子化的電子發票及服務系統試點示範	Pass the mid-term inspection organized by the Ministry of Science and Technology in June 2020 2020 年 6 月通過科技部組織的中期檢查
Open ecological cloud ERP platform 開放生態化雲 ERP 平台	Passed the first stage of inspection organized by the Ministry of Science and Technology in July 2020 2020 年 7 月通過科技部組織的第一階段檢查
Research on Network Collaborative Manufacturing Integration Technology for 3C Manufacturing Industry Cluster Area 面向 3C 製造產業集聚區域的網絡協同製造集成技術研究	Passed the first stage of inspection organized by the Ministry of Science and Technology in July 2020 2020 年 7 月通過科技部組織的第一階段檢查
Supply chain collaboration service platform for large manufacturing enterprises 大型製造企業供應鏈協同服務平台	Passed the first stage of inspection organized by the Ministry of Science and Technology in July 2020 2020 年 7 月通過科技部組織的第一階段檢查
Industrial Internet platform test bed construction 工業互聯網平台測試床建設	Pass the mid-term inspection in October 2020 2020 年 10 月通過中期檢查

7.2.3 Industry Cooperation

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

Promote industry cooperation and communication

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

7.2.3 行業合作

金蝶積極與地方政府、合作企業、行業同仁、教學機構等開展多元、高效的戰略合作，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。

促進合作交流

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，並開展了長期合作，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

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

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

論壇中，持續關注行業趨勢，實現信息共享，推動行業進步。

2019年以來，金蝶繼續與國際服務學會（Services Society）、中國計算機學會（CCF）、廣東省大數據協會、深圳市計算機行業協會、深圳市創業創新聯合會、深圳市南山區區塊鏈技術應用協會等多家單位開展了一系列合作，與華為等聯合發起成立了深圳市鯤鵬產業聯盟，並先後參與組織或主導承辦了第八屆中國大數據產業峰會、「公共數據：智慧城市與智慧政務」會議論壇、「AI芯片、區塊鏈技術助力新基建」主題沙龍等多場大型活動，取得了良好的社會效益。

Kingdee leads or participates in the development of multiple industry standards in 2020 2020 年金蝶牽頭或參與制定多個行業標準

New retail multi-logistics cross-border service application interface specification (enterprise standard, proposed to apply for national standards)

新零售多方物流跨界服務應用接口規範（企業標準，擬申請國家標準）

Electronic invoice application convergence interface specification (industry standard)

電子發票應用融合接口規範（行業標準）

Electronic invoice status control specification (industry standard)

電子發票狀態控制規範（行業標準）

Technical requirements for electronic voucher checking services (industry standard)

電子憑據查驗服務技術要求（行業標準）

Guangdong Classification and Codes of Big data services (Guangdong Local Standards)

廣東省大數據業務分類與代碼（廣東省地方標準）

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

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



Figure: "Reconstructing Digital Combat Power" Summit Forum

圖「重構數字戰鬥力」的高峰論壇

2020年10月-11月，金蝶在鄭州、甘肅等地召開「重構數字戰鬥力」的高峰論壇，與企業高管共同探索企業數字化轉型之路。金蝶提出「企業數字戰鬥力」，即企業每一個價值鏈中和場景中，收集、存儲、處理、分析和轉換數據的能力，這些能力會為企業帶來額外的力量和競爭優勢，幫助企業擁抱產業鏈生態，助力企業重構數字戰鬥力。

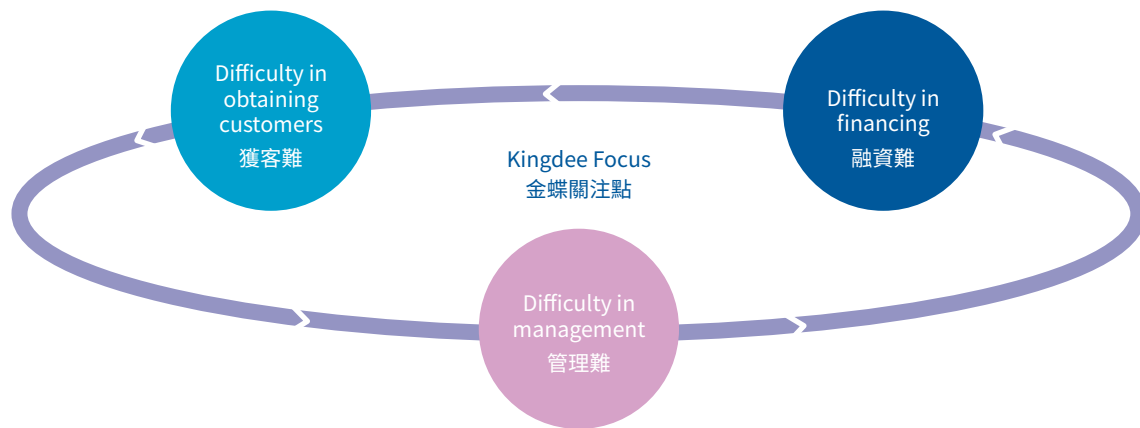
7.2.4 Helping Micro and Small Enterprises

Helping Micro and Small Enterprises with growth

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

How to get more customers through new digital technologies

如何通過新的數字化技術獲取更多客戶



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

如何通過數字化能力幫助企業降低營運成本，讓企業管理更加規範

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

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

7.2.4 助力小微企業

助力微小企業成長

2020年，在新技術浪潮、新冠疫情及複雜國際關係背景下，中國小微企業面臨著極大挑戰。作為一家為中國680萬企業提供服務的公司，金蝶洞察到企業存在的獲客難、融資難、管理難三大核心困難，積極促進合作交流，於2020年6月與陳春花知識實驗室及來自18大行業標桿企業發起「中小微企業智慧成長計劃」，踐行社會責任，助力中小微企業智慧成長。

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

如何利用數字信用支持，快速有效地獲得資金支持

疫情期間助力小微企業復工復產

2020年初，為應對突如其來的新冠肺炎疫情對中小企業生產經營造成的衝擊影響，公司發揮服務中小企業雲平台大數據優勢，通過進行中小企業復工情況監測分析和指數研究，為疫情之後政府及時出台扶植中小企業各種政策提供了有力的決策支持。

7.2.5 Train Information Talents

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

7.2.5 培養信息化人才

為滿足行業對信息化人才的需求，金蝶始終以「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，持續幫助全國高校對相關人才進行培養。我們積極與高校開展學術培養及實踐教學，為行業提供高水平的顧問人才培養與輸出。

2020 Kingdee carry out cooperation projects with universities across the country 2020 年金蝶與全國各高校開展合作項目

Cooperated with Wuhan University, Central South University, Hunan University of Science and Technology, Hainan Normal University, etc., and set up the "Service Computing Joint Laboratory" as the National Enterprise Internet Service Support Software Engineering Technology Research Center in universities.

與武漢大學、中南大學、湖南科技大學、海南師範大學等合作，在高校設立國家企業互聯網服務支撐軟件工程技術研究中心「服務計算聯合實驗室」等

Cooperated with Wuhan University to establish the internship training base of Wuhan University International Software Institute - Kingdee Software (China) Co.

