

Z 智谱

Z.AI

2025 | Environmental Social and Governance Report

Z 智谱



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About This Report

This is the first Environmental, Social and Governance ("ESG") Report (the "Report") released by Knowledge Atlas Technology Joint Stock Company Limited ("Z.AI", "the Company" and "we"), aiming to disclose to all stakeholders the actions and progresses of the Company in fulfilling social responsibilities and advancing sustainable development.

Reporting Period

Unless otherwise specified, the Report covers the period from 1 January 2025 to 31 December 2025 (the "Reporting Period").

To ensure the completeness of the Report, some sections of the Report may be appropriately extended beyond the Reporting Period.

Reporting Scope

The Report covers Z.AI and its subsidiaries, consistent with the consolidation scope of the Company's financial statements.

Data Source

All information and data contained in the Report are sourced from public data from government authorities, as well as the Company's formal documents, publicly disclosed documents and relevant internal consolidated statistical summaries. The financial data cited in the Report are derived from the audited financial information contained in the 2025 Annual Report of the Company. Unless otherwise specified, all monetary amounts in the Report are expressed in Renminbi (the statutory currency of the People's Republic of China).

Preparation Basis

The Report has been prepared in accordance with Appendix C2 ("*Environmental, Social and Governance Reporting Code*") to the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*.

Reporting Principles

Materiality: Based on a materiality assessment, the Report identifies the extent of impact of ESG-related matters on stakeholders, and prioritises the responses to and disclosures of topics with higher materiality.

Quantitative: With ESG indicator collection tools covering the Company's headquarters and all subsidiaries, key ESG performance indicators are presented in a measurable manner where practicable. The Report also discloses the basis and statistical scope for quantitative calculations.

Balance: The contents of the Report are derived from the Company's internal management documents, statistics and publicly disclosed information. Both positive and negative indicators are disclosed to reflect objective facts and present Z.AI's ESG performance.

Consistency: Unless otherwise specified, future reports will adopt the same disclosure statistical method as the Report. Any changes to the statistical scope of any indicator will be annotated in the Report.

Approval of the Report

The Report was approved by the Board of Directors (the "Board") on [27 March 2026].

Publication of the Report

The Report is available in both Traditional Chinese and English versions and may be accessed or viewed on the websites of the Stock Exchange of Hong Kong Limited (www.hkexnews.hk) or the Company (www.zhipuai.cn/en).

Contact Us

To further strengthen our ESG management, enhance the quality of our ESG disclosures, and ensure the effective implementation of our ESG principles, we welcome any questions or suggestions regarding the Report and invite you to contact us at:

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About Z.AI

Company Profile

Founded in 2019, Z.AI emerges from the commercialisation of technological achievements from the Knowledge Engineering Group, Department of Computer Science and Technology, Tsinghua University. We possess full-chain independent R&D capabilities across large models, from underlying algorithms, pre-training frameworks, to adaptation for domestic hardware. Dedicated to pushing the limits of artificial intelligence (AI), we are committed to using large models to achieve or even surpass human capabilities in language, reasoning, vision, hearing and tool use.

We deliver cutting-edge technologies through comprehensive AI research, and steadily expand their commercial applications to achieve rapid revenue growth. In 2021, we released GLM, China's first proprietary pre-trained large model framework, and launched our Model-as-a-Service (MaaS) product development and commercialisation platform, through which we provide our large model services. In 2022, we open-sourced our first 100-billion-parameter model (GLM-130B). The large language model (LLM) market where we operate is a segment of the broader AI market. We provide general-purpose large model services to institutional customers (including private enterprises and public-sector entities) and individual users (including end users and independent developers).

Corporate Culture



Development Milestones

- 2019**
Founded Z.AI from the Knowledge Engineering Group (KEG), Department of Computer Science and Technology, Tsinghua University
- March, 2021**
Released GLM, a self-developed pre-training framework that breaks through the bottlenecks of BERT and GPT.
- September, 2022**
Released GLM-130B, China's first open-source 100-billion-parameter foundation model
- March, 2023**
Released ChatGLM, China's first 100-billion-parameter conversational foundation model
- January, 2024**
Released the new-generation large foundation model GLM-4, the first in China to benchmark against GPT-4
- October, 2024**
Released AutoGLM, the world's first mobile AI agent
- August, 2024**
Released VideoCall, China's first multimodal model aligning text/image/video/audio
- December, 2024**
Released and launched the reasoning model GLM-ZeroPreview
- March, 2025**
Released AutoGLM Rumination, to integrate operational capabilities for the first time
- July, 2025**
Released GLM-4.5, an open-source SOTA model for reasoning, coding and AI agents
- September, 2025**
Released GLM-4.6, Z.AI's latest flagship model, having a coding capability fully on par with ClaudeSonnet4, offering better support for complex long-horizon tasks, and achieving global open-source SOTA-level overall performance
- December, 2025**
Released GLM-4.7, Z.AI's next-generation flagship model and the best coding model in China, ranking first among the LMArena open-source models and fourth globally, and topping the trending model list of OpenRouter (a global LLM marketplace)

Sustainability Management

Attaching great importance to the core value of ESG governance in modern development, Z.AI is committed to establishing a governance system with clearly defined responsibilities and efficient execution. The Company integrates ESG principles into the overall development strategy and throughout its operations, and plans to formulate the strategic plans, overall objectives and phased targets for our sustainable development. We focus on material topics and set tracking indicators. All functional departments work collaboratively to fulfil their ESG governance responsibilities, driving continuous improvement in ESG performance.

ESG Governance Structure

The Board of Z.AI holds ultimate accountability for the oversight of ESG matters. We have established an ESG and Strategy Committee to oversee the formulation of the Company's ESG strategy, risk management, and the implementation of objectives, ensuring effective advancement of ESG initiatives at the Board level. We plan to adopt a comprehensive ESG policy. Furthermore, we plan to establish an ESG Working Group led by the ESG and Strategy Committee, which will undertake the formulation, implementation and evaluation of ESG initiatives and report regularly to the ESG and Strategy Committee. We also plan to engage professional external ESG consultants to assist us in formulating and improving ESG policies and standards.

Key Responsibilities of the ESG and Strategy Committee

Oversee the business operations of the Company
Study and monitor domestic and international industry developments and relevant policies
Review and evaluate the Company's strategic development plans and make recommendations to the Board
Provide opinions and recommendations on major capital operations, significant investment and financing decisions, and major business reforms
Study the Company's ESG management (including, but not limited to, ESG objectives, goals, policies and material ESG risks), and offer advice and support
Perform other duties as required by applicable laws and regulations (including the Listing Rules) and as assigned by the Board from time to time

Identification and Engagement of Stakeholders

For stakeholders, Z.AI establishes an ongoing and constructive communication mechanism, actively responds to their concerns and expectations, and strives to create sustainable value in the course of business development. The Company identifies key stakeholders based on business characteristics and operational models, and continuously collects opinions and feedback through diverse communication channels, thereby optimising operational strategies and sustainable development management policies, and continuously improving and adjusting communication channels to actively address stakeholders' concerns.

Stakeholders	Communication Channels
 Governments and Regulators	<ul style="list-style-type: none"> Routine regulatory communications Government symposiums
 Shareholders and Investors	<ul style="list-style-type: none"> Investor meetings and roadshows Annual reports, quarterly reports and announcements Reporting and communication on ESG-related topics
 Clients	<ul style="list-style-type: none"> Social media engagement Customer service hotlines Online and offline surveys, questionnaires, and interviews
 Employees	<ul style="list-style-type: none"> Communication meetings Company-wide emails and internal platform announcements Cross-departmental ESG coordination and communication mechanisms across execution departments Training activities and grievance mechanisms
 Business Partners	<ul style="list-style-type: none"> Supplier training and ESG capability assessment communications Supplier conferences Industry exchange events
 Communities and the Public	<ul style="list-style-type: none"> Public welfare activities Volunteer activities Social media engagement Industry forums on public welfare

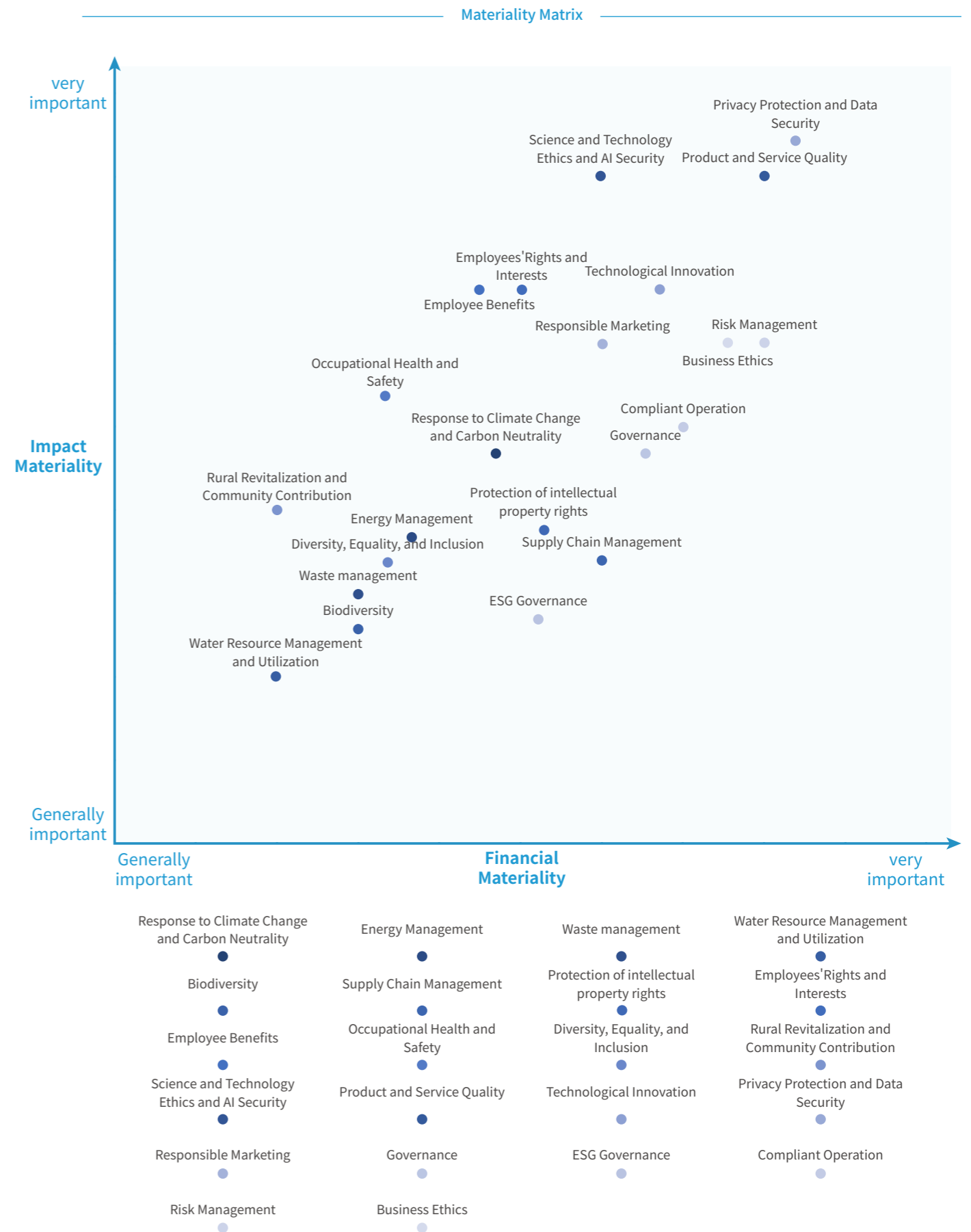
Identification and Analysis of Material Topics

Z.AI conducts an ESG materiality analysis based on industry characteristics and development strategies. With reference to domestic and international policies, standards and industry practices, in combination with stakeholder engagement and peer benchmarking, and in line with standardised identification, assessment and deliberation processes, the Company ultimately identified 22 ESG material topics in 2025, thereby providing clear guidance for sustainable development management.

Figure: Materiality Assessment Process



Z.AI has prioritised material topics based on the dual dimensions of "impact materiality" and "financial materiality" and prepared a materiality matrix.



Green Operations

Z.AI consistently prioritises ecological civilisation, strengthens the management of measures to address climate change, and coordinates low-carbon energy conservation with efficient operations. Adhering to a green, low-carbon and sustainable development path, the Company builds long-term resilient competitiveness to support long-term development.

