

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

2018



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

Stock Code 股份代號: 268

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1 About Kingdee

1.1 Introduction of Kingdee

Founded in 1993 and headquartered in Shenzhen, Kingdee International Software GROUP Company Limited (0268.HK) was listed on the Main Board of the Stock Exchange of Hong Kong Limited in 2005. With its management software and Cloud services, Kingdee has served more than 6.8 million enterprises, governments and other organizations. Kingdee has been ranked by IDC as the leader among growth-oriented enterprises in China in terms of market share for thirteen consecutive years, and become the first software enterprise exceeding foreign competitors with regard to SaaS Cloud services for enterprises since 2016.

1.2 Purposes and Targets

With "Enterprise Operator's Desire for Growth is Our Objective" as operation philosophy, "Devoted to Serving Enterprises" as mission, "To Become the Most Reliable Enterprise Service Platform" as vision and "Acting in All Conscience, with Integrity and Righteousness" as core values, Kingdee strives to be the world-leading Cloud management and big data service provider.

1.3 Corporate Structure

Kingdee International Software Group Company Limited (0268.HK) 金蝶國際軟件集團有限公司 (0268.HK)				
Kingdee Software (China) Co., Ltd 金蝶中國	Kingdee Deeking Cloud Computing Co., Ltd. 金蝶蝶金	Guanyi Cloud 管易雲	Shenzhen Kingdee Tianyan Middleware Corp Ltd. 金蝶天燕	Kingdee Finance 金蝶金融
Cargeer 車商悅	Zhangwuyou 賬無憂	Kingdee Jingyi 金蝶精一	Wojia Cloud 我家雲	Xinnong Hulian Technology 欣農互聯科技

1 關於金蝶

1.1 金蝶簡介

金蝶國際軟件集團有限公司 (0268.HK) 始創於 1993 年，總部位於深圳，於 2005 年在香港聯合交易所主板成功上市。金蝶通過管理軟件和雲服務，為超過 680 萬家企業、政府等組織提供服務。金蝶已連續 13 年被評為中國成長型企業市場佔有率第一名（來自：IDC），並自 2016 年起成為第一家在企業 SaaS 雲服務領域超越外國廠商的中國軟件公司。

1.2 宗旨和目標

金蝶以「企業經營者對成長的渴望，就是我們的奮鬥目標」作為經營哲學，以「全心全意為企業服務」為使命，以「成為最值得託付的企業服務平臺」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。

1.3 企業架構

1.4 Scale of Kingdee in 2018

1.4 金蝶2018年規模

Total number of employees

7,777 persons

Three software parks in Shenzhen, Shanghai and Beijing

Revenue

RMB **2,808,658,000**

Increased by 21.9% YoY

Profit

RMB **412,106,000**

Kingdee serves more than 6.8 million enterprises, governments and other organizations

No significant change in structure, ownership and supply chain in 2018

員工總數

7,777 人

擁有位於深圳、上海和北京三個軟件園

營業額

人民幣 **2,808,658,000** 元

較2017年增長21.9%

利潤

人民幣 **412,106,000** 元

為超過680萬家企業、政府等組織提供服務

架構、擁有權及供應鏈情況於2018年無重大變動



2 About the Report

Overview

This report is an annual environmental, social and governance report published by Kingdee International Software Group Company Limited (hereinafter referred to as "the ESG Report"), disclosing the key facts about the concepts, significant progress and performance of Kingdee International Software Group Company Limited and its holding companies (collectively referred to as "the Company") on environment, economy, employment and community from January 1, 2018 to December 31, 2018, based on the principles of materiality, quantitative, balance and consistency. The reporting period is from January 1, 2018 to December 31, 2018.

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

Standard of Reporting

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

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

Reporting Scope

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

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

Definitions

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

Declaration of Data Source and Reliability

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

Confirmation and Approval

This report was adopted by the Board of Directors on MM DD, 2019 upon confirmation of the management.

Access and Response to This Report

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

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

2 關於本報告

概覽

本報告是金蝶國際軟件集團有限公司發佈的年度環境、社會及管治報告（簡稱「ESG」報告），秉承重要性、量化、平衡及一致性的原則，重點披露金蝶國際軟件集團有限公司及其控股公司（統稱「本公司」）在環境、經濟、僱傭及社區方面的理念、重要進展和成效，報告期為二零一八年一月一日至二零一八年十二月三十一日。

此報告為本公司第三年主動向社會發佈的環境、社會及管治（ESG）報告。

報告準則

本報告乃根據香港聯合交易所《主板上市規則》附錄二十七《環境、社會及管治報告指引》（《ESG 指引》）而編制，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。

本報告的內容按照一套有系統的方式釐定，此報告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，從而決定此 ESG 報告之範圍及邊界，並收集、整理、匯總以及檢視相關報告資料和數據等。

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、資料等覆蓋金蝶國際軟件集團有限公司及其控股公司的實際業務範圍。

除另有說明，本報告以人民幣為貨幣單位。

稱謂說明

為了便於闡述與閱讀，本報告中「金蝶」、「本公司」、「我們」代指金蝶國際軟件集團有限公司及其控股公司。

資料來源及可靠性聲明

報告中所使用的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件、統計報告及有關公開資料，董事會對報告內容的真實性、準確性和完整性負責。

確認及批准

本報告經管理層確認後，於二零一九年七月二日獲董事會通過。

獲取及評價本報告

您可通過以下網站獲取本報告的電子版：
www.kingdee.com

如您對本公司的環境、社會及管治表現有任何意見或建議，歡迎電郵至 IR@kingdee.com



Xu Shao Chun
徐少春

Chairman of the Board
董事會主席

3 Message from the Chairman

3 董事長致辭

Last year, the world underwent great changes. It's also a year that Kingdee continually made breakthrough and progress on the road of cloud transformation. In the cold winter, Kingdee people dared to take risk and rise to the challenges with love in heart, and made encouraging achievements.

"Software is the past, and cloud is the future of Kingdee." Kingdee took the firm steps on the road of cloud transformation in 2018, responded to the governmental policy of "Enterprise Cloud Adoption", and promoted the cloud transformation of enterprises. It was honorably authorized to be a 2018 strategic partner of the Ministry of Industry and Information Technology for the implementation of "Adoption of Cloud services by Millions of Domestic Enterprises" policy, and listed in recommended enterprise development on cloud companies catalog in government document from 15 provinces and regions, and 22 cities.

We also became the first China SaaS cloud service provider listed in Gartner Market Guide for Global Trade Management Software. IDC data shows that Kingdee have been ranked the first for SaaS revenue, SaaS ERM, and finance cloud share among Chinese enterprises for 2 consecutive years. Currently, Kingdee cloud business revenue takes 30.2% of the total income of the Group. A Kingdee cloud ecosystem that is able to provide powerful and complete cloud service solutions to enterprises has been completely established.

過去的一年，是世界發生巨變的一年，更是金蝶在雲轉型道路上不斷突破、不斷超越的一年。在寒冬中金蝶心中有愛、敢於冒險、迎難而上，取得了令人鼓舞的成績。

「軟件是過去，雲才是金蝶的未來。」2018年，金蝶堅定的走在雲轉型道路上，響應中國政府「企業上雲」的政策號召，助推企業雲轉型，有幸獲授權成為「2018工信部百萬企業上雲戰略合作夥伴」，並入選15個省區22座城市政府發文推薦企業上雲廠商目錄。

我們也成為首個入選Gartner全球市場指南的中國企業SaaS雲服務廠商。IDC資料顯示，金蝶已連續2年榮膺中國企業SaaS銷售收入、SaaS ERM、財務雲佔有率第一。今日金蝶雲業務收入占本集團整體收入占比已達到30.2%，一個足以為企業提供強大、完備的雲服務解決方案的金蝶雲生態已完成佈局。

We did not forget our mission and social responsibilities when we made achievements. In 2018, Kingdee continued supporting the construction of ecological civilization. With the support of Kingdee, the previous gutter in Shenzhen became the beautiful Shahe River. Kingdee participated in environmental monitoring of Shahe River, advocated the sport of rowing, rapidly improved water quality of Shahe River. Rowing boat drifted on the Shahe River, which was praised by the residents as the "Seine River" of Shenzhen.

Kingdee donated RMB 1 million to support CEIBS "Dishuiquan" student aid project annually. Since 2017, Kingdee has donated RMB 4 million to help global young professional talents to ease financial pressure, receive CEIBS first-rate education at the most innovative age, and fulfill their life dream.

In 2018, Kingdee Mutual Aid Foundation played a more significant role, subsidizing 5 Kingdee employees and partners. Kingdee Mutual Aid Foundation assisted the in-service employees who suffered from serious diseases and severe injuries, received the total contributions exceeding RMB 3.83 million, where more than RMB 1.82 million was used to aid the employees in need and subsidize the public welfare programs.

In 2018, Kingdee jointly initiated "China CFO 50+ Forum", and established Kingdee CFO Acting in All Conscience Research Institute. We adhered to our mission of "eliminating false accounts once and for all", core concepts of "knowledge-action unity", and the vision of "jointly negotiate, establish and share a brand-new financial management world", and were dedicated to promoting the innovation and development of China financial management.

In 2018, we continued holding the Chinese management mode Excellence Award event. This selection event, initiated by us with 6 management schools in 2008, assists enterprises in summarizing and extracting its own management mode and popularizing, aiming to make China's management model rise globally.

In 2018, I also opened up Xu Shaochun personal account to better serve the enterprise digital transformation. This also overturned traditional IT service mode, allowing every person to reach clients directly and listening to clients' silent calls.

To start from conscience, influence one life with another life, and warm one life with another life, is the most touching part of any undertakings. The public-welfare undertaking of Kingdee may not be the greatest, but it always warms others as well as itself.

Kingdee adheres to the core values of "Acting in All Conscience, with Integrity and Righteousness". "When a ruler feels joy in the pleasures of his people, then his people also feel joy in their ruler's pleasures. When a ruler worries about the cares of his people, then his people also worry about his cares." Only if Kingdee cares about the clients and benefits the clients can Kingdee succeed. We always adhere to the mission of "Devoted to Serving Enterprises", reach and help the clients, and strive to become the most reliable enterprise service platform.

取得如此成績的同時，我們也沒有忘記企業的使命和社會責任。2018年，金蝶繼續支持生態河流的建設，在金蝶的助力下，深圳昔日的臭水溝變成了今日的美麗沙河。金蝶參與沙河的環境監測，推廣賽艇運動，並且致力讓沙河的水質快速提升。沙河上蕩起了賽艇，被百姓譽為深圳「塞納河」。

金蝶每年捐贈100萬元人民幣支持中歐「滴水泉」助學計劃，從2017年開始，金蝶共捐贈400萬元幫助全球年輕專業人才紓緩經濟壓力，讓他們能夠在最有創造力的年紀接受中歐一流的教育、追尋人生夢想。

2018年，金蝶愛心互助基金會致力為遭遇重大疾病、重大傷害的在職員工提供援助，今年共幫助5位金蝶員工和夥伴渡過難關。金蝶愛心互助基金會迄今已收到超過383萬元的善款，援助員工和資助社會公益累計超過182萬元。

2018年，金蝶與其他企業聯合發起成立「中國CFO50+論壇」，掛牌成立金蝶CFO致良知研究院。我們以「讓天下沒有假賬」為使命，以「知行合一」為核心理念，以「共商、共建、共用一個全新的財務管理新世界」為願景，致力於推進中國財務管理的創新與發展。

2018年，我們繼續舉辦中國管理模式傑出獎遴選活動。自2008年起，金蝶聯合6家中國知名商學院發起中國管理模式傑出獎遴選活動，協助企業總結提煉出自己的管理模式並加以推廣，旨在讓中國管理模式在全球崛起。

2018年，我還開通了徐少春個人號，以期促進企業數位化轉型，這也顛覆了傳統IT服務模式，讓人人能夠直達客戶，聆聽客戶內心無聲的呼喚。

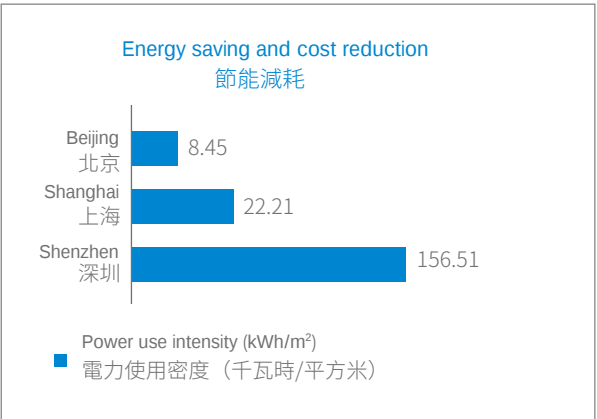
從良知出發，以生命影響生命，以生命溫暖生命，這是一切事業最動人之處。金蝶的慈善事業規模也許不是最大的，但總溫暖著他人，也溫暖了自己。

金蝶秉承「致良知，走正道，行王道」的核心價值觀。「樂民之樂者，民亦樂其樂；憂民之憂者，民亦憂其憂」。唯有把客戶利益裝在心中，方能成就金蝶。我們將始終以「全心全意為企業服務」為使命，直達並成就客戶，致力於成為最值得託付的企業服務平臺。

4 Development Overview 2018

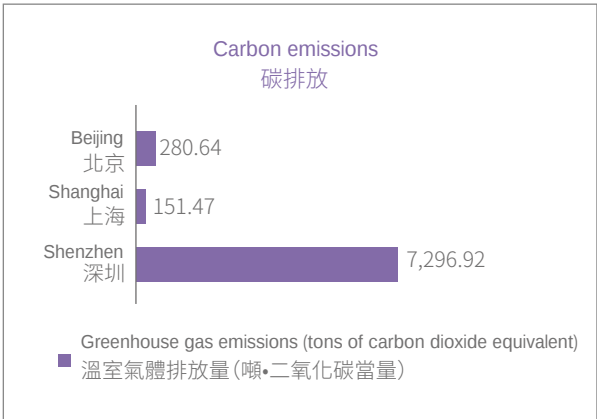
4 2018年發展概覽

Environment



In 2018, Kingdee greenhouse gas emissions decreased by 287.96 tons of carbon dioxide equivalent YoY, which was equivalent to the total volume of carbon dioxides absorbed by the woodland covering an area of 7,333.33 m2 (11.78 mu) for a year.

環境



2018年，金蝶的溫室氣體排放總量相比2017年下降了287.96噸二氧化碳當量，相當於11.78畝樹林一年所吸收的二氧化碳總量。

Employment

In 2018, the employees with bachelor and master degrees and above accounted for 81.91% of the total employees in Kingdee, which increased by 2.59 percent points than 78.6% in 2017.

The total training person-times of the staff amounted to 9,281 person-times, which was equivalent to 1.19 times per capita.

During the celebration of 25th anniversary of Kingdee in 2018, 888 shares of Kingdee International Group per person were granted to all of approximately 8,000 in-service employees of Kingdee International Group, to express gratitude to every Kingdee person devoted to the Company.

The morale of employees was rated 90.33 in 2018, increasing by 26% in comparison to 2011.

僱傭

2018年，金蝶在職員工中，擁有本科及碩士以上學歷的員工比例為81.19%，比2017年的78.6%增加了2.59%。

2018年，金蝶全體員工總培訓人次為9,281人次，相當於每人受訓1.19次。

2018年為慶祝金蝶成立25周年，為感謝每一位付出的金蝶人，金蝶向所有近8,000名在職的金蝶國際集團員工，每人發放888股金蝶國際股票，以感謝每一位付出的金蝶人。

2018年員工士氣得分為90.33，較2011年累計增長26%。

Employee Morale Rates in Past 8 Years 近8年員工士氣得分								
Year 年份	2011	2012	2013	2014	2015	2016	2017	2018
Rate 得分	71.78	71.02	71.89	75.75	84.04	85.71	91.19	90.33

Community

Support for primary education: In 2018, Kingdee continued the cooperation with "Teach for China", undertook charity sale and donation activities, and supported the development of China rural primary education. Moreover, Kingdee irregularly visited the children of education immigration class of Ya'an immigrants, and subsidized students with poor family and excellent academic performance to receive more standardized and good education.

Mutual aid: With the total donation of RMB 298,590.4, Kingdee Mutual Aid Foundation subsidized 5 Kingdee employees or partners in 2018. Since the establishment, Kingdee Mutual Aid Foundation has been supported by Kingdee employees greatly. Through employees' individual donation and charity sale, etc., the Foundation assisted the in-service employees who suffered from serious diseases and severe injuries, received the total contributions exceeding RMB 3.83 million, where more than RMB 1.82 million was used to aid the employees in need and subsidize the public welfare programs.

Chinese management mode Excellence Award: The selection event of Chinese management mode Excellence Award, initiated by Chinese Academy of Management and Kingdee with famous Chinese business colleges in 2008, assisted the enterprises in summarizing and extracting its own management mode and popularizing, aiming to make China's management model rise globally. Chinese management mode In 2018, Chinese management mode Excellence Award focused on the prospective theme "Digital Survival and Management Restructuring", and selected a batch of outstanding enterprise practices in digitalization trend through site survey and published relevant research results to the society.

CFO Acting in All Conscience Research Institute: In 2018, Kingdee established Kingdee CFO Acting in All Conscience Research Institute and held 4 public Acting in All Conscience learning seminars to improve moral trait with all the members of Kingdee ecosystem, follow the truth, establish connections with each other mentally, and endeavor to build a better new business world.

C50+ Forum: C50+ Forum is jointly initiated by management scholars devoted to Chinese management mode research and entrepreneurs with certain influence, adheres to the mission of "let Chinese management mode rise globally", focuses on the core concept of "unity of knowing and action", and endeavors to promote the talks, exchanges and cooperation of the theories and practices as well as the progress of China enterprise management. On 2018 C50+ Forum, C50+ officially issued New Business Civilization Proposal with China Enterprise Confederation and Shenzhen Enterprise Confederation to the society to advocate jointly promoting management progress, and creating beautiful future life together!

C50 Forum: In March 2018, Kingdee jointly initiated "China CFO 50+ Forum" composed of 50 top CFOs in China. We adhered to our mission of "eliminating false accounts once and for all", core concepts of "unity of knowing and action", and the vision of "jointly negotiate, establish and share a brand-new financial management world", and were dedicated to promoting the innovation and development of China financial management.

社區

支持基礎教育：2018年，金蝶繼續保持與「美麗中國」的合作，並開展義賣捐贈活動，支援中國鄉村基礎教育的發展。此外，金蝶不定期探訪雅安移民教育班的孩子，並資助家庭貧困、品學兼優的學生，讓他們有機會接受更規範及良好的教育。

愛心互助：金蝶愛心互助基金會為遭遇重大疾病、重大傷害的在職員工提供援助。2018年，愛心互助基金會共幫助5位金蝶員工及夥伴，合共捐贈人民幣298,590.4元。成立至今，愛心互助基金會得到了金蝶員工的大力支持，通過員工個人捐款、愛心義賣等活動，迄今已經籌得超過383萬元的善款，援助員工和資助社會公益累計超過182萬元。

中國管理模式傑出獎：自2008年起，中國管理現代化研究會與金蝶聯合中國知名商學院發起中國管理模式傑出獎遴選活動，協助企業總結提煉出自己的管理模式並加以推廣，旨在讓中國管理模式在全球崛起。2018年，中國管理模式傑出獎聚焦前瞻性主題「數位化生存與管理重構」，通過實地考察評選出一批在數位化趨勢中有傑出管理實踐的企業，並向社會發佈相關研究成果。

CFO致良知研究院：2018年，金蝶掛牌成立金蝶CFO致良知研究院，舉辦4場對外致良知研討會，與金蝶生態系所有成員一起提升心靈品質，依道而行，建立心與心的連結，為建設一個更美好的營商環境而努力。

C50+論壇：C50+論壇是由一群致力於研究中國管理模式的管理學者，和有一定影響力的企業家共同發起，以「讓中國管理模式在全球崛起」為使命，以「知行合一」為核心理念，旨在促進理論與實踐的對話、交流與合作，推動中國企業管理進步。在2018C50+論壇上，C50+聯合中企聯、深企聯發表《新商業文明倡議書》，倡議推進管理進步，共創未來美好生活！

C50論壇：2018年3月，金蝶聯合發起成立「中國CFO50+論壇」，由中國最頂尖的50位首席財務官共同組成，以「讓天下沒有假賬」為使命，以「知行合一」為核心理念，以「共商、共建、共用一個全新的財務管理新世界」為願景，致力於推進中國財務管理的創新與發展。



Governance 管治

Upholding the core values of "Acting in all Conscience, with Integrity and Righteousness", and the mission of "Devoted to Serving Enterprises", Kingdee strives to become the most reliable enterprise service platform. Since the establishment, Kingdee has undertaken the responsibilities for various stakeholders, fulfilled the duties of corporate citizenship, and endeavored to promote the sustainable development of itself, the environment and society.

金蝶恪守「致良知、走正道、行王道」的核心價值觀，秉承「全心全意為企業服務」的使命，致力成為最值得託付的企業服務平臺。自創立以來，金蝶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。



Anti-corruption
反貪腐



- Importance for Stakeholders
對利益相關方的重要性
- Importance for the Company
對企業的重要性

With reference to Listing Rules: Appendix 27 "Environmental, Social and Governance (ESG) Reporting Guide" of the Stock Exchange of Hong Kong Limited, as well as the attention paid to listing companies' ESG-related risks and opportunities by the market, Kingdee established its ESG management and disclosure system step by step, and identified various sources of ESG information and the current management status summarized so far gradually, to help with the achievement of the Company's purpose and responsibility to stakeholders as the basis for future disclosure and internal risk control.

金蝶參考香港聯合交易所《上市規則附錄二十七》「環境、社會及管治（ESG）報告指引」，綜合市場對上市企業在ESG相關風險和機遇上的關注，逐步建立並完善自身ESG管理和披露體系，識別各類ESG資訊的資訊源，總結管理現狀，以此作為未來資訊披露和內部風險控制的基礎，致力達成企業目標和承擔對利益相關方的責任。



5.1 ESG Management Structure

5.1 ESG管理架構

Considering Kingdee's current management status, consulting excellent cases well known in the industry and the world, taking Listing Rules: Appendix 27 as guidance and referring to international sustainable development guides such as Global Reporting Initiative Standards (GRI Standards) and ISO 26000, Kingdee established multi-level cross-department ESG management structure, integrated ESG work in daily governance of the Company, guaranteed the whole-process participation of senior management in ESG affairs, and ensured the implementation of ESG work. The overall structure is as follows:

金蝶結合自身的管理現狀及行業及國際間的優秀案例，以《上市規則附錄二十七》的要求為指引，並參考國際報告倡議標準（GRI Standards）、ISO 26000等國際可持續發展相關指引，建立多層級跨部門的ESG管理架構，將ESG工作納入公司日常管治，並確保高級管理層對於ESG事務的全程參與，保障ESG工作的實踐。整體架構如下所示：

ESG Work Level ESG工作層級	Staffing 負責人員	Specific Responsibilities 具體職責
 ESG Leadership ESG工作領導層	Led by the President and composed of various vice presidents and leaders of branches/subsidiaries 由行政總裁帶領，各副總裁及分/子公司領導人組成	1. Discuss ESG-related risks and opportunities 討論ESG相關風險及機遇 2. Take responsibility of ESG information disclosure 負責ESG資訊披露工作 3. Allocate resources for the implementation of ESG work 調配資源配合ESG工作的實踐 4. Review the performance of ESG work 檢討ESG工作成果
 ESG Management ESG工作管理層	Composed of the middle management of various functional departments and product business divisions 各職能部門、產品業務線中層管理人員	1. Arrange for employees to implement ESG work 安排落實ESG工作的員工 2. Supervise the specific implementation of ESG work 監督ESG工作的具體實踐 3. Report the implementation to the ESG work leading group 向ESG工作領導小組彙報工作的實施情況
 ESG Implementation ESG工作實踐層	Composed of the employees assigned by various functional departments and product business divisions 各職能部門、產品業務線指派的負責人員	1. Collect, sort out and deliver information 資訊收集、整理、傳報送 2. Perform specific tasks 執行具體工作任務 3. Give timely feedback on work 及時回饋工作情況

5.2 Stakeholder Identification and Communication

Kingdee strictly executes Kingdee Business Code of Conduct, identifies core stakeholders in combination with the scope of its sustainable development influence and industry background, regularly acquires advice and feedbacks from stakeholders such as company employees, suppliers, investors, users, external regulation institutions and agencies, etc., and incorporates the demands of stakeholders in company governance.

5.2 利益相關方識別和溝通

金蝶嚴格執行《金蝶商業行為準則》，結合自身可持續發展影響範圍與行業背景確定了核心利益相關方，通過建立多元化的溝通渠道，定期了解公司員工、供應商、投資者、客戶、外部監管與中介機構等利益相關方的建議與回應，並將利益相關方的訴求納入公司管治中。

 Kingdee's employees: 金蝶員工： All employees working in Kingdee 在金蝶工作的所有員工	Kingdee treats employees genuinely, shares common destiny and grows together with employees. The Company actively cooperates with employees in creating wealth, providing employment opportunities, and ensuring the company's financial stability, and encourages employees to increase their participation, such as encouraging employees to start a business in the enterprise, offering employees restricted equity incentive plans and so on. 金蝶真誠對待員工、與員工共同進退、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，如鼓勵員工嘗試企業內創業、實施員工限制性股票激勵計畫等。 Concerned issues: Occupational health and safety, promotion channel, equality in workplace, internal communication, information security, employee satisfaction and anti-corruption. 關注議題：職業安全與健康、晉升渠道、職場平等、內部溝通、資訊安全、員工滿意度、反貪腐。 Daily communication: Kingdee adopts a flat organizational structure, where employees could communicate with the management directly through such online platforms as internal communication platform and the management would collect employees' opinions regularly and carry out annual morale research. 日常溝通：金蝶崇尚扁平化的組織架構，員工可以通過內部溝通平臺等線上平臺直接和管理層溝通，管理層也會定期收集員工的意見，並進行年度士氣調查等。
 Suppliers, Partners: 供應商、合作夥伴： Distributors of Kingdee's products and services; suppliers who supply Kingdee Cloud servers, electric devices and other production materials relating to Kingdee's business 金蝶產品和服務的夥伴；為金蝶供應雲端伺服器、電子設備等與金蝶業務相關的生產材料供應商	Kingdee cooperates with its suppliers and partners fairly, to be mutually beneficial with suppliers and partners, and make joint efforts to be bigger and stronger. It improves the procurement model, and prevents corruption and bribery. It creates a supplier bidding environment with orderly competition and reasonable quotations, and protects the interests of suppliers. It treats its partners fairly, and creates a healthy and orderly ecological chain system, to achieve common development. 公正、公平地與供應商、合作夥伴合作，與供應商、合作夥伴互惠互利，形成協同效應。完善採購模式，杜絕貪污賄賂，營造有序競爭、合理報價的供應商投標環境，保護供應商的利益。公平對待合作夥伴，創造健康、有序的生態鏈體系，實現共同發展。 Concerned issues: Customer satisfaction, complaint handling, support to partners, responsible sales, anti-corruption, information security, occupational health and safety, social contributions, product reliability, and cooperation value. 關注議題：客戶滿意度、投訴處理、支持合作夥伴、負責任銷售、反貪腐、資訊安全、職業安全與健康、社會貢獻、產品可靠性、合作價值。 Daily communication: Within Kingdee, the Procurement Department has a series of complete procedures, including public bidding, supplier audit, supplier warehousing and daily supervision, etc., and regularly communicates with suppliers and understood their needs; demands or advice could be directly submitted to Xu Shaochun personal account; and a functional department in charge of communication channel is specially set up to maintain multi-channel communication and distributors. 日常溝通：金蝶採購部門公開招標、供應商審核、供應商入庫、日常監督等都有一系列的完整程序，我們也會和供應商進行定期的聯繫和需求了解；供應商可以通過徐少春個人號直接提出需求或回饋建議；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:
投資者:

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

金蝶現有股東及關注金蝶表現的潛在投資者

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

金蝶面向股東，與股東共同管理，使公司在陽光下健康成長，從而使股東的投資得到最大回報。積極加強股東，特別是中小股東的監督功能，確保公司經營不損害中小股東利益。重視投資者關係、增加公司經營資訊的透明度，快速回應股東提出的問題。

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

關注議題：資訊安全、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 communicates with investors by regular publication of financial reports, organization of shareholders' general meetings, roadshows, Xu Shaochun personal account and other multiple ways. In 2018, Kingdee holds 63 activities including roadshows, investor exchange meetings, investment strategy meetings in America, Japan, Singapore, Malaysia, South Korea, Hong Kong, Macau, Taipei, and Mainland China cities of Beijing, Shanghai, Shenzhen, Hangzhou, Chengdu, Wuhan and Guizhou, etc.

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、徐少春個人號等多種途徑進行溝通。2018年，金蝶在美國、日本、新加坡、馬來西亞、韓國等國家和以及香港、澳門、臺北和中國大陸的北京、上海、深圳、杭州、成都、武漢、貴州等城市舉辦路演、投資者交流會、投資策略會等活動共計63場。



Product Users:
產品使用者:

Users who buy and use Kingdee's products and services

金蝶現有股東及關注金蝶表現的潛在投資者

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

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

Concerned issues: Labor compliance, environmental impact of products, 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、資訊安全。

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

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號直接提出需求或回饋建議。

Supervision and Management Agencies, External Intermediaries: 監督管理機構、外部中介機構： Social organization having a partnership with Kingdee (except Kingdee's suppliers), including but not limited to government departments, non-profit organizations and scientific research institutes and academics 與金蝶有各類(非供應商)合作關係的社會機構，包括但不限於政府部門、公益組織、科研院校等	Kingdee carries out compliance management and accepted supervision. Complying with relevant laws and regulations, it carries out information disclosure, related transactions and other compliance management, and continuously improves the corporate governance level. 合規管理：接受監督。按照相關法律法規進行資訊披露、相關交易等合規化管理，持續提高公司企業管治水平。
	Concerned issues: Operation compliance, anti-corruption, information disclosure, corporate governance and social influence 關注議題：合規經營、反貪腐、資訊披露、企業管治水平、社會影響。
	Daily communication: The Company increases communication and contact with all the intermediaries, actively attends trainings, lectures or seminars of external institutions, comprehensively and clearly understands the requirements issued by regulation institutions from time to time on multiple channels. The Company issues relevant regulations on associated transactions, insider trading and diversification of Board of Directors, etc., and endeavors to increase internal enterprise governance level of the Company. The Company considers the opinions of external professional consultants to provide professional compliance advice to ensure legal compliance. 日常溝通：加大與各方中介機構的溝通聯繫，積極參與外部機構的培訓、講座或座談會，多渠道並全面、清晰地理解監管機構不時頒發的要求。通過頒佈與關連交易、內幕交易、董事會多元化等相關制度，致力於提高公司內部企業管治水平。結合各方外部專業顧問的意見，為公司提供專業的合規意見，確保公司合法合規經營。



5.3 Material Issues List

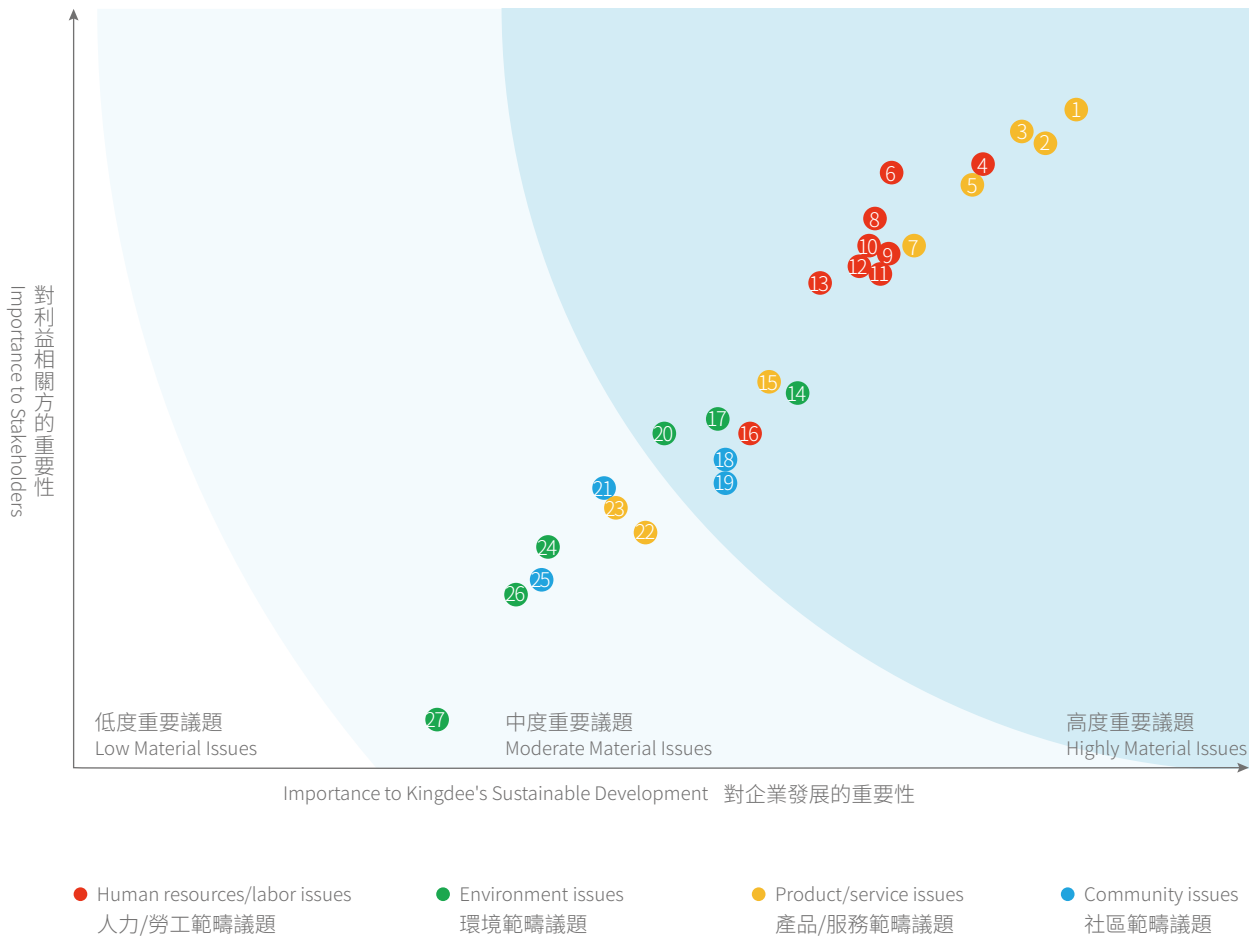
5.3 重要性議題列表

To systematically identify the core issues of Kingdee's sustainable development work, Kingdee not only maintained daily close communication with various stakeholders, but also launched sustainability materiality assessment. By questionnaires, interviews and other means, we understood stakeholders' comments and expectations on Kingdee's sustainability performance, compiled 2018 Kingdee sustainability materiality issue matrix through the analysis in two dimensions of "importance to stakeholders" and "importance to the sustainable development of Kingdee", and gave pertinent disclosure and response to the issues in this report.