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

Cooperated with Peking University and other universities, and undertook the "Big data-based software intelligence development methods and environments" project, the key special topic of the National Key R&D Program "Cloud Computing and Big Data".

與北京大學等高校合作，承擔了國家重點研發計劃「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」項目

Cooperated with Wuhan University, Beijing University of Posts and Telecommunications, University of Electronic Science and Technology etc., to carry out relevant research in the field of "network collaborative manufacturing and smart factories", and jointly applied for relevant national government projects.

與武漢大學、北京郵電大學、電子科技大學等高校合作，在「網絡協同製造和智能工廠」領域開展相關研究，並共同申報國家相關政府課題

Cooperated with Tongji University, Anhui University, Xi'an Jiaotong University, University of Electronic Science and Technology, etc., and jointly applied for and undertook the National Key R&D Program "Open Ecological Cloud ERP Platform".

與同濟大學、安徽大學、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」項目

Cooperated with Guangdong University of Technology and Jointly applied for and undertook the National Key R&D Program "Research on Network Collaborative Manufacturing Integration Technology for 3C Manufacturing Industry Cluster Area".

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絡協同製造集成技術研究」

Cooperated with Peking University and Southern University of Science and Technology, and jointly applied for and undertook the project of Shenzhen Science and Technology Innovation Commission in 2020, "Key Technology Development of Cross-Financial Industry Intelligent Engine System Based on Trusted Isolated Federal Learning".

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 年技術攻關面上項目「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」

Consultant College

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

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

顧問學院

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開展不同類型的培訓。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。

2020年，受疫情帶來的外部環境變化影響，金蝶在原先的培養模式的基礎上，開展了純線上教學模式，新開設各級金蝶雲蒼穹實施顧問班、金蝶雲蒼穹開發顧問班，突破時間和空間的物理局限，方便學員隨時隨地進行專業學習。同時，我們持續開展針對金蝶生態系顧問的知識水平提升培訓和知識水平認證工作。

Courses offered by Kingdee Consulting College 金蝶顧問學院開設課程

Kingdee EAS Implementation Consultant Class

金蝶 EAS 實施顧問班

Kingdee EAS Development Consultant Class

金蝶 EAS 開發顧問班

Kingdee Cloud Stellar Implementation Consultant Class

金蝶雲星空實施顧問班

Kingdee Cloud Stellar Development Consultant Class

金蝶雲星空開發顧問班

Kingdee s-HR Implementation Consultant Class

金蝶 s-HR 實施顧問班

Kingdee Cloud Dome Implementation Consultant Class

金蝶雲蒼穹實施顧問班

Kingdee Cloud Dome Development Consultant Class

金蝶雲蒼穹開發顧問班

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

2020年金蝶雲蒼穹實施顧問班、金蝶雲蒼穹開發顧問班，線上培訓547人，線下培訓503人，合計1,050人。我們組織現場知識水平提升培訓11場考核通過234人，組織金蝶雲蒼穹開發和運維夥伴認證培訓8場考核通過267人，組織金蝶夥伴加盟認證考核通過1,161人。

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

2020年，在人才培養方面，金蝶旗下精一信息科技服務有限公司（金蝶精一）與高校開展更深入的校企合作，與長春財經學院、重慶機電職業技術學院共建產業學院，共同制定大學生人才培養方案，合力打造數字化人才培養體系，學生從大一階段起就開始接受金蝶專業課程學習。

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

在實習就業方面，金蝶精一與學校共同開設金蝶訂單班，在2019年四所高校的基礎上，新增合作高校四所，培養學員95人，考核合格學員實習崗位推薦率100%，幫助學院培養更符合現代新商業背景下的新人才要求。

7.2.6 Supply Chain Management

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

Procurement Management System

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

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

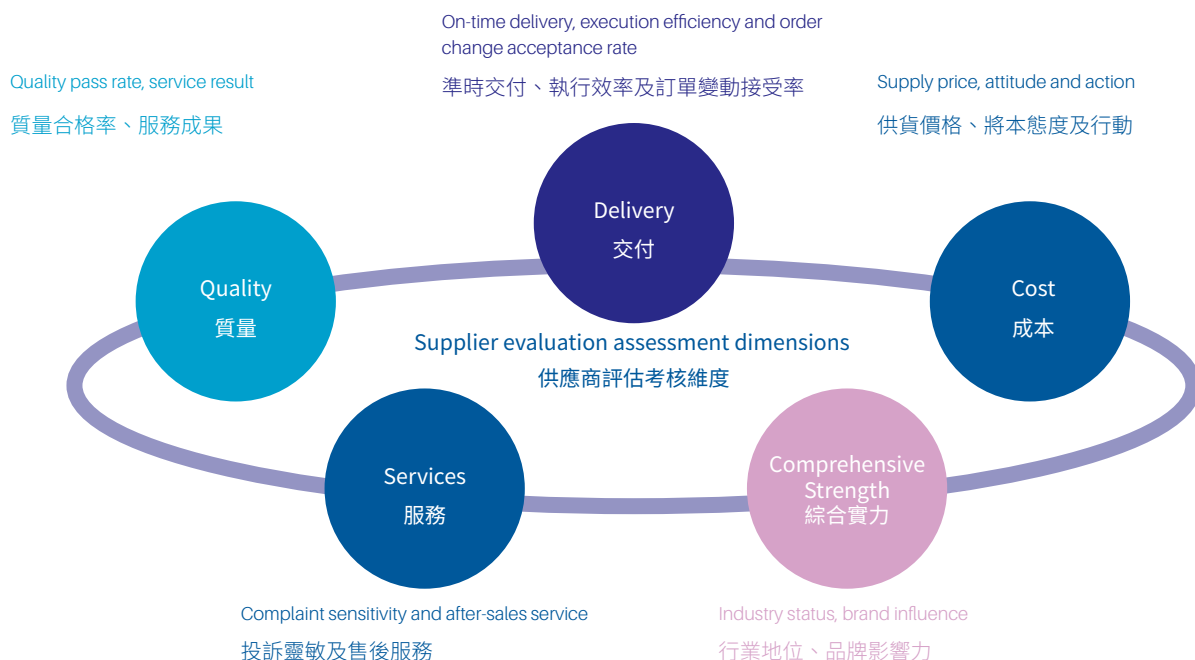
7.2.6 供應鏈管理

金蝶將供應商視為合作夥伴中關鍵的環節，致力於與供應商開展長期的戰略合作，共享共贏。

採購管理制度

金蝶制定了一系列招標採購及供應商管理的內部程序，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》《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。目前，金蝶啟用招採平台（即供應商協同雲）來開展供應商合作。招商採購平台可以實現業務全程的信息化管控，形成一站式服務，對計劃、招標、採購、供應商形成全線上閉環管理。招採平台可以提高供應商管理中的規範，所有招採信息將在平台上全程公開，從而減少人為因素參與，實現評標公開公正。

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、法務與審計部的參與。在正式與供應商合作時，集團採購部會對供應商從質量、交付、成本、服務、綜合實力五個維度進行評估。在監管供應商的合規性時，審計部會參考採購部的相關管理制度，決定審計的範圍及頻率，安排對供應商進行第二方審計或委託獨立方進行第三方審計。