Response to Climate Change¹

In alignment with the climate-related information disclosure requirements of the Hong Kong Stock Exchange, the ISSB (IFRS S1 and IFRS S2) standards, and the Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), Z.AI establish and improve the governance system for climate-related risks and opportunities, scientifically identifies climate-related risks and opportunities, formulate response strategies, strengthen risk management, disclose greenhouse gas (GHG) management indicators and regularly assess their effectiveness, thereby comprehensively enhancing climate change management capabilities.

Governance

Z.AI continuously improves climate-related governance and enhances the capability to address climate change. Response to climate change is a key ESG topic. The relevant management work is coordinated and advanced by the ESG and Strategy Committee under the Board. We are progressively incorporating climate-related factors into key business considerations to ensure that our development pathway is aligned with sustainable development objectives.

Strategy

In accordance with the *Implementation Guidance for Climate Disclosures under HKEX ESG Reporting Framework*, and with reference to the *Recommendations of the Task Force on Climate-related Financial Disclosures*, Z.AI conducts analyses and formulates response strategies centred on climate-related risks, opportunities and financial impacts, ensuring that climate factors are integrated into business decision-making.

Z.AI actively identifies the impacts arising from transition risks (such as policy and regulatory changes and market reputation) and physical risks (such as extreme weather events and global warming), and focuses on capturing potential opportunities, including green computing power, low-carbon AI solutions and green brand development. By continuously optimising measures such as green computing power deployment, low-carbon technology research and development and responsible supply chain development, we steadily enhance the Company's resilience in responding to climate-related risks.

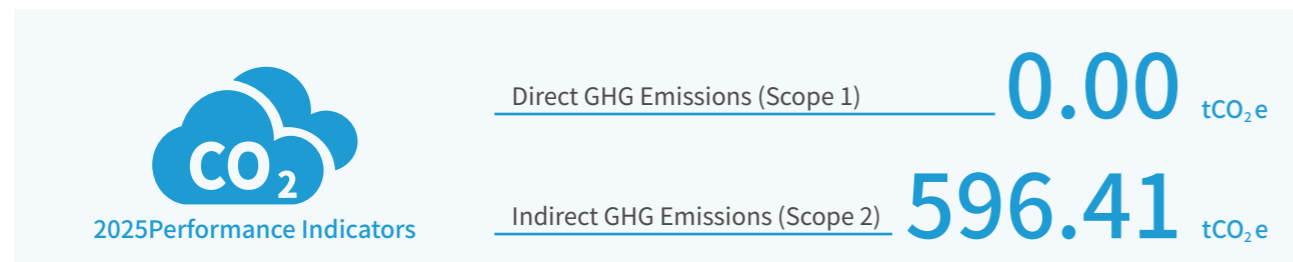
Risk Management

In strict accordance with the *Implementation Guidance for Climate Disclosures under HKEX ESG Reporting Framework*, Z.AI plans to progressively integrate climate change risks into the comprehensive enterprise risk management system. In key processes such as the identification, assessment, prioritisation, management and integration of climate-related risks and opportunities, the Company continuously improves identification through a combination of qualitative and quantitative approaches, evaluates and prioritises risks based on indicators such as likelihood, impact and adaptability, formulates targeted response strategies, and continuously optimises response measures through dynamic monitoring and evaluation. The analysis and management results will be regularly disclosed through ESG reports.

Metrics and Targets

Z.AI actively carries out carbon accounting, and on this basis, continuously advances emission reduction efforts. Currently, the Company has no Scope 1 greenhouse gas (GHG) emissions. At this stage, only Scope 2 GHG data are disclosed, and Scope 3 GHG emissions will be further calculated and disclosed in the future.

Our GHG emission accounting methodology is based on the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard. The carbon dioxide emission factor for purchased electricity mainly refers to the Announcement on the Release of 2023 Electricity Carbon Dioxide Emission Factors and is calculated using the national average electricity carbon dioxide emission factor of 0.5306 (kgCO₂/kWh).



¹The Company was listed in early 2026. Taking into account the current stage of its sustainability development journey and existing resource capabilities, the Report adopts an approach to climate-related disclosure that is commensurate with the Company's present circumstances. At this stage, the Company has not yet established targets for carbon emissions, energy consumption, or water consumption. Going forward, the Company will continue to enhance and refine its climate-related disclosures on an ongoing basis.

Environmental Management

Z.AI actively implements the philosophy of low-carbon operations and is committed to creating a green and clean office environment.

Green Operations

Focusing on improving the quality and efficiency of office operations, Z.AI's energy consumption mainly arises from daily water and electricity use. With a multi-pronged approach and in the principle of low carbon and energy conservation, the Company significantly reduces the consumption of resources such as water, electricity and paper while ensuring a comfortable working environment, thereby balancing operational efficiency with ecological benefits and achieving green and low-carbon operations. In view of our business nature, we do not need any packaging material in our daily operations.



Electricity Conservation

- Make full use of natural lighting and reduce the use of artificial lighting when sufficient daylight is available
- Switch off lights, air conditioners and other electrical appliances whenever leaving the office, to ensure lights are turned off and power supplies are disconnected when no one is present
- Promote the use of electric fans in offices and require temperature limits for air conditioners

Water Conservation²

- Strengthen water conservation publicity, establish water-saving awareness, and promote voluntary water-saving actions

Paper Saving

- Make full use of information systems to digitise office processes
- Vigorously promote paperless meetings
- Encourage double-sided printing and photocopying

Eliminate food waste

- Encourage employees to participate in the "Clean Plate Campaign"

Green Procurement

- Include environmental performance as an important evaluation dimension in the selection of computing power suppliers, giving priority to partners that use renewable energy and have well-established carbon emission management systems

2025 Table: Resource Management Performance

Performance Indicators	Unit	2025
Water Consumption	Ton	20,035.5
Total Water Consumption Intensity ³	Ton/RMB 10,000	0.2766
Direct Energy Consumption	tce	0
Indirect Energy Consumption- Total Electricity Consumption ⁴	kWh	1,124,032
Total Electricity Consumption Intensity ⁵	kWh/RMB 10,000	15.5181

Emissions Management

Z.AI has no production or operational processes and therefore generates no industrial emissions, wastewater or hazardous waste. During operations, the only waste generated is general domestic waste from daily office activities and staff catering. Such waste is collected by a qualified third-party waste management contractor commissioned by the property management company responsible for the office premises. The waste is sorted in strict accordance with applicable regulations, transported in sealed containers and treated in a harmless manner, ensuring compliance with environmental management requirements and controllable environmental risks.

²We did not encounter any problems in sourcing water for our daily operations.

³Total Water Consumption Intensity = Total Water Consumption ÷ Total Operating Revenue

⁴Total electricity consumption is purchased electricity

⁵Total Electricity Consumption Intensity = Total Electricity Consumption ÷ Total Operating Revenue

People-centered Approach

Z.AI prioritises the protection of employees' rights and interests by providing equal employment opportunities, supporting clear and accessible career development pathways, and promoting employees' physical and mental well-being. Through a culture of care that supports growth and a strong sense of responsibility that underpins long-term development, the Company demonstrates a people-centered commitment that reflects both warmth and strength.

Protection of Employees' Rights and Interests

Z.AI adheres to the bottom line of lawful and compliant employment, continuously improves diversified remuneration and benefit systems, and fosters an equal, diverse and transparent working environment.

Lawful Employment

In strict accordance with applicable laws and regulations, such as the *Labour Law of the People's Republic of China* and the *Labour Contract Law of the People's Republic of China*, Z.AI has established and implements human resources policies including the *Recruitment Management System* and the *Employee Code of Ethics and Conduct*. The Company adheres to lawful employment practices, and strictly prohibits illegal employment, child labour and forced labour. The Company opposes any form of employment discrimination and does not treat employees differently based on natural attributes such as gender, age or ethnicity, nor on socio-cultural factors such as religious beliefs or marital status. We guarantee equal pay for equal work and equal opportunities for male and female employees, and effectively safeguard the legitimate rights and interests of our employees.

We also standardise recruitment management processes to ensure orderly recruitment activities, continuously optimise talent acquisition mechanisms and expand diversified recruitment channels. Through internal referrals and external recruitment, we select and hire outstanding talent based on merit, thereby injecting innovative vitality into the Company's development. We have implemented a full range of management and preventive measures to prohibit child labour and forced labour. In 2025, there were no incidents involving child labour, forced labour or other non-compliant practices within the Company.

Z.AI supervises the performance of labour contracts, remuneration and benefits, as well as rest and leave in accordance with applicable laws and regulations, promptly rectifies behaviours that infringe upon employees' rights and interests, and safeguards employees' personal dignity and freedom of labour.

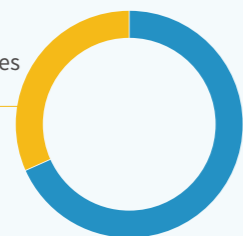
2025 Performance Indicators

Key Performance

Total Number of Employees⁶ **937** Persons

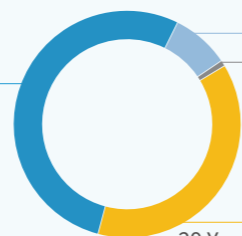


Female Employees 297 Persons Male Employees 640 Persons



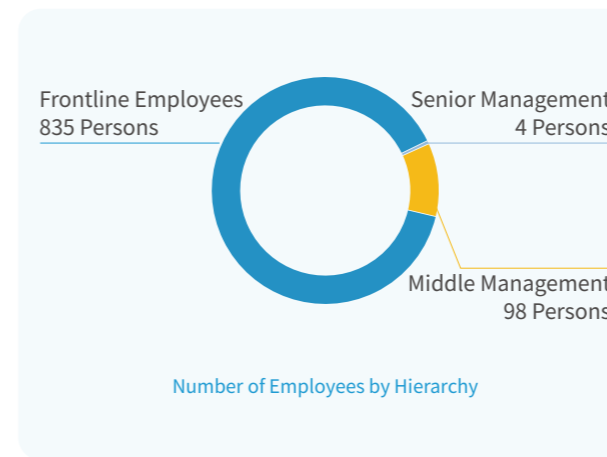
Number of Employees by Gender

30-39 Years Old 500 Persons 40-49 Years Old 77 Persons 50 Years Old or Above 7 Persons 29 Years Old and Below 353 Persons

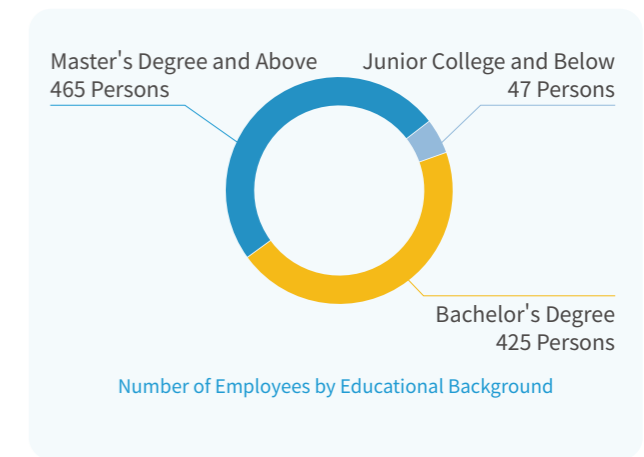


Number of Employees by Age Group

⁶The scope of employee statistics covers all permanent staff of all consolidated financial entities of Z.AI as of December 31, 2025. During the reporting period, the total number of permanent staff stood at 1,094.