為了有系統地識別金蝶可持續發展工作的核心議題，除了和各利益相關方保持日常緊密溝通之外，金蝶還啟動了可持續發展重要性評估，通過問卷調查、訪談溝通等途徑，了解利益相關方對金蝶可持續發展表現的評價和期望，最終從「對利益相關方的重要性」和「對企業可持續發展的重要性」兩個維度分析出金蝶2018年可持續發展重要性議題矩陣，並將在本報告中對各項議題進行有針對性的披露和回應。

Kingdee Sustainability Materiality Issue Matrix

金蝶可持續發展重大性議題矩陣



Highly Material Issues	高度重要性議題	Moderately Material Issues	中度重要性議題
1 Information security	1 資訊安全	21 Social contribution	21 社會貢獻
2 Product reliability	2 產品可靠	22 Periodic review of products	22 產品定期檢討
3 Responsible sales	3 負責任銷售	23 Supplier product management	23 供應商產品管理
4 Corporate culture	4 企業文化	24 Equipment recycling	24 設備回收
5 Complaint handling	5 投訴處理	25 Community relations	25 社區關係
6 Occupational health and safety	6 職業安全與健康	26 Waste management	26 廢棄物管理
7 Support to partners	7 支持合作夥伴	27 Energy management	27 能源管理
8 Training and development	8 培訓與發展		
9 Anti-corruption	9 反貪腐		
10 Equality in workplace	10 工作場所平等		
11 Internal communication	11 內部溝通		
12 Promotion channel	12 晉升通道		
13 Labor compliance	13 勞工合規		
14 Environmental impact of products	14 產品環境影響		
15 Social impact of products	15 產品社會影響		
16 Supplier labor management	16 供應商勞工管理		
17 Supplier environmental management	17 供應商環境管理		
18 Social vision	18 社會願景		
19 Government relations	19 政府關係		
20 Advocacy of environmental protection	20 環保宣導		

In this evaluation of material issues, there were 20 highly Material Issues and 7 moderately Material Issues, where the issue of the highest importance was "information security" while the issue of lower importance was "energy management", and no low important issue was defined.

本次重要性議題評定中，高度重要性議題為20個，中度重要性議題為7個，其中評定重要性最高的議題為「資訊安全」，重要性相對最低的議題為「能源管理」，沒有低度重要性議題。

5.4 Professional Ethics and Construction of a Clean and Honest Enterprise

5.4 職業道德與廉潔建設



5.4.1 Overall mechanism

整體機制

Kingdee pays attention to the internal professional ethics and construction of a clean and honest enterprise all the time, and create the corporate atmosphere of honesty and integrity. Since the Department of Human Resources issued Kingdee Business Code of Conduct 3rd edition in 2017, every employee must finish the online learning of Kingdee Business Code of Conduct. Only when new employees learn the Code and pass relevant examination can they become full-time employees. As of December 31, 2018, the number of visitors accessing the online learning system of Kingdee Business Code of Conduct reached 32,000.

In 2018, Kingdee issued Notification on Branch/Subsidiary Internal Control Inspection, carried out a comprehensive self-inspection and examination of compliance and anti-corruption in the Company, strengthened internal work, identified problems, urged rectification and correction in time, prevented small faults from accumulating into big problems, and effectively prevented the regulation violation and corruption acts.

For research projects funded by government, Kingdee strictly complied with relevant expenditure and procurement management regulations of national departments, committees and Shenzhen local government, including Regulations on Fund Management of National Key Research Program, and prepared the research fund control rules including Governmental Fund Management Regulations of Kingdee Software (China) Co., Ltd., and corresponding anti-corruption measures. Kingdee guaranteed that the special fund was used and managed based on the principles of separate accounting and special fund for specific purpose, designated special personnel to prepare the ledger, made follow-up of, monitored, and audited the whole-process use of special fund, regularly summarized and analyzed the fund use, and ensured the safe, complete, reasonable and good use of special fund.

金蝶一直以來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。自2017年人力資源部簽發第3版《金蝶商業行為準則》以來，每位員工都必須線上學習完成《商業行為準則》，新員工入職也必須學習並考核通過才能成為正式員工。截至2018年12月31日，《金蝶商業行為準則》的線上學習已累計達32,000人次。

2018年，金蝶發佈《關於分、子機構內控檢查的通知》，在企業內部開展了一次全面的合規與廉政自檢、自查，強化內部工作及時發現問題、督促整改糾正，防止小毛病堆積成大問題，有效預防違規及腐敗行為的發生。

針對政府資助的研發項目，金蝶均嚴格遵守《國家重點研發計畫資金管理辦法》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。金蝶確保專項資金按照單獨建帳、專款專用的原則進行使用與管理，指定專人建立台賬，並跟蹤、監控、審計專項資金的全程使用，定期進行資金使用的匯總、分析，保證專項資金的使用安全完整，合理到位。



5.4.2 Training and Advocacy

培訓與宣傳

In 2018, Kingdee undertook anti-corruption advocacy education and training in various forms, publicized laws and regulations to the staff, publicized and explained the Company's important policies and legal knowledge, urged the employees to comply with various rules and regulations, reviewed their compliance and implementation, improved employees' sense of internal control, and continued to strengthen the creation of a clean and honest culture throughout the Company.

2018年，金蝶展開各式的反腐倡廉宣傳教育與培訓，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。

Through Cloud Hub, Kingdee publicized its determination on anti-corruption and legal knowledge to the staff. In 2018, Kingdee carried out 12 advocacy sessions, including training and advocacy sessions regarding anti-corruption and legal knowledge;

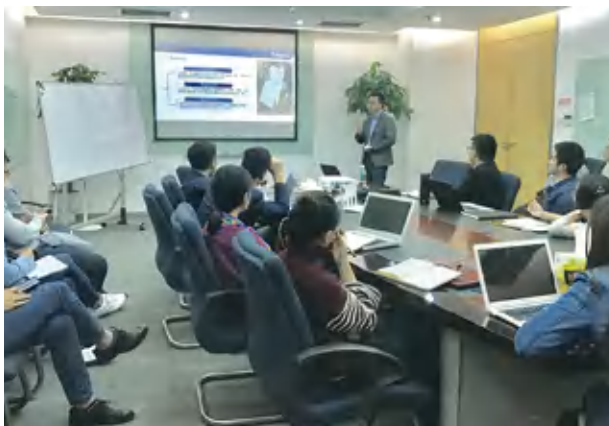
通過內部溝通平臺，向全體員工宣傳反腐決心與法律常識。2018年，金蝶舉辦了12次宣傳活動，包括反腐類培訓與宣傳、法律常識類培訓與宣傳等；

Kingdee carried out online training and assessment, such as the assessment regarding Kingdee Business Code of Conduct, through its intranet;

通過公司內網平臺開展線上培訓，並設置考核機制，如對《金蝶商業行為準則》的學習考核；

Legal staff and auditors were invited to carry out on-site advocacy and training regarding legal knowledge as well as important policies and systems. Branches in Zhengzhou, Chengdu, Changsha, Shenzhen, Dalian, Nanchang, Guangzhou, Chongqing, Quanzhou, Shenyang, and other regions organized more than 10 advocacy and training sessions in 2018.

邀請法務和審計人員為員工提供現場法律知識與重要政策、制度宣傳培訓。2018年，金蝶在鄭州、成都、長沙、深圳、大連、南昌、廣州、重慶、泉州、瀋陽等分子機構舉辦10餘場宣傳培訓活動。



5.4.3 Current management status

管理現況

In terms of overall integrity management, on the one hand, Kingdee internally promotes the overall internal control atmosphere and improves the quality of employees through the advocacy of "Acting in All Conscience" culture, and has integrity shine into every employee's mind. On the other hand, Kingdee enhances the investigation into internal violations of laws and regulations. Kingdee punishes those defaulting employees who impair its interests by warning or terminating their employment contracts in accordance with the Criminal Law of the People's Republic of China, Kingdee Business Code of Conduct, Employment Contract, Regulations for Prohibition on Employees' Improper Conduct and other relevant management systems prepared by Kingdee.

在整體廉潔管理上，金蝶一方面宣傳內部「致良知」文化，提升員工品質，鞏固整體內控氛圍，讓陽光照進每一位員工的心裡；另一方面，金蝶加強了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，公司根據國家法規《中華人民共和國刑法》及金蝶公司《金蝶商業行為準則》《勞動合同》《禁止員工不正當行為的規定》等相關管理制度，對違規員工予以警告或開除等處分。

Kingdee investigated and punished more than 10 violations of laws and regulations in 2018, with over 15 employees involved. The cases were categorized as follows:

2018 年 金蝶共查處違法 違規案件 10 餘宗，涉及違規人數 15 人，如下：

Violation 違規事項	Unit 單位	Data of 2017 2017年數據	Data of 2018 2018年數據
Establish a company privately or take a second job as part-time work 員工私下開設公司或從事兼職	Person 人	9	-
Establish a company privately and undertake outsourcing business 員工私下開設公司並承接外包業務	Person 人	2	-
Take a second job as part-time work illegally 違規兼職	Person 人	1	3
Fabricate labor relation 虛構僱傭關係	Person 人	3	-
Engage in a partnership operation illegally 違規參與夥伴經營	Person 人	1	2
Collude with external party to seek profits 與第三方勾結謀利	Person 人	-	3
Establish a company privately and transfer Kingdee clients 私下開設公司並轉移金蝶客戶	Person 人	-	4
Engage in malpractice and accept kickback 營私舞弊，收取回佣	Person 人	-	3

Intellectual Property Rights Protection

知識產權維護

As a knowledge-driven enterprise with continual independent innovation, Kingdee attaches great importance to intellectual property right protection, and takes the creation, management, protection, and application ability of company intellectual properties as one of the focuses of company strategic plan. Kingdee adheres to the principles of strengthening intellectual property protection and toughly cracking down piracy, continually strengthens the establishment of enterprise intellectual property regulations, formulates such rules and regulation as *Kingdee Business Code of Conduct*, *Kingdee Management Measures for Trademarks*, *Kingdee Management Measures for Copyright*, *Kingdee Management Measures for Patents* and *Management Measures for Information Security*, which give detailed explanations of and operational provisions on how various departments and employees of Kingdee use the intellectual property rights of other companies and individuals in accordance with laws and regulations and how to guarantee and protect their own intellectual property rights. Meanwhile, Kingdee establishes the knowledge and intellectual property right protection system focusing on trademark, patent and copyright and combining legal means and information security technology, and set up Department of Intellectual Property of the Group to take full responsibility for intellectual property rights and right protection management.

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，並將提升公司創造、管理、保護和運用知識產權的能力作為公司戰略規劃重點之一。金蝶堅守加強知識產權保護、嚴格打擊盜版的原則，不斷強化企業知識產權制度，制定《金蝶商業行為準則》、《金蝶商標管理辦法》、《金蝶著作權管理辦法》、《金蝶專利管理辦法》、《金蝶資訊安全管理辦法》等規章制度，對內部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均有詳細的解釋和規定。同時，金蝶建立了以商標、專利、版權為主體，以法律手段和資訊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門全面負責知識產權及維權事務的管理。



5.4.4 Not infringing others' intellectual property rights

不損害他人的知識產權

In regard to software use, Kingdee assures to use legitimate software in all of our devices. If any employee needs to install any software in his/her computer for work, he/she could send application. Kingdee purchases and installs software in a unified manner, to ensure the legitimacy of the installed software from the origin, and avoid the infringement of others' intellectual property rights.

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

In the preparation of marketing materials, Kingdee attaches great importance to the decision on whether those fonts, pictures, trademarks, texts and other content used in marketing materials infringe the rights and interests of other organizations and individuals, defines various conducts infringing their copyright on words and pictures in *Kingdee Management Measures for Copyright*, and made a special intellectual property propagation column "IP View" to propagate and popularize relevant intellectual property knowledge, and analyze various infringement acts and consequences. If any font, picture or other content is misused and published without authorization, Kingdee would take initiative to negotiate with the owner of such intellectual property right to negotiate purchase authorization.

在製作宣傳材料時，金蝶十分重視材料所使用的字體、圖片、商標、文案等內容的合規性。《金蝶著作權管理辦法》明確指出各類侵害他方文字、圖片著作權的行為，我們設立了專門的知識產權宣傳專欄「IP看點」中專門宣傳知識產權相關知識，分析各類侵權行為及後果。如誤用了未經授權的字體、圖片等，並且已經公開刊登，金蝶將主動與知識產權的擁有人進行溝通，洽談授權事宜。





5.4.5 Protecting our own intellectual property rights

保護自身的知識產權

In regard to right protection, Kingdee takes various measures to protect our product copyright and toughly crack down piracy acts. In terms of offline actions, a trans-department team in charge of fighting against piracies was set up, which comprises members from such departments as Intellectual Property Department, Audit Department, Legal Department, and product R&D departments, to confirm client's qualifications and the copyright ownership of the software they used through order system, and ensures the software they use have legitimate copyright through the sales team nationwide. With regard to online actions, we cooperate with Tmall, JD and other third-party sales platforms to monitor the products, identify sellers by referring to the lowest price and comparing the prices of products sold online, and determine the legitimacy of online agents by conducting financial assistance management, establishing a white list of agents and other means. If any non-compliance is found, we would take a complaint directly to the sales platform and ask the platform to handle and remove related products.

Trademarks: Kingdee monitored trademark infringement through such measures as monitoring Baidu's keywords involving competitive products, searching and monitoring of important product names and keyword placement. If any potential trademark infringement was found, we would initiate trademark litigation considering the company's scale and the degree of infringement.

在維權方面，金蝶採取多項措施保護自身產品版權，嚴肅打擊盜版行為。線下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門、審計部門、法務部門、產品研發等部門，通過訂貨系統確認客戶的資質及其使用軟件的版權歸屬問題，並通過全國的銷售團隊保證其使用的軟件已獲授權。線上，我們聯合天貓、京東等第三方銷售平臺進行監控，參考線上最低價格，並對比線上銷售產品的正常價格以識別可疑銷售商，同時通過財務資助管理、建立代理商白名單等措施確保線上代理商合法合規。如發現不合規的情況，我們會直接向銷售平臺投訴，要求其處理並下架相關產品。

在商標方面，金蝶通過監察百度競品詞、重要產品名稱搜索、關鍵字投放等，對商標侵權進行監控。如發現潛在的商標侵權個案，金蝶將考慮對方企業規模和侵犯商標的程度，發起商標訴訟。



Kingdee took initiative to handle 14 intellectual property litigation cases in 2018, among which 4 closed cases won the compensation of RMB 58,000, 3 cases in the stage of applying for case enforcement after judgment brought outstanding receivable of RMB 400,000, and 7 cases being processed had the litigation object of RMB 2.07 million.

2018年，金蝶主動辦理14起智慧財產權訴訟案件，其中4個已結案件獲賠5.8萬元，3個判決後申請執行案件，待收款40萬元，7個在辦未結案件，訴訟標的207萬元。

Kingdee received more than 20 piracy complaints from email, internal communication platform and phone calls, etc. in 2018, assisted the salesmen in urging the clients purchasing the legitimate edition, which involved the value of RMB 250,000.

2018年，金蝶通過電郵、內部溝通平臺、電話等接到盜版投訴舉報20多宗，並協助銷售人員呼籲客戶換購正版軟件，價值25萬元。

Kingdee cooperated with Shenzhen Huatuo Company to fight against in compliant links of Kingdee software sales on Taobao.com. By the end of 2018, the in compliant Taobao links from the search reduced to about 10 entries per month from more than 200 entries per month.

金蝶與深圳華拓公司合作，打擊淘寶網站上銷售金蝶軟件的違規連結，截至2018年底，經檢索的淘寶違規連結從每月200多條降至每月10餘條。





Economy 經濟

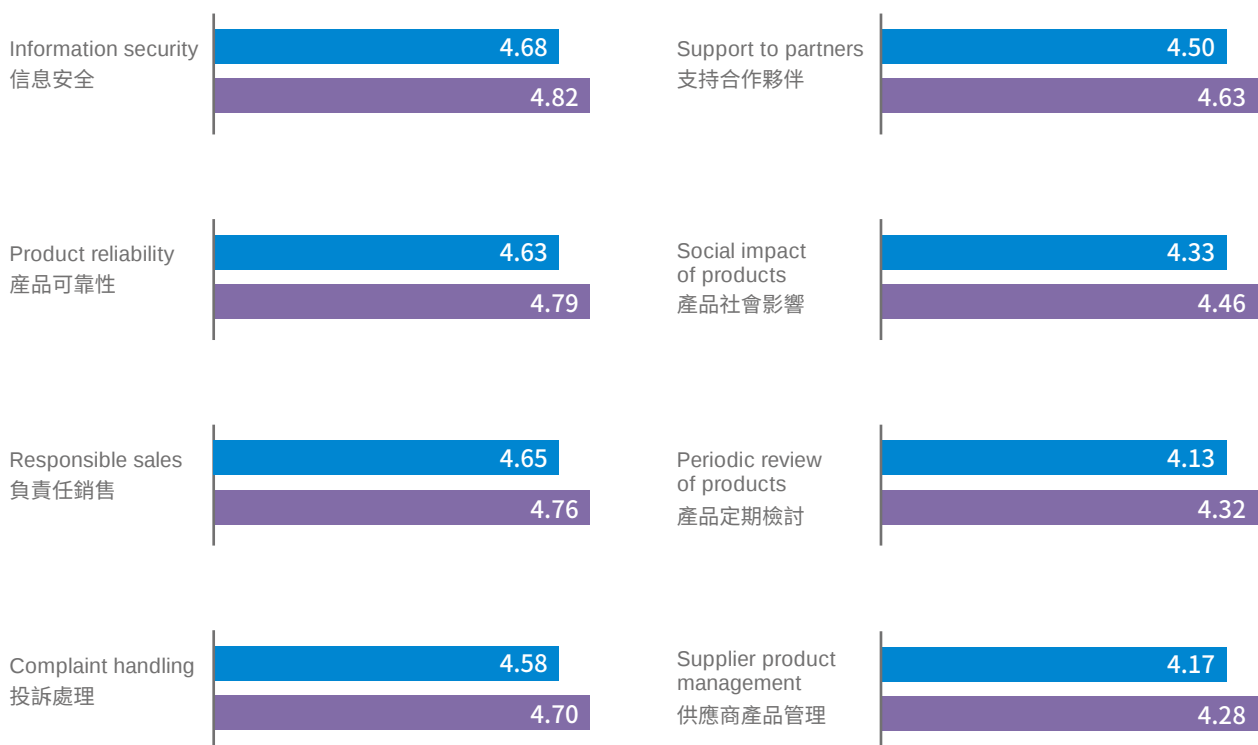
Kingdee continually undertakes product R&D and technology innovation, supports China enterprise digital transformation, creates value with the industry, achieves a win-win situation with the partners, and promotes the whole society to step on a more sustainable development path.

金蝶持續開展產品研發和技術創新，助力中國企業數位化轉型，與行業共創價值，與合作夥伴共贏，推動社會走上更可持續的發展道路。



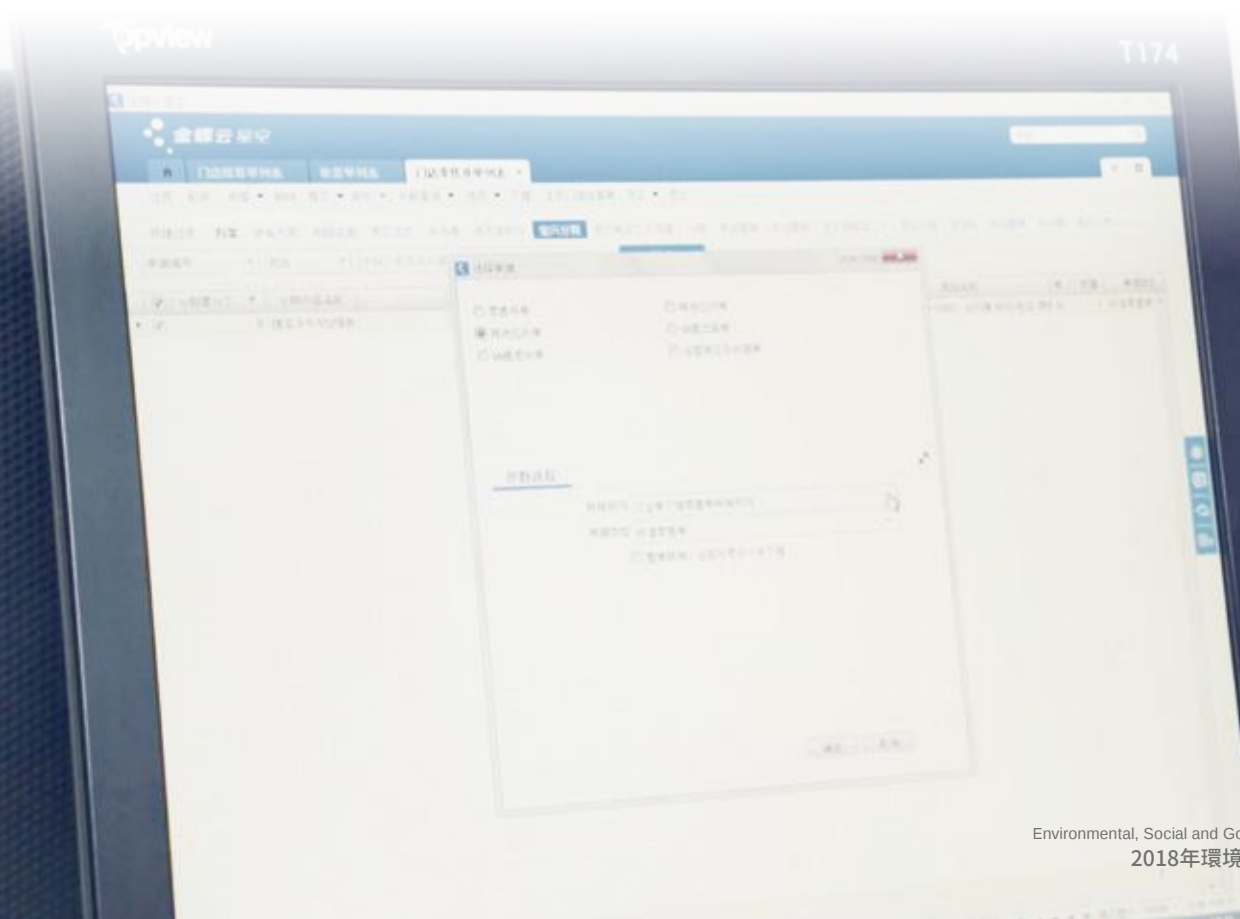
Issues involved and their materiality in this chapter:

本章節涉及議題及其重要性：



■ Importance for Stakeholders
對利益相關方的重要性

■ Importance for the Company
對企業的重要性



6.1 Kingdee Products

6.1 金蝶產品

Kingdee strives to be the world leading cloud service provider, focuses on enterprise PaaS and SaaS fields with its profound insight of China Internet business essence, and actively develops Kingdee cloud ecosystem. The cloud service products of Kingdee have won the favor of benchmark enterprises, including "Kingdee Cloud Cosmic" (an epochal Cloud service platform for large enterprises), "Kingdee Cloud Galaxy" (a digital innovative Cloud service platform for fast-growing enterprises), "Kingdee Jingdou Cloud" (one-stop Cloud services platform for micro and small-sized enterprises), Guanyi Cloud (Cloud services for E-commerce operators) and Cargeer (Cloud services for E-commerce operators), etc. 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.

金蝶致力於成為全球領先的雲服務廠商，本著對中國互聯網商業本質的深刻洞察，聚焦企業級 PaaS 和 SaaS 領域，積極發展金蝶雲生態系統。金蝶旗下多款雲服務產品獲得標杆企業的青睞，包括金蝶雲·蒼穹（劃時代大企業雲服務平臺）、金蝶雲·星空（中大及成長型企業創新雲服務平臺）、金蝶精斗雲（小微企業的一站式雲服務）、管易雲（電商行業雲）及車商悅（汽車經銷行業雲）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。



6.1.1 Product Value 產品價值

Kingdee Cloud Galaxy helps enterprises establish a shared cloud platform with such new features as connectivity, integration, sharing and intelligence, leading enterprises in reforming their management model and creating corporate value.

金蝶雲·星空幫助企業建立起具有連接、融合、共用、智慧新特性的共用雲平臺，引領企業管理轉型，創造企業價值。

Kingdee Cloud Galaxy: Rated as the first in the enterprise-level SAAS market shares by authoritative institution IDC for two consecutive years; won the authorized partner qualification of "chief committee of Promotion Conference of Millions Enterprises Cloud Adoption of China Cloud Service Alliance" of Ministry of Industry and Information Technology

金蝶雲·星空：連續兩年被權威IDC評為企業級SAAS市場佔有率第一；獲得工信部「中國雲服務聯盟百萬企業上雲推進大會主委會」的授權合作夥伴資格

The following products and services are offered:

涵蓋以下產品及服務：

Accounting cloud 財務雲	With multiple accounting systems, multiple ledgers and multiple organizational structures, it supports group-type enterprise accounting fine management, and offers intelligent accounting platform, business, accounting and taxation integration, Amoeba management, multi-lingual and multi-accounting standards to help the enterprises to go abroad. 多核算體系、多帳簿及多組織架構支援集團型企業財務精細化管理，而智慧財務記帳平臺，業財稅一體化，阿米巴經營管理，多語言多會計準則支援企業走向國際化
Supply chain cloud 供應鏈雲	Flexible and open multi-organization efficient coordination, connection and integration of upstream & downstream industry chain and external partners, fine business management control, and supply chain workbench. 靈活開放的多組織高效協同，上下游產業鏈及外部夥伴連接一體化，精細化業務管理控制，供應鏈工作臺
Intelligent manufacturing cloud 智慧製造雲	Collaborative production by multiple factories; configuration of diversified corporate demands to support flexible manufacturing, transparent production and implementation refined cost control, intelligent workshop, and industrial Internet 多工廠協同生產，多樣化生產配置支援柔性生產，生產執行透明化，成本管控精細化，智慧車間，工業互聯網
Omni-channel cloud 全渠道雲	Omni-channel unified order management, unified overall inventory distribution, accurate marketing of network members, and intelligent stores 全渠道訂單統一管理，全域庫存統一分配，全網會員精準行銷，智慧門店
PLM cloud PLM雲	R&D and manufacturing integration, select materials, and picture & file management, etc. The enterprise R&D management capacity would be improved through the management of R&D product data and project in order to achieve cost reduction and efficiency growth. 研發製造一體化，物料優選，圖文檔管理等。通過對研發產品資料及專案管理，提高企業研發管理能力實現降本增效

South Air International

南方英特

South Air International Co., Ltd. was a joint venture founded by China Changan Automobile Group Co., Ltd. (CCAG) and Air International Thermal Systems Pty Ltd. (AITS) in November 2000. It is headquartered in Chongqing Yubei Airport Development Area, and has three manufacturing bases in Chongqing, Nanjing and Beijing. South Air International is devoted to automobile air-conditioner system, heat exchange system, development, manufacturing and sales of new energy thermal management system products and supporting parts & accessories, and has the annual production capacity of 1.50 million units of air-conditioner system and 3 million units of cores.

Kingdee Cloud Galaxy structured a set of multi-dimensional management system covering application of business field, operation management analysis and strategy decision-making support from bottom to top to ensure lean management and generally increase enterprise efficiency. Kingdee Cloud helped South Air International to achieve centralized control of multiple factories, inter-organization business coordination, and whole-process intelligentization of centralized plan, workshop scheduling execution, management and execution layer, and exceed 95% of production plan execution rate; equipped core accessory factories of Changan Automobile with ERP+EDI+APS+MES+LIMS system, drove the operation of South Air International with product order plan of vehicle manufacturer, and achieve timely supply; considered the features of automobile accessory industry management, balanced the capital occupation of procurement and inventory, and fulfill the strategic objective of "zero-inventory management".

南方英特空調有限公司是由中國長安汽車集團股份有限公司（CCAG）和澳大利亞空調國際集團公司（AITS）於2000年11月合資組建，總部位於重慶渝北空港工業園區，現有重慶、南京及北京三個生產基地。南方英特主要從事車用空調系統、熱交換器系統、新能源熱管理系統產品及其配套零部件開發、製造和銷售，可年產空調系統150萬台，芯體300萬套。

金蝶雲星空為英特空調構建了一套自下而上覆蓋業務領域的應用、經營管理分析、戰略決策支援的立體管理體系，保障管控精益化，整體提升企業效率。金蝶雲幫助南方英特實現多工廠集中管控、組織間業務協同，從集中計畫到車間排程與執行，從管理層到執行層全程智慧化，生產計畫執行率超過95%；用ERP+EDI+APS+MES+LIMS系統長安汽車核心配套廠，以主機廠要貨計畫驅動英特運營，實現準時化供應；考慮汽配行業管理特性，平衡採購和庫存資金佔用，實現「零庫存管理」戰略目標。

This was specifically indicated by the followings:

具體體現在：

-  Connected the clients and rapidly timely responded to the demands of the clients
連接客戶，快速而及時的回應客戶需求
-  Connected the suppliers and achieved transparent delivery of material supply-demand information
連接供應商，物料供需資訊透明化傳遞
-  Connected the internal enterprise organizations and achieved efficient coordination of internal operation
連接內部各企業組織，實現內部運營的高效協同
-  Connected people, system and equipment and achieved man-machine interaction and coordination
連接人、系統與設備，實現人機互動與協同
-  Undertook centralized control by the Group and inter-organization business coordination, and ensured lean management
集團集中管控、組織間業務協同，保障管控精益化
-  Adopted VMI sales and procurement procedure, and simplified internal and external operation management
VMI銷售與採購程序，簡化內外部運作管理
-  Innovated cost management mode and promoted lean cost management
創新成本管理模式，促進成本管理精益化
-  Adopted APS advanced manufacturing scheduling and promoted lean manufacturing
以APS高級作業排程，驅動生產精益化



Replaced the workers with machinery at key processes and increased production efficiency and product quality yield
關鍵工序機器代替工人，提升生產效率與產品良率



Undertook workshop information management and increased the effectiveness of monitoring and management in production process
車間資訊化，提升生產過程監控與管理的有效性

"Kingdee is our long-term partner. The informatization develops from simple to fine, from stiff to intelligent. With the support of digital management transformation, South Air International maintained stable growth of business performance. This relies on the assistance and support of Kingdee. Intelligent manufacturing is not a concept but the fact we are undergoing in our company".

「金蝶和我們是長期的合作夥伴，資訊化建設從簡單到精細，從呆板到智慧的方向邁進。依託數位化管理轉型，英特空調業績穩步增長。這一切都離不開金蝶的支援，智慧製造不是一種概念，而是在我們公司身上正在發生的事實」。

— Liao Xinyao, General Manager of South Air International Co., Ltd.

——南方英特空調有限公司總經理 廖新耀



Kingdee Cloud Cosmic: The first independently developed and controllable enterprise cloud service platform based on cloud native structure in China

As the first enterprise-level cloud service platform with independent control and cloud-based architecture, Kingdee Cloud Cosmic adopts the design concepts of "renren (everyone)", "ecology" and "experience", has "instant, smart, personalized, social, minimalist, on-demand" six features, and offers complete enterprise SaaS services and PaaS services.

Main business scenarios:

主要業務場景：

Employee service cloud
員工服務雲

It offers staff application, including "renren business trip, renren costs, renren performance, and renren assets", etc.;
提供全員應用，包括「人人差旅、人人費用、人人績效、人人資產」等

Finance cloud
財務雲

Finance cloud: It covers seven fields of financial accounting, tax accounting, management accounting, enterprise performance, capital management, risk & internal control, and finance community, penetrates three levels of financial guidance, financial control and financial execution, upholds the core of "financial data", and lets accounting create value for the enterprise;
涵括財務會計、稅務會計、管理會計、企業績效、資金管理、風險與內控、財務社區七大領域，貫穿財務指導、財務控制、財務執行三大層次，以「財務資料」為核心，讓財務為企業創造價值

金蝶雲·蒼穹：中國首款自主可控和基於雲原生架構的企業級雲服務平臺

金蝶雲·蒼穹作為中國首款自主可控和基於雲原生架構的企業級雲服務平臺，以「人人」、「生態」、「體驗」為設計理念，具備即時、智慧、個性、社交、極簡、按需六大特性，提供完整的企業級SaaS服務和PaaS服務。

Human resources cloud
人力雲

It mainly includes HR basic service cloud, core human resources cloud, talent development cloud, HR featured service cloud, and HR strategic service cloud. Human resources cloud strengthens the business coordination relationship between the persons in the enterprise through socialized coordination, and assists the enterprise in building the connection between internal and external talents;

主要包括HR基礎服務雲、核心人力雲、人才開發雲、HR特性服務雲、HR戰略服務雲。人力雲通過社交化協同，強化了企業內部人與人之間的業務協作關係，同時也幫助企業建立內外部人才之間的連接

Procurement cloud
採購雲

It connects multiple e-commerce procurement platforms, supports various modes such as mall procurement, price parity procurement, and strategic procurement, and helps the enterprise reduce procurement costs and establish strategic partnerships with suppliers;

通過連接多種採購電商平臺，支持商城採購、比價採購、戰略採購多種模式，為企業降低採購成本，並與供應商建立戰略合作夥伴關係

Channel cloud
渠道雲

It contains B2B e-commerce center and sales assistant for enterprise clients, targets the supplier portals and micro-distribution on channel end, establishes a marketing service platform and efficient coordination platform for the enterprises, and helps the supplier transform in service-oriented mode.

包括面向企業端的B2B電商中心、銷售助手，面向渠道端的經銷商門戶、微分銷，為企業搭建了一個行銷服務平臺及高效協同平臺，為經銷商向服務轉型

Product Story
產品故事

Wens Group
溫氏股份

Wens Foodstuff Group Co., Ltd. (referred to as 「Wens Group」), founded in 1983, has developed into a cross-regional modern agricultural and animal husbandry enterprise group devoted to livestock breeding and engaging in relevant business.