7.3 Charity

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

Kingdee Ya'an Education Immigration Class

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

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

7.3 公益慈善

金蝶在取得長足發展的同時，以感恩的心來回饋社會，踐行公益事業。作為一家知識型企業，我們深切了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。在新冠疫情期間，金蝶利用自身產品優勢，為眾多行業及企業提供便利，幫助復工復產。

金蝶雅安移民班

「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。

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。

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

2020年4月28日第三屆雅安「思源·金蝶教育移民班」正式啟航，50名學子在金蝶集團、中華思源工程扶貧基金會及社會各界的幫助下，開啟高中三年的求學之路，追尋自己的夢想。因為疫情的特殊原因，金蝶集團董事會主席徐少春在第三屆思源金蝶教育移民班開學儀式上，通過視頻的方式表達了對現場50名移民班孩子們的期望和囑咐。通過分享自己的求學成長經歷，激勵同學們要樹立夢想、建立自信，激發自己無窮的潛力，期待三年後看到同學們的成長。



Fight against the pandemic

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

抗擊疫情

捐贈資金資助武漢地區醫護人員:金蝶時刻關注疫情爆發初期抗疫前線需求。為支持抗擊疫情，金蝶通過中華思源工程扶貧基金會捐贈人民幣1,000萬元，用於資助在武漢及周邊地區奮戰及防治新型冠狀病毒的一線醫護人員。

Rely on Kingdee products to help fight the pandemic
依託金蝶產品，助力疫情抗擊

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

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：

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

租賃費減免：截至 2020 年 6 月 1 日，對使用精鬥雲的湖北省中小微企業用戶減免 60 天的雲服務租賃費。

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

補貼貸款利息：金蝶金融面向湖北省在貸小微企業客戶全額補貼 2020 年 2 月貸款利息。

Multi-terminal data synchronization helps remote collaborative office

多端數據同步助力遠端協同辦公

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

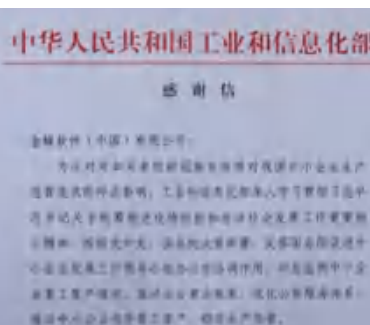
因受疫情及交通管制影響，員工無法返回工作地，金蝶利用智能協同辦公平台雲之家，為湖北地區及馳援組織免費提供智能協同辦公服務。同時，金蝶智慧記可以幫助小微企業進行基礎進銷存服務，同時免除使用費用，減輕負擔。員工通過金蝶智慧記進行操作，相關數據即可同步其他端，老闆在家可實時查看經營業績，減少不能到崗對復工復產的影響。目前，金蝶智慧記已被列入山東省、河南省、甘肅省、貴州省、深圳市、重慶市抗擊新冠肺炎推薦使用的雲服務軟件，後續將入駐更多省市政府機構。

Smart Micro Store helps online zero-touch service

智慧微店助力線上零接觸服務

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

為解決顧客無法到店消費，金蝶幫助小微企業快速搭建線上店鋪，加快審核流程，最快3天可開店。通過線上接單、線下零接觸配送服務，打破線下生意的僵局，有效提升營業額。



Picture: A letter of thanks from the Ministry of Industry and Information Technology

圖：工信部的一封感謝信

Help MSMEs with the normal operation based on the business characteristics

基於業務特性助力中小微企業正常營運

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

除現金捐贈外，金蝶結合自身技術優勢，在疫情期間推出多項企業幫扶措施和產品優惠服務政策。作為發軔於普惠金融的金融科技企業，金蝶金融服務面向湖北省在貸小微企業全額補貼2月信貸利息，在日常服務中積極承擔力所能及的社會責任。同時金蝶旗下精鬥雲平台為湖北省小微企業客戶減免60天雲服務租賃服務費。金蝶亦聯合管理理論專家及18大行業領導者共同發佈「中小微企業智慧成長計劃」，與客戶共克時艱，幫助中小微企業突破經營瓶頸，實現智慧成長。



Environmental Protection

環境保護

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

金蝶在公司營運及發展過程中注重自身對環境的影響，積極實踐關於環境保護的措施，並在企業營運中嚴格規範環保經營。金蝶通過產品及服務中的雲技術來幫助客戶降低對環境的負面影響，從而實現企業營運表現提升及環境保護的雙贏目標。

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

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

8.I Environmental-Friendly Operations

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

8.I.I Energy and Resource Use

Energy consumption Reduction

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

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

基於已制定制度，各個園區採取多措施全面實現能源節約：

Equipment upgrade 設備升級

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

不斷改進園區老舊設施設備，逐步使用節能燈具和時控照明系統，實現節能降耗

Real-time control 實時管控

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

管控每日園區內空調啟動的主機數量，實時根據當日氣溫進行監控並調整空調開放時段，進而減少電量消耗

Energy consumption analysis 能耗分析

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

每月持續開展能耗數據環比分析，追蹤能源消耗量

Energy Type 能源類型	Unit 單位	Beijing 北京	Shanghai 上海	Shenzhen 深圳
Gasoline 汽油	Liter 升	10,906	10,266	18,721
Electricity on Outsourced Power Grid 外購電網用電	Kwh 千瓦時	686,484	10,184,010	226,982

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

*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。

8.I 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，從多方面逐步完善自身的環境管理體系。

8.I.I 能源與資源使用

減少能耗

金蝶對於環境產生的影響主要來自辦公區域的能耗，為此我們制定了《JD節能減耗運行制度及措施》，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行管理規定》，為空調系統節能運行、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質量、高效率地運行，降低能耗、延長檢修週期和使用壽命。

Resource Usage

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

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

資源使用

金蝶積極推行雲平台，將文件存盤於雲端，進而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。

金蝶對於水資源的消耗主要來源於辦公區域，園區用水包括綠化、清洗及洗手間等方面。為了倡導節約用水，金蝶在衛生間張貼「節約用水」環保標識，並通過把衛生間的水龍頭改為感應式來減少水資源的消耗。

Resource Type 資源類型	Unit 單位	Beijing 北京	Shanghai 上海	Shenzhen 深圳
Office paper consumption 辦公用紙	Kg 千克	8,400	1,711	6,588
Water consumption 耗水	M ³ 立方米	1,000	11,188	122,330
Water consumption density 耗水密度	M ³ /M ² 立方米 / 平方米	0.053	1.58	2.00

8.1.2 Waste Management

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

8.1.2 廢棄物管理

金蝶嚴格遵守國家有關廢棄物管理的相關法律法規，在金蝶所屬的北京、上海與深圳三個園區內，均遵循當地廢棄物及垃圾分類管理條例，制定了符合法規的廢棄物回收流程。為了營造乾淨綠色的辦公環境，金蝶嚴格遵守條例，妥善處置有害廢棄物，通過有效回收及統計稱重來有效減少廢棄物的產生。

Shenzhen Park 深圳園區

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

對廢舊燈管等有害垃圾進行統一的數量統計和管控；對發電機房保養時產生廢棄的機油進行統一處理。

Shanghai Park 上海園區

Unified the piling of hazardous waste of by qualified personnel.