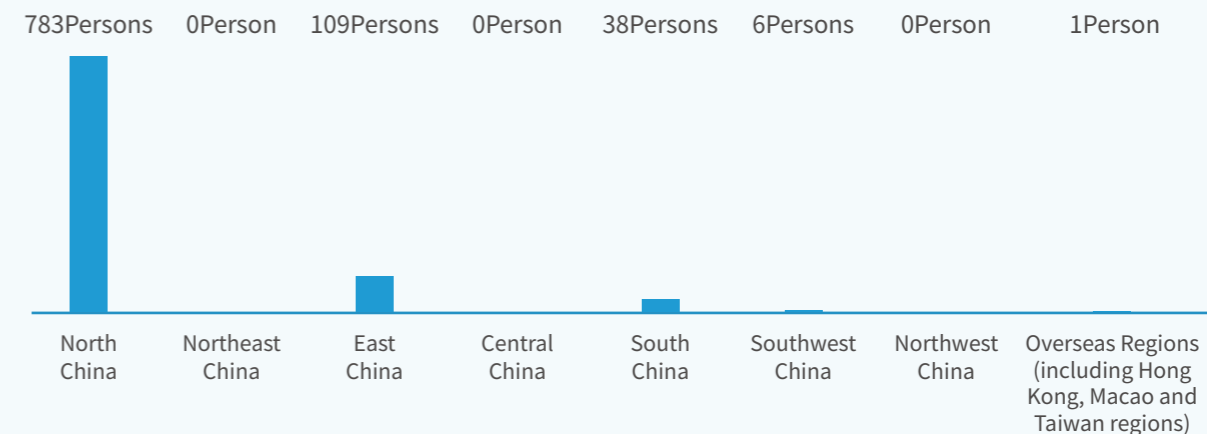


Number of Employees by Hierarchy



Number of Employees by Educational Background

Number of Employees by Region



2025 Employee Turnover Rate

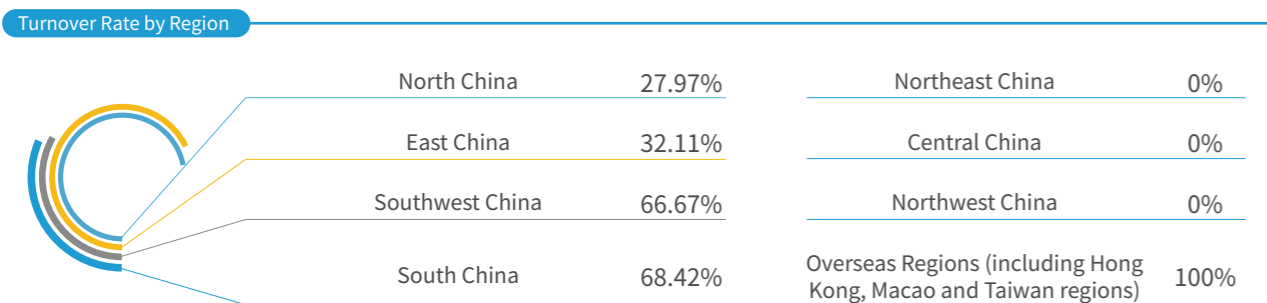
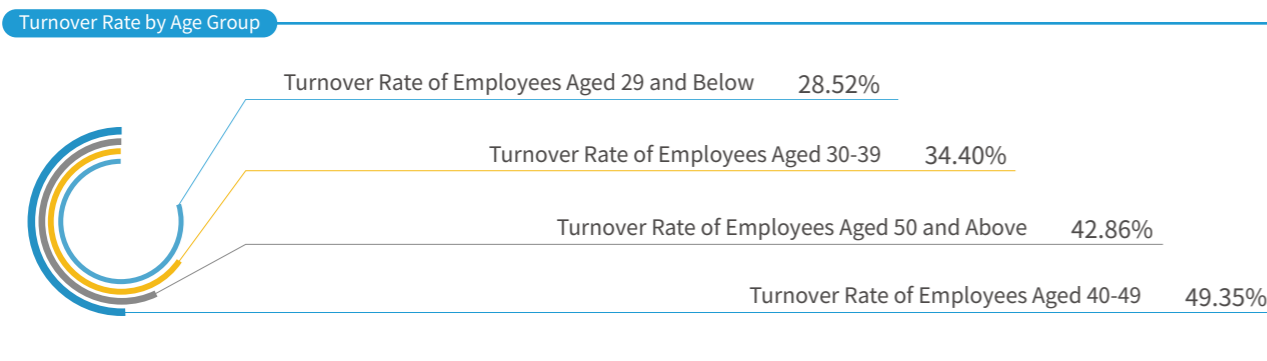
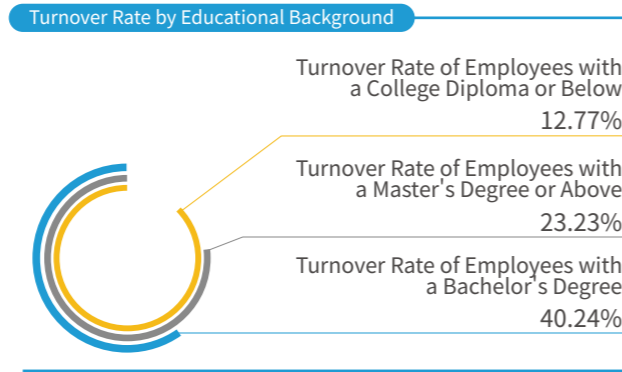
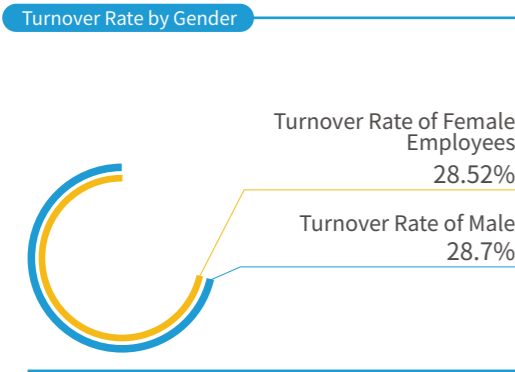
Key Performance

Total Employee Turnover **445** Persons

Total Employee Turnover Rate⁷ **28.64%**



⁷Turnover Ratio = Number of departures in the category / Average headcount in the category × 100%



Remuneration and Benefits

Z.AI has formulated the *Remuneration Management System*. Adhering to the principles of legal compliance, value orientation and market competitiveness, the Company has scientifically designed an integrated remuneration structure of "monthly salary + annual bonus + other incentives + welfare benefits", balancing both external market competitiveness and internal position-based fairness. In 2025, the average paid annual leave days per employee was 7.3 days in the Company.

In 2025, Z.AI further advanced the DEI (Diversity, Equity and Inclusion) strategy. Through remuneration fairness reviews, the Company strictly controlled pay differences between male and female employees in comparable positions and fostered a fair, transparent and inclusive working environment.

Z.AI adheres to a people-oriented business philosophy and continuously improves employee welfare and benefit systems. We strictly implement statutory public holidays and paid annual leave entitlements, contribute to "Five Insurances and One Fund" (i.e., pension insurance, medical insurance, work-related injury insurance, maternity insurance, unemployment insurance and the housing provident fund), and additionally provides supplementary medical insurance, working meals, business travel coverage, special occasion gifts and sickness allowance, thereby safeguarding employees' rights and interests.

Support for Talent Development

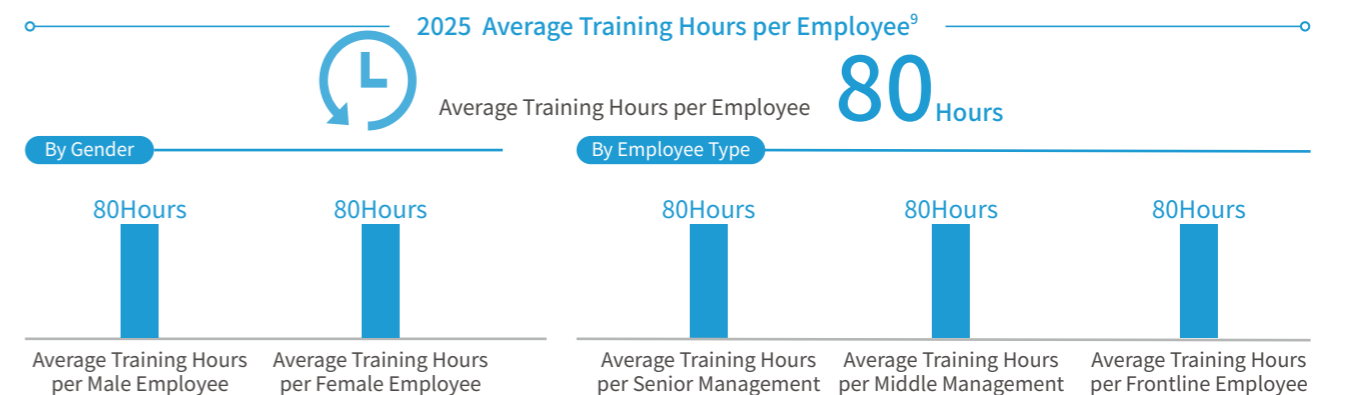
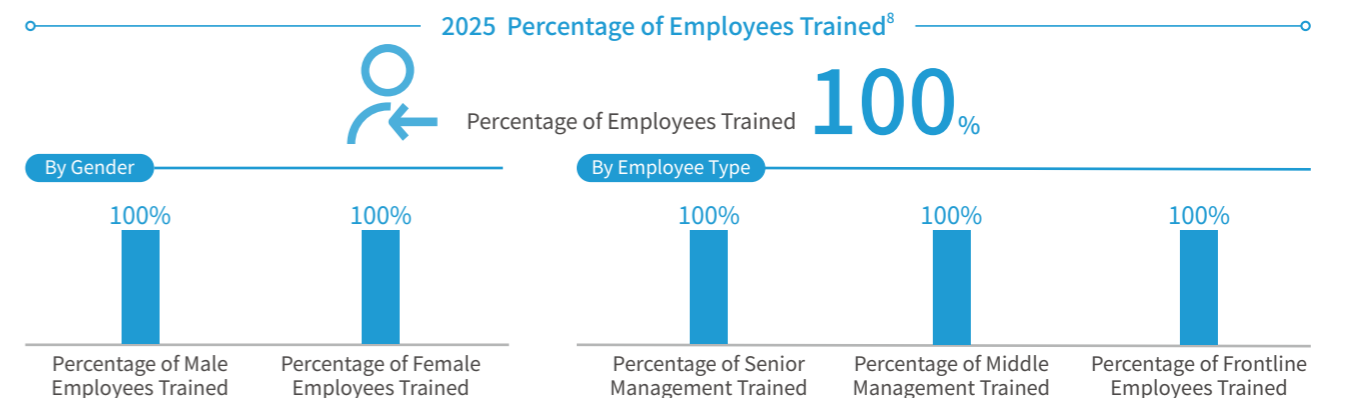
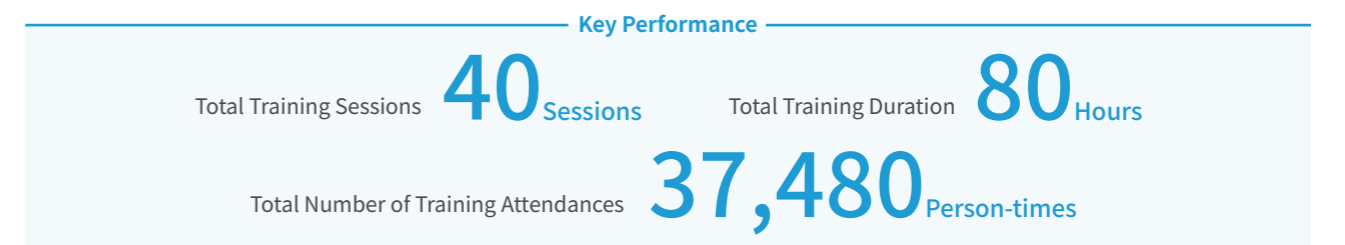
Z.AI is committed to strengthening the talent development system, ensuring clear promotion pathways, and intensifying training efforts to build a solid talent foundation that underpins the Company's development.

Talent Development

Z.AI regards human resources as a valuable asset for high-quality development. We have established clear career development pathways for employees, formulated the *Promotion Management System*, and constructed a clear and transparent promotion hierarchy system. By defining the career development steps and competency requirements for each level, we provide employees with a stable and predictable growth platform, and promote both horizontal mobility and vertical advancement. In 2025, the Company implemented a "dual-track" career development pathway for key positions, effectively stimulating organisational vitality and expanding development channels for talent growth.

Talent Training

Z.AI has systematically established a tiered and category-based employee training system and regularly carries out specialised training programmes such as induction for new recruits, sales operations, modelling skills and leadership development. These initiatives comprehensively enhance employees' professional competence and job performance capability, empower their growth, and drive mutual improvement in both individual value and corporate efficiency.



⁸Percentage of Employees Trained = Number of Employees Participating in Training in the Category / Total Number of Employees in the Category * 100%

⁹Average Training Hours per Employee = Total Training Hours Completed by Employees in the Category ÷ Total Number of Employees in the Category * 100%

Care for Employees' Well-being

Z.AI prioritizes humanistic care, maintains open and diverse communication channels, and continuously enhances team cohesion and employees' sense of belonging, jointly building a supportive and motivated working environment.

Care for Employee

Z.AI attaches importance to employees' physical and mental well-being and diverse needs, actively fosters a warm and harmonious working atmosphere, and supports employees in achieving a healthy work-life balance. In 2025, the Company spent a total of RMB 1.758 million on employee welfare and support initiatives, and organised five employee care and support activities.