Kingdee Cloud • Cosmic structured a complete set of digital platform system, and achieved Wens Group' s digital transformation of generalized value chain and ecology from feeds-machinery-breeding-livestock husbandry, processing-cold chain-store-B end, to real estate and different industry business. It achieved management improvement of four kinds, service transformation of five types, and digital financial optimization of six types. The details are as follows:

溫氏食品集團股份有限公司（簡稱「溫氏股份」），創立於 1983 年，現已發展成一家以畜禽養殖為主業、配套相關業務的跨地區現代農牧企業集團。

金蝶雲•蒼穹為溫氏股份構建了一套完善的數位化平臺體系，實現了溫氏股份從飼料 - 機械 - 育種 - 養殖到加工 - 冷鏈 - 門店 - B 端再到地產和其他行業業務的廣義價值鏈與生態的數位化轉型。實現了四類管理提升、五類服務轉型和六類數位化財務優化成果。具體如下。

Management improvement of four kinds:
四類管理提升：

Establish breeding management system with Wens breeding characteristics;

建立溫氏養殖特色的養殖管理系統；

Achieve while-process lean management;

實現全程的精細化管理；

Strengthen group control and increase work efficiency;

加強集團管控提升工作效率；

Establish mobile work platform and enhance coordination communication.

建立移動工作平臺加強協作溝通。

Service transformation of five types:
五類服務轉型：



Reduce costs;
降低成本；



Increase efficiency;
提高效率；



Strengthen control;
加強管控；



Promote financial transformation;
推動財務轉型；



Support strategic transformation.
支持戰略轉型。

Digital financial optimization of six types:
六類數位化財務優化成果：

- The group system has 1,500 users and 600 concurrent users, financial accounts for more than 300 counterparties, and annual data volume of about 100G;
 - Financial management reaches domestic advanced level;
 - The duration of decision-making data offering reduces to 2 seconds from two weeks;
 - The senior management can generally know the group operation condition in 10 minutes every day;
 - The information center responds to the senior management's demand in decision-making data within 10 minutes;
 - Data concentration is the base of enterprise control and the analysis of history in many years.
- 全集團系統使用者 1500 人，併發 600 人，300 多家財務賬，每年約 100G 資料；
 - 財務管理達到國內先進水準；
 - 決策資料的提供由兩周到 2 秒；
 - 高層每天花費 10 分鐘即可基本了解集團運作情況；
 - 資訊中心 10 分鐘內回應高層對決策資料的需求；
 - 資料集中是企業管控的基礎，多年歷史分析的基礎。

"Kingdee forged ahead hand in hand with Wens for more than two decades. Kingdee has made prominent contributions to Wens Internet+ building and digital transformation practices; in the field of agriculture industry Internet, both parties invest and establish the joint venture in order to restructure Wens industry value in a digitalized manner, empower Wens, upstream and downstream partners of industry chain and farmers, directly link the users, and empower other domestic modern agriculture and animal husbandry enterprises timely. Both parties will cooperate sincerely, forge ahead together and share with each other in the future."

「金蝶與溫氏雙方風雨同舟二十多年，金蝶在助力溫氏互聯網+建設及數位化轉型實踐中作出卓越貢獻；在農業產業互聯網領域，雙方共同出資成立合資公司，以數位化重構溫氏產業價值鏈，賦能溫氏及產業鏈上下游合作夥伴與農戶，直鏈用戶，並適時賦能國內其他現代農牧養殖企業。未來雙方將精誠合作，齊創共用。」

— Wen Zhifen, President of Wens Group
——溫氏集團董事長 溫志芬



Jingdou Cloud: One-stop operation management cloud service of small and micro enterprises

Jingdou Cloud offers 3 operation services (mini-program mall + smart store + 2B ordering), 2 management services (accounting + PSI), and 1 solution (omni-channel solution of new retailing) based on Internet technology and software delivery mode innovation, and helps the enterprises to establish intelligent, mobile and integrated operation management system. Currently, more than 1 million small and micro enterprises have effectively managed the business on Jingdou Cloud.

精斗雲：小微企業一站式經營管理雲服務

精斗雲基於互聯網技術及軟件交付模式創新，為企業提供「3大經營服務（小程序商城+智慧門店+2B訂貨）、2大管理服務（財稅+進銷存）、1大解決方案（新零售全渠道解決方案）」，助力企業打造智慧化、移動化、一體化的經營管理體系。目前已有超過100萬家小微企業選擇在精斗雲上高效管理生意。

The following products and services are offered:

涵蓋以下產品及服務：



Jingdou Cloud [Three operation services]

精斗雲【3大經營服務】

Mini-program mall: Jingdou Cloud B2C mini-program mall that helps the transformation of traditional enterprises to socialized e-commerce, develops the private domain traffic of the enterprise, undertakes fission marketing mode in WeChat energy pool of 1.08 billion users with the marketing functions of socialized e-commerce, and brings more traffic and new customers to the suppliers.

小程序商城：精斗雲B2C小程序商城，幫助傳統企業向社交電商轉型，打造屬於企業自己的私域流量，利用社交電商的行銷功能在10.8億的微信流量池中開展裂變行銷模式，為商家帶來更多的流量和新客。

Intelligent store: A new-generation retail management system for small and micro enterprises that explains the suppliers achieve rapid cashier function, member management, flexible promotion, and intelligent analysis, and easily increases the operational performance of the store.

智慧門店：小微企業新一代零售管理系統，為商家實現快捷收銀、會員管理、靈活促銷、智慧分析，輕鬆提升門店的經營效益。

2B ordering: Specialized ordering mall for enterprises meeting the requirements of ordering customers in different industries. Meanwhile, 1688 E Jing Jing helps the suppliers to achieve one-click commodity distribution to 1688 intelligent market and the management of commodities, inventory, orders and reconciliation.

2B訂貨：企業專屬的訂貨商城，滿足不同行業訂貨服務客戶群。同時，1688版E經經，助力商家商品一鍵鋪貨到1688智慧市場，管商品、管庫存、管訂單、管往來對賬。



Jingdou Cloud [Two operation services]

精斗雲【2大管理服務】

Financial and taxation management: Offer one-stop integrated intelligent financial and taxation services to management and financial personnel of small and micro enterprises and help the enterprise to achieve intelligent accounting, one-click tax declaration and tax planning.

財稅管理：為小微企業管理和財務人員提供一站式、一體化的智慧財稅管理服務，助力企業輕鬆實現智慧記帳、一鍵報稅、稅務籌畫。

PSI management: A one-stop business management tool for small and micro enterprises that achieves professional handling of purchase, sales, inventory, receivables and payables.

進銷存管理：小微企業一站式生意管理工具，全面實現購、銷、存和應收應付款專業處理。



Jingdou Cloud [One operation service]

精斗雲【1大解決方案】

New retail solution: A new-generation cloud new retail omni-channel marketing solution that helps the suppliers achieve online and offline integration, customer and operation integration, finance and business integration, and integrated operation and management of multi-termination collaboration, and makes retail operation and management easier.

新零售解決方案：新一代雲端新零售全渠道行銷解決方案，助力商家實現線上線下一體化、客戶經營一體化、財務業務一體化、多端協同一體化的經營與管理，讓零售經營與管理更輕鬆。

China Mobile Jinzhong Branch

晉中移動

China Mobile Jinzhong Branch is the subsidiary of China Mobile Group Shanxi Company Limited and mainly engages in terminal number card and network resource service. In recent years, the cell phone terminal revenue of China Mobile Jinzhong Branch rapidly grew and the number of the stores rapidly increased. Currently it has more than 30 chain stores and 11 self-built malls.

China Mobile Jinzhong Branch did not have unified warehouse management tool, and could not synchronize the data of purchase, inventory and sales, etc. Due to plenty of terminal procurement channels, it was unable to effectively track the purchase price and sales price of the goods from various channels, accurately calculate and analyze the input and output, or summarize the sales data of store revenue and others.

With the cloud PSI service of Jingdou Cloud, China Mobile Jinzhong Branch achieved information sharing of store commodities. The store manager was able to view sales revenue on multiple terminals in real time, rapidly master the store operation status, and effectively increase store operation and management efficiency. With SN unique identifier management, the inventory data of multiple stores was synchronized and shared, making the inventory check more convenient and achieved highly efficient inventory turnover. Moreover, Cloud PSI helped China Mobile Jinzhong Branch to achieve whole-process tracking of commodity sales process, accurately analyze the professional data of turnover rate, profit, and sales commission, etc., and effectively support operation decision-making.

晉中移動分公司是中國移動集團山西有限分公司的下屬子公司，主營業務為終端號卡以及網路資源服務。近些年，晉中移動的手機終端業績快速增長，門店急速擴張，目前已有30多家直營店和11家自建賣場。

晉中移動沒有統一的倉庫管理工具，採購、庫存、銷售等資料無法即時同步，由於終端進貨途徑多，無法有效追蹤各渠道商品的進貨價、售價，無法精準核算分析投入及產出情況，統計門店業績等銷售資料。

通過使用精斗雲的雲進銷存服務，晉中移動實現門店商品資訊共用，店長可即時多端查看銷售業績，快速掌握門店經營情況，有效提升門店經營與管理效率。通過SN唯一碼管理，多門店庫存資料同步共用，庫存盤點更快捷，實現庫存高效流轉。此外，雲進銷存助力晉中移動實現了商品銷售過程全程追蹤，精準分析周轉率、利潤、銷售提成等專業資料，有效支撐經營決策。

"As an administrator, we attach more importance to data timelines and accuracy. With Jingdou Cloud PSI, we can rapidly monitor sales data in real time, and accurately carry out subsequent accounting. It offers very accurate data to us, which is of great help to us."

「作為管理者，更看重的是資料的即時性和準確性，使用精斗雲雲進銷存後，可以快速地實現即時監控銷售資料，精準進行後期核算，給我們提供非常準確的資料，這對我們說明非常大。」

— Zhang Chao, Channel Manager of China Mobile Jinzhong Branch
——晉中移動分公司 渠道經理 張超

"On Jingdou Cloud PSI, we can see the most popular cell phone model of the highest sales volume in Jinzhong. The salesmen know what model to recommend to the users to make the users more satisfied, and thus increase the sales volume. As the store manager, I can directly view the daily sales amount and the number and colors of the cell phones sold by the store salesmen on Cloud PSI."

「在精斗雲雲進銷存上，我們可以看到晉中地區銷量最高、最火爆的手機款式，銷售推薦給用戶，用戶更滿意，銷量也自然更高。作為店長，店裡的銷售員今天賣了多少台機子，甚麼顏色，通過雲進銷存我直接就可以看到當天的銷量金額。」

— Wang Xiaoqin, Store Manager of Pingyao Store of China Mobile Jinzhong Branch
——晉中移動平遙店 店長 王曉琴

Guanyi Cloud: Sub-brand devoted to e-commerce cloud service, and official partner of Alibaba Jvshita. Two packages out of ten packages for 11.11 are processed and shipped by Guanyi Cloud

Guanyi Cloud offers e-commerce management service covering whole business process, accurately controls the steps such as procurement, order, inventory, after-sale service and accounting, etc., and helps the enterprises effectively manage e-commerce business with reliable high concurrency handling capacity:

管易雲：專注提供電商雲服務的子品牌，阿里聚石塔官方合作夥伴，雙十一每十個包裹中有兩個經由管易雲處理並發出

管易雲為企業提供涵蓋電商全業務流程的管理服務，通過對採購、訂單、庫存、售後及財務等環節的精準管控，以及可靠的高併發處理能力，幫助企業高效管理電商業務。

Main business scenarios:

主要業務場景：

Multi-terminal multi-contact marketing

B2C, B2B and B2B2C mall systems; WeChat mall integrating mini-program & official account; rapid website creation on multiple terminals of PC and mobile terminal that does not require operation and maintenance

多端多觸點行銷

B2C、B2B、B2B2C商城系統；小程序&公眾號一體化微信商城；PC、移動多端快速建站，無需運營及維護

Omni-channel order performance

Automatic handling of 80% orders; omni-channel synchronized unified inventory; member integration and establishment of private domain traffic pool

全渠道訂單履單

80%訂單自動化處理；一盤貨全渠道同步；會員整合，構建私域流量池

Intelligent warehouse management

Software and hardware integration, and paperless operation; user-defined operation management and multi-strategy management; comprehensive support for management demand of multiple warehouses and various cargo owners

倉儲智慧化管理

軟硬體一體，無紙化作業；自訂作業管理，多種策略管理；全面支援多倉庫、多貨主管理需求

Business-accounting-tax integrated management

Full supply chain process connection; simultaneous financial accounting for business at any time; automatic generation of accounting vouchers for 99% 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；業務隨時發生，財務隨時核算；99.9%的業務單據自動生成財務憑證；訂單流、物流、結算流、票流一體化

Yojo Mother & Baby Supplies

永卓母嬰

Hangzhou Yojo E-Commerce Co., Ltd. (referred to as Yojo Mother & Baby Supplies), founded in 2005, has the main business channels of large chain supermarkets, e-commerce and agent & wholesale, the main products of international first-rate mother & baby brands, and warehousing & logistics base of about 10,000 m3 and modern logistics management process. Yojo Mother & Baby Supplies is the supply chain integrator of mother & baby industry, merchandizes about 100 mother & baby brand, and is ranked TOP1 on many platforms such as JD and Kaola, etc.

Achieve true omni-channel with Guanyi Cloud: The product categories and sales channels of mother & baby industry are highly complicated, and the conventional customs on different channels are the greatest obstacle to trans-category integration and genuine omni-channel. Guanyi Cloud replaces the human experience, offers whole-process management from order, to warehousing, assorting and delivery, covers approximately 100 boutiques and 60+ online stores, and truly achieves omni-channel "unified inventory".

Unified management and low cost for rapid trial on new channel: When all the platform data is connected, Guanyi Cloud designs standard process for single channel according to the features of each channel, connects with unified management platform, and enables the system to automatically grab the order, and automatically assort from the inventory. For the cloud shared management and new channel expansion, only one to two extra operators should be added.

Fine inventory management and omni-channel supply chain development: Guanyi Cloud helps the client compute the commodity data, set up parameters according to the factors including different features of the product and supply chain cycle, etc., undertake accurate warehousing management, and automatic computing of whole procurement process, let the system generate the order and the operator simply assess, purchase and deliver the goods in large quantity and offer better experience to the consumers.

杭州永卓電子商務有限公司成立於2005年（簡稱「永卓母嬰」），公司業務渠道以大型連鎖超市、電子商務、代理批發為主，主要經營產品為國際一線母嬰品牌，坐擁萬餘平方米倉儲物流基地和現代化物流管理流程。永卓母嬰是母嬰行業的供應鏈整合者，代理百餘母嬰品牌，京東、考拉等多平臺母嬰類TOP 1。

借助管易雲，實現真正的全渠道銷售：母嬰行業內產品品類與銷售渠道十分複雜，不同渠道的運營及約定俗成的習慣是跨品類整合、實現真正全渠道銷售的最大障礙。管易雲替代人為經驗，訂單、倉儲、配貨、發貨全流程管理，覆蓋近100家專櫃，60+線上店鋪，真正實現全渠道「一盤貨」。

統一管理，低成本快速嘗試新渠道：所有平臺資料打通，管易雲針對每個渠道特徵，設計針對單獨渠道的標準流程，銜接到統一管理平臺，實現每個訂單系統自動抓取，庫存自動配貨。雲上共用管理，拓展新渠道僅需增加一到兩個運營人員。

精細化庫存管理，做好全渠道供應鏈：管易雲說明客戶對貨品資料進行運算，根據產品不同特性及供應鏈端週期等因素設立參數，精準化倉儲管理，自動化運算整個採購過程，系統生成訂單，人工簡單審核，大批購貨發貨，為消費者提供更好體驗。

"Mother & baby is a mini adult world. Adult fast-moving consumer goods industry is divided into many sectors. Now it becomes mother & baby industry. Therefore, the product diversity of mother & baby industry is much higher than others. A good software company can greatly support the information building. Guanyi Cloud is a correct choice. It not only solves the problem of demand, but also develops advanced technical modules from a forward-looking perspective according to the industry changes. When using the software, we can learn more technologies."

「母嬰是一個迷你版的成人世界，成人快銷分了很多行業，到母嬰變成了一個行業，所以母嬰對應的產品豐富度遠高過其他。一個好的軟件公司，對整個資訊化建設有更好的助力。管易雲，就是一個正確的選擇，不光能解決需求問題，更能根據行業的變化，前瞻性地研發出先進的技術模組，在使用軟件的同時，還能學習多一些新的技術。」

— Fei Haibing, Yojo Mother & Baby Supplies CEO
——永卓母嬰CEO 費海炳



6.1.2 Scientific research innovation 科研創新

Scientific research innovation is the impetus of continual development of Kingdee. Kingdee undertakes close cooperation with clients, partners, research institutions, universities, industry associations, and expert organizations as well as inside the business sectors of the Company, researches and explores the management mode, transformation method, structure technology, software technology, service technology and solutions in China enterprise development and management innovation, and endeavors to establish open ecological chain of solution innovation through management and IT integration.

In 2018, Kingdee Group established US Seattle R&D Center, aiming to further promote the exchanges and cooperation with the international leading enterprises, recruit and introduce world first-class talents and support the product upgrade and update of the Company.

科研創新是金蝶能夠不斷向前發展的源泉動力。金蝶研究院通過與客戶、合作夥伴、研究機構、高等院校、行業協會、專家組織及金蝶內部各業務線的緊密合作，研究和探索中國企業發展和管理創新中面臨的管理模式、轉型方法、架構技術、軟件技術、服務技術及解決方案，致力於打造管理與 IT 整合解決方案創新的開放式生態鏈。

2018 年，金蝶集團新成立美國西雅圖研發中心，旨在進一步推動公司與國際一流企業交流與合作，招募與引進全球一流的人才，助力公司產品升級換代。

The following products and services are offered:

涵蓋以下產品及服務：

Kingdee industry-university-research cooperation and representative governmental projects in 2018 2018年金蝶產學研合作及具有代表性的政府課題

Kingdee successively undertook the projects including "Shenzhen enterprise blockchain technology and application engineering research center", "R&D and industrialization of image processing cloud platform targeting intelligent accounting", and "pilot demonstrative project of national manufacturing and Internet integrative development", etc., and was listed as "provincial industrial Internet solution provider" and "intelligent manufacturing system solution supplier". "Shenzhen enterprise blockchain technology and application engineering research center" project was listed in Shenzhen "2018 supporting plan for digital economy industry", which would thoroughly research relevant blockchain application technology and others according to technical demand of enterprise blockchain and accounting integration, finally establish an accounting blockchain platform serving enterprises, and offers accounting blockchain services to the enterprises in various industries.

Kingdee engaged in extensive cooperation in the fields of research and application fields of electronic invoice-related technologies with the organizations including Aisino Corporation, Beijing Lanxum New Technology Co., Ltd., and Institute of Information Engineering, CAS. On the basis of the project of national key research program "safe electronic voucher service and key monitoring technology" jointly undertaken in 2017, it jointly applied and won "pilot demonstrative project of digital invoice and service system supporting whole-process digitalization" in 2018.

Kingdee cooperated with the organizations such as Peking University and Institute of Software Chinese Academy of Sciences, participated in key subject of "Intelligent Software Development Method and Environment based on Big Data" as part of national key research program "cloud computing and big data", undertook the adaptation and execution of the project and subject result in the enterprise, formed intelligent software development environment of the enterprise, and undertook demonstrative application development in various fields. In 2018, Kingdee successfully finished annual R&D tasks prescribed for the project, and undertook demonstrative application of the project result in Kingdee.

金蝶先後承擔「深圳企業級區塊鏈技術及應用工程研究中心」、「面向財務智慧的影像處理雲平臺研發及產業化」、「國家級製造業與互聯網融合發展試點示範」等項目，並入選「省級工業互聯網解決方案商」、「智慧製造系統解決方案供應商」。「深圳企業級區塊鏈技術及應用工程研究中心」專案成功入選深圳市「數字經濟產業 2018 年扶持計畫」，將圍繞企業區塊鏈與財務融合技術需求，對區塊鏈相關應用技術等開展深入研究，最終建設一個服務於企業財務區塊鏈平臺，為各行業企業提供財務區塊鏈服務。

金蝶與航太資訊股份有限公司、北京立思辰新技術有限公司、中國科學院資訊工程研究所等單位在電子發票相關技術研究與應用領域開展深度合作，在 2017 年聯合承擔國家重點研發計畫「安全電子憑據服務及其監管關鍵技術」專案的基礎上，2018 年聯合申報成功並承擔「支援全程電子化的電子發票及服務系統試點示範」專案。

金蝶與北京大學、中國科學院軟件研究所等單位合作，參與了國家重點研發計畫「雲計算和大數據」重點專項「基於大數據的軟件智慧開發方法和環境」專案，主要承擔專案和課題成果在企業內的適配和實施，形成企業的軟件智慧化開發環境，並在多個領域進行示範應用開發。2018 年期間，金蝶順利完成專案規定的年度研發任務，並成功將專案成果在金蝶進行應用示範。

Kingdee's cooperation with the universities in China in 2018
2018年與金蝶全國各高校的合作

Kingdee cooperated with Wuhan University, Central South University, Hunan University of Science and Technology, and Hainan Normal University, etc., and established "Service Computing United Laboratory" of national technical research center of enterprise Internet service supporting software engineering in such 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，在以上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」。

Kingdee co established International School of Software, Wuhan University – Kingdee Software (China) Co., Ltd. Internship Training Base with Wuhan University.

與武漢大學合作建立了武漢大學國際軟件學院—金蝶軟件（中國）有限公司實習實訓基地。

Kingdee cooperated with Peking University and others to jointly undertake key subject of "intelligent Software Development Method and Environment based on Big Data" as part of national key research program "cloud computing and big data".

與北京大學等合作，共同承擔了國家重點研發計畫「雲計算和大數據」重點專項「基於大數據的軟件智慧開發方法和環境」專案。

Kingdee cooperated with the universities including Wuhan University, Beijing University of Posts and Telecommunications, and University of Electronic Science and Technology of China, etc., researched in the field of "networked collaborative manufacturing and intelligent factory", and jointly applied for relevant national governmental subjects.

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

Kingdee Research Institute technological innovation projects in 2018
2018年金蝶研究院技術創新專案

Blockchain:

- Kingdee Research Institute offers blockchain service to Jingdou Cloud products, realizing tamper-proof, traceable and mutual trusting record of orders and historic accounts, etc. The blockchain service have been stably operated at all time since the launch in May 2018, and offered the launch-on-chain support for more than 14 million data entries to more than 20,000 users.

區塊鏈：

- 金蝶研究院為精斗雲產品提供區塊鏈服務，實現對訂單、帳目歷史等不可篡改、可追溯、可互信的記錄。區塊鏈服務自2018年5月上線後全年穩定運行，為超過2萬用戶提供了超過1400萬筆資料記錄的上鏈支援。

Artificial Intelligence:

- The cooperative project of Kingdee and Beijing University of Posts and Telecommunications won "Wu Wenjun Artificial Intelligence Science and Technology Award" 2018 of Chinese Association for Artificial Intelligence, and the key technology winning the award has been applied in large scale in financial intelligent products of Kingdee.
- The enterprise financial bill imaging service of Kingdee was directly offered to 110 enterprise clients in 2018, and indirectly linked more than 110,000 individual users. The service was offered in and out of the Group for 9.22 million times, which increased the bill processing efficiency by 50% and achieved 100% automatic gathering of financial invoice schedule.

人工智慧：

- 金蝶與北京郵電大學合作的項目獲得中國人工智慧學會2018年度「吳文俊人工智慧科學技術獎」，獲獎的關鍵技術已經在金蝶的財務智慧產品中獲得大規模應用。
- 2018年金蝶的企業財務票據圖像服務直接服務了110家企業客戶，間接連接超過11萬個人用戶，對集團內外提供922萬次服務，使單據處理的效率提升了50%，完成100%自動收集財務發票清單的目標。

In November 2018, "2018 (4th) China Financial Conference" guided by Shenzhen Municipal Financial Service Office and hosted by Southern Metropolis Daily convened in Shenzhen. Kingdee Internet Finance stood out from about one hundred financial institutions joining the appraisal with its leading technological innovation ability and won Best Finance Innovation Award 2018.

2018年11月，由深圳市金融辦指導、南方都市報主辦的「2018（第四屆）中國金融年會」在深圳舉辦，金蝶互聯網金融憑藉領先的科技創新能力從上百家參與的金融機構中脫穎而出，榮獲2018年度最佳金融創新大獎。

The "Jingwei Cloud" system launched by Kindee Credit, helps the banks and financial institutions to increase small and micro financial efficiency of private businesses in all-round manner in regard to anti-fraud, assessment before lending and monitoring after lending, greatly increasing risk control ability of bank industry and lower credit risk. Since 2018, "Jingwei Cloud" has successively offered services to more than 20 banks and financial institutions. The service targets include many industry leading financial institutions, such as China Merchants Bank, Bank of Ningbo, JD Finance and Linklogis, etc.

金蝶徵信推出的「涇渭雲」系統能在反欺詐、貸前審核和貸後監控上全方位幫助銀行金融機構提升民營小微金融效率，極大提升銀行業風控能力，降低信貸風險。2018年以來，「涇渭雲」陸續為20多家銀行金融機構提供服務，服務物件包括招商銀行、寧波銀行、京東金融及聯易融等眾多行業領先金融機構。



6.2 Excellent Service

6.2 卓越服務

Kingdee has always pursued to better meet the needs of consumers and enhance client service experience, we has continuously improved the customer service system , strictly controlled service quality, kept the communication channels of users open,, and protected user information privacy security. Upholding the mission of "Devoted to Serve Enterprises", we are devoted to building "the most reliable enterprise service platform" for more than 6.8 million enterprises and more than 80 million users.

金蝶一直致力滿足消費者需求以及提升客戶服務體驗。我們不斷完善客戶服務體系，嚴格控制服務品質，確保使用者溝通渠道暢通，保障使用者資訊隱私安全。我們秉承「全心全意為企業服務」的使命，致力為全球超過 680 多萬家企業組織和 8,000 多萬用戶，打造「最值得託付的企業服務平臺」。



6.2.1 Customer service management 客戶服務管理

Kingdee has developed a series of service product and delivery management regulations, including *Kingdee EAS Service Product and Sales Management Regulations*, *Kingdee Cloud Service Product and Sales Management Regulations*, *Kingdee K/3 WISE Service Product and Sales Management Regulations*, *Kingdee KIS Service Product and Sales Management Regulations*, *Kingdee Service Delivery Management Regulations*, *Kingdee Service Code of Conduct*, *Telemarketing Business Management Regulations of Headquarters Marketing Department*, and *Kingdee Customer Complaint Management Regulations*, etc., to ensure that customers are provided with quality and comfortable services, and to improve customers' satisfaction with the services of Kingdee and distributors.

金蝶制定了一系列服務產品及交付管理制度，包括《金蝶 EAS 服務產品及銷售管理辦法》、《金蝶雲服務產品及銷售管理辦法》、《金蝶 K/3 WISE 服務產品及銷售管理辦法》、《金蝶 KIS 服務產品及銷售管理辦法》、《金蝶服務交付管理辦法》、《金蝶服務行為規範》、《總部市場部電話行銷業務管理辦法》、《金蝶客戶投訴管理辦法》等，確保為客戶提供舒適的優質服務，全面提升客戶對金蝶及分銷夥伴的服務滿意度。



6.2.2 Information security assurance 資訊安全保障

Kingdee highly values the compliance of product safety and protection of customers' privacy and data, and complies with the legal provisions on personal information protection in the *Constitution of the People's Republic of China*, *General Principles of the Civil Law of the People's Republic of China* and *Tort Law of the People's Republic of China*. Kingdee continuously improves its information security assurance ability in the fields of security compliance, user private data, business application, infrastructure, emergency response and business continuity, organization and personnel, and management standard & procedure, etc. establishes information security system with information security organization assurance, regulation foundation and technical support, engages in information security training, audit and test, and offers safe, reliable and continual enterprise cloud service to the users.

金蝶高度重視產品安全合規與客戶隱私資料安全保護，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》中關於個人資訊保護的相關法律條款。金蝶在安全合規、使用者隱私資料、業務應用、基礎架構、危機應變與業務連續性、組織與人員、管理規範程序等方面不斷完善自身的資訊安全保障能力，建立有資訊安全性群組織保障、制度依據與技術支援的資訊安全體系，並開展資訊安全培訓、審計及測試工作，為用戶打造安全、可靠、持續的企業雲服務。

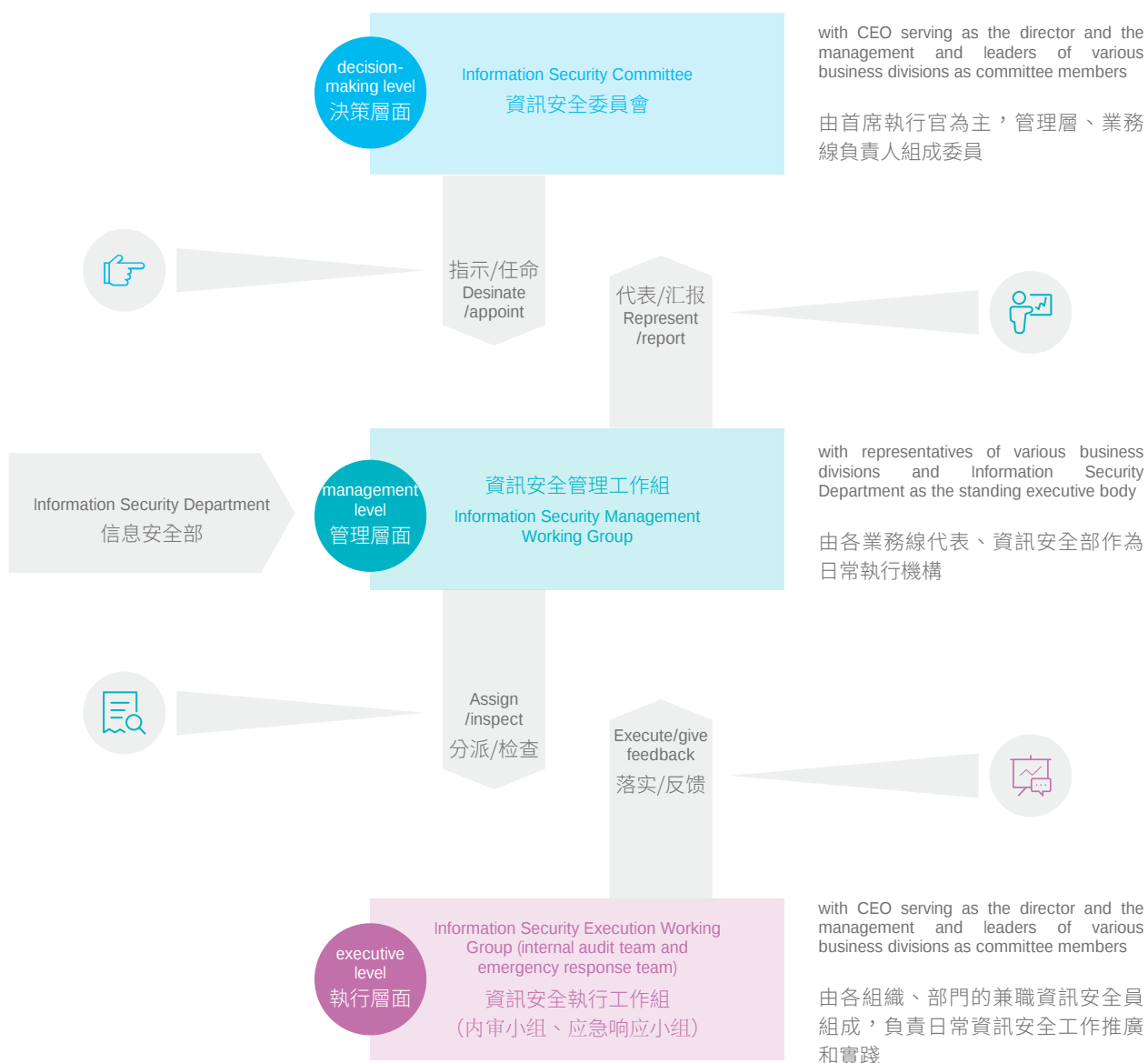




Information Security Organizational Structure 信息安全性群組織架構

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

公司建立了包括決策層面、管理層面和執行層面的三層資訊安全性群組織架構，為公司資訊安全工作的開展提供組織保障。





Cloud Service Security Assurance System

雲服務安全保障體系

As the leading enterprise SaaS (Software-as-a-Service) application in China, Kingdee Cloud services possess such key attributes as confidentiality, completeness and availability. In order to ensure user data security and business continuity, Kingdee is striving to establish a prevention-oriented Cloud service security assurance system integrating technologies and management with layered defense, including Cloud security governance system and Cloud security technical system. The system adopts advanced Internet security technologies, and the system, standards and processes have met ISO 27001, an international information security management standard, and CSA's Security Guidance for Critical Areas of Focus in Cloud Computing, as well as the requirements of level III of national information system security standard.