統一堆放有害廢棄物，由有資質的人員進行處理。

Beijing Park 北京園區

Monthly unified the collection of hazardous waste by qualified personnel.

由有資質的人員對有害廢棄物進行每月一次的統一回收。

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

報告期內，金蝶未發生廢棄物處置相關的違規情況。

Waste type 廢棄物類型	Unit 單位	2017 Data 2017 年數據	2018 Data 2018 年數據	2019 Data 2019 年數據	2020 Data 2020 年數據
Waste Electronic Equipment 廢舊電子設備	Pieces 件	1,464	3,370	709	1,389
Waste Modulator Tube 廢舊燈管	Pieces 件	1,663	2,601	1,662	1,146

8.2 Cleaning Technology

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

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。

Kingdee Cloud System Helps Companies Improve Operational Efficiency and Reduce Environmental Impact

金蝶雲系統助力企業提升營運效率減少環境影響

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

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

依託金蝶28年的企業管理和14年的財務雲服務經驗的累積，金蝶賬無憂致力於幫助代賬公司全面實現財稅服務智能化，以「智慧代賬」理念，打通代賬公司票據採集、財務核算、稅務核算、納稅申報、客戶服務、員工管理等業務環節，在數字化時代重構數字戰鬥力。

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

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

協助蒙牛實現10家銀行的回單電子化，可通過收款單、付款單、上劃、下撥單據聯查到對應的電子回單。此外，蒙牛建立在線票據池，可隨時辦理在線票據業務；票據電子化，無需驗票，快速流轉，處理高效，通過用電子版替代憑證紙，大幅減少紙張的使用與浪費，節約資源成本。



8.3 Climate Change Response

8.3 氣候變化應對

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

金蝶注重氣候變化所帶來的影響，積極識別金蝶營運所面臨的氣候變化風險，管理溫室氣體排放，以主動應對潛在風險。

Identifying Climate Change Risks

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

識別氣候變化風險

我們在各營運地識別所面對的氣候變化風險，在公司日常營運制定預案積極應對，從而改善及減緩重大氣候變化所帶來的負面影響。

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

金蝶北京園區對極端天氣積極採取舉措，並在極寒天氣下對園區內草坪開展維護預防方案

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

金蝶上海園區針對氣候變化與物業公司共同制定了《防寒凍防低溫天氣預案》，加強對易凍儀錶、水泵、管路（如壓力、流量）參數的監視與分析，預防因極端低溫天氣所導致管道凍破，等情況

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

金蝶深圳園區，制定了針對颱風的應急預案《防颱風防汛應急措施》，加強在颱風天氣的樓宇防護措施，準備足夠的木條、堵沙袋等工具，預防因極強颱風造成樓宇破壞，而給公司帶來經營不便。



Managing Carbon Emissions

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

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

管理碳排放

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。

截至報告期末，2020年度的碳核查工作還在進行中，我們通過範疇一和範疇二的直接與間接排放源進行計算，得出金蝶三個軟件園的二氧化碳排放量。

	Topics 議題	Unit 單位	2017	2018	2019	2020
Beijing 北京	Greenhouse gas emissions 溫室氣體排放量	Tons of carbon dioxide equivalent 噸二氧化碳當量	517	281	632	690
Shanghai 上海			205	151	164	207
Shenzhen 深圳			7,295	7,297	7,296	8,565
Beijing 北京	Greenhouse gas emissions intensity 溫室氣體排放密度	Tons of carbon dioxide equivalent/m ² 噸二氧化碳當量 / 平方米	0.040	0.015	0.119	0.036
Shanghai 上海			0.037	0.027	0.023	0.029
Shenzhen 深圳			0.139	0.149	0.137	0.140

9 Overview of Sustainable Development Performance

9 可持續發展表現概述

9.1 List of Policies

9.1 政策列表

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

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		Management Measures for Kingdee New Employees Training 《金蝶新員工培訓管理方法》 Mentor System for New Employees 《新員工入職導師制》 Kingdee Management Measures for Professional Programs Development 《金蝶專業類課程開發管理辦法》 Kingdee Management Measures for Internal Lecturer 《金蝶內部講師管理辦法》 Kingdee Management Measures for Software Employee Training 《金蝶軟件員工培訓管理辦法》 Management Measures for Employee Professional Skill Training 《員工專業技能培訓管理辦法》 Kingdee Rotation Management Measure 《金蝶輪崗管理辦法》
B5 Supply Chain Management 供應鏈管理	<i>The Bidding Law of the People's Republic of China</i> 《中華人民共和國招標投標法》	<i>Rules on Tendering Management of the Group</i> 《集團招標管理細則》 <i>Rules on Supplier Management of the Group</i> 《集團供應商管理細則》 <i>Procurement Management System of the Group</i> 《集團採購管理制度》 <i>Rules on Procurement Merchandise Catalog of the Group</i> 《集團採購商品目錄管理細則》 <i>Manual of Kingdee China Channel Operation Management 2018</i> 《金蝶中國渠道營運管理指導手冊（2018 版）》
B6 Product Responsibility 產品責任	<i>Constitution of the People's Republic of China</i> 《中華人民共和國憲法》 <i>General Principles of the Civil Law of the People's Republic of China</i> 《中華人民共和國民法總則》 <i>Trademark Law of the People's Republic of China</i> 《中華人民共和國商標法》 <i>Advertising Law of the People's Republic of China</i> 《中華人民共和國廣告法》 <i>Product Quality Law of the People's Republic of China</i> 《中華人民共和國產品質量法》 <i>Law of the People's Republic of China on Consumer Protection</i> 《中華人民共和國消費者權益保護法》 <i>Cybersecurity Law of the People's Republic of China</i> 《中華人民共和國網絡安全法》 <i>Intellectual Property Law of the People's Republic of China</i> 《中華人民共和國知識產權法》	<i>Kingdee Customer Complaint Management Regulations</i> 《金蝶客戶投訴管理辦法》 <i>Kingdee Business Code of Conduct</i> 《金蝶商業行為準則》 <i>Kingdee Management Measures for Trademarks</i> 《金蝶商標管理辦法》 <i>Kingdee Ruling and Treatment Process of Conflicts between Chinese Partners</i> 《金蝶中國夥伴間衝突事宜裁決及處理流程》 <i>Technical Support Job Specifications</i> 《技術支持崗位工作規範》 <i>Work Order Processing Specification</i> 《工單處理規範》 <i>The Management Approach of Kingdee Customer Product Requirements Feedback</i> 《金蝶客戶產品需求反饋管理辦法》 <i>Franchise and Management Measures for Product Marketing Partners of Kingdee KIS 2017</i> 《2017 年金蝶 KIS 產品營銷夥伴加盟與管理辦法》 <i>Management Measures for Assets of Kingdee KIS Customers</i> 《金蝶 KIS 客戶資產管理辦法》 <i>Management Measures for Business Opportunities of Kingdee KIS</i> 《金蝶 KIS 商機管理制度》