Care Type	Initiatives and Significance
Upgrading of Catering Service	Substantially enhanced admission and quality standards for catering suppliers, and strictly controlled meal safety and quality, thereby eliminating potential food safety risks and ensuring employees could dine with confidence and in good health
Improvement of Office Environment	Addressed issues such as overnight dinner waste odours and pest breeding by requiring cleaning teams to increase the frequency of evening waste removal and strengthen the cleaning of neglected areas, thereby improving the office environment, eliminating hygiene concerns and creating a clean, comfortable and liveable workspace
Warm Welfare Benefits	Strengthened employees' sense of ceremony and belonging through birthday celebrations, service anniversary recognitions and festive gifts, thereby thoughtfully conveying the Company's care and appreciation
BeerTime Culture	Allocated dedicated activity budgets to enrich leisure activities, relieve work pressure, and enhance team vitality, thereby showcasing a relaxed and people-oriented corporate culture

Strictly adhering to national policies and regulations regarding the protection of female employees' labour rights and special entitlements, Z.AI comprehensively safeguards the legitimate rights and interests of female employees. We have established a mother-and-baby care room equipped with an innovative facial recognition access control system that grants entry exclusively to authorised lactating female employees, effectively enhancing space security and privacy protection. Meanwhile, the facility provides a comfortable resting environment and complete convenient amenities to safeguard the physical and mental well-being of female employees during special periods and support them in achieving a healthy work-life balance.

Communication with Employees

Z.AI places great importance on communication and interaction with employees. Through various channels such as satisfaction surveys and suggestion boxes, we listen to their voices, stimulate their vitality, and foster them a cohesive and positive working atmosphere.

Feedback Channel	Content and Significance
"Chief Service Officer" Topic Group	Employees may join the Company's topic group by scanning a QR code to submit suggestions on workflow optimisation, environmental improvement and other matters. This creates an open platform for communication, pooling ideas to drive the efficient resolution of issues.
Conversation with the Chief Service Officer	Employees may search for "Chief Service Officer" to initiate a conversation or make an appointment for face-to-face communication. This establishes a dedicated feedback channel directly to senior management, ensures prompt follow-up on suggestions and enhances both response efficiency and employee trust.
Confidential Suggestion Box	Physical suggestion boxes are installed in male and female restrooms on each floor, providing a safe channel for anonymous expression. This alleviates employees' concerns and ensures employees' suggestions are collated regularly and taken seriously.

Z.AI conducts regular employee satisfaction surveys, formulates corrective action commitments based on collected feedback, and follows up rigorously to effectively respond to employees' requests. In 2025, the Company launched an administrative service order system, with 100% service orders resolved.

Initiatives	Content
Acceleration of Process Approvals	OA approvals are reviewed at least twice a day. Where amendments are required, the process initiator is notified promptly to minimise waiting times.
Optimisation of Reimbursement Experience	"Employee Reimbursement Satisfaction Surveys" are conducted regularly, and targeted improvements are implemented in response to frequently raised issues
Facilitation of Data Access	A new "Financial Data Access" OA workflow has been launched, enabling staff to access standardised, institutionalised and regulated data

Occupational Health and Safety

In strict accordance with the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases*, the *Regulation on Work-related Injury Insurance* and the *Fire Protection Law of the People's Republic of China*, Z.AI strives to provide a safe and healthy working environment and safeguard employees' lives and physical and mental well-being through the implementation of relevant policies and measures, such as offering regular health check-ups.

Z.AI has formulated the Workplace Emergency Response Plan for multiple emergency scenarios, such as rainwater leakage or water ingress, fire and electric shock. This plan clarifies emergency response procedures, enhances the efficiency of handling unexpected situations and risk prevention capabilities, and strengthens workplace safety defences.

We require all employees to comply with safety regulations and rules. All employees must receive safety training, which covers fire drills, evacuation training videos and other fire safety-related measures.

Occupational Health and Safety Performance

Performance Indicators	Unit	2025	2024	2023
Number of Work-Related Deaths	Person	0	0	0
Proportion of Work-Related Deaths	%	0	0	0
Lost Workdays due to Work-related Injury ¹⁰	Day	68.5	/	/
Coverage Rate of Occupational Health Checkup	%	100	/	/



¹⁰Working days are calculated in accordance with national standards, with 248 working days per year and total working hours calculated as total working days * 8 hours.

Product and Service

Z.AI adheres to the foundations of technological innovation, continuously pushes the boundaries of large-model technologies, deepens technological innovation and industrial implementation, and continuously promotes breakthroughs in general AI technologies and industrial empowerment. The Company strictly upholds science and technology ethics, safeguards information security, strengthens lifecycle data management, protects user privacy, and enhances customer management and services. Through responsible technological innovation, the Company supports the development of the digital economy and promotes the sustainable and healthy growth of the AI industry.

R&D Innovation

Z.AI continuously launches groundbreaking models, focuses on independent innovation in core technologies, and builds an efficient collaborative innovation system to strengthen R&D capabilities and infrastructure. By leveraging high-level innovation platforms to tackle technical challenges and continuously improving mechanisms for the protection and utilisation of intellectual property, the Company empowers the high-quality development of the AI industry through breakthroughs in core technologies.

R&D Innovation Management

Adhering to an independent and controllable technological innovation pathway, Z.AI establishes a scientific and standardised R&D management system, and continuously enhances the standardisation of R&D management and innovation infrastructure. With the self-developed GLM large-model architecture and through the integration of bidirectional and unidirectional attention mechanisms, the Company has established a differentiated technological advantage. The Company improves innovation management mechanisms, strengthens cross-disciplinary collaborative R&D and promotes continuous iteration and upgrading of core technologies.

With continuous investment in the development of foundation models and constant exploration on the boundaries and upper limits of intelligent capabilities, we are committed to building robust technological barriers and consolidating and expanding our technological leadership through iterative development of foundation models, core algorithms, and large-scale training and inference infrastructure.

Improvement of Large-Model Capabilities and Optimisation of Training Infrastructure

We continue to invest in building versatile and powerful large models, with a focus on designing new model architectures and optimising training infrastructure to reduce training costs and improve efficiency.

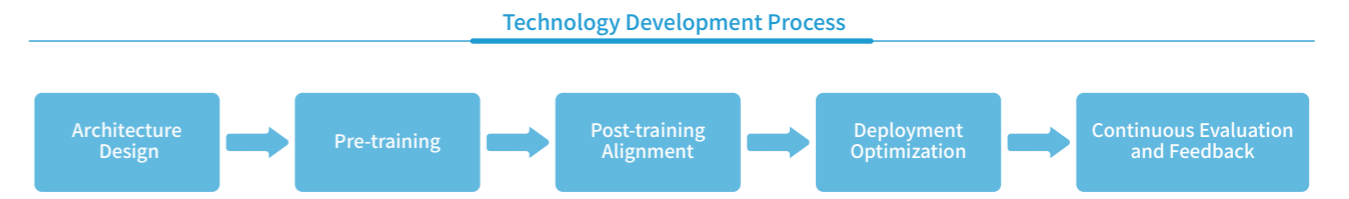
Enhancement of GLM Framework and Optimisation of Data Processing Platform

We continuously improve the GLM framework and maintain ongoing investment in technology infrastructure development to enhance model performance, improve the efficiency of foundational computing resources and ensure that computing resources provided by our computing partners are best suited to our models and sufficient to support scalable training and model deployment across different platforms and hardware.

Continuous Development of AI Agents

We build models capable of driving innovation and operating as collaborative multi-agent systems within organisations, and plan to further upgrade AI agent workspaces to enable customers to easily and seamlessly integrate various model applications and tools.

Z.AI has established a standardised, modular and evaluation-driven R&D process. Through rigorous technical controls, we ensure that models are technically robust and meet key standards on safety, performance and scalability. A multidimensional evaluation system is used to verify technical performance and ensure that our R&D outcomes are compliant and reliable.



Achievements in Technological Innovation

We continue to strengthen the independent development of core technologies, deepen sustained innovation and pioneering research in the AI field. Based on the independently developed GLM architecture, we have established a full-stack model matrix covering language, multimodality and AI agents. We are committed to advancing cutting-edge AI development and addressing global challenges through responsible innovation, thereby injecting strong momentum into the high-quality development of artificial intelligence.

Deeply integrated into the national standardisation strategy, Z.AI fully leverages the technical expertise and industrial experience as a leading enterprise in the field of general artificial intelligence. By guiding the coordinated advancement of technological innovation and industrial applications with established standards, the Company plays a key role in building the AI standardisation system, and contributes to the high-quality development of the industry with Z.AI's solutions. In 2025, the Company organized or participated in the formulation and revision of 4 industry standards.

2025 Performance Indicators

 Formulation of National Standards 1 Item	 Formulation of Industry Standards 2 Items	 Formulation of Group Standards 1 Item
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We actively carry out frontier AI research and have achieved significant global influence in the academic field. In May 2024, *Nature*, the internationally leading academic journal, featured our ChatGLM model, recognising it as a representative highlight among China's foundation large models. We have presented our research projects at internationally leading academic conferences such as the International Conference on Learning Representations (ICLR) and the International World Wide Web Conference (WWW).

The GLM Large Model Received the 2025 World Internet Conference Awards for Pioneering Science and Technology

On 6 November 2025, the GLM large model developed by the Company received the 2025 World Internet Conference Awards for Pioneering Science and Technology in recognition of its full-stack independent R&D capabilities and large-scale application both domestically and internationally. The GLM Large Model Open Platform provides customers with ready-to-use resources for the application and development of large models, as well as enterprise-level model solutions, and boasts a developer community and enterprise user base exceeding one million in scale.



Figure: Award Ceremony of 2025 World Internet Conference Awards for Pioneering Science and Technology

R&D Capability Development

Z.AI continuously enhances R&D capabilities, increases R&D investment, and particularly strengthens incentive mechanisms for core technical talent, thereby improving the Company's capacities for independent R&D and breakthroughs in core technologies. The Company has formulated the *2025 Company-level Special Incentive Policy* to stimulate employees' potential in product development, technological innovation, performance breakthroughs, operational optimisation and cost control. This policy encourages employees to actively propose and implement effective cost-reduction and efficiency-enhancement measures and revenue-generation initiatives, thereby comprehensively improving the Company's overall profitability and market competitiveness. In 2025, the Company had R&D expenditure totalling RMB 3180.40 million.

Z.AI actively promotes and deepens industry-university-research collaboration with universities and research institutes and has established close cooperative relationships with industry partners to jointly advance technological progress and the transformation of research achievements. We have established close cooperative relationships with a number of Chinese universities and research institutions, including Tsinghua University, Zhejiang University, Tianjin University, Yanshan University and Beijing Zhongguancun Academy. Through joint laboratories and project research groups, we promote interdisciplinary collaboration, academic exchange and talent cultivation in the AI field and continuously introduce cutting-edge academic achievements and high-level intellectual resources.

Z.AI Established a Knowledge Engineering Group in Collaboration with Tsinghua University

Z.AI has established a deep partnership with the Department of Computer Science and Technology at Tsinghua University to co-found a Knowledge Engineering Group (KEG). Focusing on AI-driven original innovation powered by the dual drivers of 'data and knowledge', our research spans artificial intelligence, large language models, knowledge graphs, data mining and social network analysis, and we participate in numerous major national and international projects.

Protection of Intellectual Property Rights

In strict accordance with the *Trademark Law of the People's Republic of China*, the *Patent Law of the People's Republic of China* and other applicable laws and regulations, Z.AI has formulated internal policies such as the *Intellectual Property Management Policy* and established an intellectual property management system covering patent rights, trademark rights and copyrights (including computer software), thereby strengthening intellectual property protection and promoting deep integration between intellectual property and technological innovation.

Z.AI has established an intellectual property incentive mechanism that provides corresponding rewards for patent applications, patent authorisations and software copyright registrations and gives priority consideration to inventors in performance evaluations and position promotions, thereby fully stimulating employees' enthusiasm for participation in the management, exploration and innovation of intellectual property.

As of 2025, the Company had cumulatively obtained 86 invention patents, 314 authorised trademarks, 153 software copyrights and 6 works copyrights.

Intellectual Property Performance		
Number of Invention Patents Applied to Core Business Operations	Number of Patent Applications Filed during the Year	Cumulative Number of Software Copyright Registrations as of the End of the Year
86 Items	75 Items	153 Items
Cumulative Number of Authorised Patents as of the End of the Year	Number of Patents Authorised during the Year	Number of Software Copyright Registrations during the Year
86 Items	15 Items	10 Items

Z.AI has established a regular intellectual property training system. A dedicated intellectual property module is included in the induction training for new employees to systematically explain intellectual property protection systems, compliance requirements and typical cases. In addition, the Company has innovatively adopted the AI-based digital human video technology to produce intellectual property training content as digital courses available for online learning by all employees. This helps to achieve the standardisation of training content, the flexibility of learning methods and the full coverage of employees, thereby effectively enhancing employees' awareness of intellectual property protection and compliance capabilities.