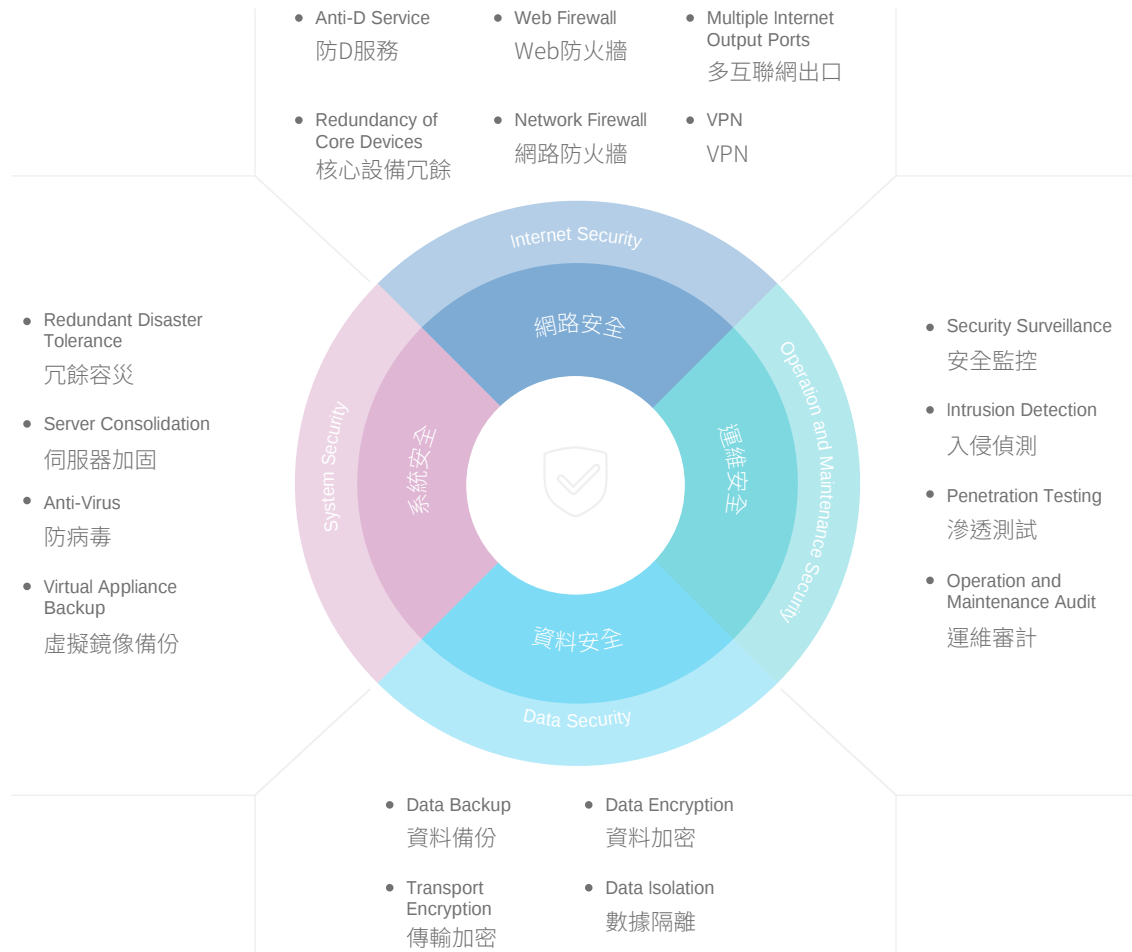
金蝶雲服務能夠成為國內領先的企業級SaaS（軟件即服務）業務應用，其保密性、完整性、可用性是箇中關鍵。為保障使用者資料安全和業務持續性，金蝶竭力打造一個「技術+管理、預防為主、縱深防禦」的雲服務安全保障體系，包括雲安全治理體系和雲安全技術體系。該體系採用了先進的互聯網安全技術，其制度、規範與流程均已覆蓋ISO 27001國際資訊安全標準、CSA雲計算關鍵領域安全指南，符合國家資訊系統安全等級保護標準第三級要求。



Cloud Service Security Assurance System – Systems

雲服務安全保障體系 - 制度層面

 Information classification and confidentiality 資訊分級與保密	 Employee Safety Behavior 員工安全行為	 Safe Development of Products 產品安全開發	 Safe Operation and Maintenance of Products 產品安全操作與維護
For the staff 面向全體員工	For the staff 面向全體員工	For developers only 面向開發人員	For operation and maintenance staff only 面向運維人員
Information classification and layered protection 資訊分級、分級保護	Requirements for employees' information security behaviors 員工資訊安全行為要求	Requirements for safe development of products and data protection 產品安全開發、資料保護要求	Requirements for standard operation and maintenance of production system 生產系統的運維規範要求
Management Measures for Protection of Information Assets 《資訊資產保護管理辦法》 Management Measures for Source Code Security 《原始程式碼安全管理辦法》	Kingdee Information Security Manual for Employees and Cloud Class (signed by employees) 《金蝶員工資訊安全手冊》及雲課堂（員工簽訂）	Kingdee Product Safety Management Measures 《金蝶產品安全管理辦法》 Kingdee Requirements for Protection of Production Data 《金蝶生產資料安全保護要求》 Web-Based Safe Coding Standard and Cloud Class (compulsory) 《Web安全編碼規範》雲課堂	Kingdee Internet Operation and Maintenance Quality Management System 《金蝶互聯網運維品質管制制度》 Kingdee Internet Operation and Maintenance Management Rules 《金蝶互聯網運維管理細則》 IaaS Public Cloud Management Standard 《IaaS公有雲管理規範》

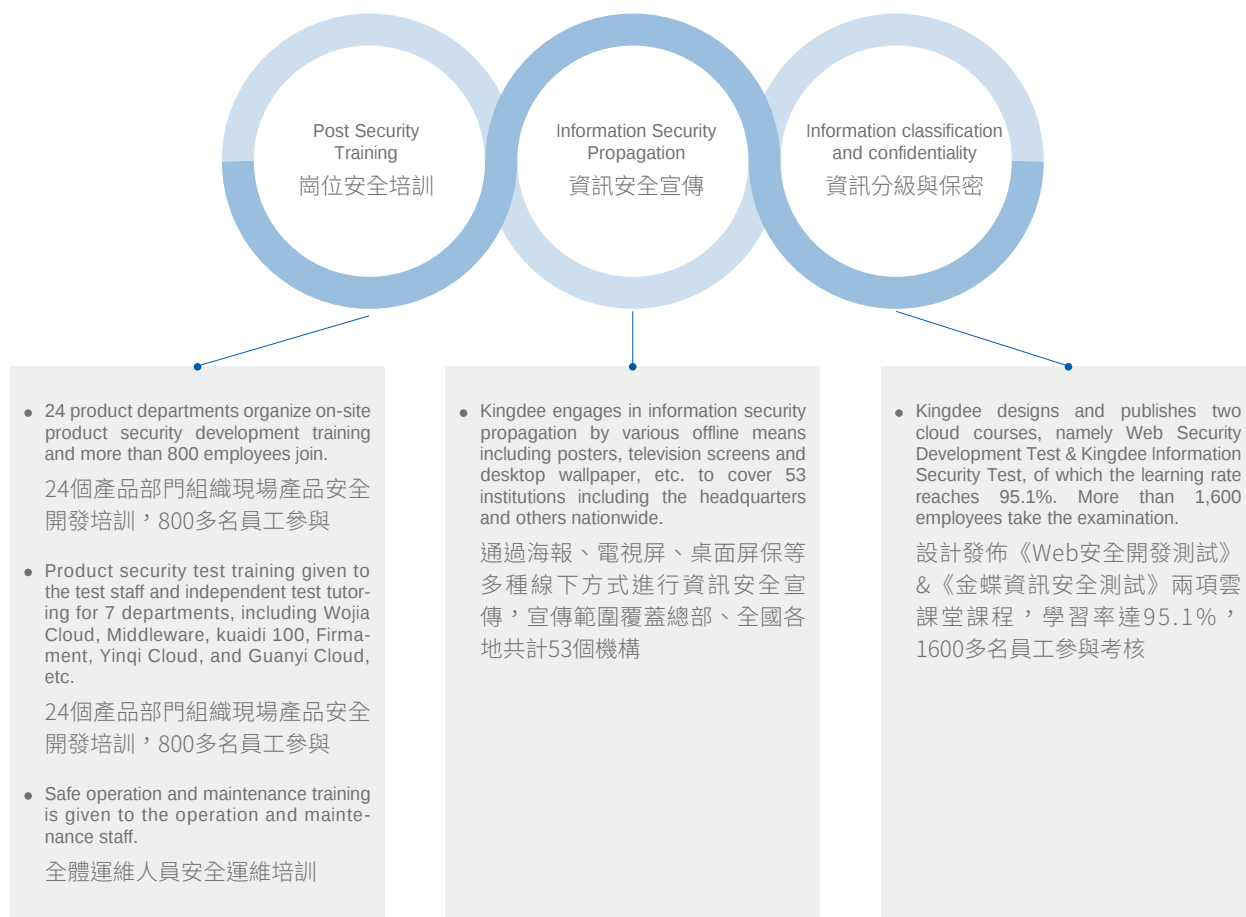


The Company has established Kingdee Business Code of Conduct, which sets out explicit requirements for employees' responsibilities for "information security and trade secrets". To protect customers' and third parties' information, employees are required to use customers' or third parties' information that is protected or authorized by law to the extent of authorization and request, and not to ventilate, disseminate, use or disclose customers' or third parties' information by other means without the Company's approval and the authorization of customers concerned. As for the safe use of network systems, employees are required not to visit websites that contain pornographic, gambling, violent, insulting and defamatory content, spread rumors or have conflict with the Company's values and business interests through the Company's network system.

公司內部制定有《金蝶商業行為準則》，明確要求對員工在「資訊安全和商業秘密」方面的責任。在保護客戶和第三方廠商資訊方面，我們要求員工只能在工作授權和要求的範圍內使用客戶或第三方廠商受法律保護或授權的資訊，如未經公司批准及客戶授權，員工禁止公開討論、對外傳播及以其他方式使用或洩露客戶和第三方廠商的資訊。在網路系統的安全使用方面，我們要求員工不得利用公司的網路系統訪問含有色情、賭博、暴力、侮辱誹謗、散播謠言或與公司價值觀和商業利益相衝突的網站。

To strengthen the staff's awareness of information security, the Company also includes information security training in new employee on-boarding training and irregular post security training, etc., holds "Kingdee Information Security Week" annually, and continually gives daily information security propagation education by online and offline means.

為加強全員資訊安全意識，公司還將資訊安全培訓納入新員工入職培訓課程、舉辦不定期崗位安全培訓等，每年開展一次「金蝶資訊安全周」，並通過線上線下方式持續開展日常資訊安全宣傳教育。





Post Security Training
崗位安全培訓



Propagation through posters and desktop wallpaper
海報、桌面屏保宣傳



Information Security Audit 資訊安全審計

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

為保護客戶隱私和商業秘密，金蝶每年開展一次重要部門安全例行審計，並不定期開展如原始程式碼安全、網路安全法合規等專項審計。此外，金蝶每年開展一次認證部門外部審計，包括財務IT審計，全面保障維護客戶利益。



Product Security Inspection and Test 產品安全檢查與測試

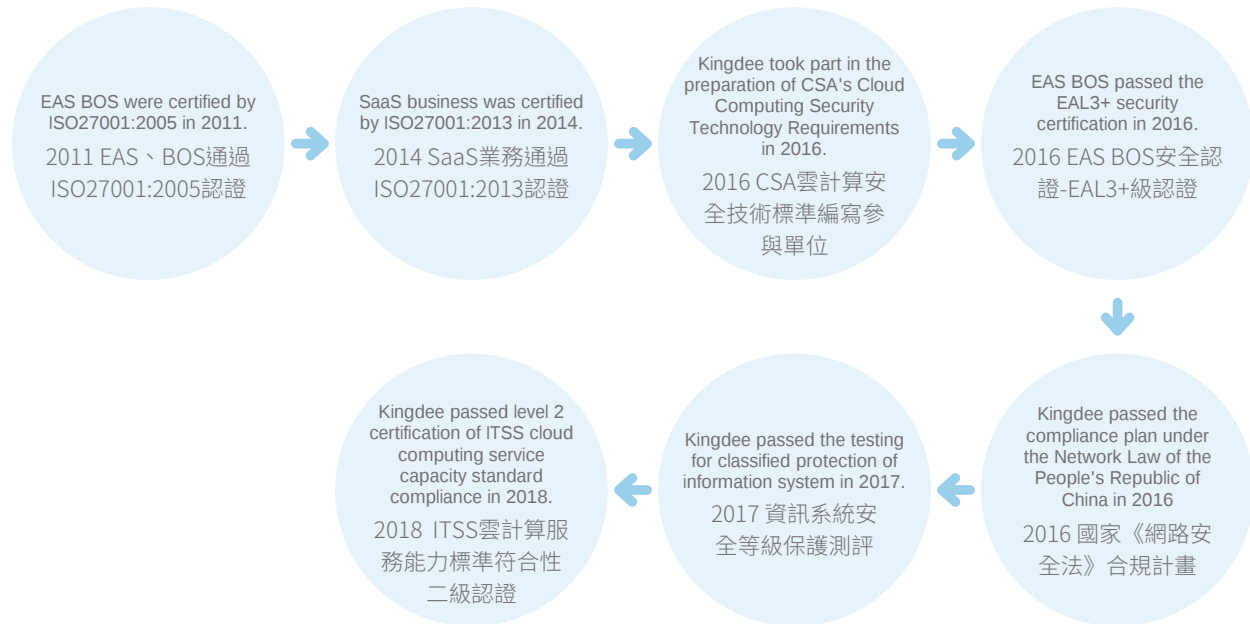
Kingdee embeds security inspection and test procedures in product R&D process in strict compliance with the requirements of Kingdee Product Safety Management Measures, values security demand and design, secure coding, secure test, secure publishing and secure operation & maintenance, and solve security problem from the source. All the new products or major version update must pass the security test and assessment of Information Security Department before online launch. In 2018 the security test covered all the products. The products were tested for 65 times during which 60 highly risky vulnerabilities were identified. The repair rate of highly risky vulnerabilities reached 100% and no important production line safety accident happened.

金蝶嚴格按照《金蝶產品安全管理辦法》要求，在產品研發過程嵌入安全檢查與測試環節，重視安全需求與設計、安全編碼、安全測試、安全發佈及安全運作及維護，從源頭解決產品安全問題。所有新產品或大版本更新必須經過資訊安全部門安全測試與審核後才允許發佈。2018年，所有產品皆經過安全測試，共測試產品65次，發現高危漏洞60個，高危漏洞修復率達100%，當中並沒有發生任何重要產品線安全事件。



Information Security Certifications of Kingdee

金蝶所獲得/通過的資訊安全認證



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

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



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

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



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

2018年，金蝶雲成功入選首批通過SaaS服務能力符合性評估的企業，獲得全國第一批ITSS(資訊技術服務標準)雲計算服務能力標準符合性證書（二級），進一步加強公司雲服務水準和能力。



6.2.3 Communication and Complaint Handling 溝通與投訴處理

Kingdee attaches great importance to the establishment of user communication channel and complaint handling, which are taken as the important base for understanding of customer needs and operation improvement. We submit the complaint analysis report to the management and various responsible units on a monthly basis, and take the complaint results as reference to further optimize customer experience and service standards.

Kingdee has set up sales hotlines, service hotlines (including complaints), Xu Shaochun personal account, Kingdee Community, Online customer service centers, suggestion boxes and other channels. If customers have any demands or opinions on Kingdee's product, implementation, development, and operation & maintenance service, they can be submitted to Kingdee by the aforementioned communication means, and Kingdee's handling department will communicate with customers to tackle the problems.

In 2018, Kingdee dealt with the total traffic of 623,600 through its customer service hotline at a growth rate of 32%, and 2,695 complaints, where the numbers of complaints made by complaint hotlines, Xu Shaochun personal account, email, Weibo, online customer service, 315 consumer complaint platform, President Mailbox and official letter were 2,602, 66, 15, 5, 3, 2, 1, and 1 respectively.

金蝶高度重視用戶溝通渠道建設及投訴處理，並將其作為了解客戶需要以及改善營運的重要依據。金蝶每月提交投訴分析報告，通報管理層及各責任單位，並以投訴結果為參考，進一步優化客戶體驗及服務標準。

金蝶設有銷售熱線、服務熱線（含投訴）、徐少春個人號、金蝶社區、線上客服中心及意見箱等溝通渠道，無論客戶對集團的產品、實施、開發、運維服務有任何需求或意見，均可通過上述方式向金蝶反映，金蝶的受理部門將及時跟進客戶意見並解決問題。

2018年，金蝶客服諮詢熱線服務總量為62.36萬，服務量增長32%，共受理投訴個案2,738宗。其中經熱線投訴為2,602宗，經徐少春個人號為66宗，經郵箱為15宗，經微博為5宗，經線上客服為3宗、經315消費投訴平臺為2宗，經總裁信箱為1宗，經公函為1宗。

Customer Complaints

金蝶客戶投訴概況

Complaint Channel 投訴方式	Number in 2017 2017年數量	Number in 2018 2018年數量
Complaint hotlines 投訴熱線	5,321	2,602
Xu Shaochun personal account 徐少春個人號	-	66
Complaint email 投訴郵箱	58	58
Weibo 微博	10	5
Online customer service 線上客服	-	3
Consumer complaint platform 消費投訴平臺	-	2
President Mailbox 總裁信箱	2	1
Official letter 公函	5	1
Total 總數	5,396	2,738



Systematic Complaint Management 投訴管理系統化

To assure the quality of customer service, and standardize the Group's customer complaint procedure, Kingdee has established *Kingdee Management Measures for Customer Complaints* to clarify the responsibilities and duties to be assumed by relevant departments and employees from the headquarters and various units and authorities in charge of operation during the handling of customer complaints. So far, the Company has achieved the systematic management of customer complaint management system, while various operation units could check, record and analyze the complaints in various types through KSM CENTER (Customer Management System).

為保持優質客戶服務質，規範公司客戶投訴程序，金蝶制定了《金蝶客戶投訴管理辦法》，明確指出總部和各經營責任單位及機構相關部門和人員處理客戶投訴時應承擔的責任及義務。公司目前已實現客戶投訴管理系統化管理，各業務單位可通過KSM CENTER（客戶管理系統）即時查看、記錄、分析各類型投訴。

In accordance with the impact and seriousness, Kingdee classifies complaints into two grades: important complaints and general complaint. Based on the contents, the complaints can be classified into six types: product management, sales management, delivery management, service management, business practices and comprehensive issues. Kingdee divides the customer complaint handling procedure into five phases: acceptance, handling, closure and follow-up, management improvement and punishment. The customer complaints made by various means are entered in the KSM CENTER completely and assigned to the person taking first responsibility for complaint handling from relevant responsible unit based on the types of customer and complaint. The person taking first responsibility for complaint handling should designate a handler within two hours upon receipt of a complaint, and the handler should respond within 4 hours after receiving the complaint. After solving a customer's issue or having the solution approved by the customer, the complaint handler will report the final result to the complaint supervisor and enter it in the KSM CENTER. The complaint supervisor will call the customer back based on the final result and confirm whether the customer is satisfied with the result.

根據投訴事件的影響及嚴重性，金蝶將投訴分為重要投訴及一般投訴兩個級別，並按照客戶投訴內容，將投訴類型分為產品管理、銷售管理、交付管理、服務管理、商業行為、綜合等6個類型。客戶投訴處理程序分為投訴受理、投訴處理、投訴結案及跟進、管理改進及執行處罰五個階段。通過各渠道收到的客戶投訴均完整錄入KSM CENTER系統，並按照客戶類別、投訴類型分配至相應責任業務的投訴處理負責人，投訴處理負責人在接到投訴後應在2小時內指定投訴處理人。投訴處理人接到客戶投訴後，需在4小時內作出回應。解決客戶問題或問題解決方案取得客戶認可後，投訴處理人需向投訴監督人員匯報投訴最終處理結果，並錄入KSM CENTER系統。投訴監督人員根據投訴處理的最終結果跟進客戶投訴，跟進時確認客戶是否對投訴處理結果感到滿意。



Customer Service Cloud Platform 客戶服務雲平臺

Kingdee started to vigorously set up cloud customer service project in 2017, and established an intelligent and highly-efficient Cloud platform for customer service. Cloud customer service establishes a direct service channel for product and mobile clients by instant messaging (IM), and provides customers with intelligent knowledge base and real-time online service. As a one-stop service platform, Cloud customer service can accept and handle all service requests in a unified manner, try to solve customer's problems once and for all, interact with customers throughout the service, record all the services offered and make them transparent to customers. In 2018, Kingdee further improved cloud platform for customer service and made the following achievements:

金蝶於2017年開始大力開發雲客服項目，建立了智慧高效的客戶服務雲平臺。雲客服借助線上支援技術（IM），建立產品端、移動端的服務直連通道，向客戶提供智慧知識庫服務和線上即時服務。雲客服作為一站式服務處理平臺，能統一受理和處理所有服務請求，盡力做到客戶問題一次性解決，並且整個服務過程與客戶保持互動，保留所有服務記錄並對客戶保證資訊透明。2018年，金蝶進一步改善客戶服務雲平臺，並取得了以下成果：



Online robot knowledge base volume increased rapidly. As of December 31, 2018, the total entries of knowledge base reached 44,757 entries, and 32% users solved the problems through self-service inquiry service of online robot.

線上機器人知識庫數量迅速增長，截至2018年12月31日，知識庫總條數達44,757條，32%的用戶通過線上機器人自助查詢服務解決問題。



Online inquiry volume also increased rapidly. The ratio of online inquiries was 54% in 2018, higher than 24% in 2017, and the online inquiry volume exceeded hotline inquiry volume for the first time.

線上諮詢量增長迅猛，相較2017年24%的線上諮詢量，2018年線上諮詢量佔總諮詢量達54%，線上諮詢量首次超過熱線諮詢量。



6.2.4 Xu Shaochun personal account

建立徐少春個人號

In 2018, Kingdee opened Xu Shaochun personal account to speed up cloud transformation, reach and help the clients, and build a reliable Kingdee service brand image, develop a direct passage between the Company management and customers, and accept the customers' and even stakeholders' inquiries and opinions. The operation team of Xu Shaochun personal account is composed of 237 members, among which CEO office members and managers takes the ratio of 93% and common employees 7%.

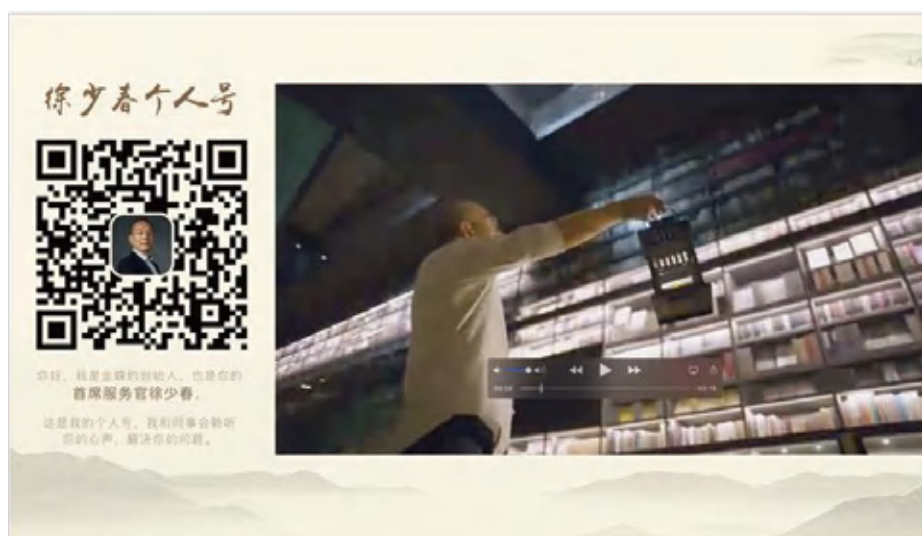
As a service portal of Kingdee, Xu Shaochun personal account adopts 7×12h working system and the question of every customer must be answered within 48 hours. If the relatively complicated issue cannot be handled within such time, the contact information of the inquirer will be recorded and relevant personnel will be arranged for follow-up. The questions received will be assigned to handling team or directly to CEO office members according to the relevance.

As of May 19, 2019, Xu Shaochun personal account received 11,495 messages, of which 1,124 messages were answered by President Xu Shaochun directly, and others answered by operation team members of personal official account. The number of operation team members responding to users' messages was 110.

2018年，為加速雲轉型，直達客戶並成就其事業，塑造值得信賴的金蝶服務品牌形象，金蝶建立了徐少春個人號，在公司管理層與客戶之間開闢了一條直達通道，接收客戶乃至各利益相關方的諮詢與意見回饋。徐少春個人號營運團隊共237人，其中93%為CEO辦公室成員及經理人，7%為普通員工。

徐少春個人號作為金蝶的一個服務入口，其營運採用7×12小時工作制，金蝶要求每個客戶的問題48小時內必須回應，如有較複雜問題未能處理完畢，則留下詢問者聯繫方式並安排相關人員隨後跟進。收到的各類問題根據相關性分配給處理組或CEO辦公室成員。

截至2019年5月19日，徐少春個人號共收到訊息11,495條，其中由徐少春董事長直接答覆用戶1,124條，其餘由個人號營運團隊回覆，答覆用戶訊息的營運團隊共110人。



In the future, Xu Shaochun personal account will be a gripper of traditional enterprise's transformation into industrial Internet, continue focusing on the mental connection with Kingdee users, establish a more intelligent and efficient cloud customer service platform continually, improve user and customer service experience continuously, and further build the reliable Kingdee service brand image.

未來，徐少春個人號將作為傳統企業向產業互聯網轉型的一個抓手，繼續聚焦與金蝶用戶建立心與心的連結，持續打造更智慧更高效的雲客服平臺，不斷提升使用者及客戶服務體驗，進一步打造值得信賴的金蝶服務品牌形象。

6.3 Multi-Win Cooperation

6.3 多方共贏

Kingdee has actively carried out diversified and efficient strategic cooperation with local governments, partners, peers, colleges and institutions, supported the construction of information-based governments, promote enterprise digitalized transformation, gave advice on industry development, explored the opportunity for industry innovation, and jointly achieved sustainability and quality development. For such partners as suppliers and distributor, Kingdee continually improves its management system, starts from the interests of the suppliers, proposes to create a corporate community of common fate, and achieve "extensive consultation, joint contribution and shared benefits".

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，助力政府資訊化建設，推動企業數位化轉型，為行業發展獻計獻策，探索行業創新機遇，共同實現可持續發展和高品質發展。對於供應商、經銷商等合作夥伴，金蝶不斷提升自身管理系統，從供應商的利益出發，並提出打造企業命運共同體，實現「共商、共建、共用」。



6.3.1 Support the informatization of government affairs 助力政務資訊化

Under the general circumstance governed by overall acceleration of "Digital China" building and endless new concepts such as "Smart City", "Government Big Data" and "Government Cloud Service", Kingdee made an active response to the policies of national big data, "Internet+" and "information-based government", and took part in the construction of information-based government and smart city.

Kingdee Tianyan, a Kingdee subsidiary, innovatively launched "Tianyan Cloud", which integrated big data, middleware and other technologies based on governmental finance, offered integrated government affairs cloud service to government customers, helped the government succeed in digitalized transformation, and improve national governance system and governance capacity modernization. Kingdee Tianyan has provided several government departments and relevant authorities such as the extranet of NPC government affairs, Supreme People's Court, national solid waste system of the Ministry of Environmental Protection and central regulatory information platform of China Securities Regulatory Commission with independently-developed and reliable software infrastructure and service.

Ministry of Industry and Information Technology issued Guides to Implementation of Promoting Enterprise Cloud Adoption (2018-2020), and comprehensively deployed the guidance opinions and assurance measures promoting enterprise cloud adoption. Kingdee made an active response and signed strategic cooperation agreement with several local governments in 2018 with the major direction of promoting "Enterprise Cloud Adoption". Kingdee was successively listed in enterprise cloud adoption catalog of 13 provinces and direct-controlled municipalities, and the enterprise SaaS provider listed for the most times in China.

在全面加速建設「數碼中國」和「智慧城市」、 「政務大數據」、「政務雲服務」等新概念層出不窮的大環境下，金蝶積極回應國家大數據、「互聯網+」、「政務資訊化」等政策，參與到政府資訊化建設和智慧城市建設的事業中。

金蝶旗下金蝶天燕推出創新產品「天燕雲」，以政府財務為基礎，融合大數據、中介軟件等技術，為政府客戶提供一體化政務雲服務，為政府實現數位化轉型，提升現代化國家治理體系和治理能力。金蝶天燕已為全國人大政務外網、最高人民法院、環保部全國固廢系統、證監會中央監管資訊平臺等多個政府部門及相關機構提供自主可靠的軟件基礎設施與服務。

工信部印發《推動企業上雲實施指南（2018-2020年）》，全面部署推進企業上雲的指導意見和保障措施。金蝶積極回應，2018年與多省地方政府簽署戰略合作協定，以推進「企業上雲」為主要方向，金蝶雲先後入選13個省及直轄市的企業上雲目錄，是國內入選最多的企業級SaaS廠商。

In August 2018, Kingdee signed strategic cooperation agreement with Nanning Municipal People's Government on China-ASEAN Information Harbor Smart City Forum, to speed up building new smart Nanjing, deepen Internet+ application, and promote the strategic progress of Digital Nanning, Digital Guangxi and Digital China.

2018年8月，在中國—東盟資訊港智慧城市論壇上，金蝶與南寧市人民政府簽署戰略合作協定，加快建設新型智慧南寧建設，深化互聯網+應用，推動數位南寧、數位廣西、數位中國的戰略進程。

In the next five years, Kingdee will cooperate with Nanning Municipal People's Government in five business fields: firstly, to promote the faster building of Nanning integrated intelligent people's livelihood platform, and drive the construction of Nanning intelligent people's livelihood, intelligent healthcare, and intelligent parks, etc.; secondly, to drive cloud adoption project of ten thousands of Nanning enterprises, and offer consultation diagnosis and cloud adoption service of business system; thirdly, to speed up industrial Internet platform launch and build Internet+ industry cluster; fourthly, to speed up enterprise digital transformation, and assist Nanning enterprises in visiting and learning from the excellent enterprises out of the province; fifthly, to promote the establishment of mobile work platform of Nanning government affairs, and achieve mobile officing of government affairs work.

未來五年，金蝶與南寧市人民政府將圍繞五大業務方向開展合作：一是推動南寧智慧民生綜合平臺加快建設，推動南寧智慧民生、智慧醫療、智慧園區等建設；二是推動南寧市萬家企業上雲工程，提供諮詢診斷和業務系統上雲服務；三是加快工業互聯網平臺落地，打造互聯網+產業集群；四是加快企業數位化轉型，協助南寧市企業到省外優秀企業進行實地觀摩學習；五是推進建設南寧政務移動工作平臺，實現政務工作移動辦公。

Kingdee will take the lead to incubate new business pattern, nurture new impetus, develop new economy and comprehensively increase Nanning informatization level.

金蝶將發揮龍頭帶動作用，孵化新業態、培育新動能、發展新經濟，全面提升南寧市資訊化水準。



In May 2018, Kingdee officially signed Strategic Cooperation Agreement with Langfang Municipal People's Government, and both parties would cooperate in various application fields such as enterprise cloud service and people's livelihood cloud service, etc., speed up the establishment of "Langfang Digital City Cloud Service Platform", and promote the strategic progress of Digital Langfang, Digital Hebei, and Digital China.

2018年5月，金蝶與廊坊市人民政府正式簽署戰略合作協定，雙方將在企業雲服務、民生雲服務等應用領域開展多項合作，加快建設「廊坊數位城市雲服務平臺」，推動數位廊坊、數位河北、數位中國的戰略進程。

To establish "Langfang Digital City Cloud Service Platform", and drive the construction of Langfang intelligent people's livelihood, intelligent healthcare, intelligent campus and intelligent parks, etc. with leading applied technology.

建設「廊坊數位城市雲服務平臺」，通過領先的應用技術，推動廊坊智慧民生、智慧醫療、智慧校園、智慧園區等建設。

To promote "enterprise cloud adoption" project, establish Langfang digitalized and intelligent integration expert database with the support of Kingdee resources, build digitalized and intelligent integrated sample enterprise and promote enterprise digitalized and intelligent transformation and upgrade. To help the small and micro enterprises to solve the problem of borrowing difficulty and high borrowing costs with big data of "enterprise cloud adoption".

推進「企業上雲」工程，金蝶利用專業資源建立廊坊兩化融合專家庫，打造兩化融合模範企業，促進企業數位化、智慧化轉型升級。以「企業上雲」大數據為小微企業解決貸款難、貸款貴的問題。

To establish future smart city exhibition hall to serve urban construction plan, leaders' supervision, inspection and guidance, business partners' visit and consultation, and observation and learning of industry peers, including media journalists' survey and report, etc., extensively publicize smart city and serve people's life with professional perception and publicity by various channels.

建設未來智慧城市展廳，服務於城市建設規劃、領導督查指導、商業合作夥伴觀覽諮詢、業內人士觀摩學習，包括媒體記者調研報導等。金蝶通過多種渠道的宣傳，使智慧城市獲得廣泛推廣，服務人民生活。

To promote Kingdee Group to develop software industry in Langfang City, and drive the development of Langfang software industry.

推動金蝶集團在廊坊市發展軟件產業，帶動廊坊軟件產業發展。



6.3.2 Create value together with the industry 與行業共創價值

Kingdee promoted industry exchange actively, took part in the preparation of industry standards, enhanced strategic cooperation with the external, explored such hot issues of the industry as Cloud service, digitalized transformation and industrial Internet, brought more opportunities for the industry by breaking industry barriers, integrated superior resources and forged ahead together to achieve a win-win situation.

金蝶積極促進行業交流，參與制定行業標準，加強對外戰略合作，探索雲服務、數位化轉型、工業互聯網等行業熱點，突破行業壁壘限制，為行業創造更多可能，整合優勢資源，攜手共進共贏。



Kingdee strived for a multilateral communication platform, took an active part in all kinds of industry forums with an innovative, responsible and positive corporate image, kept abreast of the industry trends and discussed industry hotspots together. Kingdee established good partnership with many domestic and foreign industry associations and communities, etc., realized information sharing, and promoted industry progress.

金蝶努力搭建各方溝通聯絡的交流平臺，以創新、負責、積極的企業形象活躍於各類行業論壇中，而且持續關注行業趨勢，共同探討行業熱點。金蝶與多個國內外行業協會、社團組織等建立了良好的合作關係，實現資訊共用，推動行業進步。

In 2018, Kingdee cooperated with many organizations such as Service Society and China Computer Foundation (CCF), etc., successively took part in and held many large activities including CCF YOCSEF technology forum "Artificial Intelligence Application Based on Representational Learning", CCF-Triple Eight Talks (TET), the 6th China Big Data Industry Summit (and SCF2018 satellite symposium), New-Era Blockchain Technology Symposium, and Artificial Intelligence Technology Expert Salon, and gained good social benefits.

2018年，金蝶與國際服務學會（Service Society）、中國電腦學會（CCF）等多家單位合作，先後參與及舉辦 CCF YOCSEF「基於表徵學習的人工智慧應用」科技論壇、CCF-Triple Eight Talks（TET）思想秀、第六屆中國大資料產業峰會（暨 SCF2018 衛星會議）、新時代下區塊鏈技術研討會、人工智慧技術專家沙龍等多場大型活動，取得了良好的社會效益。

Case
案例

Kingdee Discussed Transformation and Reform Challenges that the Large Enterprises Faced in Digitalized Economic Era with the Industry
金蝶與行業共同探討數位化經濟時代大企業的轉型難題

In August 2018, the 8th China Management · World Forum and Kingdee User Conference convened in Shenzhen. The Forum was themed as "Cloud Soaring · Breakthrough", and about 3,000 leaders in governmental, business and academic circles attended the Forum, including Long Yongtu, China Management · World Forum President and chief negotiation representative of China's accession to the WTO, and Xu Shaochun, founder and Chairman of Board of Directors of Kingdee Group, etc. to discuss the evolution, transformation and reform of China's management mode in digitalized economic era.

2018年8月，第八屆中國管理·全球論壇暨金蝶用戶大會在深圳召開，論壇以「雲騰·超越」為主題，中國管理全球論壇主席、中國入世首席談判代表龍永圖，金蝶集團創始人、董事會主席徐少春等3000多位政商學界領袖出席該論壇，共同探討數位化經濟時代中國管理模式的演變、轉型、革新。

The Forum discussed the pain spots that the large enterprises faced in digitalized transformation. Therefore, "Kingdee Cloud Cosmic" – new-generation epoch-making large enterprise cloud service platform aiming to activate large enterprise management was born at the right moment. Kingdee Cloud Cosmic was the first independently-developed innovative enterprise cloud service platform based on cloud structure in China, effectively solved the problems of great innovation difficulty, long system delivery period, difficulty in supporting high concurrency, and isolation between systems that troubled the large enterprises for many years, led and supported the digitalized transformation of large enterprises.