ESG index ESG 指標	Laws and regulations/Policies 法律法規 / 政策	Internal policies 內部政策
B6 Product Responsibility 產品責任		Kingdee Product Safety Management Measures 《金蝶產品安全管理辦法》 Telemarketing Business Management Regulations of Headquarters Marketing Department 《總部市場部電話營銷業務管理辦法》 Kingdee Software (China) Co., Ltd. (4008-830-830) Hotline Specialist Manual 《金蝶軟件（中國）有限公司（4008-830-830）熱線專員工作手冊》 Kingdee Service Code of Conduct 《金蝶服務行為規範》 Kingdee Requirements for Protection of Production Data 《金蝶生產數據安全保護要求》 Kingdee Information Security Manual for Employees 《金蝶員工信息安全手冊》 Management Measures for Protection of Information Assets 《信息資產保護管理辦法》 Information Asset Protection Management Measures 《源代碼安全管理辦法》 Management Measures for Source Code Security 《金蝶互聯網運維質量管理制度》 Kingdee Internet Operation and Maintenance Quality Management System 《金蝶互聯網運維管理細則》 Kingdee Internet Operation and Maintenance Management Rules IaaS Public Cloud Management Standard 《IaaS 公有雲管理規範》 Kingdee Management Measures for Copyright 《金蝶著作權管理辦法》 The Management of Kingdee Trademark 《金蝶商標管理辦法》 Kingdee Management Measures for Patents 《金蝶專利管理辦法》
B7 Anti-Corruption 反貪腐	Criminal Law of the People's Republic of China 《中華人民共和國刑法》 Company Law of the People's Republic of China 《中華人民共和國公司法》 Anti-Money Laundering Law of the People's Republic of China 《中華人民共和國反洗錢法》 Anti-monopoly Law of the People's Republic of China 《中華人民共和國反壟斷法》 Law of the People's Republic of China against Unfair Competition 《中華人民共和國反不正當競爭法》 Interim Provision on the Prohibition of Commercial Bribery 《關於禁止商業賄賂行為的暫行規定》 Regulations on Fund Management of National Key Research Program 《國家重點研發計劃資金管理辦法》	Kingdee Code of Conduct of Business 《金蝶商業行為準則》 The Kingdee Disciplinary Regulations 《金蝶紀律處分條例》 Regulations on the Management of Cadres 《幹部管理條例》 Standardization of Group Expense Reimbursement Standards 《規範集團費用報銷標準》 Rules on Group Expense Reimbursement and Audit Requirements 《集團費用報銷與審核要求細則》 Labor Contract 《勞動合同》 Regulations for Prohibition on Employees' Improper Conduct 《禁止員工不正當行為的規定》 Notice on Internal Control Inspection of Molecular Mechanism 《關於分子機構內控檢查的通知》 Governmental Fund Management Regulations of Kingdee Software (China) Co., Ltd. 《金蝶軟件（中國）有限公司政府資金管理辦法》

9.2 List of Key Performance Indexes

9.2 關鍵績效指標列表

ESG Indicators ESG 指標	Unit 單位	2020 Data 2020 年數據	2019 Data 2019 年數據	2018 Data 2018 年數據	2017 Data 2017 年數據
A1. Emissions A1. 排放物					
A1.2 Greenhouse gas emission and intensity A1.2 溫室氣體排放量及密度					
Greenhouse gas emission (Scope 1 & Scope 2) 溫室氣體排放量 (範疇一 & 範疇二)	Tonnes of CO ₂ e 噸二氧化碳當量	9,462	8,092	7,729	8,017
Greenhouse gas emission intensity (per million business volume) 溫室氣體排放密度 (每百萬營業額)	Tonnes of CO ₂ e/million operating revenue 噸二氧化碳當量 / 百萬營業收入	2.82	2.43	2.75	3.48
Greenhouse gas emission (per m ²) 溫室氣體排放密度 (每平方米)	Tonnes of CO ₂ e/m ² 噸二氧化碳當量 / 平方米	0.108	0.102	0.105	0.072
A1.3 & A1.4 Waste A1.3 & A1.4 廢棄物					
Used and scrap electronic equipment (companywide) 廢舊電子設備 (包括全公司)	Pcs 件	1,389	709	3,370	1,464
Waste lamps 廢舊燈管	Pcs 根	1,146	1,662	2,809	1,664
A2 Use of Resources A2 資源使用					
A2.1 Total energy consumption and intensity A2.1 能源總耗量及密度					
Gasoline 汽油	Litre 升	39,893	51,354	96,765	88,412
Outsourced electricity 外購電力	kWh 千瓦時	11,097,476	10,989,715	7,922,658	8,245,821
Electricity Use Intensity 電力使用密度	kWh/m ² 千瓦時 / 平方米	127.20	138.71	108.03	70.59
A2.2 Total water consumption and intensity A2.2 水資源消耗量及密度					
Total water consumption 總耗用水	m ³ 立方米	134,518	120,044	115,340	124,013

ESG Indicators ESG 指標	Unit 單位	2020 Data 2020 年數據	2019 Data 2019 年數據	2018 Data 2018 年數據	2017 Data 2017 年數據
A2 Use of Resources A2 資源使用					
A2.2 Total water consumption and intensity A2.2 水資源消耗量及密度					
Water used intensity 用水密度	m ³ /m ² 立方米 / 平方米	1.54	1.52	1.57	1.18
A2.3 Resource usage A2.3 資源使用量					
Office paper 辦公用紙	Kg 千克	16,699	20,155	10,048	9,310

Notes:

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

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

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

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

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

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.

註：

2020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。

經重列，為增加報告可讀性和可比性，對二零一九年數據披露口徑進行了優化與完善，統一了數據統計方法與範圍，並更新了二零一九年電力使用量、電力使用密度、溫室氣體排放量及溫室氣體排放密度的披露數據。

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溫室氣體審計標準，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溫室氣體排放；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子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子》。

ESG Indicators ESG 指標		Unit 單位	2020 Data 2020 年數據	2019 Data 2019 年數據	2018 Data 2018 年數據	2017 Data 2017 年數據
B1 Employment B1 僱傭						
B1.1 Total workforce by gender, employment type, age group and geographical region B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數						
	Total number of employees 員工總人數	Person 人	10,663	8,903	7,777	6,634
By gender 按性別劃分	Males 男性員工	Person 人	7,069	5,830	5,107	4,367
	Females 女性員工	Person 人	3,594	3,073	2,670	2,267
By employment type 按僱員類型劃分	Managerial staff 管理線員工	Person 人	1,334	1,795	1,303	1,141
	Specialty staff 專業線員工	Person 人	9,329	7,108	6,474	5,493
By educational background 按學歷劃分	Associate degree and below 專科及以下	Person 人	1,279	1,346	1,463	1,409
	Bachelor's Degree 本科	Person 人	8,624	6,950	5,807	4,793
	Master's Degree and above 研究生及以上	Person 人	760	607	507	422
By age 按年齡劃分	Aged 29 and below 29 歲及以下	Person 人	5,322	4,496	3,812	3,425
	Aged 30-49 30-49 歲	Person 人	5,228	4,308	3,899	3,155
	Aged 50 and above 50 歲或以上	Person 人	113	99	66	54
By geographical region 按地區劃分	Mainland China 中國大陸	Person 人	10,625	8,869	7,748	6,607
	Hongkong, Macau & Taiwan 港澳台	Person 人	36	32	28	25
	Overseas 海外	Person 人	2	2	1	2
Other type 其他類別	Employees on maternity leave, pending maternity leave 處於產假、待產假僱員	Person 人	49	74	164	80