Figure: Digital Courses on Intellectual Property

Science and Technology Ethics

In the research and application of artificial intelligence, the Company consistently adheres to the principle of "technology for good." It strictly complies with the *Ethical Norms for Next-Generation Artificial Intelligence* and the *Interim Measures for the Management of Generative AI Services* and fully implements ethical requirements in areas such as content security, data privacy protection, algorithmic fairness and transparency, thereby promoting the safe, controllable and trustworthy development of artificial intelligence technologies.

Governance Structure for Science and Technology Ethics

Z.AI has established a sound governance system for science and technology ethics, and set up a Science and Technology Ethics (Review) Committee to take overall responsibility for the ethical review, rule formulation and full-process oversight of algorithm model R&D, thereby providing solid organisational support for the implementation of science and technology ethics. The Company has formulated management systems covering the entire algorithm lifecycle, including the Science and Technology Ethics Review Management System, the *Algorithm Security Monitoring Management System*, the *Algorithm Security Self-assessment Management System*, the *Measures for the Management of Algorithm Updates* and the *Measures for the Management of Model Decommissioning*, ensuring that all stages of technology R&D, from initiation, development, launch and operation to retirement, are subject to rigorous ethical review and risk control.

Z.AI has been awarded the ISO/IEC 42001:2023 Artificial Intelligence Management System Certification Certificate, which marks that Z.AI's lifecycle management capabilities for AI system development, deployment, operation and monitoring have been internationally recognised.



Figure: Artificial Intelligence Management System Certification Certificate

Management Measures for Science and Technology Ethics

Z.AI places particular emphasis on the compliance of Artificial Intelligence Generated Content (AIGC). To this end, the Company makes every effort to avoid violations against public order or good customs, respects intellectual property rights and personal privacy, and honours its commitment to self-discipline in science and technology ethics throughout the technology research, development, and application, aiming to benefit society through technological advancement.



Model Training Phase

The Company has established a stringent ethical review mechanism. The Science and Technology Ethics (Review) Committee conducts pre-approval reviews of algorithm model development. The training data undergoes multiple rounds of cleansing to remove inappropriate content and personal information, while the weight of mainstream media data is increased to strengthen guidance of positive values. Under a rigorous training and assessment mechanism, the annotation team receives two-level reviews and 100% accuracy verification. Annotation rules are designed in alignment with the core socialist values.



Service Launch Phase

The Ethics Committee conducts pre-approval reviews of algorithm models, drafts service agreements that clearly define usage specifications, establishes complaint and reporting channels, sets up a 24/7 omnichannel public opinion monitoring mechanism, develops a three-tier emergency response plan for security incidents, and organises regular drills.



Content Generation Phase

The Company has built an integrated edge-cloud security architecture, and adopted a model combining "review before release, full-scale automated review, and focused manual review". A database of over 500,000 sensitive terms and a multi-dimensional content detection mechanism are used to effectively prevent and control risks. A "Blue Team" is set up to conduct attack-defence testing, and the term library and security policies are dynamically updated. A refusal-to-answer mechanism is in place to strictly control content output.

Science and Technology Ethics Culture Development

Z.AI attaches great importance to fostering a culture of science and technology ethics. Internally, the Company conducts advocacy and training on science and technology ethics governance to enhance the ethical compliance of all employees and promote social cognition. Externally, the Company actively fulfils its social responsibilities by eliminating public cognitive barriers to AI technology through diverse science popularisation activities.

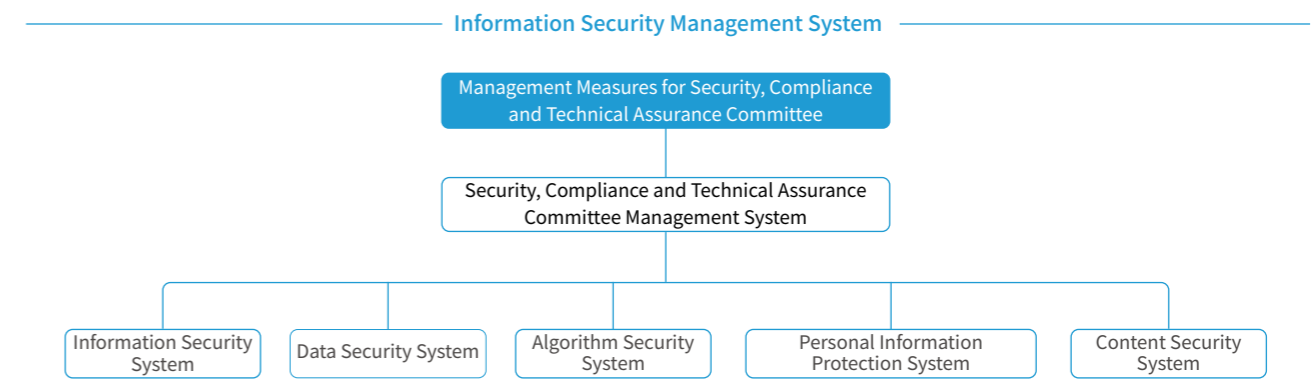
Science and Technology Ethics Culture Development Initiatives	
Internal training	<ul style="list-style-type: none"> Establish an ongoing learning mechanism for science and technology ethics, and regularly organise thematic workshops for R&D, product, and operations teams on topics including data privacy protection, algorithm fairness, and AI security risk prevention Integrate science and technology ethics courses into new employee orientation training
Internal Advocacy	<ul style="list-style-type: none"> Encourage employees to actively participate in discussions on industry ethics standards
External Public Education	<ul style="list-style-type: none"> Publish easy-to-understand explanations of AI technology through the official website and social media platforms, presenting the potential and limitations of AI technology to the public objectively and promoting rational perspectives on AI
External Collaboration	<ul style="list-style-type: none"> Actively participate in academic exchanges within the industry, and engage in deep cooperation with universities and research institutions to explore frontier issues in AI ethics governance, thus promoting the improvement of industry ethics standards and the formation of consensus

Information Security

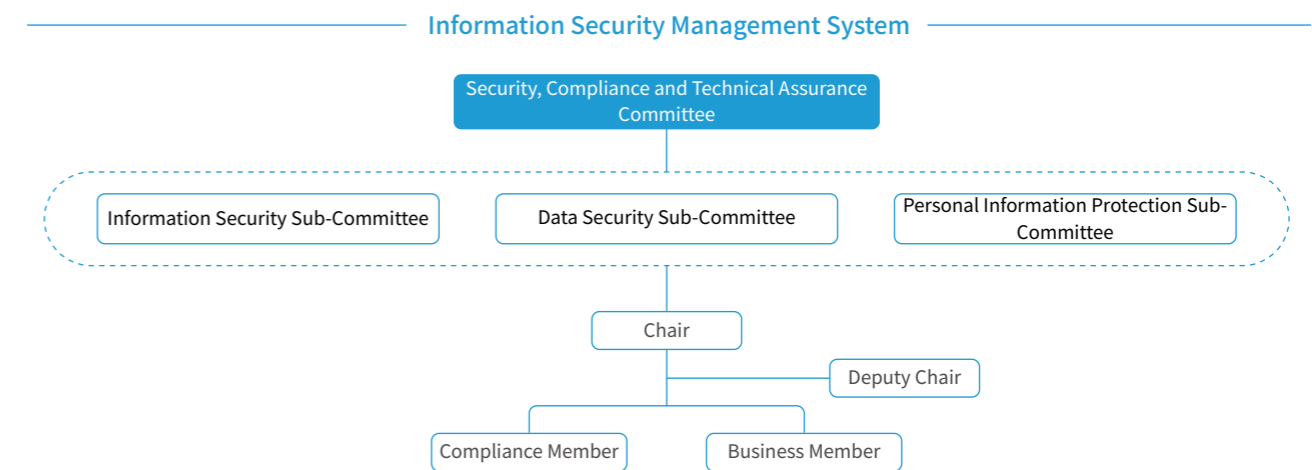
Placing great emphasis on data security and protection, Z.AI has established a comprehensive personal information management system, developed a series of technical standards and specifications, and set up a data security team responsible for supervising data security and personal information protection. These efforts help the Company protect data and personal information throughout their entire lifecycle, and continuously improve the level of information security. In 2025, the Company experienced no data breaches or cybersecurity incidents.

Construction of Information Safety System

In accordance with laws and regulations including the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, and the *Personal Information Protection Law of the People's Republic of China*, Z.AI has formulated several core policies such as the *Personal Information Management System*, the *Management System for Personal Information Protection Impact Assessment*, and the *Confidentiality Management System*, covering the entire lifecycle of personal information, including collection, storage, use, processing, provision, transmission, deletion, and public disclosure.



The Company continuously improves its security mechanisms, strengthens compliance management, and has built a three-in-one security system encompassing basic protection, compliance management, and distinctive practices. In addition, the Company has set up a Security Compliance and Technology Assurance Committee to coordinate and oversee information protection, and established a refined control system to ensure data compliance and security, thereby achieving lawful, compliant, secure and controllable processing of personal information and safeguarding information systems and customer privacy.



The Company has obtained several authoritative information security certifications, including ISO/IEC 27001:2013 (Information Security Management System) Certification, PIA (Personal Information Protection Impact Assessment) One-Star Certification, DCMM (Data Management Capability Maturity Model) Level 2 Certification, and ISO/IEC 27701:2019 (Privacy Information Management System) Certification, ensuring that its management systems meet both international and domestic standards.

Information Security Management Measures

Z.AI deeply recognises the potential risks associated with AI technology, and has developed strict risk prevention measures throughout the entire lifecycle of R&D and deployment, aiming to safeguard cybersecurity and data security through diverse measures. We continuously strengthen information security and data protection through ongoing measures such as company-wide training, regular risk assessments, internal audits, and access control, and actively conduct special emergency drills for data security to enhance our capability to respond to information security incidents, thereby safeguarding information security, customer privacy, and business compliance.

Information Security Risk Prevention

Data Governance and Privacy Protection

Establish a strict data access and cleansing mechanism. Prior to model training, all training data undergoes rigorous compliance review and desensitisation to remove data involving personal sensitive information, discriminatory bias, or illegal content, thereby preventing any infringement of technology on individual rights at the source.

Technology Security and Content Risk Control

Place great emphasis on the security of model outputs. By introducing advanced techniques such as Reinforcement Learning from Human Feedback (RLHF), the Company continuously optimises model alignment to ensure that generated content conforms to human values. In addition, the Company has established a multi-tiered content security filtering system to rigorously prevent misuse of the technology for generating false, violent or terrorist content, or for conducting cyberattacks or other acts that endanger public security.

Application Boundary Control

Clearly define the "red lines" for technology application. We firmly prohibit the use of technology in the development of lethal autonomous weapons, surveillance means that infringe on citizen privacy, or other ethically unacceptable scenarios. When providing services to customers, we explicitly prohibit the use of technology for illegal purposes through user agreements and technical restrictions, and reserve the right of recourse against any violations, thereby achieving technology operation within a safe and compliant framework.

Information Security Control

Basic Security

Conduct local backup plus off-site disaster recovery for critical systems and equipment, and regularly organise disaster recovery drills to ensure business continuity and data recoverability; strictly follow the principle of least privilege, implement unified identity authentication and multi-factor verification, and achieve tiered approval and dynamic control of permissions.

Deploy various protective devices at the network level, with 24/7 monitoring, and conduct regular vulnerability scanning and penetration testing; fully encrypt data during transmission and storage processes, carry out data grading, classification and desensitisation, and perform strict lifecycle management of customer information.

Privacy Compliance

Strictly follow the principle of informed consent, and transparently inform users of information usage rules without compulsory authorisation; adhere to the principle of least necessity to control the scope of data collection; establish easily accessible account cancellation channels, and process data according to law after account cancellation; require secondary authorisation for all new functions, so as to protect users' choice.

Distinctive Practices

Provide interface security warnings and monitor public opinion using AI, enabling timely risk mitigation; develop a phishing attack-and-defence platform and conduct regular employee security drills; implement network segmentation and isolation to minimise the attack surface.

The Company attaches high importance to data and information security emergency management, and has established a comprehensive emergency response system that sets forth clear and specific requirements for all emergency response stages. Through regular cybersecurity incident drills, we continuously test and optimise response plans, thus effectively enhancing our overall capability and comprehensive defence against cyberattacks and various security incidents.