論壇針對大企業數位化轉型面臨的痛點進行了討論，為此，旨在啟動大型企業管理的新一代劃時代大企業雲服務平臺——「金蝶雲蒼穹」應運而生。金蝶雲蒼穹是國內首款自主創新和基於雲架構的企業級雲服務平臺，有效解決困擾大企業多年的創新難度大、系統交付週期長、難支撐高並發量、系統間相互隔離的問題，引領和支撐大企業數位化轉型。



Case 50 SaaS Founders Entered Kingdee and Built Open Enterprise Cloud Service Ecosystem Together
案例 50位SaaS創始人走進金蝶 共建開放的企業雲服務生態

In October 2018, 50 to B SaaS founders entered Kingdee headquarters on exchange event "Enter Kingdee" jointly initiated by Kingdee and Cuiniuhui, and carried out discussion for cooperation on the theme of "Customer-Oriented, Build Open Enterprise Cloud Service Ecosystem Together". Kingdee would establish extensive partnership with SaaS enterprises through opening Kingdee Cloud platform and fully opening cloud service market space, and build open enterprise cloud ecosystem together in the fields of product complementation, technology connection, resource exchange and joint publicity.

2018年10月，在金蝶和崔牛會聯合發起的「走進金蝶」交流活動上，50位to B的SaaS領域創始人在金蝶總部，共同圍繞「以客戶為中心，共建開放的企業雲服務生態」主題展開合作探討。金蝶將通過開放金蝶雲平臺，全面開放雲服務市場空間，與SaaS企業建立廣泛的合作關係，在產品互補、技術對接、資源互換和聯合推廣等方面共建開放企業雲生態。

50 SaaS founders carried out positive and practical discussion on how to integrate their resources and build open enterprise cloud service market. The participating guests indicated that they looked forward to the future of opening and jointly building formulated by Kingdee, introduced their superior resources in succession, and discussed the probability of more cooperation for win-win situation together. Kingdee indicated that Kingdee would be devoted to core platforms and services, and open platform resources and channel resources, etc. to support the ecology peers such as SaaS entrepreneurs.

50位SaaS領域創始人圍繞如何整合彼此資源，開放共建企業雲服務市場展開了積極務實的討論。與會皆非常期待金蝶倡議的開放共建的未來，也紛紛介紹了自身的優勢資源，共同探討更多合作共贏的可能性。金蝶會堅持做好核心平臺與服務，開放平臺資源、渠道資源等支持廣大SaaS創業者等生態夥伴。



Case Kingdee EAS Held Digitalized Transformation Forum and Assisted in the Construction of Digitalized Enterprises
案例 金蝶EAS舉行數位化轉型論壇 助力打造數位化企業

In June 2018, "Intelligently Lead the Future, and Help Digitalized Enterprises Succeed – 2018 Kingdee EAS Digitalized Transformation Summit Forum" hosted by Kingdee EAS convened in Changsha. More than 300 enterprise senior executives, experts and scholars discussed how the group enterprises could make use of emerging technologies to help the enterprise transformation and innovation under the background of digitalized economy on the theme of "Intelligently Lead the Future, and Help Digitalized Enterprises Succeed".

2018年6月，由金蝶EAS主辦的「智領未來，成就數位化企業——2018金蝶 EAS數位化轉型高峰論壇」在長沙舉行。300多名企業高管及專家、學者以「智領未來，成就數位化企業」為主題，共同探討在數位化經濟的背景下，集團企業如何利用新興技術助力企業轉型與創新。

At the event, famous digitalized transformation benchmark group enterprises including China Greatwall, Zhongshun C&S Paper, Bhome, and Tellhow Sci-Tech shared their practices. Kingdee EAS8.5 intelligent robot on the spot attracted the visitors' attention. It could sort out and analyze the existing company financial data through audio recognition, and greatly help the financial personnel increase management efficiency.

活動現場，中國長城、中順潔柔、遠大住工、泰豪科技等知名數位化轉型標杆集團企業分享其企業實踐。現場的金蝶EAS8.5智慧型機器人引起了大家的關注，它能通過語音辨識對公司現有財務資料進行整理分析，極大地幫助財務人員提升管理效率。



Help with the preparation of industrial standards

協助制定行業標準

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

金蝶多年來積極參與制定雲計算安全及國產中介軟件方面的行業標準，促進行業的可持續發展。金蝶於2016年內正式加入全球「雲安全聯盟」成為中國企業會員，參與制定中國雲計算安全標準，為整個SaaS雲服務行業的安全作貢獻。而金蝶旗下金蝶天燕則以推動中國基礎軟件產業的創新與發展為己任，為國家資訊安全戰略服務，參與制定國產中介軟件標準體系、研究核心技術及把核心技術轉化為產品、形成核心技術產業。

In 2018, Kingdee undertook relevant project of 2018 national core electronics, high-end universal chip and infrastructure software – infrastructure software platform, coordinated the preparation of 5 national cloud computing standards, including *Cloud Computing Platform-as-a-Service (PaaS) Structure for Reference and Management Requirements of Information Technology Cloud Computing Platform-as-a-Service (PaaS) Application Program*, etc., and further strengthened its leading technical status in domestic cloud computing field. Kingdee has participated in the formulation of the following industry technical standards:

2018年，金蝶承擔了國家2018核心電子器件、高端通用晶片及基礎軟體產品基礎軟件平臺相關課題，同時參與制定了《雲計算平臺即服務（PaaS）參考架構》《資訊技術雲計算平臺即服務（PaaS）應用程式管理要求》等5項國家雲計算標準，繼續強化金蝶在國內雲計算領域的技術領先地位。金蝶曾參與制定的主要行業技術標準如下：

S/N 序號	Standard Code 標準編號	Standard Name 標準名稱	Published by 發佈單位
1	GB/T36327-2018	Management Requirements of Information Technology Cloud Computing Platform-as-a-Service (PaaS) Application Program 資訊技術雲計算平臺即服務(PaaS)應用程式管理要求	General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China, and Standardization Administration of the People's Republic of China 國家品質監督檢驗檢疫總局、國家標準化管理委員會
2	GB/T 35301-2017	Cloud Computing Platform-as-a-Service (PaaS) Structure for Reference 雲計算平臺即服務(PaaS)參考架構	General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China, and Standardization Administration of the People's Republic of China 國家品質監督檢驗檢疫總局、國家標準化管理委員會
3	GB/T 31915-2015	Information Technology – Elastic Computing Application Interface 資訊技術彈性計算應用介面	General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China, and Standardization Administration of the People's Republic of China 國家品質監督檢驗檢疫總局、國家標準化管理委員會
4	GB/T 29263-2012	Information Technology – General Technical Requirement of SOA-based Application 資訊技術面向服務的體系結構(SOA)應用的總體技術要求	國家品質監督檢驗檢疫總局、國家標準化管理委員會
5	GB/T 29262-2012	Information Technology – Service-Oriented Architecture (SOA) Terminology 資訊技術面向服務的體系結構(SOA)術語	General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China, and Standardization Administration of the People's Republic of China 國家品質監督檢驗檢疫總局、國家標準化管理委員會
6	GB/T 28168-2011	Information Technology – Specification for Message-Oriented Middleware 資訊技術中介軟件消息中介軟件技術規範	General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China, and Standardization Administration of the People's Republic of China 國家品質監督檢驗檢疫總局、國家標準化管理委員會
7	GB/T 26327-2010	Implementation Guide for Enterprise Informatization System Integration 企業資訊化系統集成實施指南	General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China, and Standardization Administration of the People's Republic of China 國家品質監督檢驗檢疫總局、國家標準化管理委員會



In 2018, Kingdee established strategic partnership with many enterprises, undertook a series of extensive cooperation, made solid progress in technical communication of the industry, innovation of business modes and support to industry transformation, led the digitalized transformation and strategic upgrading of domestic enterprises, jointly promoted the independently developed and controllable core technology breakthrough and ecosphere construction in China, and made a contribution to promoting rapid development of Digital China strategy.

2018年，金蝶與多家企業建立戰略合作夥伴關係，透過一系列深入合作，在行業技術交流、業務模式創新、助力產業轉型方面取得實際進展，引領國內企業數位化轉型與戰略升級，合力推進我國自主可控核心技術突破和生態圈建設，為推動數位中國戰略快速發展貢獻力量。

Kingdee has established close strategic partnership with IT leading enterprises, such as Amazon AWS, Tencent, JD, and Alibaba. In 2018, Kingdee also harvested a number of the strategic partners including Huawei, Wens, LG, Samsung, Kugou Music, NetEase, Fantasia, HBIS, and Haier, etc.

金蝶已與亞馬遜AWS、騰訊、京東、阿里巴巴等IT領導企業建立了緊密的戰略合作夥伴關係，2018年，金蝶還收穫了華為、溫氏、LG、三星、酷狗音樂、網易、花樣年、河鋼、海爾等一眾戰略夥伴。

Case 案例 Kingdee Cooperated with Huawei to Speed up Cloud Expansion Pace 金蝶與華為攜手加速雲擴張步伐

In January 2018, Kingdee officially signed strategic cooperation agreement with Huawei Technologies Co., Ltd. in Shenzhen. Both parties would engage in all-round and extensive strategic cooperation in frontier fields of cloud computing, big data and artificial intelligence, etc. for enterprise market. Taking advantage of the cooperation between the two parties, Kingdee would further consolidate its leading position in enterprise SaaS cloud service market, and help digitalized transformation and upgrade of the enterprises. This cooperation also means that the expansion pace of Kingdee Cloud was fully accelerated.

2018年1月，金蝶與華為技術有限公司在深圳正式簽署戰略合作協定，雙方將圍繞企業級市場，在雲計算、大數據和人工智慧等前沿領域展開全方位、深層次的戰略合作。借助雙方合作優勢，金蝶將進一步鞏固在企業級SaaS雲服務市場的領先地位，助力企業數位化轉型升級，此次合作同時意味著金蝶雲的擴張步伐全面加速。

Both companies would jointly develop more artificial intelligence services targeting enterprise clients through the big data / EI enterprise intelligent service capabilities, promoting customer management model innovation. Kingdee Cloud would offer diversified platform options to the enterprise clients on the basis of security and openness, and help the enterprises perform better in asset-light operation in "AI+ era".

雙方將通過大數據/EI企業智慧服務能力，共同開發更多面向企業客戶的人工智慧服務，推動客戶的管理模式創新。金蝶雲還將在安全性、開放性的基礎上，給企業客戶多樣化的平臺選擇，幫助企業更好的實現「AI+」時代的輕資產運營。



Case 金蝶數字化工廠與阿里雲 共同搶灘工業互聯網
案例

In November 2018, Kingdee was granted the title of Ali Cloud Industrial Internet Platform Partner on 2018 Guangdong Computing Conference held in Guangzhou. Kingdee K/3 digitalized factory joined Ali Cloud n Linkmarket Internet of Things(IoT) ecosystem. Kingdee would cooperate with Ali Cloud to jointly develop Industrial Internet application standard.

2018年11月，在廣州舉辦的2018廣東雲棲大會上，金蝶獲授予阿里雲工業互聯網平臺合作夥伴稱號，金蝶K/3數字化工廠加入到阿里雲Linkmarket物聯網生態系統內，金蝶將攜手阿雲，共同打造工業級互聯網應用標準。

Kingdee K/3 WISE digitalized factory helps enterprises to establish enterprise industrial Internet and digitalized management platform through the integration of cloud service, ERP and IoT. Kingdee would empower the clients with Ali Cloud IoT platform, achieve the connection and integration from application layer, platform layer, edge layer and underlying devices, jointly establish complete industrial Internet ecosystem, and provide powerful support for the government to promote manufacturing enterprise cloud adoption.

金蝶K/3 WISE數位化工廠通過雲服務、ERP、物聯網的融合，幫助企業構建企業工業互聯網與數位化管理平臺。金蝶將利用阿里雲IoT的平臺賦能客戶，實現從應用層、平臺層、邊緣層到設備底層的連接與融合，共同搭建完整工業互聯網生態，也為政府推動製造企業上雲提供有力支撐。



Case 中國聯通與金蝶集團簽署戰略合作協定
案例

In October 2018, Kingdee signed strategic cooperation agreement with China United Network Communications Group Co., Ltd. (referred to as China Unicom) in Beijing. Both parties would give play to their respective strength in professional fields, integrate superior resources, undertake thorough and extensive cooperation in the field of exploring national "enterprise cloud adoption" market, which mainly includes the contents of joint establishment of "enterprise cloud adoption", cloud application and service, application data use of service platform clients, cloud infrastructure cooperation, and client resource sharing, etc.

2018年10月，金蝶與中國聯合網路通信有限公司（簡稱中國聯通）在北京簽署戰略合作協定，雙方將發揮各自專業領域特長，整合優勢資源，在開拓全國「企業上雲」市場方面展開深入和廣泛的合作，主要包括共建「企業上雲」平臺、雲應用及服務、雲平臺客戶應用資料使用、雲基礎設施合作、共用客戶資源等內容。

Lin Feng, Senior Vice President of Kingdee Group, indicated that as domestic enterprise SaaS service leader, Kingdee Cloud would complement with China Unicom's IaaS business. Both parties have undertaken close cooperation in industrial Internet field, and will be able to offer comprehensive marketing, manufacturing, finance and other solutions based on industrial demands and cooperation advantages in the future.

金蝶集團高級副總裁林峰表示，金蝶雲作為國內企業級SaaS服務的領導者將與聯通的IaaS業務互補，雙方已在工業互聯網領域開展緊密合作，未來雙方有能力基於產業需求及合作優勢，全面提供行銷、製造、財務等解決方案。



In December 2018, Kingdee and Shenzhen Appotronics Corporation Ltd. officially signed strategic cooperation agreement. Kingdee would help Appotronics build the industry benchmark in laser display field in international standard, and lead the digitalized transformation and strategic upgrade of domestic enterprises.

2018年12月，金蝶與深圳光峰科技股份有限公司正式簽署戰略合作協定。金蝶將助力光峰科技打造國際標準的鐳射顯示領域行業標杆，引領國內企業數位化轉型與戰略升級。



In the future, both parties will engage in profound research and application in enterprise digitalization field, undertake a series of in-depth cooperation, jointly build, share and develop the integrated digitalized platform positioned at international standard and aiming at domestic digitalized transformation benchmark. With the support of Kingdee comprehensive informatization upgrade, Appotronics will take the lead in the industry in the aspect of global leading technical products and independently-developed and controllable intellectual property, and let China light illuminate the world stage.

未來雙方將在企業數位化領域進行深層次的研究和應用，開展一系列深入合作，共建、共享、共同打造以國際標準、國內數位化轉型標杆為目標的綜合性數位化平臺。有金蝶全面資訊化升級的助力，光峰電子在技術產品全球領先、智慧財產權自主可控方面將領跑行業，讓中國之光照亮世界舞臺。



6.3.3 Win-win with partners

與合作夥伴共贏

Kingdee is devoted to achieving mutual energization with the value chain partners and create value together. Kingdee looks forward to long-term and stable partnership with partners and suppliers so as to implement and improve corrective actions by establishing a standard management mechanism, make progress with the partners, and ensure the healthy development of value chain.

金蝶致力於與價值鏈夥伴實現相互賦能，共創價值。金蝶期待與夥伴、供應商建立長期、穩定的合作關係，並通過制定規範的管理機制，落實提升改善措施，與合作夥伴共同進步，確保價值鏈健康發展。



Supplier Management 供應商管理

Regarding suppliers as key part among the partners, Kingdee respects the rights and interests of the suppliers, and is devoted to long-term strategic cooperation mode with the suppliers to create shared value together. Kingdee has formulated an array of internal procedures on tendering, purchases, and supplier management in order to standardize and optimize procurement process, enhance compliance management and provide fair competition environment for suppliers.

金蝶將供應商視為合作夥伴中的關鍵一環，尊重供應商的權利和利益，致力於與供應商建立長期的戰略合作關係，共創、共享價值，共創共用價值。金蝶制定了一系列招標採購及供應商管理的內部程序，規範優化採購流程，加強合規管理，為供應商提供公平的競爭環境。

In 2018, Kingdee issued the revised Group Procurement Management Measures to further standardize the group procurement business, integrate group internal demands and external supply channels, strengthen the supervision and management of self-use commodity and resale commodity procurement, and increase procurement resource allocation efficiency. Meanwhile, Kingdee issued several implementation rules, including *Rules on Tendering Management of the Group*, *Rules on Supplier Management of the Group* and *Rules on Procurement Merchandise Catalog of the Group*, etc., to standardize company tendering, achieve centralized supplier management, promote fair competition, reduce total cost of merchandise and service procurement, assure the quality of the merchandises, lower the risk of supply and protect the rights and interests of the Company.

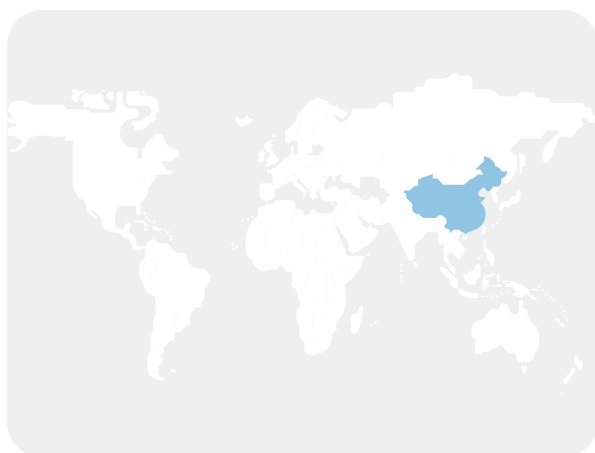
2018年，金蝶修訂頒佈《集團採購管理制度》，進一步規範集團採購業務，整合集團內部需求和外部供應渠道，加強自用商品及轉售商品採購的監督管理，提升採購資源配置效率。同時，金蝶發佈多個執行細則，包括《集團招標管理細則》《集團供應商管理細則》《集團採購商品目錄管理細則》等，旨在規範公司招標並實現供應商集中管理，促進公平競爭，並降低商品和服務採購的總體成本，保證商品品質，降低供應風險，保護公司權益。

Engagements of the Purchase Department, Demand Department, Audit Department and Legal Department are necessary for the Group's tendering. In the official cooperation with suppliers, the Purchase Department of the Group will evaluate the suppliers. For the purpose of monitoring the compliance of suppliers, the scope and frequency of audit takes into account relevant management system of the Purchase Department. As such, the Audit Department might arrange second party audit on suppliers or engage independent parties to conduct third-party audit on the same according to the audit work plan. Moreover, Kingdee require all suppliers to sign the "anti-bribery agreement" and "non-disclosure agreement", which safeguard the long-term close cooperation and lawful interests between the parties.

集團招標工作需要採購部門、需求部門、審計部門以及法律部門的參與。在正式與供應商合作時，集團採購部門會對供應商進行評估。在監管供應商的合規性時，審計的範圍及頻率會參考採購部門相關管理制度，由審計部門根據工作計劃而安排對供應商進行第二方審計或委託獨立方進行第三方廠商審計。此外，金蝶要求所有供應商都簽署「反賄賂協定」及「保密協定」，為雙方長期的密切合作及合法利益提供保障。

The Number of Kingdee's Suppliers by Region

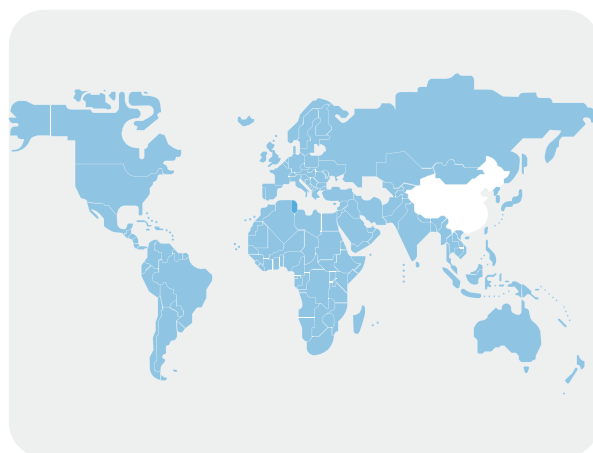
金蝶供應商*地區分佈概況



China 中國

Number in 2017
2017年數據 **412**

Number in 2018
2018年數據 **403**



Overseas 海外

Number in 2017
2017年數據 **1**

Number in 2018
2018年數據 **1**

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

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



Partner Management 夥伴管理

Kingdee ranked the first among small and micro enterprises in terms of market share for thirteen consecutive years and made outstanding achievements in the Cloud service market. All of these achievements are inseparable from the support of its distributors. As of December 31, 2018, Kingdee had 50 branches mainly engaging in marketing and service and had approximately over 2,000 cooperation partners providing consultation, technical support, implementation services and distribution, etc.

金蝶連續13年在中小企業市場佔有率獲得第一，在雲服務市場更取得突出成就，這全賴夥伴的支持。截至2018年12月 31日，金蝶共有50家以行銷與服務為主的分支機構，約2,000多家諮詢、技術、實施服務、分銷等合作夥伴。

Kingdee and its subsidiaries have formulated several rules and regulations to standardize its distributor management and advance the support of distributors, including *Franchise and Management Measures for Kingdee China Product Marketing Partner 2018*, *Management Measures for Assets of Kingdee KIS Customers*, *Management Measures for Business Opportunities of Kingdee KIS*, *Franchise and Management Measures for Product Marketing Partners of Kingdee KIS 2018*, and *Management Measures for Kingdee Distribution Partner Service Product and Sales of Kingdee KIS*, etc., and issued *Manual of Kingdee China Channel Operation Management 2018*, and *ICRM Order Operation Guides for Kingdee China Supplier Partners 2018* in 2018. With reference to different business types, we classify the partners, who sign *Kingdee Distribution Partner Agreement* with Kingdee, and was also officially authorized to operate, as product marketing partners and value-added service providers. We provide partners with support in terms of management, training, marketing and services with an aim to seek for mutual development and win-win cooperation of Kingdee and its partners.

金蝶集團及旗下公司制定了多項制度以規範夥伴管理，促進夥伴支援，包括《2018年金蝶中國產品行銷夥伴加盟與管理辦法》《金蝶KIS客戶資產管理辦法》《金蝶KIS商機管理制度》《2018年金蝶KIS產品行銷夥伴加盟與管理辦法》《金蝶KIS渠道夥伴服務產品及銷售管理辦法》等，並於2018年發佈《金蝶中國渠道運營管理指導手冊（2018版）》《金蝶中國分銷夥伴ICRM訂單操作指南（2018年版）》。根據業務類型不同，金蝶將與簽訂《金蝶渠道合作夥伴協議》並已獲正式授權經營的夥伴分為產品行銷夥伴和增值服務夥伴。我們會向夥伴提供管理、培訓、市場及服務等方面的支援，實現金蝶和夥伴的共同發展，合作雙贏。

Kingdee is devoted to building mental connection with partners, vigorously supporting the growth of the partners, achieving partner resource sharing, energizing partner ecosphere, and improving business impetus. In 2018, Kingdee held many partner communication and training sessions:

金蝶致力於與夥伴建立心與心的連接，大力扶持夥伴成長，實現夥伴資源分享，賦能夥伴生態圈，提升業務驅動力。2018年，金蝶舉辦了豐富的夥伴交流培訓活動：

- Cooperation for win-win situation: 34 sessions with 1,908 participants;
聚力共贏：34場，參與人數1908人；
- Excellent benchmark and guidance of role model: 4 sessions with 350 participants;
優秀標杆，榜樣引領：4場，參與人數350人；
- Connection and Empowerment: 49 partners participated;
連接夥伴，賦能飛躍：49家夥伴企業參與；
- Partner beerbust: 157 partners participated.
夥伴beerbust：157家夥伴企業參與。

- Training on products and implementation delivery: 116 sessions with 6,221 participants;
產品、實施交付等方面的培訓：116場，參與人數6221人；
- Marketing training: 89 sessions with 1,637 participants;
行銷培訓：89場，參與人數1637人；
- Cloud transformation pioneer class: 3 sessions with 430 participants;
雲轉型先鋒班3場，參與人數430人；
- Other study, exchange and empowerment activities: 48 sessions with 1,181 participants.
其它學習交流賦能活動：48場，參與人數1181人。



- 13 delivery and service trainings covered 49 institutions and 833 participants;
交付、服務培訓13場，參與機構49家，共833人；
- 4 partner CEO business college class with 300 participants;
4場夥伴總經理商學院，參與人數300人；

- Supporting about 20 partners for marketing activities with 1,083 participants;
支持20多家夥伴進行市場推廣活動，參與人數1083人；
- 36 partners empowerment events and trainings with 648 participants.
走進夥伴賦能、培訓合計36場，參與人數648人。



On January 22 and 23, 2018, Kingdee Group held Kingdee Channel Partner Conference 2018 in Jiaxing. The Conference was themed "Towards the Greatness: New Era, New Mode and New Kingdee", and about a thousand partners attended the Conference.

2018年1月22日至23日，金蝶集團在嘉興召開2018全國夥伴大會，大會以「朝向偉大：新時代，新模式，新金蝶」為主題，上千家夥伴參加了本次大會。

Kingdee indicated that "enterprise cloud adoption" had been accepted by more and more Chinese enterprises, "big era" of enterprise management information system restructuring had come. In 2018 Kingdee would double the marketing cost to support partner development, closely cooperate with partners, promote digitalized transformation of the enterprises, and embrace new opportunities in new era together. Kingdee would speed up rapid growth of cloud business, occupy enterprise cloud service market, build Kingdee partner community, develop with the partners, and help the establishment of enterprise community of common fate.

金蝶認為，「企業上雲」已為越來越多的中國企業所接受，企業管理資訊系統重構的「大時代」已經來臨，2018年將增加一倍的市場投資以支持夥伴的發展，與夥伴緊密攜手，促進企業數位化轉型，共同擁抱新時代的新機遇。金蝶將加快雲業務高速成長，搶佔企業雲服務市場，打造金蝶夥伴共同體，與夥伴一起成長，助力企業命運共同體建設。





6.3.4 Train information talents 培養資訊化人才



To meet the demand and desire of information talents for growth, Kingdee Jingyi, a subsidiary of Kingdee, takes the vision of "the most reliable enterprise information talent training and lifelong learning platform", offers university practice teaching products & services and occupational training for enterprise information talents, and continually train and provide information talents in high level.

為滿足資訊化人才對成長的需求和渴望，金蝶旗下金蝶精一以「最值得信賴的企業資訊化人才培養與終身學習平臺」為願景，提供高校實踐教學產品及服務以及企業資訊化人才職業培訓，持續為行業培養及輸送高水準的資訊化人才。



The contents of consultant training cover systematic courses in three kinds of enterprise information consultant knowledge, skill and competence, and specifically include theoretical and practice courses, such as consultant occupational competence and business etiquette, fundamentals of business management and sand-table exercises, Kingdee implementation method, Kingdee project management, and Kingdee product knowledge, etc. It opens Kingdee EAS implementation consultant class in various levels, Kingdee EAS development consultant class, Kingdee cloud implementation consultant class, and Kingdee cloud development consultant class for all time.

顧問培訓教授的內容涵蓋企業資訊化顧問知識、技能、素質三大類系統化課程，具體包括顧問職業素養及商務禮儀、企業管理基礎與沙盤演練、金蝶實施方法、金蝶專案管理、金蝶產品知識等等理論與實踐課程，並常年開設各級金蝶EAS實施顧問班、金蝶EAS開發顧問班、金蝶雲實施顧問班、金蝶雲開發顧問班。



The certification mode of consultancy college includes online certification and offline certification with training. The training mode covers university practice education, joint establishment of majors, industry college, consultant on-boarding training, consultant ability improvement training, consultant campus employment training and client training, etc. In 2018, 626 consultants were trained and certified.

顧問學院的認證模式包括線上認證和線下培訓認證，培養模式涵蓋高校實踐教學、專業共建、產業學院、顧問上崗培訓、顧問能力提升培訓、顧問校招培訓和客戶培訓等。2018年經培訓認證的顧問總計626人。



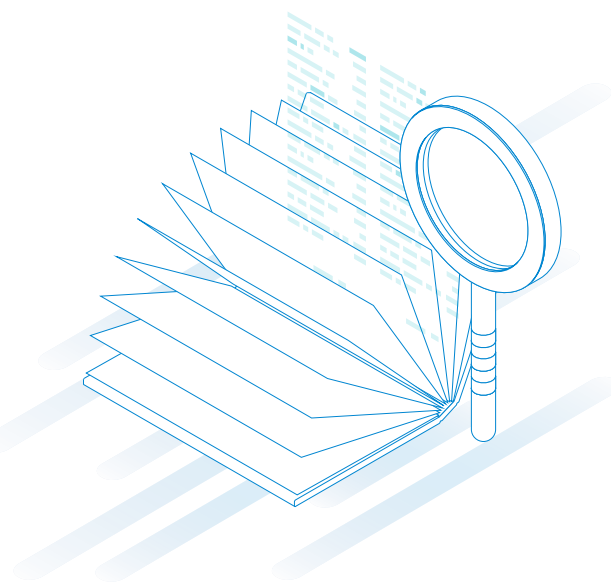
Case 案例 Kingdee Jingyi Enhanced University-Enterprise Cooperation 金蝶精一加強校企合作

In 2018, Kingdee Jingyi established partnership with major first-tier universities, in Hunan, Anhui, Shandong and Fujian, etc. The students could attend consultancy college training by means of fresh graduate consultant training and internship class, etc. to start consultant occupational career. In 2018, we finished two sessions of university employment classes, and 65 fresh graduates joining the training and reaching employment rate of 100%.

2018年，金蝶精一與湖南、安徽、山東、福建地區主要的一本類院校建立了合作關係，學生可通過應屆生顧問培訓、實習班等方式參與顧問學院培訓，開始顧問職業生涯。2018年，我們共完成兩期校招班，共65名應屆生參與培訓，就業率達100%。

Meanwhile, Kingdee established Kingdee Business School with Hunan University of Humanities, Science and Technology. Through joint establishing education guidance committee, and jointly making talent training plan, double-faculty training, teaching activity participation, internship guidance, and employment recommendation, etc., Kingdee cooperated with the university, profoundly promoted industry-education integration, and improved employment quality of the graduates.

同時，金蝶還與湖南人文科技學院共建金蝶商學院。通過共建教學指導委員會、共同制定人才培養計畫、雙師資培養、教學活動參與、實習指導、就業推薦等活動，金蝶與高校合作，深入推進產業及教育融合，提升畢業生就業品質。





Talents 人才

As a knowledge-driven enterprise, Kingdee has taken employees for the most precious wealth, continually improved our talent strategies, provided the employees with a safe, comfortable, innovative and promising career platform from recruitment, training, communication, development, and corporate culture to employment care, aroused the work enthusiasm and innovation spirit of the employees, and let the employees realize their own value, develop and proceed with the Company while making contributions to the Company.

作為一家知識驅動型的企業，金蝶視員工為最寶貴的財富，不斷完善自身的人才策略，通過招聘、培訓、溝通、發展、企業文化、員工關懷等多個範疇，打造一個安全、舒適、創新、富有發展前景的職業平臺，激發員工工作熱情和創新精神，使員工在貢獻公司發展同時實現自身價值，與公司共同發展和進步。



Issues involved and their materiality in this chapter:

本章節涉及議題及其重要性：



7.1 Basic Talent Policy

7.1 人才基本方針

Compliant and responsible talent management is the bottom line of Kingdee's overall talent strategy. In strict compliance with the Labor Law of the People's Republic of China and other employment related law and regulations, Kingdee has further introduced talent management policies in light of the state's talent programs, talent features of information technology industry and its own development. Establishing an overall talent strategy and management system, we are committed to building a "passionate, avant-garde and caring" talent team believing in Kingdee's core values "Acting in all Conscience, with Integrity and Righteousness".

合規、負責任的人才管理是金蝶整體人才戰略的底線。金蝶在嚴格遵守《中華人民共和國勞動法》等僱傭相關的法律法規基礎上，結合國家相關人才計劃、資訊科技行業人才特點及金蝶自身的發展情況，制定了一系列的人才管理政策，組成了金蝶整體的人才戰略和管理體系，致力組建一支認同金蝶核心價值觀「致良知、走正道、行王道」，並具備金蝶人才特質「激情、前衛、愛心」的人才隊伍。



7.1.1 Recruitment 招聘

Selecting and recruiting proper talents is an important guarantee for our future corporate development, and allowing new employees to quickly fit into and growing with Kingdee is our responsibility to talents. With standardized talent recruitment management, we are strict with talent recruitment under the talent strategy of "Activation, Introduction and Management". High-caliber talents have been continuously introduced to accelerate the transformation of cloud to reach and achieve customers. Kingdee's recruitment idea of "introducing first-rate talents" and "talent selection not based on uniform standards" reflect our yearning for talents and attitude for talent utilization.

選拔和招攬合適人才是對公司未來發展的重要保證，讓新入職員工能夠迅速適應公司並快速成長，是我們對人才的責任。金蝶實行規範化的人才招聘管理，貫徹「啟動、引進、發展」的人才戰略，持續引進優秀人才，加速公司雲轉型，直達並成就客戶。金蝶的招聘理念「引進一流人才」、「不拘一格降人才」表明了金蝶對人才的渴求以及為才是用的態度。

Kingdee has formulated the Talent Recruitment Management System, which emphasizes the compliance of each recruitment segment and specifies selection standard and qualification description of each position; interviewer selection requirements are also set forth. Different interview methods and interviewer selection criteria are to be developed based on different levels so as to ensure applicability and fairness of the interviewers. The Kingdee Qualification Model has been formulated based on talent requirements. Requirements on employee duty performance and achievements, knowledge, quality and skills are specified, which have formed the foundation for our recruitment and employee training. In these two policies, Kingdee emphasizes fair and just talent selection regardless of gender, race, age, and religious belief, etc., to prevent unfair treatment of applicants and employees.

公司制定了覆蓋整個集團的《人才招聘管理制度》，強調各個招聘環節的合規性，制定篩選標準，包括每個職位的任職資格描述；同時規定面試官的篩選要求，根據級別制定不同的面試方式及面試官選拔標準，確保面試官的適用性和公平性。金蝶根據自身對人才的要求，制定《金蝶任職標準模型》，對員工的工作行為、成果、知識、素質及技能做出了明確的要求，亦成為招聘及培訓的基礎。在上述兩項政策中，金蝶強調人才選拔過程公平公正，不因性別、種族、年齡、宗教信仰等原因對應徵者和員工有不公平的對待。

In order to enable new employees to fit into the team and grow as soon as possible, Kingdee will assign a mentor for each new employee. According to the Kingdee talent standard and the Kingdee Job Responsibility Manual, the direct superiors and tutors will develop key mission during the trial period to help new employees adapt to the new working environment. Introduction training will be provided for new employees within one month of employment. The development history, corporate culture, policies will be introduced during the induction training, allowing new recruits to integrate into the talent team.