ESG Indicators ESG 指標		Unit 單位	2020 Data 2020 年數據	2019 Data 2019 年數據	2018 Data 2018 年數據	2017 Data 2017 年數據
B1 Employment B1 僱傭						
B1.1 Total workforce by gender, employment type, age group and geographical region B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數						
Other type 其他類別	Staff back to work after maternity leave 產假後復職僱員	Person 人	164	54	106	56
	Staff eligible for retirement within next five years 未來五年內合資格退休僱員	Person 人	113	32	25	15
B1.2 Employee turnover rate by gender, age group, and geographical region 按性別、年齡組別及地區劃分的僱員流失比率僱員						
By gender 按性別劃分	Total of employee turnover 員工流失總數	Person 人	2,211	1,981	-	-
	Males 男性員工	Person 人	1,496	1,355	-	-
	Females 女性員工	Person 人	715	626	-	-
By employment type 按僱員類型劃分	Managerial staff 管理線員工	Person 人	92	133	-	-
	Specialty staff 專業線員工	Person 人	2,119	1,848	-	-
By gender 按性別劃分	Staff employed in this current year 本年度入職員工	Person 人	3,973	3,101	-	-
	Males 男性員工	Person 人	2,737	2,073	-	-
	Females 女性員工	Person 人	1,236	1,029	-	-
By employee type 按僱員類型劃分	Managerial staff 管理線員工	Person 人	2	262	-	-
	Specialty staff 專業線員工	Person 人	3,971	2,840	-	-

ESG Indicators ESG 指標		Unit 單位	2020 Data 2020 年數據	2019 Data 2019 年數據	2018 Data 2018 年數據	2017 Data 2017 年數據
B2. Health and Safety B2. 健康與安全						
B2.1 Number and rate of work-related fatalities B2.1 因工作關係而死亡的人數及比率						
	Number of work-related deaths 因工作關係死亡人數	Person 人	0	0	0	0
	Number of work-related injury 工傷次數	Times 次	1	2	0	1
B2.2 Lost days due to work injury B2.2 因工傷損失工作日數						
	Total number of days lost due to work-related injuries 因工傷損失總日數	Day 天	30	30	0	31
B3. Development and Training B3. 發展與培訓						
B3.1 The times of employee trained by gender, employee type, and training type 按性別、僱員類型、培訓類型劃分的受訓次數						
By gender 按性別劃分	Total times of training 總受訓次數	Person-time 人次	15,624	15,095	9,281	2,072
	Times of male staff training 男性員工受訓次數	Person-time 人次	9,678	10,090	7,784	1,433
	Times of female staff training 女性員工受訓次數	Person-time 人次	5,946	5,005	1,497	639
By employee type 按僱員類型劃分	Times of managerial staff training 管理線員工受訓次數	Person-time 人次	662	1,209	429	303
	Times of specialty staff training 專業線員工受訓 次數	Person-time 人次	14,962	13,886	8,852	1,769
By training type 按訓練類型劃分	Leadership Training 領導力培訓	Person-time 人次	662	-	-	-
	Job Qualification Training 任職資格培訓	Person-time 人次	10,119	-	-	-
	New Employee Training 新員工培訓	Person-time 人次	1,641	-	-	-
	Featured Special Training 特色專項培訓	Person-time 人次	3,202	-	-	-

ESG Indicators ESG 指標		Unit 單位	2020 Data 2020 年數據	2019 Data 2019 年數據	2018 Data 2018 年數據	2017 Data 2017 年數據
B3. Development and Training B3. 發展與培訓						
B3.2 The average training hours completed per employee by gender and employee category 按性別及僱員類型劃分，每名僱員完成受訓的平均時數						
By gender 按性別劃分	The training Hours 平均受訓時數	Hour/ person 小時 / 人	9.47	6.37	8.09	6.43
	Average training hour for male employees 男性員工平均受訓時數	Hour/ person 小時 / 人	9.13	6.89	9.85	6.87
	Average training hour for female employees 女性員工平均受訓時數	Hour/ person 小時 / 人	10.15	5.40	4.72	5.60
	Average training hour for managerial staff 管理線員工平均受訓時數	Hour/ person 小時 / 人	7.92	4.71	7.38	6.42
By employee type 按僱員類型劃分	Average training hour for specialty staff 專業線員工平均受訓時數	Hour/ person 小時 / 人	9.69	6.79	8.23	6.44
B5. Supply Chain Management B5. 供應商管理						
B5.1 Number of suppliers by geographical region 按地區劃分的供應商						
By geographical region 按地區劃分	China 中國	Entity 個	407	420	403	412
	Overseas 海外	Entity 個	0	2	1	1
B6. Product Responsibility B6. 產品責任						
B6.2 Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法						
By means of complaint 按投訴方式劃分	Total complaints 總投訴數量	Case 宗	790	1,252	2,695	5,396
	Complaints hotline 投訴電話	Case 宗	587	1,037	2,602	5,321
	Complaints email 投訴郵件	Case 宗	5	11	58	58
	Official letter 公函	Case 宗	4	2	1	5

ESG Indicators ESG 指標		Unit 單位	2020 Data 2020 年數據	2019 Data 2019 年數據	2018 Data 2018 年數據	2017 Data 2017 年數據
B6.Product Responsibility B6. 產品責任						
B6.2 Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法						
By means of complaint 按投訴方式劃分	Weibo 微博	Case 宗	0	3	5	10
	President's mailbox 總裁信箱	Case 宗	-	-	1	2
	Xu Sahochun personal official account 徐少春個人公眾號	Case 宗	194	197	66	-
	Online customer Service 在線客服	Case 宗	-	1	3	-
	Consumer complaint platform 消費投訴平台	Case 宗	-	1	2	-
B7.Anti-corruption B7. 反貪腐						
B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目		Person 人	23	-	-	-
B8. Community Investment 社區投資						
Inward Donation (Love Charity Fund) 對內捐助 (愛心公益基金)	Ten thousand RMB 萬元	19.59	5.84	-	-	
Yeean Immigration Class 雅安移民班	Ten thousand RMB 萬元	30	-	-	-	
Other 其他 ³	Ten thousand RMB 萬元	1,000	-	-	-	

Notes:

1. In 2020, Kingdee's training business is adjusted from the original enabling business, performance business, platform business and innovation business to four types: leadership training, job qualification training, new employee training and Featured special training.
2. In 2020, Kingdee subdivided and adjusted the categories of non-compliance incidents with a view to strengthening business ethics management.
3. Other refers to the COVID-19 pandemic-related donations