Multiple Data Security Drills

In November 2025, the Company organised multiple specialised data security drills, covering four major scenarios: data breach, core data tampering, external database intrusion, and phishing attack. Phishing drills simulated common forms of phishing attacks and involved multiple departments to test employees' identification and response capabilities. Through all the drills, the Company evaluated the feasibility of emergency plans and enhanced the emergency response and cross-departmental coordination. For weaknesses identified during the drills, the Company has set up a list of issues, developed improvement measures, and assigned personnel to track the implementation of the measures. Going forward, the Company will continue to conduct drills, diversify scenarios, intensify phishing drill efforts, enhance employees' security awareness and response capabilities, and continuously improve the emergency management system, thus building a strong security defence line.

Construction of Information Safety Culture

Z.AI prioritises data security and customer privacy protection, and conducts tiered external certification training and internal regular compliance training that covers core positions and key business liaisons. This effectively enhances the professional competence and compliance awareness of relevant personnel, and fosters an organisational culture where all employees focus on security and proactively prevent risks.

Security, Compliance and Privacy Training

On 26 February 2025, the Company organised a security, compliance and privacy training session for all business line liaisons under the Security, Compliance and Technology Assurance Committee. By explaining key points for privacy compliance checks in mobile applications, the training reinforced practical skills in privacy protection, and enhanced end-to-end corporate data security management capabilities and professional expertise of its employees.



Figure: Security, Compliance and Privacy Training

Special Training on Data Security

On 7 August 2025, the Company held a special data security training session for all business line liaisons under the Security, Compliance and Technology Assurance Committee. The training systematically covered data security reporting and complaint procedures, emergency management measures, and secure data interface transmission solutions, thereby strengthening internal end-to-end data security management capabilities and laying the foundation for a robust corporate data security defence line.



Figure: Special Training on Data Security

Data Security Training under the “Telecommunications and Internet Industry Data Security Talent Development Programme”

In November 2025, the Company's key employees participated in the 2025 data security training under the “Telecommunications and Internet Industry Data Security Talent Development Programme”, which covered fundamental knowledge of data security, risk prevention and control, and practical applications in the telecommunications sector. All participants passed the assessment and were awarded the Intermediate Data Security Assessor certification.

2025 Data Security / Customer Privacy Protection Training Performance



Number of Data Security/Customer Privacy Protection Training **3** Sessions



Total Hours of Data Security/Customer Privacy Protection Training **34** Hours



Number of Participants in Data Security/Customer Privacy Protection Training **32** Person-times

Customer Service

Z.AI adheres to the vision of “enabling machines to think like humans and leveraging trustworthy AI to create a better world for humanity”, and places customer value at its core. The Company enhances model stability and output reliability, makes product functionality meet diverse application scenarios, continuously optimises service processes, actively listens to customer feedback, and fully fulfils responsibility in marketing, aiming to provide customers with high-quality, reliable and efficient service.

Quality Management

In line with the principle of “prevention first and closed-loop management,” Z.AI has established a quality and safety management system covering the entire product lifecycle. Within this system, management, as the core of quality governance, is responsible for establishing quality strategies, providing resource guarantees, assuming ultimate accountability, and organising management reviews. In addition, the Company has established a pyramidal system of policies and procedures, encompassing a guiding quality manual, procedure documents that govern core processes, work instructions and management policies for specific operations, and traceable quality records, which ensure that all quality activities are carried out in a well-documented and standardised manner.

Quality Management Initiatives

Pre-Launch Phase

Translate customer requirements into quality and safety standards, mitigate potential risks through design reviews and reliability testing, and strictly control supplier admission and incoming material inspection to ensure conforming upstream inputs.



In-Market Phase

Monitor R&D process in real time, set key quality control points, establish dedicated channels to collect customer feedback, and track corrective actions after statistical analysis, achieving closed-loop management and continuous improvement of quality issues.



Product Function Changes

Strictly follow the change control process, evaluate the impact, implement changes upon full validation and approval, and update related documentation simultaneously to ensure traceability.



Product Phase-Out Phase

Develop a detailed plan that defines key milestones, notify relevant parties in advance, continue legal service support, and summarise lifecycle quality experience to support new product development.

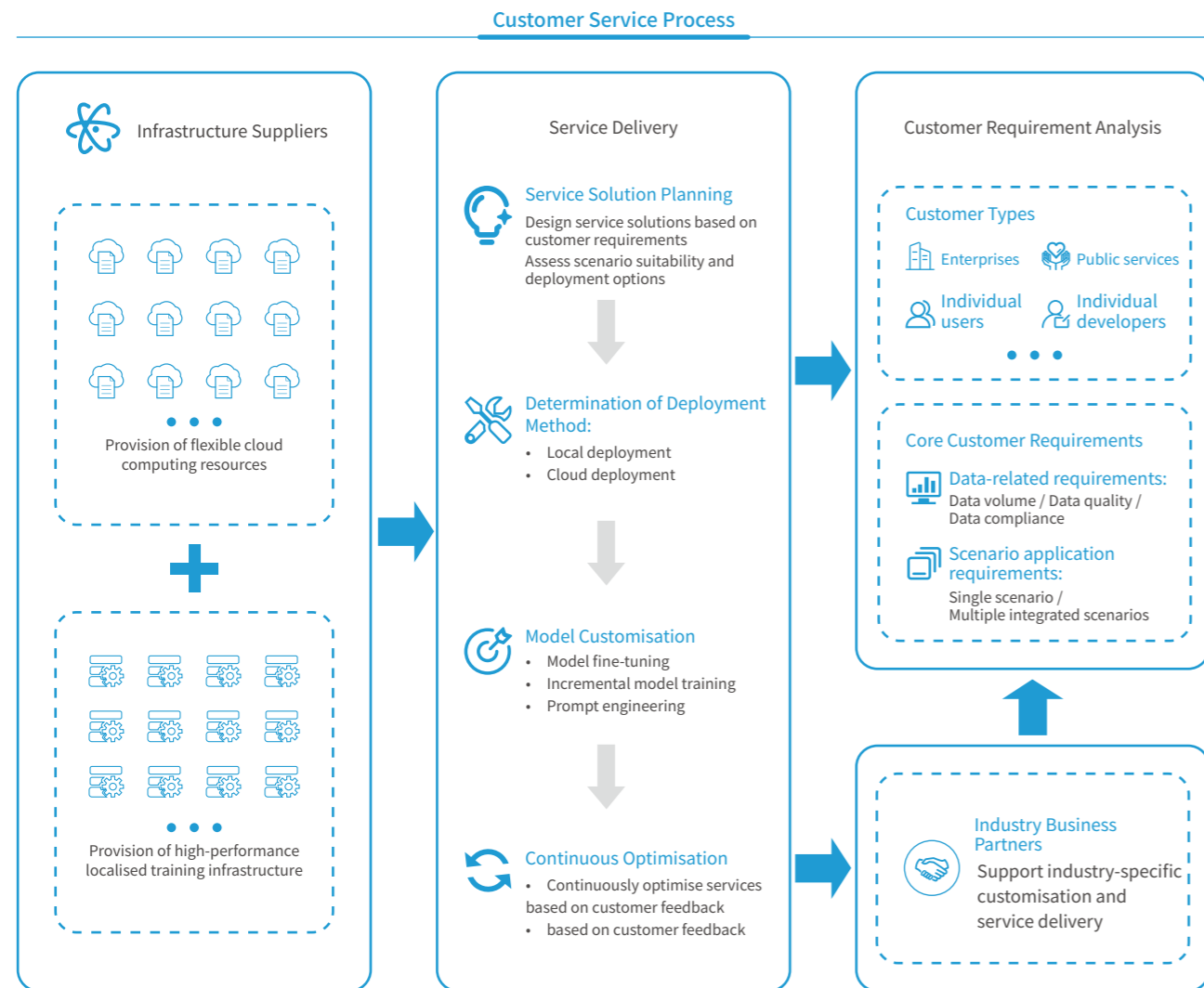
We strictly adhere to core standards in software engineering, software reliability and testing, and operation and maintenance services, regularly conduct compliance reviews of products and services, and complete on-schedule surveillance audits of quality management system certification, thus providing solid compliance support for product and service quality.



Figure: Quality Management System Certification Certificate

Customer Service System

Z.AI is committed to creating value for our customers. Relying on the integrated MaaS platform, models and AI agent solutions, and multiple deployment options, we provide intelligent services tailored to diverse customer needs, thus sharing success with our customers. We continuously improve product accessibility, prioritise user-friendly design, optimise digital processes to enhance delivery efficiency, and establish an efficient after-sales support network to resolve user issues promptly and ensure normal product availability.

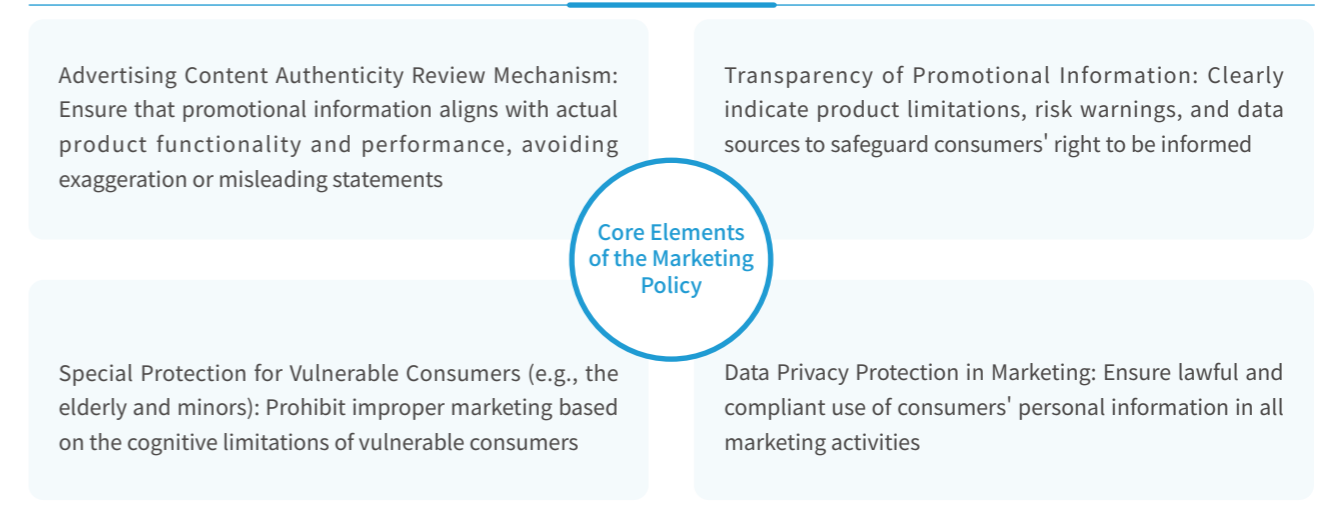


The Company has established multiple channels to collect and address customer opinions, and offers users convenient means for submitting complaints and reports. In 2025, the Company did not receive any material customer complaints, and was not subject to any pending or threatened litigation, arbitration or administrative proceedings.

The Company places great emphasis on customer satisfaction management and strictly complies with the *Law of the People's Republic of China on the Protection of Consumers' Rights and Interests*. Leveraging our proprietary AI agent technology, we have established a quality inspection system for customer service scripts. Relying on a multi-dimensional evaluation model, the system accurately extracts key information from dialogues and conducts scientific scoring for core indicators such as service attitude, communication skills, and problem-solving capabilities, thereby helping the Company quickly identify service shortcomings. The Company collects user feedback and complaints through all available channels and continuously improves its customer satisfaction survey mechanism from various perspectives, such as service quality, service outcomes, and complaint response timeliness. To address user concerns regarding customer service responsiveness and problem resolution efficiency, the Company continuously optimises the customer service workflow processes and service quality management systems, promoting ongoing enhancement of the customer experience.

Responsible Marketing

Z.AI consistently regards responsible marketing as a core principle in brand building and business development. In this regard, the Company strictly complies with the *Advertising Law of the People's Republic of China* and the *Law of the People's Republic of China on the Protection of Consumers' Rights and Interests*, and follows the basic guidelines of "truthfulness, accuracy, fairness, impartiality, and respect for consumers". The Company has formulated a clear marketing policy which regulates advertising, promotional, and sales activities to ensure that all marketing activities comply with legal, regulatory and ethical standards.