為了讓新員工入職後能夠儘快適應和成長，金蝶為每位新員工指定導師，根據金蝶人才標準和《金蝶職位職責說明書》，由直接上級和導師制定試用期關鍵任務，幫助新員工適應工作環境。同時在入職一個月內組織相關培訓，介紹公司的發展歷史、企業文化、制度政策等，通過一系列培訓讓員工儘快融入到整體人才隊伍當中。



7.1.2 Labor dispatch 勞務派遣

Labor dispatch is a form of employment in which the employer designates a third-party labor dispatch service agency to enter into a labor contract with the labor and dispatch the labor to the employer. It is commonly seen in the Chinese information technology industry. In its designation of third party agency and use of employees under labor dispatch, Kingdee has strictly complied with Article 66 of the Labor Contract Law of the People's Republic of China which stipulates that "Labor utilization under labor contract is the fundamental form of labor utilization adopted by Chinese enterprises. Labor utilization under labor dispatch is a supplementary form to be used in temporary, subsidiary or alternative positions." We have further introduced the Kingdee Group Labor Dispatch Management Practices. Employees working for Kingdee under labor dispatch are entitled to benefits same as employees directly recruited by Kingdee, and are expected to sign the same confidentiality agreement as regular employees do. Internal measures have been introduced to safeguard the rights and interests of employees working for Kingdee under labor dispatch.

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

勞務派遣，即指由用人單位委派第三方廠商勞務派遣機構，由第三方廠商機構與勞工訂立勞動合同，把勞動人員派向用人單位的一種僱用形式。勞務派遣的僱用形式在中國資訊科技行業普遍存在，金蝶在委託第三方廠商機構和使用勞務派遣員工時，嚴格按照《中華人民共和國勞動合同法》第 66 條規定：「勞動合同用工是中國企業的基本用工形式。勞務派遣用工是補充形式，只能在臨時性、輔助性或者替代性的工作崗位上實施。」並制定了相應的《金蝶集團勞務派遣管理規範》。勞務派遣員工在金蝶工作時，享受和金蝶直接招聘的員工相同的待遇和福利，同時也需要簽訂和正式員工相同的保密協定。通過一系列的內部措施保障勞務派遣員工的權益。

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



7.1.3 Performance Management 績效管理

Scientific and definite performance management can provide employees with goals and working motivation, and effectively urge Kingdee to fulfill its commitments to employees. Kingdee has introduced the Performance Management Methods, elaborating performance management from "goal setting", "process management", "evaluation", and "feedback and result application". The goals are set and released by the Company in the beginning of each year; mentoring is provided in the process; assessment is conducted in the end of each year. For any comments on their performance, employees may submit their opinions to internal communication platform. Supervisors will give timely feedback.

科學、明確的績效管理為員工提供目標和動力，並有效督促公司履行對員工的承諾。金蝶制定有《績效管理辦法》，規定從「目標設定」「過程管理」「評估」「回饋和結果應用」四個環節著手管理。公司每年年初制定並下達目標，過程中提供輔導，年終評價表現，若員工對自身的績效有任何意見，都可通過內部溝通平臺提交，上級將及時提供回饋。



To maintain and motivate the employees, Kingdee has introduced share award plan for many consecutive years to endeavor to combine the employees' interests and the long-term development of the Company, let the employees share long-term growth value of the Company, and make greater contribution to the Company's growth. In 2018, Kingdee introduced Quota Over-Fulfillment Incentive Measures to give incentives to the organizations over-fulfilling the organization performance goal, encourage the staff to challenge the goal, dare to over-fulfill the quota and share the benefits of quota over-fulfillment with the Company. To meet the new requirement of the Company's strategic transformation, the Company launched optimization project of Kingdee strategic performance management system in this year, transformed the strategy into action, and also improved performance operation system.

為保留與激勵員工，金蝶連續多年制定股份獎勵計劃，以此將員工的利益與公司經營成果，使員工分享公司長期成長的價值，並為公司成長作出更大貢獻。2018年，金蝶制定了《超額激勵辦法》，激勵績效超過目標的組織，鼓勵全體員工挑戰目標，大膽超額，與公司共同分享超額收益。為適應公司戰略轉型的新要求，公司年內啟動了金蝶戰略績效管理體系優化方案，化戰略為行動，貫徹轉型戰略，同時改善了績效運作體系。



7.1.4 Employee Communication

員工溝通

As an information technology company, Kingdee has been upholding an open and equal working environment. Zero distance communication with employee is an important channel to realize this goal.

作為一家資訊科技公司，金蝶內部一直崇尚開放、平等的工作環境，與員工零距離的溝通是實現這個目標的重要渠道。

Case
案例

Kingdee Employee Representative Committee
金蝶員工代表委員會

Kingdee Employee Representative Committee (referred to as Employee Committee) is a permanent democratic organization of the Company, which represents the staff to deliberate over all the codes and rules, business strategies, and others relating the employees' interests, such as award and punishment, knows and gives feedback of the employees' opinions and advice on the Company, lets Kingdee employees gain a sense of achievement and equality in career development, and creates a harmonious and pleasant working environment on this communication platform.

金蝶員工代表委員會（以下簡稱員工委員會）是一個公司常設的民主組織，代表全體員工審議公司所有涉及員工獎懲等利益的規章制度、業務策略等，了解並就員工對公司的意見及建議給予回應，讓金蝶的員工在職業發展方面帶來成就感和公平待遇，並通過這個溝通平臺營造和諧、愉快的工作環境。

The Employee Committee participates in and supervises various affairs related to employee interests and employee benefits, including holiday benefits, employee physical examination, housing fund, medical insurance of employees not registered as permanent Shenzhen residents, canteen supervision management, and bus management, etc., undertakes intention survey for the employees frequently, joins documents issuance assessment of the Company, pays attention to employees' requests, and protects employees' rights and interests. In 2018, Kingdee Employee Committee adopted the methods of self-recommendation and open voting for the Kingdee employees voting openly to elect the new president of the Employee Committee.

員工委員會參與和監督各種與員工利益、員工福利相關事宜，包括節日福利、員工體檢、房屋公積金、非深戶醫療保險、食堂監督管理、接送班車管理等，並多次進行員工意向調查，參與公司若干發文的評審，關注員工訴求，保障員工權益。2018年金蝶員工委員會換屆採取自薦及公開投票方式，金蝶員工公開投票選出新一屆金蝶員工委員會會長。



- Kingdee employees may submit opinions to any supervisor on internal communication platform for real-time communication. Furthermore, our "Voice Community" intranet offers another channel for employees to voice their opinions and provide suggestions anonymously.

金蝶員工能夠通過內部溝通平臺找到任何上級，進行即時溝通，回饋意見。另外，我們也設有內部網路的「心聲社區」，在「社區」中，所有員工都是匿名的，員工可以在上面暢所欲言，表達意見和提供建議。

- Any objections on performance management and rank certification can be raised via specific channels. Kingdee attorneys are also available to provide legal consultancy service to any employee involved in any legal issues.

員工如果對公司的績效管理、職級認證過程有任何的異議，都有明確的途徑就相應的結果進行申訴。如果員工有任何法律問題，金蝶內部有律師提供法律諮詢服務。

- Any objections on performance management and rank certification can be raised via specific channels. Kingdee attorneys are also available to provide legal consultancy service to any employee involved in any legal issues.

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

- Each year Kingdee conducts an employee morale GPS survey, the result of which is an important reference for management improvement of human resources. The GPS survey scores have steadily increased since 2011, showing Kingdee employee's recognition of our work.

Employee Morale Score (GPS)
員工士氣得分 (GPS)

Year 年份	2011	2012	2013	2014	2015	2016	2017	2018
Score 得分	71.78	71.02	71.89	75.75	84.04	85.71	91.19	90.33



7.1.5 Employee Maternity Leave and Retirement Composition

員工產假、退休情況

Category 組別	Unit 單位	Data of 2017 2017年數據	Data of 2018 2018年數據
Staff in maternity leave 處於產假、待產假的僱員人數	Person 人	80	164
Staff back to work after maternity leave 產假後復職的僱員人數	Person 人	56	106
Staff eligible for retirement within the next five years 未來五年內合資格退休的僱員人數	Person 人	15	25

7.2 Development and Training

7.2 發展與培訓

Effective training for employees is crucial and essential to the career prospects of employees and realization of Kingdee's development goals. Through the multi-layer training system, Kingdee has provided employees of different business lines holding various positions with training required by their current career stage. Meanwhile, we also provide training courses that meet the diverse interests and developments of our employees, and support employees to obtain different skills certificates to ensure that employees can get comprehensive skills upgrades at Kingdee.

為員工提供良好的培訓，無論是對員工本身的職業前景，還是對金蝶發展目標的實現而言，都是關鍵和必要的一環。金蝶的培訓體系分為多個層次，我們有針對性地為不同職位、不同業務線的員工提供目前職業階段所必要的培訓，同時我們還提供能滿足員工多方面興趣和發展的培訓課程，支持員工考取不同的技能證書，確保員工能在金蝶得到全面的技能提升。



7.2.1 Employee Development Path

員工發展路徑

Kingdee has established a well-designed career development path to meet the rapid growth needs of the Company and employees, and offer opportunities for career advancement to talents motivated for self-challenging and comprehensive development.

金蝶設置有完整的職業發展通道，以滿足公司和員工的快速成長需求，讓勇於挑戰自我、全面發展的人才能夠在金蝶獲得廣闊的發展空間。

Two career development channels based on specialty and management constitute the vertical open career development path of Kingdee. Employees may advance vertically or horizontally to some extent. To provide employees with different possibilities in career development, we encourage core employees of the specialty array interested in management with management potentials to recommend themselves to management positions.

金蝶提供了「專業」和「管理」等雙職業發展通道，在此基礎上形成縱向開放的金蝶職業發展路徑。員工可在本職位內縱向發展晉升，也可在一定程度內跨序列、跨族、跨職位橫向流動發展。我們鼓勵有管理潛質、管理意願的專業團隊核心員工自薦管理崗位，為員工的職業發展提供了不同的可能性。





7.2.2 Employee Training System

員工培訓體系

Well-designed training policies and training system have always been one of the important reasons for Kingdee's establishment of its high-performing talent team. A list of policies has been introduced to ensure the smooth progress and continuous development of various types of training activities, including Management Measures for Kingdee New Employees Training, Mentor System for New Employees, Kingdee Management Measures for Professional Programs Development, Kingdee Management Measures for Internal Lecturer, Kingdee Management Measures for Software Employee Training and Management Measures for Employee Professional Skill Training, etc.

Kingdee's online courses is one of the important means for the employees to receive training. With Kingdee Management Measures for Professional Programs Development, we establish corresponding assessment standard and course development rules. Currently the online program system consists of 161 courses, including leadership, general skills, professional competence, and the compulsory and selective courses for new employees.

To better motivate the employees to continuously improve themselves, the Company encourages the employees to participate in the trainings actively, and issues completion certificate to the employees successfully finishing the courses, such as completion certificate of "Management Staff Training Camp" and completion certificate of "Interviewers", etc.; encourages the employees to participate in external trainings, and reimburses external training expenses for employees meeting the conditions; encourages the employees to take professional certification, and grants certain bonus to CMA certificate holders.

Kingdee training system is composed of three parts: Leadership, Qualification and Specialty Training:

完整的培訓政策和培訓體系是金蝶打造自身優質人才隊伍的重要原因之一。我們制定了一系列的政策，保障各類培訓活動順利進行並不斷發展，其中包括《金蝶新員工培訓管理方法》《新員工入職導師制》《金蝶專業類課程開發管理辦法》《金蝶內部講師管理辦法》《金蝶軟件員工培訓管理辦法》《員工專業技能培訓管理辦法》等。

金蝶的線上課程是員工獲得培訓的重要途徑之一，通過《金蝶專業類課程開發管理辦法》，我們建立了相應的評審標準和課程開發規範。目前線上課程系統共有161門課程，包括領導力、通用能力、專業能力、新員工各類必修和選修課程。

為了更好地激勵員工不斷提升自我，公司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；鼓勵員工參加外部培訓，符合條件的員工參與外部培訓可報銷培訓費用；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。

金蝶的培訓體系主要由三大部分組成：「領導力」、「任職資格」、「特色專項」：



"Leadership" Training 「領導力」培訓

"Leadership" training targeted on the middle and above management of Kingdee is intended to train business successors of Kingdee and develop reserve members for its senior management team by enhancing their management skills, teamwork skills and vision. The management staff training camp and high-potential talent energy station are the key projects of "leadership" training this year:

「領導力」培訓主要針對金蝶中層以上的管理層，培養金蝶事業的接班人，通過提升他們的管理技巧、團隊協作能力、眼界視野等，為金蝶的高級管理隊伍做儲備。其中，本年度的管理幹部訓練營和高潛人才能量加油站是「領導力」培訓板塊的重點專案：





"Qualification" Training 「任職資格」培訓

Qualification training will be unfolded according to departmental responsibilities based on the two lines of Profession and Management, with a focus on:
根據部門職責進行任職資格培訓，按照"專業線"和"管理線"兩條線進行培訓，培訓內容包括：



Professional competence training 專業能力培訓

Kingdee will send employees to technical seminars for exchanges, and introduce innovation programs to improve their professional competence.

金蝶會派員工參加業界的各項技術研討會議進行交流，另外還有內部引進創新課程，提升員工的專業能力。



Personal competence training 個人素質培訓

Training programs and sharing sessions on communication improvement and emotion management are organized to enhance the personal competence of employees.

通過組織溝通提升、情緒管理等培訓課程和分享會，增強員工的個人素質。



Introduction training 新員工培訓

The one-week introduction training for new employees recruited from campus recruitment will be held every July; the training for new employees recruited from social recruitment will be held on a monthly basis.

經校園招聘的新員工培訓會統一在每年7月份舉行，為期一周。通過社會招聘的新員工培訓會分批進行，每月向該月新入職員工組織一次培訓。



"Specialty" training 「特色專項」培訓

"Specialty" training is designed to broaden the employees' horizon and give them opportunities to learn about new technologies, hot social issues and advanced ideas. Experts of various industries are invited to impart knowledge on a regular basis. For instance, industry-leading technology experts were engaged to Weekend Lecture to share the latest technical developments, and doctors from the University of Hong Kong-Shenzhen Hospital were invited to promote health and safety knowledge. Furthermore, we have organized the "Jike Lundao" internal sharing session where employees can exchange their discoveries in product development and inspire others' thoughts.

「特色專項」類培訓主要是為了拓寬員工們的眼界，讓他們了解和接觸新技術、社會熱點、先進理念等內容。我們會定期邀請各行業的專家來傳授知識，例如週末大講堂曾邀請業界的先進技術專家分享最前沿的技術發展，也曾經邀請香港大學深圳醫院的醫生來為員工講解健康安全知識等。另外我們還會組織「極客論道」內部分享會，在分享會上，各個產品線的員工互相交流產品開發過程中的發現，啟發大家的思維。



7.3 Employee Care

7.3 員工關懷

As an employer, Kingdee is responsible for and highly concerned with allowing employees to focus on their career and providing them with a solid backing.

讓員工能夠安心地專注自身事業，成為員工堅實的後盾，是金蝶作為僱主的責任，也是金蝶在人才管理上的重要一環。



7.3.1 Guarantees and benefits

保障與福利

Providing employees with adequate guarantees and due benefits is the responsibility of Kingdee as an employer, and an important factor for employees to work for Kingdee with ease. Attaching great importance to employee health, Kingdee has purchased accident insurance and medical accident insurance for each employee in addition to the statutory Five Social Insurances and One Housing Fund. Concessional family commercial insurance plan is also available for employees to choose from. Employees suffering from major diseases may apply with the Care & Mutual Assistance Fund set up by Kingdee for subsidies.

為員工提供充分的保障和應有的福利是金蝶作為僱主的責任，也是員工安心工作的重要因素。金蝶十分重視員工的健康，除了法律規定的「五險一金」外，我們還為每位員工購買了意外傷害保險、意外醫療等多種類型的保險，並且提供優惠的家庭商業保險計畫供員工選擇。如員工不幸罹患重大疾病，可以申請公司設立的愛心互助基金，解決燃眉之急。

Kingdee Mutual Aid Foundation is a public-welfare organization initiated by Employee Committee of Kingdee International Software Group Company Limited, managed and operated by management committee of the Foundation, and offering aid to in-service employees of Kingdee Group suffering from serious disease and severe injury. Since the establishment, Kingdee Mutual Aid Foundation has been supported by Kingdee employees greatly. Through employees' individual donation and charity sale, etc., the Foundation has contributed more than RMB 1.82 million to aid the employees in need and subsidize the public welfare programs. In 2018, Kingdee Mutual Aid Foundation subsidized 5 Kingdee employees and partners and donated the total amount of RMB 298,590.4.

金蝶員工愛心互助基金會是由金蝶國際軟件集團有限公司員工委員會發起，由基金理事會管理並營運，通過募捐形式籌集資金，為金蝶集團遭遇重大疾病、重大傷害的在職員工提供援助的公益組織。成立至今，愛心基金得到了金蝶員工的大力支持，通過員工個人捐款、愛心義賣等形式，迄今已經援助員工和資助社會公益總金額累計超過182萬元。2018年，金蝶愛心互助基金會共幫助5位金蝶員工或夥伴，共捐贈298,590.4元。

Kingdee expressed gratitude to every fighter:

金蝶感恩每一個奮鬥者：



In 2018, Kingdee sponsored the overseas study tours of excellent employees and their family members in the total number of 78 persons.
2018年，獎勵優秀員工及其家人參與國外遊學共78人。



During Spring Festival in 2018, the Company gave "red package of filial piety" in the amount of RMB 1,000/employee to appreciate the parents of all the employees.
2018年春節期間，公司向全體員工父母發放「孝心紅包」，每位員工1,000元，感恩金蝶每位員工的父母。



During the celebration of the 25th anniversary of Kingdee in 2018, 888 shares of Kingdee International Group per person were granted to all of approximately 8,000 in-service employees of Kingdee International Group, to express gratitude to every Kingdee person devoted to the Company.

2018年金蝶25周年慶，為感謝每一位付出的金蝶人，金蝶給8,000多名在職的金蝶國際集團下屬員工發放金蝶國際股票，每人888股。



The Company holds employee events on 4 traditional festivals every year, namely Lantern Festival, Dragon Boat Festival, Mid-Autumn Festival and Winter Solstice Festival, combines corporate culture of the Company, lets the employees enjoy the dense festival atmosphere, and enhance the employees' sense of belonging. To show our care for employees, Kingdee sends gift bags to employees when they move into a new house, get married, have a baby and celebrate their birthdays.

公司於每年的4個傳統節日元宵節、端午節、中秋節、及冬至舉辦員工活動，結合公司的企業文化，讓員工感受濃厚的節日氛圍，增加員工歸屬感。在員工的某些關鍵日子，如員工的喬遷、結婚、生子、生日等，金蝶還送上員工禮包，致以祝福和關懷。

Winter Solstice Festival

冬至



Dragon Boat Festival

端午



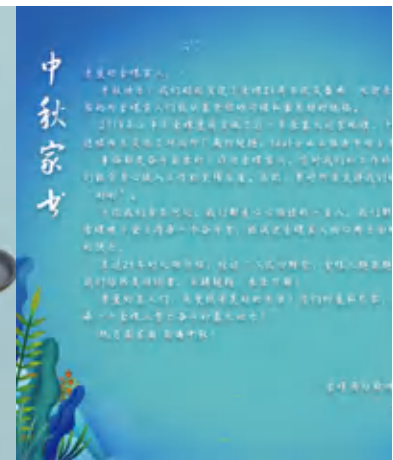
Lantern Festival

元宵



Mid-Autumn Festival

中秋



7.3.2 Safety and Health 安全與健康

Although there are no major safety and health hazards in our day-to-day operation, we have provided assurances to keep all employees physically and mentally healthy at work.

Every year Kingdee will arrange a physical examination for all employees to keep them informed of their respective health conditions. Experts will also be scheduled to give health lectures to share knowledge about prevention of occupational diseases of the industry.

雖然日常工作沒有重大的安全健康隱患，但是金蝶仍然提供一系列的保障，讓各位員工能夠在工作中保持身心健康。

每年金蝶都會安排全體員工進行一次健康體檢，了解自身的健康情況，日常也會安排專家健康講座，分享行業從業者一些職業病防治的知識，讓大家防患於未然。

Kingdee integrates psychological health management in Kingdee training system: Work Pressure Management is the compulsory course of new employees and the employees can only submit Regular Employee Transfer Application after finishing the course; Emotional Quotient Management and Self-Consistency is recorded course of "Weekend Lecture"; Positive Communication Trilogy: Adverse Effect Crush is the course developed for communication emotions. These courses help the employees to relieve the pressure and emotions at work.

將心理健康管理融入金蝶培訓體系：《工作中的壓力管理》作為新員工必修課程，員工學完後方可提出轉正申請；《情壓管理與自我和諧》是「週末大講堂」錄製課程；《正向溝通三部曲 負面影響消解樂》是針對溝通情緒開發的課程，這些課程幫助員工緩解工作中的壓力和情緒。

As advocate of balanced working and living, we offer team building funds in the standard of RMB 100/person/month on a regular basis. Kingdee will allocate the fund monthly according to the population of each department to organize outdoor activities for the employees like hiking so as to advocate healthy life. Such sports equipment as rowing machines and ping pong tables has been equipped in the office for employees to relax physically and mentally.

金蝶宣導工作與生活平衡，我們會定期提供團隊建設經費，標準為100元/人/月，每月按部門人數劃撥經費，組織員工進行徒步等各戶外活動，宣導健康生活，辦公室也有設置划船機、乒乓球台等運動器材，為讓員工在辦公室裡也能放鬆身心。

Case 案例 Fitness Facilities in Kingdee Shenzhen Software Park 金蝶深圳軟件園健身設備情況

10 sets of rowing machines, 5 ping pong tables, 1 dancing room are equipped in Kingdee Software Park and serve as the daily activity place of Rowing Association, Ping Pong Association, Dance Association and Yoga Association.

金蝶軟件園內現有划船機10台，乒乓球桌5台，舞蹈室1間，為賽艇協會、乒乓球協會、舞蹈協會及瑜伽協會日常活動場地。



Work Injury Data:

工傷統計：

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

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

*工傷以社保局認定為準



Corporate Culture

企業文化

A conscientious, passionate and socially responsibility technology company supportive of innovation and entrepreneurship, Kingdee is aspired to become the most reliable enterprise service platform under the core values of acting in all conscience, with integrity and righteousness, and the mission of servicing enterprises whole-heartedly. The corporate culture is mainly composed of "Conscience Culture", "Innovation and Entrepreneurship Culture", and "Sports Culture".

金蝶作為一家秉承良知、鼓勵創新創業、充滿熱情和社會擔當的科技公司，以「致良知、走正道、行王道」為企業核心價值觀，秉承全心全意為企業服務的使命，努力成為最值得託付的企業服務平臺。金蝶企業文化主要由「良知文化」「創新創業文化」及「運動文化」構成。



Issues involved and their materiality in this chapter:

本章節涉及議題及其重要性：



8.1 Conscience Culture

8.1 良知文化

Kingdee has earnestly learned from and practiced excellent traditional Chinese culture, including the philosophy of the mind proposed by Wang Yangming to develop its own corporate culture. Taking the core idea of "Acting in All Conscience" from the philosophy of the mind as our core value, Kingdee has vigorously promoted conscience culture among our employees. "Acting in all conscience" is to achieve conscience from the mind, and conscience is Tao; "integrity" emphasizes honesty, legal compliance, fairness and justice; "righteousness" represents altruism, openness, tolerance and win-win. Acting in all conscience is the foundation of integrity and righteousness which reflects conscience.

Since 2016, Kingdee has been studying and practicing Acting in All Conscience, which let Kingdee people understand the essence of things thoroughly, become more willing to actively undertake and serve more whole-heartedly. In 2018, Kingdee established Kingdee CFO Acting in All Conscience Research Institute and held 4 public acting in all conscience learning sessions to offer an open learning platform, improve moral trait with all the members of Kingdee ecosystem, follow the truth, establish connections with each other mentally, and endeavor to build a better new business world.

合規、負責任的人才管理是金蝶整體人才戰略的底線。金蝶在嚴格遵守《中華人民共和國勞動法》等僱傭相關的法律法規基礎上，結合國家相關人才計畫、資訊科技行業人才特點及金蝶自身的發展情況，制定了一系列的人才管理政策，組成了金蝶整體的人才戰略和管理體系，致力組建一支認同金蝶核心價值觀「致良知、走正道、行王道」，並具備金蝶人才特質「激情、前衛、愛心」的人才隊伍。

金蝶自 2016 年開啟了致良知學習與踐行，致良知讓金蝶人更能洞悉事物本質、更願意主動擔當、更能用心服務。2018 年掛牌成立金蝶 CFO 致良知研究院，年度內舉辦對外致良知學習會 4 場，提供了一個開放的學習平臺，與金蝶生態系所有成員一起來提升心靈品質，依道而行，建立心與心的連結，為建設一個更美好的商業新世界而努力。



Acting in all conscience learning session
致良知學習會



Kingdee practices the study of acting in all conscience culture in work, aiming to help employees grow, and at the same time contribute to society and serve others in work and life. We organized comprehensive learning online and offline, including 11 themed learning sessions, 1 mediation session, 2 ceremonies, and 2 acting in all conscience learning sessions covering the clients and partners. In the annual excellent member selection and award of the Group, "customer-oriented" and "help others succeed" became important selection standards. At Kingdee, the conscientious Kingdee persons were continually disseminated and commended through "Kingdee Stories" column, transmitting positive energy.

金蝶內部將致良知文化學習踐行到工作中，旨在幫助員工成長，同時在工作和生活中，去成就社會，服務他人。線上上，線下組織深度學習，主題學習會 11 場、靜思會 1 場、儀式 2 場，2 場覆蓋客戶與夥伴的致良知學習會。在集團年度優秀人物評選獎勵中，「以客戶為中心」「成就他人」成為重要評選標準。在金蝶內部，還通過「金蝶故事」欄目，持續傳播和表彰有良知的金蝶人，傳遞正能量。

With multi-level conscience culture input, Kingdee people had great positive changes in their recognition, attitude and action for life and work, drove the changes and innovation of enterprise management system, and laid the deep-rooted cultural foundation for the strategic reform of customer-oriented and serving enterprises whole-heartedly.

通過多層次良知文化的輸入，金蝶人對人生和工作的認知、態度和行為都發生了很大的正面變化，也帶動了企業管理制度的改變和創新，為以客戶為中心，全心全意為企業服務的戰略變革奠定了深層次的文化基礎。

Case New Business Civilization Proposal 案例 《新商業文明倡議書》

On the 25th Kingdee Anniversary Ceremony on August 8, 2018, C50+ officially issued this New Business Civilization Proposal with the Federation of Shenzhen Commerce and the Shenzhen General Chamber of Commerce to the society to advocate jointly promoting management progress, and creating beautiful future life together. Zhu Hongren, the President of China Enterprise Confederation also witnessed the historic moment at site.

2018年8月8日金蝶25周年慶典上，C50+聯合深商總會、深商聯合會，向全社會正式發佈了這份《新商業文明倡議書》，倡議共同推進管理進步，共創未來美好生活，中企聯朱宏任理事長也現場見證了這一歷史時刻。



8.2 Innovation and Entrepreneurship Culture

Kingdee is an enterprise with innovation gene. Innovation-centered, Kingdee encourages every employee to innovate and start their own business to realize personal value and grow with enterprises. Every year handsome awards are given to holders of major innovation results, in 2018, the Company continued increased innovation award, and gave award of a unit of Shenzhen Bay intelligent housing worth RMB 10 million to 1 excellent innovation; selected 4 excellent innovation awards, namely: Intelligent invoice cloud, finance robot, light analysis, and Kingdee Cloud Galaxy multi-lingual translation SaaS platform.

The progressive "small, beautiful and quick" micro-innovation programs are launched to encourage involvement of every employee and awards granted by branch companies based on their respective business features every quarter. In 2018, 68 innovation results were awarded.

The Company actively created innovation atmosphere and organized 2 public innovation assessments this year; organized weekly innovation sharing to let 2,169 persons to join Jike Lundao innovation sharing; regularly organized innovation exchange activities, developed innovation atmosphere, and held the innovation culture activities, such as the 25th anniversary innovative design exhibition, May 4th finance management new world event, the 2nd Kingdee newcomer welcoming festival, etc.

8.2 創新創業文化

金蝶是一家擁有創新基因的企業。金蝶一向重視創新，鼓勵每一位員工創新創業，實現個人價值，與企業共同成長，每年對於重大創新成果給予重獎。2018年度，公司繼續加大創新獎勵力度，獎勵傑出創新1項，獎勵價值千萬的深圳灣智慧房一套；優秀創新獎4項，分別為：智慧發票雲、財務機器人、輕分析、雲星空多語言翻譯SaaS平臺。

金蝶微創新鼓勵每個人都可以嘗試做到的漸進式「小美快」微創新，每季度舉辦評選，由分子公司根據業務特性制定相應的評選，2018年度微創新共評選68項創新成果。

公司積極塑造創新氛圍，年度內開展創新公開評審2次；組織每週創新分享，共有2169人開展極客論道創新分享；定期組織創新交流活動，培育創新氛圍，舉辦25周年慶創意設計展、五四財務管理新世界活動、金蝶第二屆迎新節等創意文化活動。

8.3 Sports Culture

An advocate of passionate and coordinated sports culture, Kingdee believes that all employees should be "super healthy, fashionable and contributory" young people.

Led by the Corporate Culture Department, Kingdee Group Staff Associations ("Associations") are non-profit internal corporate groups which all staff members can join on their own. The Associations are established to enrich the spare time cultural and recreational life of staff members, enhance the technical skills of personal hobbies, improve physical and mental health, and strengthen communication and exchange among the staff members. Thus far, Kingdee has founded 13 associations, including Ping Pong Association, Football Association, Dance Association, Jogging Association, Yoga Association, English Association, Photography Association, Basketball Association, Music Association, Rowing Association, Board Game Association, Badminton Association and Micro-Film Association, etc. There are 3,377 association members currently.

In 2018, Kingdee held many themed events, regional tournaments and external games, increased the influence of the Associations and further enhance autonomous operation ability. Kingdee Associations organized over 1,000 day-to-day events, 13 themed events, 21 external games and 4 sports tournaments in Shenzhen this year.

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Main business scenarios:

主要業務場景：



8.3 運動文化

金蝶宣導熱情協作的運動文化，每一個金蝶人都應該是「超級健康、超級潮流、超級有貢獻」的金蝶新青年。

金蝶集團員工協會（以下簡稱「協會」）是在集團企業文化部領導下，全體金蝶人根據共同興趣愛好與意願，以自願參加的方式組成的非牟利內部團體。協會宗旨是豐富金蝶人業餘文娛生活、提升個人愛好的技術水準、促進身心健康、加強金蝶人之間的溝通與交流。目前金蝶共有 13 個協會，涵蓋乒乓球協會、足球協會、舞蹈協會、跑步協會、瑜伽協會、英語協會、攝影協會、籃球協會、音樂協會、賽艇協會、桌遊協會、羽毛球協會及微電影協會等，目前協會成員共 3,377 人。

2018 年度金蝶開展了多項主題活動、地區聯賽及對外比賽，協會影響力越來越大，自主運營能力進一步提升。年度內共舉辦超過 1,000 場日常活動、13 場主題活動、21 場對外比賽、深圳地區運動聯賽共 4 場。

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Jogging
Association
跑步協會



Rowing
Association
賽艇協會



Badminton
Association
羽毛球協會





Football
Association
足球協會



Yoga
Association
瑜伽協會



Dance
Association
舞蹈協會





Society 社會

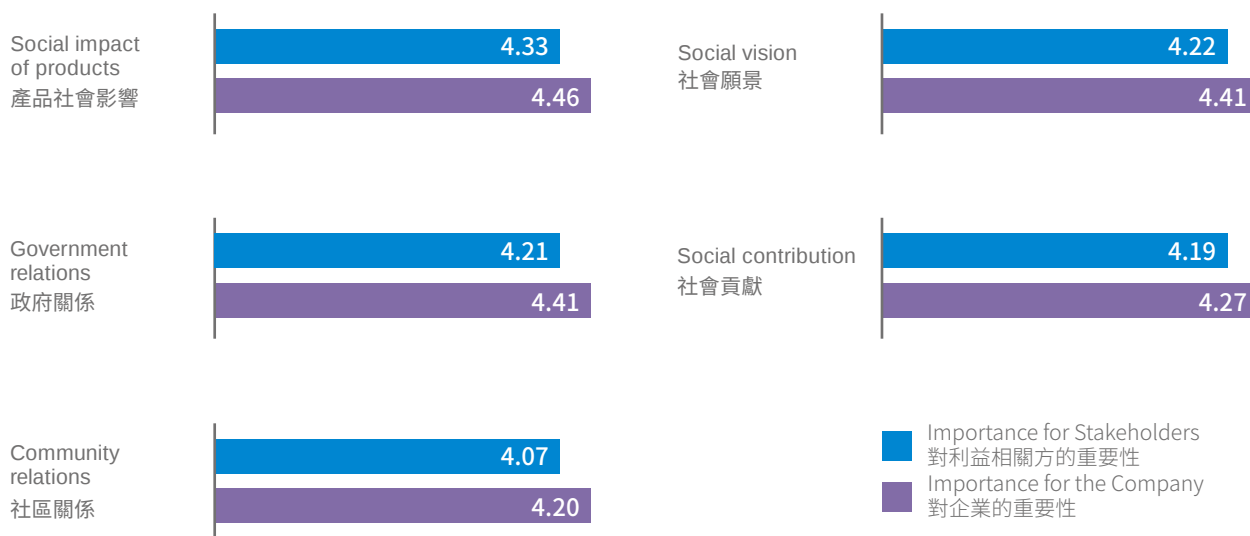
The core values of "Acting in All Conscience, with Integrity and Righteousness" guide Kingdee to keep reviewing whether it may exert positive impact on the society and realize good results for both social benefit and enterprise value in the process of moving forward. As an enterprise that providing Cloud service, Kingdee has taken the initiative to explore the reform of Chinese characteristic management mode, set the mission of "let Chinese management mode rise globally", and promote progress of China enterprise management. Meanwhile, with attention and support paid to basic education in China, Kingdee is determined to progress public welfare.