註：

1. 2020年金蝶的培訓業務由原先的賦能業務、績效業務、平台業務和創新業務調整為領導力培訓、任職資格培訓、新員工培訓與特色專項培訓四個類型。
2. 2020年，金蝶對違規事件類別做以細分和調整，以加強商業道德管理。
3. 其他指疫情相關捐贈。

9.3 Index to Environmental, Social and Governance Reporting Guide

9.3 《環境，社會及管治報告指引》內容索引

Topic 議題	Guiding requirement 指引要求	Report chapter 報告章節	Remarks 備註
A. Environment A. 環境			
A1 Emissions A1 排放物	General Disclosure 一般披露 Key Performance Index A1.2, A1.3, A1.4, A1.5, A1.6 關鍵性績效指標 A1.2 ' A1.3 ' A1.4 ' A1.5 ' A1.6	8.1Environmental Operation 8.1 環保營運 8.1.2Waste Management 8.1.2 廢棄物管理	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 Use of Resources A2 資源使用	General Disclosure 一般披露 Key Performance Index A2.1, A2.2, A2.3 A2.4 關鍵性績效指標 A2.1 ' A2.2 ' A2.3 ' A2.4	8.1Environmental Operation 8.1 環保營運 8.1.2Waste Management 8.1.2 廢棄物管理	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 The Environmental and Natural Resources A3 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	8.1.1Energy and Resource Used 8.1.1 能源與資源使用	
B1Employment B1 僱傭	General Disclosure 一般披露 Key Performance Index AB1.1, 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 AB2.1, B2.2, B2.3 關鍵性績效指標 B2.1 ' B2.2 ' B2.3	5.2.3 Employee Care 5.2.3 員工關懷	
B3 Development and Training B3 發展與培訓	General Disclosure 一般披露 Key Performance Index AB3.1, B3.2 關鍵性績效指標 B3.1 ' B3.2	5.3 Talent Development 5.3 人才發展	
B4 Labour Standards B4 勞工準則	General Disclosure 一般披露 Key Performance Index AB4.1, 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 B5 供應鏈管理	General Disclosure 一般披露 Key Performance Index AB5.1, B5.2 關鍵性績效指標 B5.1 ' B5.2	7.2.6 Supply Chain Management 7.2.6 供應鏈管理	

Topic 議題	XXX 指引要求	Report chapter 報告章節	Remarks 備註
B6 Product Responsibility B6 產品責任	General Disclosure 一般披露 Key Performance Index AB6.2, B6.3, B6.4, B6.5 關鍵性績效指標 B6.2 , B6.3 , B6.4 , B6.5	4.4 Protection of Intellectual Property Rights 4.4 保護知識產權 4.2 Excellent Service 4.2 卓越服務	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 B7 反貪污	General Disclosure 一般披露 Key Performance Index AB7.1, B7.2 關鍵性績效指標 B7.1 , B7.2	3.2 Business Ethics Management 3.2 商業道德管理	
B8 Community Investment B8 社區投資	General Disclosure 一般披露 Key Performance Index AB8.1, 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 7.1.1 China Management Model Research CMMR 7.1.1 中國管理模式研究 7.1.2 CFO Acting in All Conscience Research Institute 7.1.2 CFO 致良知研究院 7.3 Charity 7.3 公益慈善	

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

9.4 全球報告倡議組織 (GRI) 準則內容索引 - 核心選項

GRI Code Index GRI 準則指標	Details 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 the Organization 機構名稱	2 About Kingdee 2 關於金蝶	
102-2	Activity、Brand、Product and Service 活動、品牌、產品及服務	2 About Kingdee 2 關於金蝶	
102-3	Location of Headquarters 機構總部的所在地	2 About Kingdee 2 關於金蝶	Shenzhen 深圳
102-4	Operational Activity Venues 營運活動地點	2 About Kingdee 2 關於金蝶	China 中國
102-5	Ownership and Legal Form 所有權與法律形式	2 About Kingdee 2 關於金蝶	Limited Liability Company listed on SEHK 有限公司，在香港聯合交易所上市
102-6	Service Market 服務的市場	2 About Kingdee 2 關於金蝶	
102-7	Scale of Organization 機構規模	2 About Kingdee 2 關於金蝶	
102-8	Information on employee and other workers 員工及其他工作者的資料	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 Multi-Win Cooperation 7.2 多方共贏	
102-10	Significant changes to the organization and its supply chain 組織及其供應鏈的重大變化	Not applicable 不適用	No significant change 沒有重大變化
102-11	Whether and how the organization applies the Precautionary Principle or approach 講述如何按謹慎的方針行事	3.2 Business Ethics Management 3.2 商業道德管理 4.3 Excellent Service 4.3 卓越服務 7.2 Multi-Win Cooperation 7.2 多方共贏 5.1 Talent Management 5.1 人才管理	
102-12	External initiatives 外部倡議	3.2 Business Ethics Management 3.2 商業道德管理 4.3 Excellent Service 4.3 卓越服務 7.2 Multi-Win Cooperation 7.2 多方共贏 5.1 Talent Management 5.1 人才管理	

GRI Code Index GRI 準則指標	Details 詳情	Source 引用	Remarks 備註
General Standard Disclosure 一般標準披露			
Overview 機構概況			
102-13	Membership of association 參與的組織	10 About this report 10 關於本報告 3.1.1 ESG Strategy and Governance 3.1.1 ESG 戰略與管治	
Strategy 策略			
102-14	Statement of Decision Makers 決策者的聲明	1 Message from Chairman 1 主席寄語	
Ethic and integrity 道德與誠信			
102-16	Values, principles, standards, and norms of behavior 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 Sport Culture 6.3 運動文化	
Governance 管治			
102-18	Governance structure 管治架構	3.1.1 ESG Strategy and Governance 3.1.1 ESG 戰略與管治	
Stakeholder engagement 與利益相關方溝通			
102-40	List of stakeholder groups 機構接觸的利益相關方	3.1.2 Stakeholder Identification and Communication 3.1.2 利益相關方識別和溝通	
102-41	Collective bargaining agreement 集體談判協議	Not applicable 不適用	All employees have joined the union 所有員工已加入工會
102-42	The basis for identifying and selecting stakeholders with whom to engage 識別和選擇利益相關方的基準	3.1.2 Stakeholder Identification and Communication 3.1.2 利益相關方識別和溝通	The benchmark for identifying stakeholders is their interaction with the day-to-day operations of the Group 識別利益相關方的基準是他們與集團日常運作的相互影響
102-43	Approach to stakeholder engagement 與利益相關方溝通的方式	3.1.2 Stakeholder Identification and Communication 3.1.2 利益相關方識別和溝通	
102-44	Key topics and concerns that have been raised through stakeholder engagement 利益相關方提出的關鍵議題和關注事項	3.1.2 Stakeholder Identification and Communication 3.1.2 利益相關方識別和溝通	
Reporting practice 匯報實務			
102-45	Entities included in the consolidated financial statements 財務報表包含的實體；提及本報告沒有涵蓋的實體	10 About this report 10 關於本報告	