Z.AI promotes responsible marketing as an important measure for compliant operations and the fulfilment of social responsibilities, and clearly communicates the core requirements and specific standards of responsible marketing to marketing personnel involved in market promotion and brand communication. In addition, the Company strictly adheres to laws, regulations, and internal compliance guidelines, prohibits false advertising, misleading practices, and other such practices, and guides marketing personnel to uphold the principle of truthful, compliant, and honest marketing and convey positive brand values, thus promoting sustainable development in a responsible manner.



Shared Ecosystem Value

Z.AI, centred on a large AI model technology ecosystem, strives to promote responsible supply chain management and enhance partner capabilities. Through financial donations and contributions of technological tools, the Company empowers educational institutions, academic organisations, and AI industry alliances to actively practise “technology for good” .

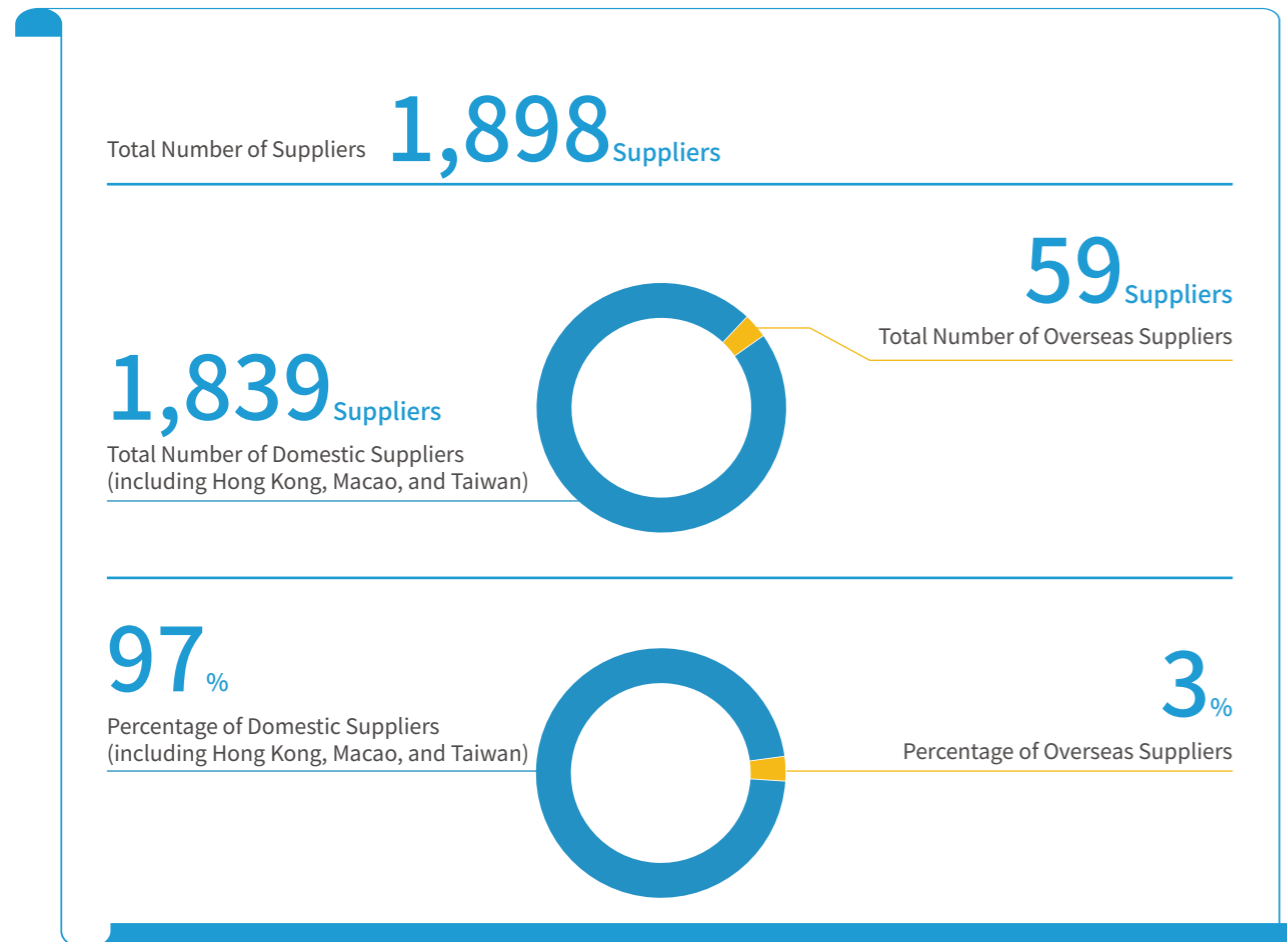
Supply Management

Z.AI adheres to the principles of mutual benefit and win-win cooperation, abides by relevant laws and regulations, and is committed to building a clean, transparent, and sustainable supply chain. The Company continuously optimises procurement processes to ensure fairness and transparency in procurement activities, persistently improves the supplier management system, and maintains stable collaboration with high-quality suppliers, thus jointly promoting sustainable commercial and societal development.

Supply Chain Management System

Z.AI continuously regulates supplier management in accordance with the Measures for the Management of Procurement by Public Bidding and the Supplier Management Measures to achieve effective supply chain management, laying a foundation for long-term sustainable development. Supplier management is under the purview of the Procurement Department, with coordination and cooperation from the Requesting Departments, the Finance Department, and the Internal Audit Department, to strengthen the lawful and compliant supervision over supplier admission and evaluation.

2025



Lifecycle Management

Z.AI has established a comprehensive supplier lifecycle management framework, covering supplier development and access, communication and maintenance, performance evaluation, as well as termination and exit mechanisms. ESG principles are integrated into each stage of the process to ensure a resilient and responsible supply chain. All suppliers are subject to the following supplier management process.



Supplier Access

- ◆ Supplier Sourcing: The Company adheres to the principles of integrity, unified management, consistency, and fair competition for supplier sourcing. We ensure full compliance with relevant laws and regulations while maintaining a balanced approach between supplier diversity and quality.
- ◆ Supplier Access: The Company has established supplier access criteria based on business qualification requirements and standards in areas including safety, environmental protection, technical performance, quality management systems, and creditworthiness. For instance, computing power suppliers are selected only if they meet environmental compliance requirements.



Supplier Evaluation

- ◆ Routine Evaluation: Suppliers' creditworthiness, quality, and performance are evaluated on a semi-annual basis. Performance ratings are classified as Excellent, Qualified, Requires Improvement, or Unqualified.
- ◆ Linkage Mechanism: Evaluation results are integrated into procurement policies and credit management, and serve as the basis for supplier incentives and exit, forming effective positive incentives and negative constraints.



Supplier Termination

- ◆ Supplier Termination: Suppliers exhibiting abnormal performance, substandard products or services, transaction disputes, dishonesty, information leakage, breaches of business ethics, or the provision of falsified information may face measures such as reduction in procurement volume, suspension of procurement, or blacklisting, depending on the severity of the issue.
- ◆ Supplier Exit: Suppliers that are blacklisted, or receive consecutive unqualified ratings and fail to meet rectification targets, shall be removed and exited.

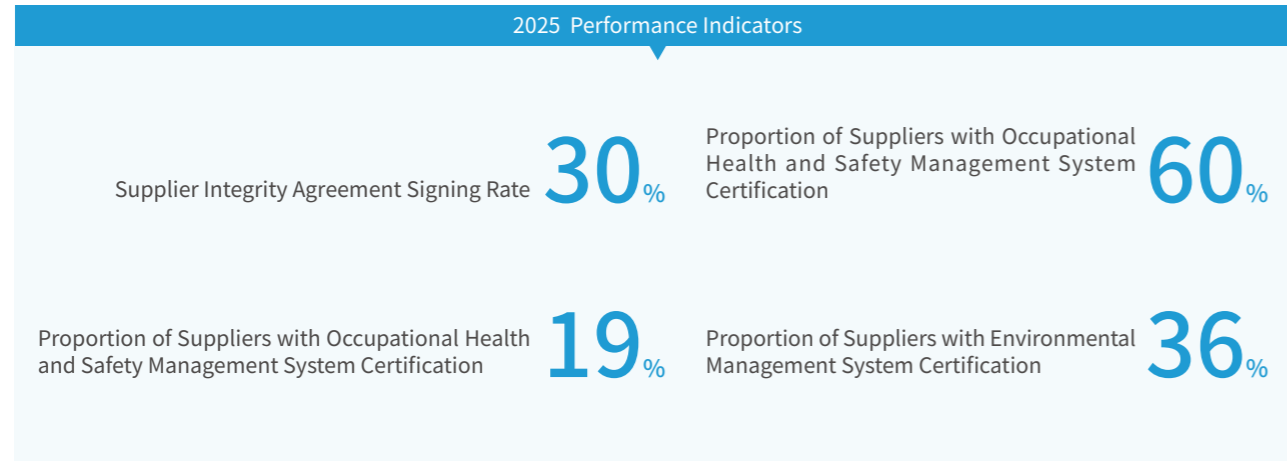


Supplier Maintenance

- ◆ Mutual Visit System: Through regular mutual visits and on-site inspections, the Company strengthens communication and collaboration with suppliers, gains insights into market conditions and product development trends, and communicates requirements concerning environmental compliance, labour standards, and ethical business practices
- ◆ Complaint Channels: The Company provides multiple supplier complaint channels, including telephone, email, social media and online customer service, to collect supplier feedback in a timely manner and establish a transparent and smooth communication mechanism.

Sustainable Supply Chain Management

Z.AI is committed to building a safe, sustainable and digital supply chain ecosystem, working with partners to enhance industrial chain resilience and value creation capabilities.



Sustainable Supply Chain

- ◆ Sustainable Procurement: The Company evaluates suppliers based on ESG-related certifications, including ISO 14001 (Environmental), ISO 45001 (Occupational Health and Safety), and ISO 9001 (Quality), prioritizing certified suppliers.
- ◆ Integrity and Compliance Management: All approved suppliers are required to sign the Agreement on Transparent Procurement and the Integrity Agreement. In 2025, 30% of suppliers have completed the signing process.



Digital Supply Chain

- ◆ Digital Management: We have developed an OA information system for supplier management. By enhancing electronic record-keeping for supplier access, data updates, and related processes, the Company is progressively moving toward digital management of suppliers.

Environmental Assessment Communication with Computing Power Suppliers

In the process of screening computing power suppliers, our procurement team engaged in targeted communication with suppliers regarding environmental protection and energy-saving measures through commercial negotiations and on-site inspections. We clearly communicated our focus on “green computing power” and prioritised partners that use clean energy or have a sound carbon emission management system. Through these targeted communications, the Company has effectively guided its supply chain towards improved environmental sustainability, further advancing the development of a sustainable supply chain.

Social Contribution

Z.AI recognises that advancements in artificial intelligence should be directed towards enhancing social well-being. In 2025, the Company deeply integrated large model capabilities with social responsibility and continued to invest resources in supporting education, the development of technology talent, and the donation of technology-enabled research tools. Through cross-industry resource integration, we aim to break down technological barriers and provide substantive support for future technology innovators. During the Reporting Period, the Company's total cumulative donations for public welfare reached RMB 13.47 million.

2025 Amount Invested in Voluntary Public Welfare Activities **13.47** million RMB

Social Welfare Initiatives



Setting Up Special Scholarships

The Company has made donations to several university education foundations to establish dedicated AI scholarships, recognizing outstanding students with exceptional potential in AI, alleviating research pressures, and fostering innovation.

Promoting AI Education for All

The Company actively supports AI education empowerment programmes. Through financial contributions, we promote knowledge of large-scale AI models among youth and university students, help bridge the digital divide, and contribute to the enhancement of national digital literacy.



Technology-enabled Research Tools



Leveraging our technological strengths, we donated cutting-edge large model products such as the AI Programming Assistant All-in-One Machine to academic and educational organisations. Through free licensing and technical support, the Company effectively improved the development efficiency of researchers and students, and promoted the wide application of artificial intelligence in academic research.

Responsible Operations

Z.AI has continuously improved its corporate governance structure and Board operating mechanisms in accordance with applicable laws, regulations and regulatory requirements, strengthened remuneration incentives and independent supervision arrangements, and integrated ESG factors into business decisions. In addition, the Company has established a comprehensive compliance and risk management system to uphold business ethics, anti-corruption practices, and fair competition, ensuring sound and responsible operations.