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雲服務的企業，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。同時，金蝶關注和支持中國基礎教育，在公益道路上矢志前行。



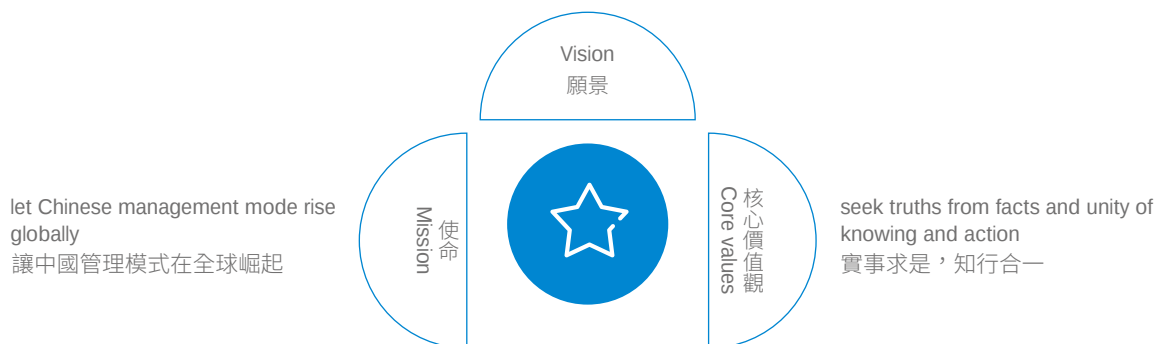
Issues involved and their materiality in this chapter:

本章節涉及議題及其重要性：



9.1 Chinese Management Mode Institute 9.1 中國管理模式研究院

become the most influential research and application institute of Chinese management mode
成為最有影響力的中國管理模式研究與應用機構



9.1.1 Cause of Research 研究緣由

Kingdee has been exploring Chinese management mode for the last 11 years, discovering the best practices of management among Chinese enterprises, and promoting the selection activity of Chinese Management Mode Research (CMMR). On this basis, in 2018, Professor Chen Chunhua of the National Development Research Institute of Peking University and Kingdee's Chairman Xu Shaochun jointly established the China Management Mode Research Institute, aiming to actively exploring forward-looking issues of the Chinese management mode.

The Chinese economy has moved towards a new era and transformed from the pursuit of quantity in the industrial era to the pursuit of quality innovative growth in the digital age. In the era of digital economy, the digital transformation of Chinese enterprises has resulted in multiple excellent enterprise management practices. The significance of our exploration lies in discovering these successful management modes and sharing them with the world.

金蝶過去十一年一直在探索中國管理模式，思考中國企業管理的最佳實踐，推動中國管理模式傑出獎（Chinese Management Mode Research，簡稱CMMR）遴選活動。在此基礎上，2018年北京大學國家發展研究院陳春花教授聯合金蝶徐少春主席共同成立中國管理模式研究院，致力於積極探索中國管理模式的前瞻性課題。

中國經濟進入了新的時代，從工業時代追求數量，到數字時代追求有品質的創新增長。在數字經濟時代中，中國企業的數位化轉型，形成了眾多優秀的企業管理實踐，而我們探索的意義在於發掘這些成功的管理模式，並與世界分享。



9.1.2 Research Findings 研究成果

Since 2008, the research expert team has been going deep into good domestic enterprises each year. Through field research and communication and discussions with senior management, they have summarized the elements that make these enterprises stand out in the fierce market competition in China. Meanwhile, we systemize and theorize the successful experience by continuously improving our research method, and eventually share our research findings with the society to help Chinese enterprises improve their own management modes.

For 11 years, more than 100 research expert teams have conducted surveys into more than 20 industries, in which more than 120 renowned enterprises were carefully studied, including Haier, Tencent, MIUI, Liby and Yunnan Baiyao. More than 1,500 executives were interviewed in detail, and over 1.5 million words were compiled into case study reports. We have formed characteristic field research methods and processes, disseminated remarkable management philosophy, and promoted management modes and cases that can be used for reference.

從2008年開始，調研專家團隊每年深入到國內的優秀企業中去，透過實地調研和與高管們的交流討論，總結出這些企業得以在中國激烈的市場競爭中脫穎而出的要素。同時，我們不斷改進自己的研究方式，將這些成功的經驗系統化和理論化，並最終向社會分享我們的研究成果，幫助中國企業改善自身的管理方式。

十一年來，100多位調研專家團隊已針對超過20個行業進行調研，仔細研究包括海爾、騰訊、小米、立白、雲南白藥等在內的超過120家知名企業，深度訪談超過1,500位企業高層，編寫超過150萬字的案例研究報告，形成了頗具特色、風格鮮明的實地調研方法及流程，傳播傑出的管理理念，推廣值得借鑒的管理模式與案例。

CMMR

中國管理模式傑出獎

Since 2008, Kingdee and Chinese Research Council of Modern Management cooperated with six renowned domestic business schools to carry out the selection of Chinese Management Mode Research (CMMR), covering more than 20 industries, more than 400 chairmen and CEOs, more than 1100 senior executives, more than 100 enterprises and research reports of more than 1.5 million words. Besides, an awarding ceremony and Chinese management global platform has been held on each October. CMMR has formed extensive impact on the industry through its 12-year development and has become the largest public welfare brand of Kingdee.

自2008年以來，金蝶與中國管理現代化研究會聯合中國知名商學院開展中國管理模式傑出獎（簡稱CMMR）遴選活動。從2008年至今，CMMR已經調研超過20個行業、400多名董事長及CEO、1100多名企業高層、遴選入圍100多家企業，累積150多萬字的調研報告，並且每年在10月舉辦頒獎典禮暨中國管理全球論壇。CMMR經過12年發展積澱在業界形成廣泛的影響力，已成為金蝶最大的公益品牌。

In 2018, the research expert teams continuously focused on the forward-looking topic of "Digitalized Survival and Management Restructuring" and selected a batch of enterprises with outstanding management practices in the digital trend, including Haier Group, SANY Heavy Industry Co., Ltd, Shangpinzhapei, XinAo Group and Handu Group. The annual research result "Declassification of China Management Mode Excellence Award - Digital Survival and Management Reconstruction" was also released.

2018年，調研專家團隊繼續聚焦前瞻性主題「數位化生存與管理重構」，通過實地調研評選出海爾集團、三一重工、尚品宅配、新奧集團、韓都衣舍等一批在數位化趨勢中有傑出管理實踐的企業，並發佈年度研究成果《中國管理模式傑出獎解密——數位化生存與管理重構》。

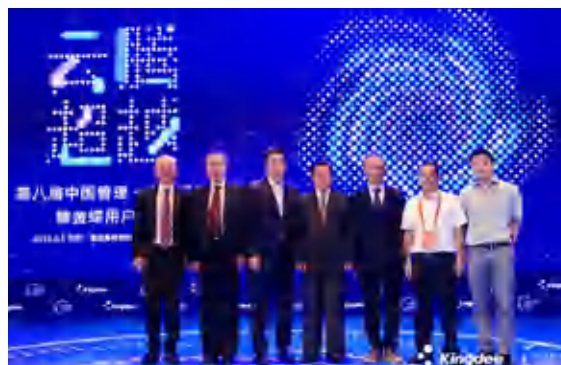
Winners of 2018 "Chinese Management Mode Research" 2018年「中國管理模式傑出獎」獲獎名單	
Name of enterprise 企業名稱	Award 獲選獎項
Haier Group 海爾集團	CMMR Outstanding Award 中國管理模式傑出獎
JD Group 京東集團	
Shangpinzhapei 尚品宅配	
Sany Group 三一集團	
XinAo Group 新奧集團	CMMR Innovative Award 中國管理模式創新獎
Handu Group 韓都衣舍	
Tubatu 土巴兔	
Kute Smart 酷特智能	
Sinsun 新松機器人	

China Management • World Forum is a world top business management conference held by Kingdee. With the tenet of symposium and communication on the most cutting-edge management wisdom and technologies, it has been successfully held for 8 sessions since 2011, covering more than 14,000 domestic and foreign management elites in politics, commerce and academics. These excellent managers fully exchanged their sparkling thoughts and shared their own experience and practices, jointly discussed management in China and to promote enterprise management reform and innovation, making China's management mode rise globally.

中國管理•全球論壇是由金蝶主辦的全球頂級商業管理大會，以研討和交流最前沿管理智慧和技術為主旨，從2011年到至今已連續舉辦8屆，超過1.4萬餘位海內外政、商、學各界管理菁英蒞臨。這些優秀的管理者在此充分交流思想、碰撞火花、分享各自的經驗與實踐，共同論道中國管理，推動企業管理變革與創新，讓中國管理模式在全球崛起。

In August 2018, the 8th China Management • World Forum and Kingdee User Conference convened in Shenzhen. The Forum was themed as "Cloud Soaring • Breakthrough", and about 3,000 leaders in governmental, business and academic circles attended the Forum, including Long Yongtu, China Management • World Forum President and chief negotiation representative of China's accession to the WTO, and Xu Shaochun, founder and Chairman of Board of Directors of Kingdee Group, etc. to discuss the evolution, transformation and reform of China's management mode in the era of digital economy.

2018年8月，第八屆中國管理•全球論壇暨金蝶用戶大會在深圳召開，論壇以「雲騰•超越」為主題，中國管理全球論壇主席、中國入世首席談判代表龍永圖，金蝶集團創始人、董事會主席徐少春等3000餘位政商學界領袖出席該論壇，共同探討數位化經濟時代中國管理模式的演變、轉型、革新。



C50+ Forum

「C50+」論壇

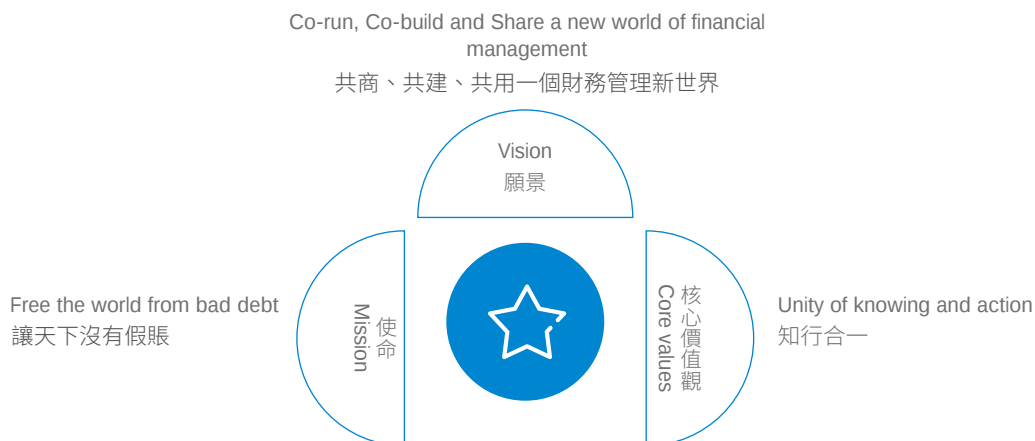
Since the China Management Mode Excellence Award Council was upgraded to China Management Mode 50 + Forum (C50+ Forum) last year, in 2018, the C50+ Forum has insisted on "Let China's management mode rise in the world" as ambition to further promote dialogue, exchange and cooperation between theory and practice. Through the discovery and recognition of outstanding Chinese enterprise management practices, the C50+ Forum promotes the progress of enterprise management in China.

繼2017年，中國管理模式傑出獎理事會升級為中國管理模式50人+論壇（簡稱：C50+論壇）後，在2018年，C50+論壇堅持以「讓中國管理模式在全球崛起」為志，進一步推動理論與實踐的對話、交流與合作。論壇通過探索、表彰優秀的中國企業管理實踐，推動中國企業管理進步。



9.2 CFO Acting in All Conscience Research Institute

9.2 CFO致良知研究院



9.2.1 Cause of Research 研究緣由

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

2018年3月，金蝶成立CFO致良知研究院，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的傳播，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行業賦能，推進中國財務管理的創新與發展。



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

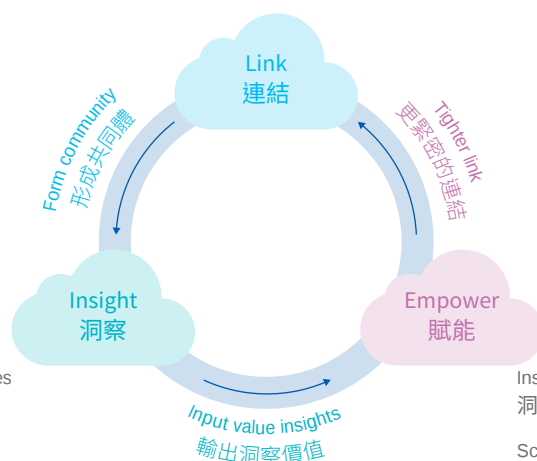
致良知CFO學院通過輸出洞察價值為客戶、行業和公司業務賦能，更緊密地連結圈層、行業、文化、心靈，形成共同體。

Professional community: link between circles, layers and industries

專業性社群：圈層、行業的連結

Acting in All Conscience: link between cultures and minds

致良知：文化、心靈的連結



Insight into people: students and communities
對人的洞察：學員與社群

Insight into industries
對行業的洞察

Insight output: empower company businesses
洞察輸出：對公司的業務賦能

School running: empower customers and industries
辦學：對客戶、行業賦能



9.2.2 Research Findings 研究成果

Acting in All Conscience Study Session

致良知學習會

Since establishment, the CFO Acting in All Conscience Research Institute has formed in-depth links to the CFO community through online study, survey and offline summits to continuously spread good traditional culture and constantly assist helping financial personnel to enhance moral character.

成立至今，CFO致良知研究院已通過線上學習、調研與線下峰會，深入連結CFO群體，持續傳播優秀傳統文化，不斷協助財務人員提升心靈品質。

The particulars are as follows:

具體如下：



4

Large Study Sessions

4場

大型學習會



15

Renowned Guests Sharing

15位

知名嘉賓分享



2000+

Offline Students

2000+

線下學員



28

Online Learning Teams

28個

線上學習小組



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

中國CFO50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。

At the end of 2018, CFO Acting in All Conscience Research Institute collaborated with F50+ members to issue the research report of CFO Insights in Digital Economy. Taking the F50+ community and numerous CFOs as research samples, the report provides a deep insight into the trend of thoughts of CFO groups, understands the anxieties, expectations and demands of financial personnel, and empowers product research and development of Kingdee and the construction of the new world of financial management.

2018年底，CFO致良知研究院聯合F50+成員共同發佈《數字經濟時代的CFO洞察》調研報告。該報告以F50+社群及廣大CFO為調研樣本，深刻洞察CFO群體的思潮，理解財務人員的焦慮、期望和需求，為金蝶產品研發和財務管理新世界的構建賦能。



9.3 Charity Work

While obtaining substantial development, Kingdee practices public welfare undertakings with a grateful heart towards the society, influences life with life and gives love to more people. As a knowledge-based enterprise, we have deeply understood the significance of education to a nation. Therefore, we pay extra attention to the basic education in areas short of education resources and contribute our best to the development of China's public education.

9.3 公益慈善

金蝶在取得長足發展的同時，以感恩社會、回饋社會的心，踐行公益事業，用生命影響生命，將愛傳遞給更多人。作為一家知識型企業，我們深切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。



9.3.1 Participate in CEIBS "Dishuiquan" student aid project and Help Cultivate Commercial Management Elites

參與中歐「滴水泉」助學計劃，助力培養商業管理精英

The "Dishuiquan" student aid project aims to reduce economic stress of global young professionals and introduce them to first-class Chinese and European

「滴水泉」助學專案的推出，旨在幫助全球年輕專業人才減輕經濟壓力，在最有創造力

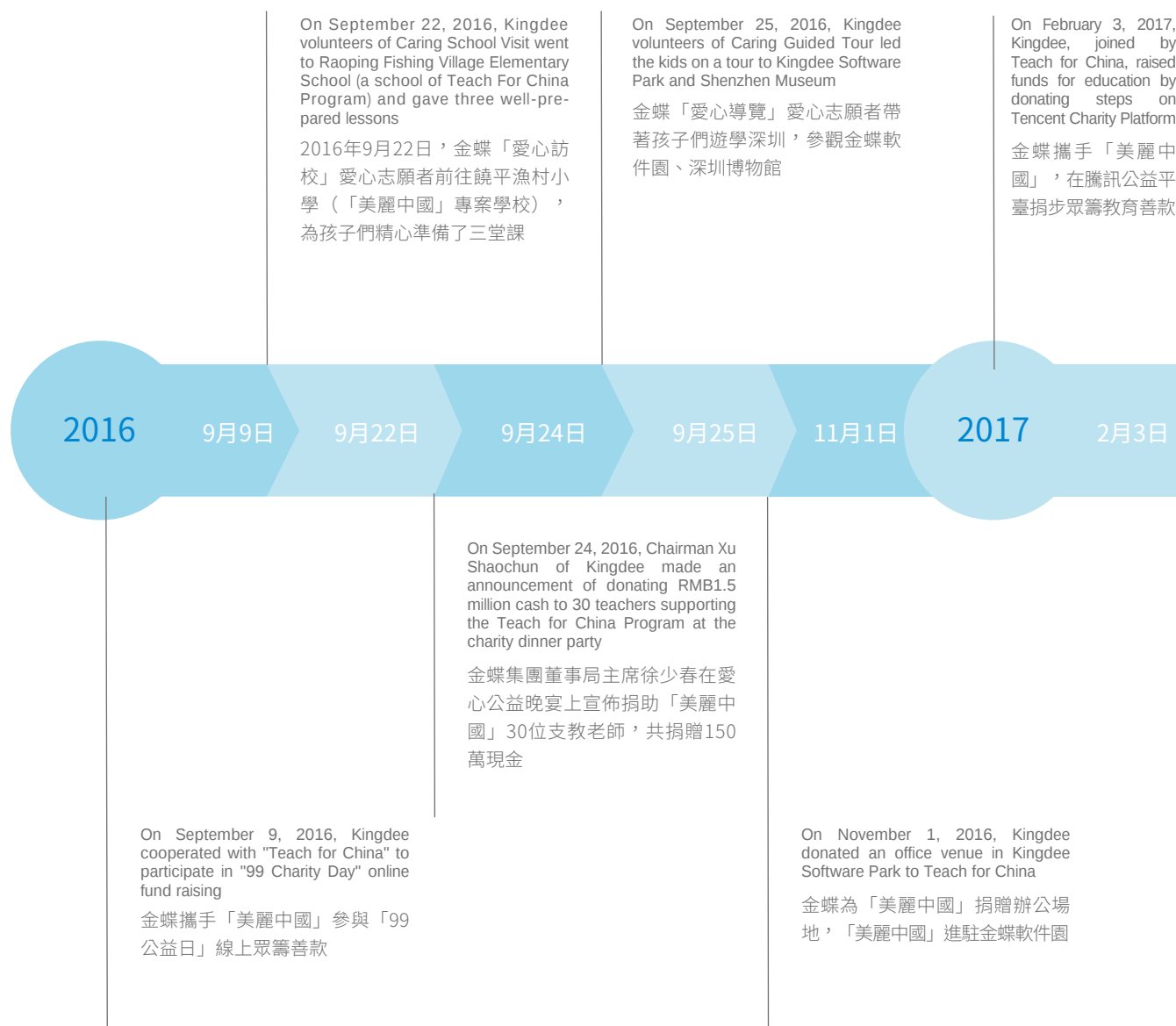
education at their most creative age to realize their life dreams. Kingdee donates RMB 1 million each year to support the "Dishuiquan" student aid project. Since 2017, Kingdee has donated RMB 4 million in total to support and cultivate more commercial management elites with global vision.

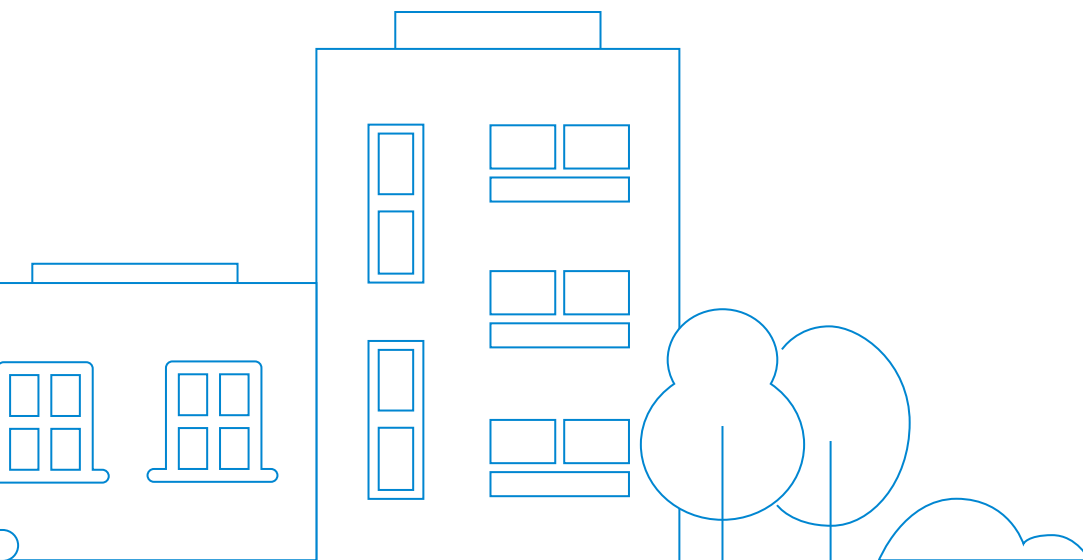
的年紀接受中歐一流的教育、實現人生夢想。金蝶每年捐贈100萬元人民幣支持中歐「滴水泉」助學計劃，從2017年開始，金蝶共捐贈400萬元，用以支持和培養更多具有全球視野的商業管理精英。



9.3.2 Jointly Support Basic Education with "Teach for China"

與「美麗中國」結緣，共同支持基礎教育事業





On April 2, 2017, Kingdee joined hands with Teach for China to raise funds to pay for gifts for the kids at the China (Shenzhen) IT Summit

金蝶在中國（深圳）IT領袖峰會上攜手「美麗中國」利用大數據為孩子們眾籌禮品為愛買單

On July 8, 2017, Kingdee and the education supporting public organization "Teach for China" signed an MOU to jointly promote the basic education in areas short of education resources by taking the technical and resource advantages in cloud computation.

On September 9, 2017, Kingdee and Teach for China initiated the "Enterprise Donation" fund raising in the "99 Charity Day" activity

金蝶與支教公益組織「美麗中國」簽署了合作備忘錄，利用在雲計算領域的技術及資源優勢，共同推動教育資源匱乏地區的基礎教育。2017年9月9日「99公益日」活動中，金蝶攜手「美麗中國」發起「企業一起捐」眾籌活動

In May 2018, Kingdee collaborated with Teach for China to hold the 25th Anniversary Creative Design Exhibition for a charity bazaar of the 25th Anniversary limited cultural and creative arts designed by Kingdee employees. The revenue was fully donated to the kids in the Teach for China education support program, and to support the art classes of Teach for China program schools, connecting the public welfare with creativity and beauty

金蝶聯合美麗中國舉辦25周年創意設計展，展出及義賣金蝶員工自行設計的25周年限量周邊文創產品，義賣收入全數捐贈美麗中國支教計劃，用於支援美麗中國項目學校藝術課堂，用創意連接公益，讓公益更美一點

3月20日

4月2日

6月19日

7月8日

9月23日

2018

5月

On March 20, 2017, Kingdee donated computers worth more than RMB 840,000 in total to three schools under Teach for China Program

金蝶向「美麗中國」專案下的三所學校捐贈了總價值超過84萬元的電腦

On June 19, 2017, Kingdee and Teach for China visited Gonghua Town Center Elementary School, Yuanjiang and conducted a survey via communication and exchange to support the development of teaching staff

金蝶和「美麗中國」探訪沅江共華鎮中心小學，通過溝通交流進行調研，助力學校師資建設

On September 23, 2017, Kingdee donated RMB 1.5 million to 30 teachers supporting the Teach for China Program at the Teach for China Charity Dinner Party after the first donation of RMB1.5 million to Teach for China in 2016

金蝶在「美麗中國」慈善晚宴上再次捐贈150萬人民幣，作為「美麗中國」30位支教老師的支教項目基金，這是繼2016年後第二次向「美麗中國」捐贈150萬善款



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

"Kingdee Education Immigration Class" is a public welfare program funded by Kingdee Group to support students of poor family with good academic performance to receive more regulated and better education in county-level middle schools with better education resources. The program has helped students enhance the quality of their comprehensive education and guide their families out of mountains. After the "April 20" Ya'an Earthquake, Kingdee respectively established "Kingdee Education Immigration Class" in Ya'an Tianjiabing School and Ya'an Second Middle School in 2013 and 2016, and set up education foundation to help 50 students in poverty from each session of Immigration Class successfully complete their junior middle school and high school education.

In September 2016, Kingdee established special fund for the program of China Siyuan Foundation in Minjian Village, Yucheng District, Ya'an to gather 50 local students in poverty as subjects. Each student was granted RMB 1,800 each year as tuition and fees as well as living subsidy. RMB 270,000 was granted in total from 2016 to 2018. Besides, Kingdee also donated RMB 30,000 as scholarship. For each semester, there were scholarships for top 10 cultural grades and top 3 for PE grades to encourage students to make continuous progress.

Kingdee visited the kids in Ya'an Education Immigration Class at times to help them out of their difficulties and realize a better life. The 50 students of Kingdee's Education Immigration Class did well in grades and were well developed in morality, intelligence and physique. Among the 7 canoe students, 1 was admitted by Team Nanjing and 2 by Team Sichuan. From their grades in the second trial examination of Ya'an on their third grade from 2018 to 2019, the students were well developed and sparing no effort to prepare for the college entrance exam in 2019.

「金蝶教育移民班」是金蝶集團資助家庭貧困、品學兼優的學生到教育條件較好的縣級中學就讀以接受更規範優質教育的公益計劃，透過增強綜合教育素質，幫助學生，繼而引導其居住在山區的家人走出大山。「4.20」雅安地震後，金蝶分別於2013年、2016年在雅安田家炳學校、雅安第二中學特別成立了「金蝶教育移民班」，並設立教育基金，幫助每屆移民班50名貧困學生順利完成初中和高中學業。

2016年9月，金蝶為雅安兩城區民建村的中華思源工程項目設立專項基金，以當地50名貧困生作為目標，每年資助每名困難學生1800元作為學雜費及生活補助，從2016年到2018三年共捐贈27萬元。此外，金蝶還捐贈共3萬元作為獎學金，每學期分別設置了文化成績前十名獎學金、體育專業成績前三名獎學金等獎項，鼓勵學生持續進步。

金蝶不定期探訪雅安移民教育班的孩子，幫助孩子們走出困境，實現更美好的人生。金蝶教育移民班50名學生成績優秀、品學兼優、德智體全面發展。7名皮划艇同學中，1名同學入選南京隊，2名同學入選四川隊。從2018-2019學年學生參加高三雅安第二次高考模擬考試的成績來看，學生能力不俗，正在全力備戰2019年高考。



In August 2018, Kingdee invited 10 teachers & students of Gonghua Town Central Primary School, Yuanjiang, Hunan, 2 personnel of Teach for China, 4 teachers & students of Ya'an education immigration class of Sichuan and 2 persons of Maoxian Sichuan it used to sponsor to Shenzhen, leading the kids to visit science and technology venues such as Shenzhen Science Museum and Kingdee Exhibition Hall. Kingdee also invited the kids to participate in the "Conscience and Dream - Kingdee's 25th Anniversary Celebration", allowing them to feel the power of good traditional Chinese culture and establish farsighted ambitions as well as connecting them closely to the fantastic science world to stimulate the yearning and interest in the technology world.

2018年8月，金蝶邀請曾捐助的湖南沅江共華鎮中心小學師生10人、美麗中國2人、四川雅安教育移民班師生4人、四川茂縣2人來到深圳，帶領孩子參觀深圳科學館、金蝶展覽廳等科技場館，並邀請孩子們參加「良知與夢想——金蝶25周年慶典」，既讓孩子們感受中國優秀傳統文化的力量，樹立高遠的人生志向，又與炫酷的科技世界親密接觸，激發對科技世界嚮往和興趣。

"Every time I think of my experience at that night (Kingdee's 25th Anniversary Celebration), shock, excitement and joy come to my mind. Standing on mud and eyeing the cloud, Kingdee has developed the Kingdee Cloud Cosmic, and we are more continuously paying attention to the field of public welfare education and the kids in rural areas. I'd like to address my gratitude again to Kingdee's strong support in Teach for China and am looking forward to the next decade for joint hands on the path of charity, to salute to conscience and realize our dreams!"

「每每想起那晚（金蝶25周年慶典晚會）的經歷，震撼、激動、喜悅的情緒便湧上心頭。腳站在泥土，眼放在雲端，金蝶創新出了雲蒼穹，而我們更是持續關注著公益教育領域，關懷著鄉村裡面的孩子。再次感謝金蝶對美麗中國的大力支持，期待下一個十年，繼續攜手在公益慈善的道路上，致良知，圓夢想！」

-Qin Zhibin, education supporting teacher of "Teach for China" Program
——「美麗中國」專案的支教老師秦智斌

"I've been to Kingdee twice. I really appreciate the group to give me the opportunity to see the world beyond the mountains. I used to tell uncle Xu that I wanted to be a capable person. But through my second trip to Kingdee, I also want to contribute to the society like uncle Xu. To realize this dream, I have to spare no effort."

「我來過金蝶兩次了，真的很感謝金蝶集團給我的機會，讓我能看看山外的世界。我曾經對徐伯伯說我想做一個有能力的人，通過這第二次金蝶之旅，我不光想做一個有能力的人，還要像徐伯伯一樣做一個對社會有貢獻的人，為了這個夢想，我要不斷地努力，努力，再努力。」

-Liang Huixu, Senior Student of Nancheng High School, Ya'an, Sichuan
——四川雅安南城中學高三學生 梁輝旭



Kids participated in "Conscience and Dream
—Kingdee's 25th Anniversary" show
孩子們參與「良知與夢想——金蝶25周年慶典」演出



Xu Shaochun and his "families" in Maoxian and Ya'an Sichuan
徐少春與四川茂縣、雅安的「家人們」



Environment 環境

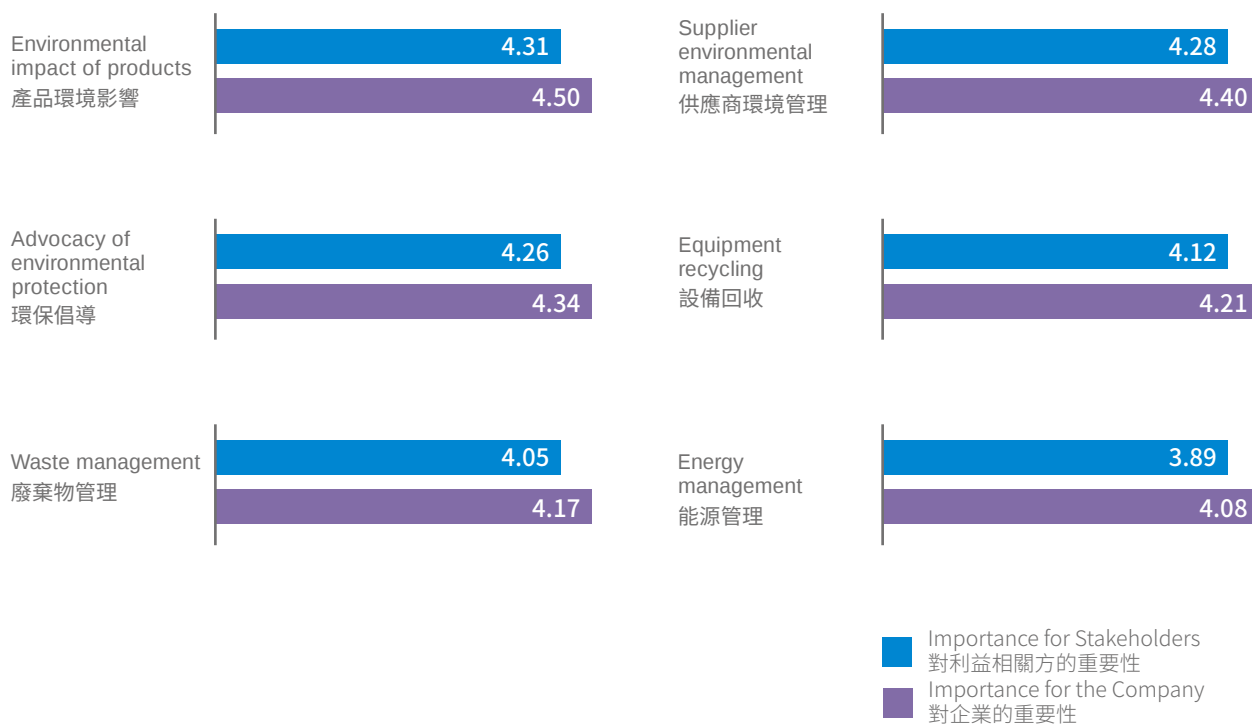
Kingdee positively takes corporate social responsibilities and pays attention to its own environmental impact. According to the Stock Exchange of Hong Kong Limited ("HKEx") Environmental, Social and Governance Reporting Guide, carbon inspection in Shenzhen and relevant guides to environmental protection of the government, Kingdee keeps improving our own environmental management system in awareness development, data management and data disclosure, etc. Meanwhile, we keep promoting the cloud platform services to help customers reduce equipment and energy consumption from a more macro perspective, thereby saving resources for the whole society and promoting the harmonious development of enterprises and environment.

金蝶積極承擔企業社會責任，關注自身的環境影響，按照聯交所《環境、社會及管治資訊披露指引》、深圳市碳核查及政府相關環境保護指引的要求，從意識培養、資料管理、資料披露等方面逐步完善自身的環境管理體系。同時，我們不斷推進雲平臺服務，從更宏觀的角度協助客戶減少設備和能源的使用，進而為整個社會節約資源，促進企業與環境的和諧發展。



Issues involved and their materiality in this chapter:

本章節涉及議題及其重要性：



10.1 Energy and Carbon Emissions Management

10.1 能源及碳排放管理



10.1.1 Energy Management 能源管理

As an IT enterprise, Kingdee's environmental impact mainly comes from energy consumption in its office areas. Therefore, we are highly concerned about the management of our own energy use. The Company has set the guide to energy use and management system based on JD Energy Conservation and Consumption Reduction Regulations and Measures to regulate energy conservation measures including air conditioner temperature setting, lighting system and company car use.

In 2018, the Company formulated the Regulation on Energy Conservation Management of Air Conditioning System in Kingdee Software Park to regulate air conditioner operator management, air system energy conserved operation, air conditioning system energy conservation inspection and air conditioning system energy conservation maintenance to guarantee high-quality and high-efficiency running of the air conditioning system to reduce energy consumption and extend maintenance cycle and service life.