GRI Code Index GRI 準則指標	Details 詳情	Source 引用	Remarks 備註
General Standard Disclosure 一般標準披露			
Reporting practice 匯報實務			
102-46	Defining report content and topic Boundaries 界定報告內容和議題邊界	10 About this report 10 關於本報告	
102-47	List of material topics 重大性議題列表	3.1.3 Significance Issue Recognition 3.1.3 重要性議題識別	
102-48	Restatements of information 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	Not applicable 不適用	
102-49	Significant changes from previous reporting periods in the list of material topics and topic Boundaries 報告範圍 / 範疇界限的重大改變	10 About this report 10 關於本報告	No significant changes in reporting scope and boundaries 報告範疇及界限無重大改變
102-50	Reporting period 報告期	10 About this report 10 關於本報告	
102-51	Date of most recent report 上一份報告的日期	Not applicable 不適用	Please refer to Kingdee International's 2019 Environmental, Social and Governance Report 請參閱金蝶國際 2019 年環境、社會及管治報告
102-52	Reporting Cycle 報告週期	10 About this report 10 關於本報告	
102-53	Contact point for questions regarding the report 聯絡資料	10 About this report 10 關於本報告	
102-54	Claims of reporting in accordance with GRI Standards 依循的 GRI 選項	10 About this report 10 關於本報告	
102-55	GRI content index GRI 內容索引	9.4 GRI Guideline Indexes 9.4 全球報告倡議組織 (GRI) 準則 內容索引	Key Items 核心選項
102-56	External assurance 外界認證	Not applicable 不適用	
Management Approach 管理方式			
103-1	Explanation of the material topic and its Boundary 解釋重大議題的描述及邊界	3.1.3 Significance Issue Recognition 3.1.3 重要性議題識別	
103-2	The management approach and its components 管理方式及其要素	3.1.1 ESG Strategy and Governance 3.1.1 ESG 戰略與管治	
103-3	Evaluation of the management approach 管理方法的評估	3.1.1 ESG Strategy and Governance 3.1.1 ESG 戰略與管治	

GRI Code Index GRI 準則指標	Details 詳情	Source 引用	Remarks 備註
Economic Topics 經濟議題			
Economic Performance 經濟表現			
Management Approach 管理方法		4.3 Excellent Service 4.3 卓越服務	
201-1	Direct economic value generated and distributed 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 Impacts 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	Extent of development of significant infrastructure investments and services supported 開展基礎設施投資與支援性服務	7.3 Charity 7.3 公益慈善	
Procurement 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	Percentage 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
Environmental Topics 環境議題			
Energy 能源			
Disclosure Management Method 披露管理方法		8.1.1 Energy and Resource Used 8.1.1 能源與資源使用	
302-1	Energy consumption within the organization 組織內部的能源消耗量	8.1.1 Energy and Resource Used 8.1.1 能源與資源使用	
302-3	Energy Intensity 能源強度	8.1.1 Energy and Resource Used 8.1.1 能源與資源使用	
Water 水			
Disclosure Management Method 披露管理方法		8.1.2 Waste Management 8.1.2 廢棄物管理	
303-1	Total water intake by source 依來源劃分的總取水量	8.1.2 Waste Management 8.1.2 廢棄物管理	Within the scope of the report, municipal water supply is the only source of water intake in each location 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		8.1.1 Energy and Resource Used 8.1.1 能源與資源使用	
305-1	Direct greenhouse gas emissions (scope 1) 直接溫室氣體排放（範疇一）	Not applicable 不適用	The business scope of Kingdee does not have large-scale direct greenhouse gas emissions, so 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

GRI Code Index GRI 準則指標	Details 詳情	Source 引用	Remarks 備註
305-2	Indirect greenhouse gas emissions (scope 20) 能源間接溫室氣體排放量（範疇二）	8.1.1 Energy and Resource Used 8.1.1 能源與資源使用	
Sewage 污水廢棄物			
Disclosure Management Method 披露管理方法		8.1.2 Waste Management 8.1.2 廢棄物管理	
306-4	Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste 按類別及處置方法劃分的廢棄物總重量	8.1.2 Waste Management 8.1.2 廢棄物管理	
Social Topics 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 employee hires and employee turnover 新入職員工和離職員工	5.1 Talent Management 5.1 人才管理	
Occupational Health and Safety 職業健康與安全			
Disclosure Management Method 披露管理方法		5.2.3 Employee Care 5.2.3 員工關懷	
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 per year per employee 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		7.1.1 China Management Model Research CMMR 7.1.1 中國管理模式研究 CMMR 7.1.2 CFO Acting in All Conscience Research Institute 7.1.2 CFO 致良知研究院 7.3 Charity 7.3 公益慈善	
413-1	Operations with local community engagement, impact assessments, and development programs 進行社區參與、社會影響評估及社區發展計劃的營運活動	7.1.1 China Management Model Research CMMR 7.1.1 中國管理模式研究 CMMR 7.1.2 CFO Acting in All Conscience Research Institute 7.1.2 CFO 致良知研究院 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	
416-1	Incidents of non-compliance concerning the health and safety impacts of products and services 違反有關產品及服務的健康和安全法規的事件	Not applicable 不適用	No violations occurred during the reporting period 報告期內沒有發生有關事件

GRI Code Index GRI 準則指標	Details 詳情	Source 引用	Remarks 備註
Customer Privacy 客戶隱私			
Disclosure Management Method 披露管理方法		4.3 Excellent Service 4.3 卓越服務 4.4 Information Security and Privacy Assurance 4.4 信息安全與隱私保障	
418-1	Total number of substantiated complaints received concerning breaches of customer privacy and losses of customer data 經證實與侵犯顧客隱私權或遺失顧客資料有關的投訴次數	Not applicable 不適用	No violations occurred during 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	Non-compliance with environmental laws and regulations 違反環境方面的法律和規定	Not applicable 不適用	No violations occurred during the reporting period 報告期內沒有發生違規事件
419-1	Non-compliance with laws and regulations in the social and economic area 違反社會方面的法律和規定	Not applicable 不適用	No violations occurred during the reporting period 報告期內沒有發生違規事件

10 About this report

10 關於本報告

10.1 Overview

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

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

10.1 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，報告期為二零二零年一月一日至二零二零年十二月三十一日。

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。

10.2 Standard of Reporting

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

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

10.2 報告準則

本報告根據香港聯合交易所《主機板上市規則》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釐定的。此報告的編制是通過識別重要的利益相關方、識別ESG相關的重要議題、了解各利益相關方的意見、確定議題的重要性等過程，從而進行ESG報告界限的決定、相關報告資料和數據的收集、對資料的整理和匯總以及對報告中數據的檢視等。

10.3 Report scope and boundaries

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

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

10.3 報告範圍及邊界

除個別資料有特定說明，本報告中的政策、聲明、資料、數據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。

10.4 Definitions

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

10.4 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。

10.5 Sources and Reliability Statement

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

10.5 資料來源及可靠性聲明

報告中所使用的資料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。

10.6 Access and Response to this Rreport 10.6 獲取及評價本報告

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.

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

10.7 Confirmation and approval

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

10.7 確認及批准

本報告經管理層確認後，於二零二一年六月四日獲董事會通過。



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