作為一家資訊科技企業，金蝶自身的環境影響主要來自辦公區域的能耗，因此我們很關注自身能源使用的管理。公司制定了以《JD 節能減耗運行制度及措施》為基礎的能源使用管理制度指引，規定了空調溫度、照明系統、公車使用等方面的節能措施。

2018年，公司制定了《金蝶軟件園空調系統節能運行管理規定》，為空調運行人員管理、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品質、高效率地運行，降低能耗、延長檢修週期和使用壽命。

Case 案例 Kingdee Energy Consumption Analysis and Energy Conservation Plan 金蝶能耗分析及節能方案

In 2018, the Company analyzed the energy conservation of the building based on the practical running information, specified key orientation and department in charge of energy conservation management, and formulated corresponding control measures.

2018年，公司根據運行的實際情況詳細分析大廈能耗，確定了能耗管理工作的重點方向及負責部門，並制定了相應的管控措施。



Air Conditioner 空調

Advocate energy conservation among employees and formulate application form for delayed air conditioner service, which shall be enabled after being signed and approved by the overtime application department, logistics service center and property management department.

在員工之間提倡節約能耗，製作空調延時服務申請單，由加班申請部門，後勤服務中心、物業等部門簽字審批同意後開啟。

Install time switch control on the terminal coiler power box of lessees to avoid air conditioner overtime without application, constant air conditioner panel running and unplanned use of air conditioning that cause waste of resources.

對租戶末端盤管機電源箱加裝時間開關控制，避免無申請空調加時、空調面板常開、蹭用空調現象，造成資源浪費。

Formulate the test run of air conditioner opening plan, such as turning a small air conditioner off at 16:30, turn air conditioning unit off half an hour ahead, continuous cycling of chilled water, zero impact on refrigeration effect and other plans.

嘗試不同的空調開啟方案，如下午16:30關閉一台小機，提前半小時關閉空調主機，冷凍水持續迴圈，不影響製冷效果等測試方案。



Elevator 電梯

Turn off some elevators at night or on weekends and holidays to save energy.

夜間、週末及節假日關閉部分電梯，節約能耗。

Contact the elevator maintenance party to calibrate the equilibrium coefficient of some elevators to reduce its energy consumption.

聯繫電梯維護方調校部分電梯平衡系數，降低電梯能耗。

Lighting 照明

Turn off the basketball court lights in a timely manner after leaving.

使用人員離場後及時關閉籃球場燈。

Modification adjustment: adjust lamp panel on the same row to every other bulb on through technical treatment.

改造調整：通過技術處理，同排燈盤調整為間隔一個亮燈。

Put an end to constant lights on in the equipment room.

設備房禁止照明亮。

Get the knowledge of employees' departure time and rules for participation among all staff in turning lights off in a timely manner.

掌握員工下班離開時間、規律，全員參與及時關燈。

The patrol post shall reinforce control on timely turning on meeting room lights, projector and air conditioner.

巡邏崗加強會議室燈光、投影、空調的控制。

Energy consumed by Kingdee in 2018 is as follows:

2018年金蝶能源使用情況如下：

Energy Type 能源類型	Unit 單位	Beijing 北京		Shanghai 上海		Shenzhen 深圳	
		Year 2017 2017年	Year 2018 2018年	Year 2017 2017年	Year 2018 2018年	Year 2017 2017年	Year 2018 2018年
Gasoline 汽油	L 升	52,530	58,830	14,524	16,048	21,358	21,887
Electricity on Outsourced Power Grid 外購電網用電	Kwh 千瓦時	424,071	160,520	182,921	122,740	7,638,829	7,639,398
Power Use Density 電力使用密度	Kwh/m ² 千瓦時/平方米	32.68	8.45	33.10	22.21	145.99	156.51

*Gasoline consumption only includes partial vehicles owned by Kingdee and its subordinate holding companies instead of leased cars; the scope of outsourced electricity statistics only includes the office areas of 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。



10.1.2 Carbon Emissions Management 碳排放管理

Emissions and management of greenhouse gases are a global topic. Kingdee is not an industrial protective enterprise and therefore does not have a large scale of greenhouse gas emission. Carbon emissions mainly come from the indirect greenhouse gases generated by power use in the park. Since 2016, Kingdee has been heeding the call from the Shenzhen Municipal Government by being the first to carry out carbon auditing in Shenzhen Software Park, recognizing source of greenhouse gases and service boundary, and guaranteeing accuracy, intactness and availability of data on greenhouse gas emission through review by third-party professional institute.

溫室氣體的排放及管理是全球議題。金蝶不是工業生產性企業，不存在大規模的溫室氣體排放，碳排放主要來自園區的電力使用所產生的間接溫室氣體排放。金蝶自2016年開始，響應深圳市政府的號召，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，確保溫室氣體排放資料的準確性、完整性和可用性。

The greenhouse gas emission by Kingdee in 2018 is as follows:

2018年金蝶溫室氣體排放情況如下：

Type 類別	Unit 單位	Beijing 北京		Shanghai 上海		Shenzhen 深圳	
		Year 2017 2017年	Year 2018 2018年	Year 2017 2017年	Year 2018 2018年	Year 2017 2017年	Year 2018 2018年
Greenhouse gas emission 溫室氣體排放量	Tons of carbon dioxide equivalent 噸二氧化碳當量	517	281	205	151	7,295	7,297
Greenhouse gas emission density 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	0.037	0.027	0.139	0.149



10.2 Resource Use and Waste Management

10.2 資源使用及廢棄物管理



10.2.1 Resource Use 資源使用

Kingdee regards effective resource management as part of the sustainable development objective. We save files on the cloud to largely reduce the demand of office paper consumption by positively promoting cloud platforms. Meanwhile we have established the data management system on resource use to make statistics on main resource types, keep optimizing resource use management through data analysis.

金蝶把有效的資源管理視為可持續發展目標的一部分。我們通過積極推行雲平臺，將檔案存檔於雲端，大大減少了對辦公用紙的需求。同時，我們建立了資源使用的資料管理體系，對主要的資源類型進行統計，通過資料分析的方式不斷優化對資源使用的管理。

The resource use of Kingdee in 2018 is as follows:

2018年金蝶資源使用情況如下：

Resource Type 資源類型	Unit 單位	Beijing 北京		Shanghai 上海		Shenzhen 深圳	
		Year 2017 2017年	Year 2018 2018年	Year 2017 2017年	Year 2018 2018年	Year 2017 2017年	Year 2018 2018年
Office paper consumption 辦公用紙	kg 千克	1,260	1,120	1,625	2,037	6,425	6,891
Water consumption 耗水	m ³ 立方米	1,924	2,554	6,542	3,790	115,547	108,996
Water consumption density 耗水密度	m ³ /m ² 立方米/平方米	0.15	0.13	1.18	0.69	2.21	2.23



10.2.2 Waste Management 廢棄物管理

Kingdee strictly obey national laws and regulations on waste management. All wastewater is discharged to the municipal sewage pipe network for centralized treatment. As for wastes including general garbage, recyclable resource, kitchen waste and waste electronic equipment, we have formulated corresponding treatment process. We entrust the property management company to sign the Garbage Clearance Contract with the cleaning company, which shall take charge of unified collection and treatment.

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

金蝶嚴格遵守國家有關廢棄物管理的相關法律法規，所有廢水均排往市政污水管網集中處理。針對產生的一般垃圾、可回收資源、廚餘垃圾、以及廢舊電子設備等廢棄物，我們都制定了相應的處理流程。我們委託物業管理公司與專業清潔公司簽訂《垃圾清運合同》，由清潔公司統一收集和處理。

針對辦公廢棄物，包括廢舊電池、廢舊燈管等，我們委託有專業處理資格的公司進行處理，並由採購部負責合同存檔。另外，我們根據《固定資產管理制度》的規定，將報廢的電子設備交由廢舊回收公司統一處理。

Output of office waste produced by Kingdee in 2018 is as follows:

2018年，金蝶的辦公廢棄物產生量如下：

Waste type 廢棄物類型	Data 數據	Unit: Piece 單位: 件
Waste electronic equipment 廢舊電子設備	2017  2018 	1,464 3,370 ¹
Waste modulator tube 廢舊燈管	2017  2018 	1,663 2,601 ²

In 2018, waste electronic equipment showed a large increase due to the unreported obsolete electronic equipment of Kingdee Group Headquarters and Kingdee China Headquarters in 2017. The total of 2435 pieces became obsolete in a subsidiary in Shenzhen Software Park in a concentrated manner in December 2018.

¹2018年廢舊電子設備有較大增幅，是由於金蝶集團總部及金蝶中國總部2017年末報廢電子設備，於2018年12月與在深軟體園的子公司一起進行集中報廢處理，共計2,435件。

In 2018, Shenzhen Software Park finished the multilayer lighting modification, including the week current modification from 2F to 7F of Building A and the lighting modification on B10. Therefore, there was a large increase in the number of obsolete modular tubes as compared to that of 2017.

²2018年，深圳軟體園完成園區多層燈光改造工作，包括A棟2層到7層強弱電改造工程及B10層燈光改造工程，故廢舊燈管較2017年增加較多。

In 2018, there is no violation related to waste disposal in Kingdee.

2018年，金蝶未發生廢棄物處置相關的違規情況。



10.3 Environmental Impact

10.3 環境影響

As the cloud system is characterized by concentrated and efficient terminal server, it is able to effectively reduce the energy consumption of independent unit computation and diminish energy consumption in leading end serve and other equipment. The cloud systems of Kingdee use such effects to accordingly reduce the cost of customer enterprises and decrease their environmental impact, which is also the most extensive and positive impact of Kingdee on the environment and natural resources.

由於雲系統具有後端伺服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伺服器和其他設備的能源消耗，金蝶的各類雲系統正是通過這個特點，為企業客戶減少相應的成本，並且降低企業的環境影響，這也是金蝶對環境及天然資源產生的最廣泛的積極影響。

Case 案例 Kingdee Cloud System Helps Reduce Environmental Impact of Enterprises 金蝶雲系統助力企業減少環境影響



"Cloud Platform" helps
improve computation efficiency
「雲平臺」助力提高運算效率

The "Cloud Platform" provides a series of platform services to support the fast building and deployment of the business systems of Kingdee and its customers to realize server integration and reduce operational cost. Meanwhile, the granularity of computation resource allocation is optimized to realize abundant sharing and intelligent scheduling of computation resources. It is able to improve the resource utilization rate by more than 100% to reduce computation equipment quantity and electrical resource consumption.

「雲平臺」提供一系列平臺服務來支撐金蝶及其客戶的業務系統進行快速構建和部署，以伺服器的整合來降低營運成本。同時，優化計算資源配置的細緻性，實現了運算資源的充分共用及智慧調度，能夠將資源的利用率提升一倍以上，減少運算設備數量，降低電力資源的消耗。



"Cloud Reimbursement"
Helps Promote Mobile Office Work
「雲報銷」助力推行移動化辦公

The "Cloud Reimbursement" is a mobile reimbursement app based on SaaS model to provide the reimbursement in medium and small enterprises with whole process management. The program will guide online application of reimbursement among customers, allow mobile approval, provide real-time reminder of reimbursement progress, easily issue financial voucher via the reimbursement form, and formulate expense analysis report to save time and cost for customers, improve management efficiency and save use of resources and energy.

「雲報銷」是基於 SaaS 模式的一款移動報銷應用，為中小企業費用報銷提供全流程管理。程式會指引客戶線上申請報銷，允許移動審批，提供報銷進度的即時提醒，並通過報銷單輕鬆發出財務憑證，及定制的費用分析報告，為客戶節省時間和降低成本，提高管理效率，同時節省資源和能源的使用。



"Wojia Cloud" Helps Realize
Energy Consumption Management
「我家雲」助力實現能耗管理

"Wojia Cloud" is a property management platform that supports property management enterprises. It currently includes more than 500 property management projects in use subordinate to Sunac China, Yunnan Juhe Property Management and other enterprises, helping customers realize digital transformation and business pattern reform of property service enterprises. In the residential project of Yunnan Juhe Property Management, "Wojia Cloud" realizes automatic collection and analysis of energy consumption data by connecting to the terminal of intelligent energy consumption monitoring equipment, providing property management companies with digital basis of decision-making on energy conservation management.

「我家雲」是一款支持物業企業的物業管理平臺，目前有融創中國、雲南巨和物業等企業旗下的超過 500 個物業計劃正在使用此管理平臺，為客戶實現物業服務企業的數位化轉型和業務模式革新。在雲南巨和物業的住宅專案中，「我家雲」通過與智慧能耗監控設備終端連接，實現能耗資料的自動收集和分析，為物業公司的節能管理決策提供數位化依據。

Overview of Sustainable Development Performance

可持續發展表現概述

List of Policies

政策列表

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

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

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

List of Key Performance Indexes

關鍵績效指標列表

ESG index ESG指標	Unit 單位	Data in 2017 2017年數據	Data in 2018 2018年數據
A1. Emissions A1. 排放物			
A1.2 Greenhouse gas emission and density A1.2 溫室氣體排放量及密度			
Greenhouse gas emission (Scope I & Scope II) 溫室氣體排放量 (範疇一及範疇二)	Tons of carbon dioxide equivalent 噸二氧化碳當量	8,017	7,729
Greenhouse gas emission density (per million business volume) 溫室氣體排放密度 (每百萬營業額)	Tons of carbon dioxide equivalent/million operating revenue 噸二氧化碳當量/百萬營業收入	3.48	2.75
Greenhouse gas emission density (per m ²) 溫室氣體排放密度 (每平方米)	T/m ² 噸/平方米	0.072	0.105
A1.3 & A1.4 Waste A1.3 & A1.4 廢棄物			
Waste electronic equipment (including the whole company) 廢舊電子設備 (包括全公司)	Piece 件	1,464	3,370
Waste Modular Tube 廢舊燈管	Piece 根	1,664	2,809
A2 Use of Resources A2 資源使用			
A2.1 Total energy consumption and density A2.1 能源總耗量及密度			
Gasoline 汽油	L 升	88,412	96,765
Outsourced electricity 外購電力	Kwh 千瓦時	8,245,821	7,922,658
Electricity Use Density 電力使用密度	Kwh//m ² 千瓦時/平方米	70.59	108.03

A2.2 Water resource consumption and density A2.2 水資源消耗量及密度

Total water consumption 總耗用水	m ³ 立方米	124,013	115,340
Water Use Density 用水密度	m ³ /m ² 立方米/平方米	1.18	1.57

A2.3 Resource usage A2.3 資源使用量

Office paper 辦公用紙	kg 千克	9,310	10,048
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Note:

Environmental data in the whole 2018 cover all effluents produced, resources consumed and carbon emitted in the scope of business of Kingdee, but they do not include environmental data of other companies in the software park or parts leased by the enterprise.

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

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

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

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

注：

2018年度全年環境數據涵蓋金蝶業務範圍內所產生的排放物、資源消耗和碳排放量，不包含軟件園其他公司或企業外租部分的環境數據。

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

基於金蝶國際的業務內容，其在運作過程中所產生的廢氣排放並不顯著，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。

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額排放；間接溫室氣體排放（範疇二）針對能源間接排放源，如外購電力而造成的溫室氣體排放。

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

ESG index ESG指標		Unit 單位	Data in 2017 2017年數據	Data in 2018 2018年數據
B1. Employment B1.僱傭				
B1.1				
	Total number of employees 員工總人數	Person 人	6,634	7,777
By gender 按性別劃分	Male staff 男性員工	Person 人	4,367	5,107
	Female staff 女性員工	Person 人	2,267	2,670
By type of employee 按僱員類型劃分	Management staff 管理線員工	Person 人	1,141	1,303
	Specialty staff 專業線員工	Person 人	5,493	6,474
By educational background 按學歷劃分	Associate Degree and below 專科及以下	Person 人	1,409	1,463
	Bachelor's Degree 本科	Person 人	4,793	5,807
	Master's Degree and above 研究生及以上	Person 人	422	507
By age 按年齡劃分	Aged 29 and below 29歲及以下	Person 人	3,425	3,812
	Aged 30-49 30-49歲	Person 人	3,155	3,899
	Aged 50 or above 50歲或以上	Person 人	54	66
By region 按地區劃分	Mainland China 中國大陸	Person 人	6,607	7,748
	Hong Kong, Macau & Taiwan 港澳臺	Person 人	25	28
	Overseas 海外	Person 人	2	1
Other Type 其他類別	Staff in maternity leave 處於產假、待產假僱員	Person 人	80	164
	Staff back to work after maternity leave 產假後復職僱員	Person 人	56	106
	Staff eligible for retirement within the next five years 未來五年內合資格退休僱員	Person 人	15	25
B2. Health and Safety B2.健康與安全				
B2.1				
	Number of deaths due to work 因工作關係死亡人數	Person 人	0	0
	Times of work-related injury 工傷次數	Time 次	1	0
B2.2				
	Total number of days lost due to work-related injury 因工傷損失總日數	Day 天	31	0

B3. Development and Training B3. 發展與培訓				
B3.1				
	Total times of training 總受訓次數	Person-Time 人次	2,072	9,281
By gender 按性別劃分	Times of male staff training 男性員工受訓次數	Person-Time 人次	1,433	7,784
	Times of female staff training 女性員工受訓次數	Person-Time 人次	639	1,497
By type of employee 按僱員類型劃分	Times of management staff training 管理線員工受訓次數	Person-Time 人次	303	429
	Times of specialty staff training 專業線員工受訓次數	Person-Time 人次	1,769	8,852
By training type 按訓練類型劃分	Times of leadership training 領導能力培訓次數	Person-Time 人次	316	429
	Times of qualification training 任職資格培訓次數	Person-Time 人次	784	2,356
	Times of introduction training 新員工培訓次數	Person-Time 人次	972	1,296
	Times of other training 其他培訓次數	Person-Time 人次	-	5,200
B3.2				
	Total hours of training received by all employees 全體員工總受訓時數	h 小時	64,740	62,893
By gender 按性別劃分	Total hours of male staff training 男性員工受訓練時數	h 小時	30,004	50,286
	Total hours of female staff training 女性員工受訓練時數	h 小時	12,696	12,608
By type of employee 按僱員類型劃分	Total hours of management staff training 管理線員工受訓練時數	h 小時	7,320	9,615
	Total hours of specialty staff training 專業線員工受訓練時數	h 小時	35,380	53,279
By training type 按訓練類型劃分	Total hours of leadership training 領導力培訓時數	h 小時	8,832	9,615
	Total hours of qualification training 任職資格培訓時數	h 小時	10,908	18,274
	Total hours of introduction training 新員工培訓時數	h 小時	22,960	20,496
	Total hours of other training 其他培訓時數	h 小時	-	14,509
B3.3				
	Average training hours 平均受訓時數	h/person 小時/人	6.43	8.09
By gender 按性別劃分	Average hours of male staff training 男性員工平均受訓時數	h/person 小時/人	6.87	9.85
	Average hours of female staff training 女性員工平均受訓時數	h/person 小時/人	5.60	4.72

By type of employee 按性別劃分	Average hours of management staff training 管理線員工平均受訓時數	h/person 小時/人	6.42	7.38
	Average hours of specialty staff training 專業線員工平均受訓時數	h/person 小時/人	6.44	8.23
B5. Supplier Management B5. 供應商管理				
B5.1				
By region 按地區劃分	China 中國	Piece 個	412	403
	Overseas 海外	Piece 個	1	1
B6. Product Responsibility B6. 產品責任				
B6.2				
By means of complaint 按投訴方式劃分	Total complaints 總投訴數量	Case 宗	5,396	2,738
	Complaints hotline 投訴電話	Case 宗	5,321	2,602
	Complaints email 投訴郵件	Case 宗	58	58
	Official letter 公函	Case 宗	5	1
	Weibo 微博	Case 宗	10	5
	President's mailbox 總裁信箱	Case 宗	2	1
	Xu Shaochun personal account 徐少春個人號	Case 宗	-	66
	Online customer service 線上客服	Case 宗	-	3
	Consumer complaint platform 消費投訴平臺	Case 宗	-	2
B7. Anti-corruption B7. 反貪污				
B7.1				
By violation type 按違規類型劃分	Establish a company privately or take a second job as part-time work 員工私設公司或兼職從事第二職業	Person 人	9	-
	Establish a company privately and undertake outsourcing business 員工私設公司並承接外包業務	Person 人	2	-
	Take a second job as part-time work illegally 違規兼職第二職業	Person 人	1	3
	Fabricate labor relation 虛構勞動關係	Person 人	3	-
	Engage in a partnership operation illegally 違規參與夥伴經營	Person 人	1	2
	Collude with external party to seek profits 與外部勾結謀利	Person 人	-	3
	Establish a company privately and transfer Kingdee clients 私設公司並轉移金蝶客戶	Person 人	-	4
	Engage in malpractice and accept kickback 營私舞弊，收取回扣	Person 人	-	3

Index to Environmental, Social and Governance Reporting Guide

《環境、社會及管治報告指引》內容索引

Topic 議題	Guiding requirement 指引要求	Report chapter 報告章節	Remarks 備註
A1. Effluent A.環境			
A1 Effluent 排放物	Tons of carbon dioxide equivalent 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	10.1 Energy and Carbon emissions Management 10.1 能源及碳排放管理 10.2 Resource Use and Waste Management 10.2 資源使用及廢棄物管理	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 Resource Use 資源使用	Tons of carbon dioxide equivalent 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	10.1 Energy and Carbon emissions Management 10.1 能源及碳排放管理 10.2 Resource Use and Waste Management 10.2 資源使用及廢棄物管理	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 Environment and Natural Resources 環境及天然資源	Tons of carbon dioxide equivalent 一般披露 Key Performance Index A3.1 關鍵性績效指標A3.1	10.3 Environmental Impact 10.3 環境影響	
B1 Employment 僱傭	Tons of carbon dioxide equivalent 一般披露 Key Performance Index B1.1 and B1.2 關鍵性績效指標B1.1	7.1 Basic Talent Policy 7.1 人才基本方針	
B2 Health and Safety 健康與安全	Tons of carbon dioxide equivalent 一般披露 Key Performance Index B2.1, B2.2 and B2.3 關鍵性績效指標B2.1 ' B2.2 ' B2.3	7.3 Employee Care 7.3 員工關懷	
B3 Development and Training 發展與培訓	Tons of carbon dioxide equivalent 一般披露 Key Performance Index B3.1 and B3.2 關鍵性績效指標B3.1 ' B3.2	7.2 Development and Training 7.2 發展與培訓	
B4 Code of Labor 勞工準則	Tons of carbon dioxide equivalent 一般披露 Key Performance Index B4.1 and B4.2 關鍵性績效指標B4.1 and B4.2	7.1 Basic Talent Policy 7.1 人才基本方針	
B5 Supply Chain Management 供應鏈管理	Tons of carbon dioxide equivalent 一般披露 Key Performance Index B5.1 and B5.2 關鍵性績效指標B5.1 ' B5.2	6.3 Multi-Win Cooperation 6.3 多方共贏	
B6 Product Responsibility 產品責任	Tons of carbon dioxide equivalent 一般披露 Key Performance Index B6.2,B6.3,B6.4 and B6.5 關鍵性績效指標B6.2 ' B6.3 ' B6.4 ' B6.5	6.2 Excellent Service 6.2 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 反貪污	Tons of carbon dioxide equivalent 一般披露 Key Performance Index B7.1 and B7.2 關鍵性績效指標B7.1 and B7.2	5.4 Professional Ethics And Construction of a Clean and Honest Enterprise 5.4 職業道德與廉政建設	
B8 Community 社區	Tons of carbon dioxide equivalent 一般披露 Key Performance Index B7.1 and B7.2 關鍵性績效指標B7.1 and B7.2	8.1 Conscience Culture 8.1 良知文化 8.2 Innovation Culture 8.2 創新文化 8.3 Sports Culture 8.3 運動文化 9.1 Research on Chinese management mode 9.1 中國管理模式研究 9.2 CFO Acting in All Conscience Research Institute 9.2 CFO致良知研究院 9.3 Charity 9.3 公益慈善	

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

全球報告倡議組織(GRI)準則內容索引 – 核心選項

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
General Standard Disclosure		一般標準披露	
Overview		機構概況	
102-1	Name of Organization 機構名稱	1 About Kingdee 1 關於金蝶	
102-2	Activity, Brand, Product and Service 活動、品牌、產品及服務	1 About Kingdee 1 關於金蝶	
102-3	Location of Headquarters 機構總部的所在地	1 About Kingdee 1 關於金蝶	Shenzhen 深圳
102-4	Operation Activity Venues 營運活動地點	1 About Kingdee 1 關於金蝶	China 中國
102-5	Ownership and Legal Form 所有權與法律形式	1 About Kingdee 1 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	1 About Kingdee 1 關於金蝶	
102-7	Scale of Organization 機構規模	1 About Kingdee 1 關於金蝶	
102-8	Data of Employees and Other Workers 員工及其他工作者的資料	7.1 Basic Talent Policy 7.1 人才基本方針	
102-9	Description of Supply Chain 對供應鏈的描述	6.3 Multi-Win Cooperation 6.3 多方共贏	
102-10	Significant Change of Scale, Structure, Ownership or Supply Chain of Organization 組織規模、架構、所有權或供應鏈的重大變化	N/A 不適用	No significant change 沒有重大變化
102-11	Tell How to Act Meticulously 講述如何按謹慎的方針行事	5.4 Professional Ethics and Construction of a Clean and Honest Enterprise 5.4 職業道德與廉政建設 6.2 Excellent Service 6.2 卓越服務 6.3 Multi-Win Cooperation 6.3 多方共贏 7.1 Basic Talent Policy 7.1 人才基本方針	
102-12	Supported Chapters 支持的約章	5.4 Professional Ethics and Construction of a Clean and Honest Enterprise 5.4 職業道德與廉政建設 6.2 Excellent Service 6.2 卓越服務 6.3 Multi-Win Cooperation 6.3 多方共贏 7.1 Basic Talent Policy 7.1 人才基本方針	
102-13	Organizations Joined 參與的組織	2 About the Report 2 關於本報告 5.1 ESG Management Structure 5.1 ESG管理架構	

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
General Standard Disclosure 一般標準披露			
Strategy and Analysis 策略與分析			
102-14	Organizations Joined 決策者的聲明	3 Message from Chairman 3 董事長致辭	
Morality and Integrity 道德與誠信			
102-16	Describe the values, principles, standards and codes of conduct of the organization 描述機構的價值觀、原則、標準和行為規範	3 Message from Chairman 3 董事長致辭 8.1 Conscience Culture 8.1 良知文化 8.2 Innovation Culture 8.2 創新文化 8.3 Sports Culture 8.3 運動文化	
Governance 管治			
102-18	Governance Structure 管治架構	5.1 ESG Management Structure 5.1 ESG管理架構	
Communication with Stakeholders 與利益相關方溝通			
102-40	Stakeholders Contacted by the Organization 機構接觸的利益相關方	5.2 Stakeholder Identification and Communication 5.2 利益相關方識別和溝通	
102-41	Collective Negotiation Agreement 集體談判協定	N/A 不適用	All employees have joined the trade union 所有員工已加入工會
102-42	Criteria for identification and choice of stakeholders 識別和選擇利益相關方的基準	5.2 Stakeholder Identification and Communication 5.2 利益相關方識別和溝通	The benchmark to identify stakeholders is the mutual impact of daily operations between them and 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	Method of Communication with Stakeholders 與利益相關方溝通的方式	5.2 Stakeholder Identification and Communication 5.2 利益相關方識別和溝通	
102-44	Key Topics and Matters of Attention Put forward by Stakeholders and the Organization's Response 利益相關方提出的關鍵議題和關注事項，以及機構的回應	5.2 Stakeholder Identification and Communication 5.2 利益相關方識別和溝通	
Report Practices 彙報實務			
102-45	Entities included in the financial statements; mention entities not included in the report 財務報表包含的實體；提及本報告沒有涵蓋的實體	2 About the Report 2 關於本報告	
102-46	Define Report Content and Topic Boundary 界定報告內容和議題邊界	2 About the Report 2 關於本報告	
102-47	List of Significant Topics 重大性議題列表	5.4 Significant Topic and List 5.4 重要性議題及列表	
102-48	Why restate certain materials mentioned in previous reports, and its function 為何重申某些在之前的報告已提及的資料，以及此舉的作用	N/A 不適用	
102-50	Significant Change of Report Scope/Boundary 報告範圍/範疇界限的重大改變	2 About the Report 2 關於本報告	Report scope and boundary do not have significant change 報告範疇及界限無重大改變
102-50	Reporting Period 報告期	2 About the Report 2 關於本報告	
102-51	Date of the Previous Report 上一份報告的日期	2 About the Report 2 關於本報告	Please refer to the 2017 Kingdee International Environmental, Social and Governance Report 請參閱金蝶國際2017年環境、社會及管治報告

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
General Standard Disclosure 一般標準披露			
Report Practices 彙報實務			
102-52	Reporting Cycle 報告週期	2 About the Report 2 關於本報告	
102-53	Contact Information 聯絡資料	2 About the Report 2 關於本報告	
102-54	GRI Option Followed 依循的GRI選項	2 About the Report 2 關於本報告	
102-55	GRI Content Index GRI內容索引	13 Guideline Indexes of Global Reporting Initiative (GRI) 13 全球報告倡議組織 (GRI) 準則內容索引	Key Items 核心選項
102-56	Certification from the Outside World 外界認證	N/A 不適用	
Management Method 管理方式			
103-1	Description and Boundary of Interpretation of Significant Topics 解釋重大議題的描述及邊界	5.3 Significant Topic and List 5.3 重要性議題及列表	
103-2	Management Method and Element 管理方式及其要素	5.1 ESG Management Structure 5.1 ESG管理架構	
103-3	Self-Criticism of Management Method 管理方法的檢討	5.1 ESG Management Structure 5.1 ESG管理架構	
Economic Topic 經濟議題			
Economic Performance 經濟表現			
	Management Method 管理方法	6.2 Excellent Service 6.2 卓越服務	
201-1	Direct Economic Values Produced and Distributed by Organization 組織所產生及分配的直接經濟價值	6.1.1 Product Value 6.1.1 產品價值	
Indirect Economic Impact 間接經濟影響			
	Disclosure Management Method 披露管理方法	9.3 Charity 9.3 公益慈善	
203-1	Launch of Infrastructure Investment and Supporting Services and their Impact 開展基礎設施投資與支援性服務及其影響	9.3 Charity 9.3 公益慈善	
Purchasing Practices 採購實務			
	Disclosure Management Method 披露管理方法	6.3 Multi-Win Cooperation 6.3 多方共贏	
204-1	Ratio of purchasing expenditure from local suppliers 來自當地供應商採購的支出比例	6.3 Multi-Win Cooperation 6.3 多方共贏	Divided into domestic and overseas suppliers 分為國內和海外供應商兩類
Environmental Topic 環境議題			
Energy 能源			
	Management Method 管理方法	10.1 Energy and Carbon emissions Management 10.1 能源及碳排放管理	
302-1	Energy Consumption in the Organization 組織內部的能源消耗量	10.1 Energy and Carbon emissions Management 10.1 能源及碳排放管理	

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
Environmental Topic 環境議題			
Energy 能源			
302-3	Energy Intensity 能源強度	4 Development Overview 2018 4 2018年發展概覽 10.1 Energy and Carbon emissions Management 10.1 能源及碳排放管理	
Water 水			
	Disclosure Management Method 披露管理方法	10.2 Resource Use and Waste Management 10.2 資源使用及廢棄物管理	
303-1	Total water intake by source 依來源劃分的總取水量	10.2 Resource Use and Waste Management 10.2 資源使用及廢棄物管理	In the scope of report, municipal water supply in the areas is the only water source 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	10.1 Energy and Carbon emissions Management 10.1 能源及碳排放管理	
305-1	Direct Greenhouse Gas Emission (Scope I) 直接溫室氣體排放（範疇一）	N/A 不適用	The business scope of Kingdee does not involve large-scale direct greenhouse gas emission and is therefore not applicable 金蝶業務範圍不存在大規模的直接溫室氣體排放，故不適用
305-2	Energy Indirect Greenhouse Gas Emission (Scope II) 能源間接溫室氣體排放量（範疇二）	4 Development Overview 2018 4 2018年發展概覽 10.1 Energy and Carbon emissions Management 10.1 能源及碳排放管理	
Sewage 污水廢棄物			
	Disclosure Management Method 披露管理方法	10.2 Resource Use and Waste Management 10.2 資源使用及廢棄物管理	
306-2	Total Weight of Waste Divided based on Type and Treatment Method 按類別及處置方法劃分的廢棄物總重量	10.2 Resource Use and Waste Management 10.2 資源使用及廢棄物管理	
Social Issues 社會議題			
Employment 僱傭			
	Disclosure Management Method 披露管理方法	7.1 Basic Talent Policy 7.1 人才基本方針	
401-1	New Recruits and Retirees 新入職員工和離職員工	7.1 Basic Talent Policy 7.1 人才基本方針	
Occupational Health and Safety 職業健康與安全			
	Disclosure Management Method 披露管理方法	7.3 Employee Care 7.3 員工關懷	
Training and Education 培訓與教育			
	Disclosure Management Method 披露管理方法	7.2 Development and Training 7.2 發展與培訓	
404-1	Average Hours of Training on Each Employee Every Year 每名員工每年接受訓練的平均時數	7.2 Development and Training 7.2 發展與培訓	

GRI Code Index GRI 準則指標	Detail 詳情	Source 引用	Remarks 備註
Social Issues 社會議題			
Local Community 本地社區			
	Disclosure Management Method 披露管理方法	9.1 Research on Chinese management mode 9.1 中國管理模式研究 9.2 CFO Acting in All Conscience Research Institute 9.2 CFO致良知研究院 9.3 Charity 9.3 公益慈善	
413-1	Conduct operation activities including community participation 進行社區參與、社會影響評估及社區發展計畫的營運活動	4 Development Overview 2018 4 2018年發展概覽 9.1 Research on Chinese management mode 9.1 中國管理模式研究 9.2 CFO Acting in All Conscience Research Institute 9.2 CFO致良知研究院 9.3 Charity 9.3 公益慈善	
Customer Health and Safety 顧客健康與安全			
	Disclosure Management Method 披露管理方法	6.2 Excellent Service 6.2 卓越服務	
413-1	Incidents against health and safety regulations on products and services 違反有關產品及服務的健康和安全法規的事件	N/A 不適用	There is no relevant incident in the reporting period 報告期內沒有發生有關事件
Customer Privacy 客戶隱私			
	Disclosure Management Method 披露管理方法	6.2 Excellent Service 6.2 卓越服務	
419-1	Verified Times of Complaints Related to Tort of Customer Privacy or Loss of Customer Materials 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	N/A 不適用	There is no relevant incident in the reporting period 報告期內沒有發生有關事件
Regulation Abidance 遵守法規			
	Disclosure Management Method 披露管理方法	11.1 List of Policies 11.1 政策列表	
307-1	Violation of laws and regulations on environment 違反環境方面的法律和規定	N/A 不適用	There is no relevant incident in the reporting period 報告期內沒有發生違規事件
419-1	Violation of laws and regulations on society 違反社會方面的法律和規定	N/A 不適用	There is no relevant incident in the reporting period 報告期內沒有發生違規事件



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