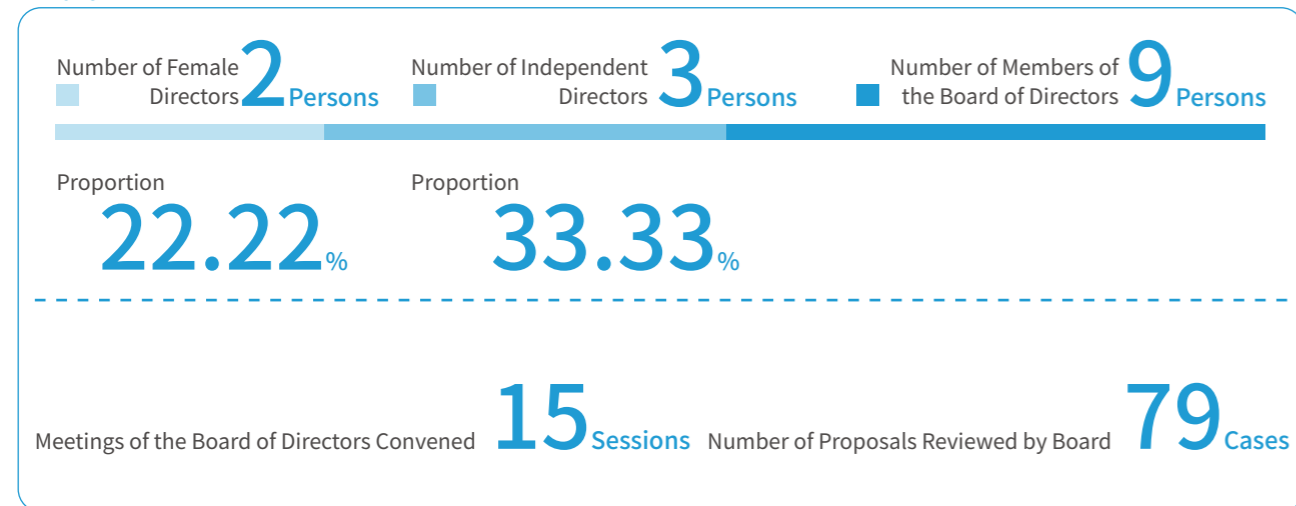
Governance System

Z.AI strictly complies with applicable laws and regulations of Hong Kong Special Administrative Region (HKSAR), as well as requirements of the Securities and Futures Commission (SFC) and the Stock Exchange of Hong Kong (SEHK), and has continuously refined its internal governance framework. The Company has built a complete, professional and effective governance structure to safeguard the independence, diversity and professionalism of the Board of Directors.

Board Composition

As of the end of the Reporting Period, the Board consisted of nine Directors: three Executive Directors, three Non-Executive Directors and three Independent Non-Executive Directors, with two female Directors.

2025



The Nomination Committee conducts an annual evaluation of the Board's effectiveness, with a focus on independence, diversity and professionalism. It reviews the Board's structure, size and composition, assesses the skills and experience of Board members, and provides recommendations to the Board on reappointment and succession planning to ensure effective functioning of the Board.



Independence

- The Company currently has three Independent Non-Executive Directors, representing one-third of the Board, in compliance with the requirements of the SFC, SEHK, and other applicable regulations.
- The Company conducts rigorous reviews of the independence of each Independent Non-Executive Director to ensure they hold no positions in the Company or its major shareholder entities, other than their role as Independent Non-Executive Director.



Diversity

- The Board has adopted a Board Diversity Policy aimed at achieving diversity by considering a range of factors, including but not limited to talent, skills, gender, age, cultural and educational background, ethnicity, professional experience, independence, knowledge, and length of service, thereby ensuring diverse perspectives in Board decision-making.
- In appointing Directors, the Company emphasizes competence and qualifications while actively promoting gender balance. The Board currently includes two female Directors, representing 22.22% of its members.
- The Nomination Committee reviews the Board Diversity Policy and its implementation from time to time to monitor its ongoing effectiveness.



Professionalism

- The Board possesses a balanced mix of knowledge, skills, and experience across a range of areas, including but not limited to computer science, artificial intelligence research, business management, investment, accounting, consulting, and marketing.
- Board members hold academic qualifications in various disciplines, including computer science, engineering, economics, and business administration.

The Board has four standing committees: the Audit Committee, Remuneration Committee, Nomination Committee, and ESG and Strategy Committee. Each committee reports to the Board and carries out its duties in accordance with the Articles of Association and the authority granted by the Board.

- Audit Committee**
 - Exercise the powers of the Supervisory Board
 - Review financial reports, accounting policies and internal controls
 - Assess the independence of external auditors and the effectiveness of audit procedures
- Remuneration Committee**
 - Formulate and review remuneration policies for Directors and Senior Management
 - Assess performance and oversee the implementation of the remuneration system
- Nomination Committee**
 - Establish selection criteria and procedures
 - Assess the Board structure and diversity
 - Assess the independence of Independent Non- Executive Directors
- ESG and Strategy Committee**
 - Direct and oversee ESG-related activities, and research, monitor, and manage ESG goals, policies, and material ESG risks
 - The ESG and Strategy Committee is composed of three Directors

Senior Management Remuneration Management

Z.AI has established a scientific senior management remuneration system to attract, retain and motivate outstanding talent and drive long-term value creation. The system aligns remuneration with the duties of Directors and Senior Management, and market benchmarks. It comprises fixed salary, allowances, discretionary bonuses, and pension contributions. The Remuneration Committee oversees the implementation of remuneration policies and ensures procedural fairness.

Risk Prevention and Control

Z.AI regards risk management as the cornerstone of sound operations. We integrate risk prevention and control into strategic planning and daily operations. Guided by the Three Lines of Defence for risk management, the Company has built a full-cycle mechanism covering risk identification, management, monitoring and adjustment, ensuring sustainable value creation within controlled risk levels.

Organizational Structure

Guided by the Three Lines of Defense, the Company has established a comprehensive risk management structure, enabling efficient collaboration among governance, management and operational levels. This framework clarifies and strengthens departmental responsibilities, embedding risk management into strategy and daily operations.

“Three Lines of Defense” for Risk Management

Level	Main Responsibilities
Board of Directors	Review risk management policies and material risk matters to ensure that the risk exposures are aligned with strategic objectives
Senior Management	Implement specific risk management measures and regularly report risk status to the Board to keep the decision-making level updated
Risk Management Department	Coordinate and drive business units to implement risk identification, assessment and response processes

Management Measures

Z.AI has established a full-cycle risk management mechanism covering risk identification, control and dynamic adjustment, enabling precise and adaptive responses to key risks across market, operational, compliance, and strategic areas. Material risks are effectively assessed and tracked in a timely manner, while non-material risks are managed hierarchically, so as to strengthen risk prevention and control in all dimensions. During the Reporting Period, the Company maintained sound operations. No material litigation, arbitration cases or other risk events that could have a material adverse impact on the Company’s financial position and operating results occurred.

Risk Management Process



Business Ethics

Z.AI upholds integrity in operations, taking compliance and business ethics as fundamental safeguards for maintaining industry order and guaranteeing high-quality development. We strictly comply with domestic and international laws and regulations, embedding compliance awareness and an ethical culture into our corporate DNA to foster a fair, transparent and collaborative AI ecosystem.

Compliant Operations

The Company is committed to integrity, adheres to business ethics and compliance standards, and strengthens compliance management, audit supervision, and ethical controls to build a robust operational defense. We drive improvements in management, risk control, and value creation through effective governance, laying a solid foundation for high-quality development.

Legal and Compliance Management

Z.AI strictly complies with the Company Law of the People’s Republic of China, the Listing Rules and other domestic and overseas laws and regulations. We have formulated the Management Measures for Legal Affairs, Internal Control System, Management Measures for Corporate System and Process and other policies, which define hierarchical approvals, full life-cycle process management, and IT system integration requirements. A robust legal and compliance management framework, along with an internal control mechanism, has been implemented, embedding compliance into decision-making, execution, and supervision across all operational areas.

The Legal Affairs Department and Internal Control and Audit Department work closely to build a compliance defence system centred on the Dual Compliance Sign off Mechanism. The Legal Affairs Department is responsible for formulating legal management policies and conducting legality reviews. The Internal Control and Audit Department oversees the development of the internal control system and ensures its alignment with the overall governance framework. This ensures that all policies and regulations are both legally compliant and consistent with the internal governance structure. A three-tiered supervision system — comprising quarterly self-inspections, annual special inspections, and comprehensive audits conducted by the audit department — enables the prompt identification and mitigation of potential risks. Compliance performance is incorporated into employee performance evaluations to reinforce accountability across the entire organization.

The Company considers internal audit essential for standardizing operations and mitigating risks, facilitating the identification and enhancement of issues at the institutional, procedural, and policy levels. By formulating and implementing two core systems, the Internal Audit System and the Exit Audit System, Company continuously strengthens its audit supervision framework, standardising audit procedures and accountability mechanisms. The Internal Control and Integrity Department is the internal audit execution body. Internal audits cover financial revenues and expenditures, internal control implementation and operational efficiency, with a focus on anti-fraud investigations and ethical governance. During the Reporting Period, the Company conducted four special exit audits for departing Senior Management, covering performance, major project delivery, team management and other areas during their tenure. Formal audit reports were issued to ensure compliance with management handover and business continuity.

Z.AI is committed to embedding compliance awareness in mindset and practice. We conduct company-wide general training for all employees, as well as tiered and categorized legal and compliance training tailored to different job requirements. The training covers key areas including data privacy protection, export control, cross-border compliance, and overall safety awareness.

2025



Special Training on Data Security and Privacy Compliance

In 2025, Z.AI engaged external professional institutions to deliver mobile application privacy compliance training for security and business teams, covering privacy compliance testing methods and practical operational points. This strengthened on-the-job compliance capabilities of relevant personnel and supported data compliance remediation across multiple product lines.

Trade Compliance Training

In 2025, Z.AI partnered with external specialist law firms to provide export control compliance training for procurement and sales teams, and overseas business compliance training for product and international teams. The sessions focused on key topics including the legal and regulatory framework for export control, identification of controlled items, compliance with cross-border data transfer, and overseas market access. These efforts significantly enhanced the ability of relevant personnel to identify and mitigate cross-border compliance risks, providing robust support for the Company's global expansion strategy.

Anti-Commercial Bribery and Anti-Corruption

Z.AI has always considered integrity the cornerstone of its growth, maintaining high standards of business ethics and firmly rejecting corruption and bribery. We strictly comply with the Anti-Money Laundering Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China and other laws and regulations. We have formulated and implemented core policies including the Code of Ethical Conduct for Employees, the Sales Management System, the Procurement Management System, and the Internal Audit System, clearly regulating processes for high-risk areas and comprehensively preventing corruption and bribery. During the Reporting Period, no litigation involving commercial bribery or corruption occurred.

Z.AI has established an anti-corruption governance structure under the leadership of the Board. The Audit Committee is responsible for overall supervision, and the Internal Control and Audit Department coordinates implementation, maintaining a regular anti-corruption monitoring mechanism. We have also formed the Sunshine Management Committee consisting of Senior Management, with a dedicated email as an independent reporting channel, ensuring anonymous reporting and protection against retaliation.

A special reward fund has been established to encourage real-name reporting. Cash rewards are granted to whistle blowers who provide verified key evidence. The Company provides anti-corruption training for the Board of Directors and incorporates business ethics and integrity into the core onboarding curriculum for new employees. This ensures that compliance awareness is embedded in the day-to-day business decisions of the Board, senior management, and staff.

Z.AI applies strict ethical access and full-cycle management to suppliers. Annual special audits and conflict-of-interest checks are conducted for key roles including sales and procurement.

Supplier Integrity Management Measures

At access level, suppliers must sign a No Conflict of Interest Undertaking and Agreement on Transparent Procurement, which prohibit any conflicts of interest with procurement personnel.

A procurement blacklist is in place. We follow a "one-strike" system for suppliers involved in commercial bribery, violations of laws or regulations, or providing falsified documents. Such suppliers are permanently blacklisted.

Supplier complaint channels (hotline, email, online form, etc.) are available for two-way feedback and supervision.

Procurement staff must abide by mutual visit standards and confidentiality rules. The Internal Control and Audit Department exercises independent supervision over supplier access and evaluation, ensuring that procurement activities are conducted in compliance with laws and regulations, and fostering a fair and equitable supply chain.

Anti-Unfair Competition

Z.AI strictly complies with the Criminal Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China and other applicable regulations to maintain a healthy industry environment, promote fair business competition, and firmly oppose illegal practices such as monopolies and unfair competition.

The Company respects market regulations and regularly reviews the compliance of its cooperation models and commercial terms. We are committed to fostering positive interactions with industry peers and collectively building an open, collaborative AI ecosystem. Given the characteristics of the large-model AI industry, the Company places a high priority on the security of its core algorithms, code, and data assets. We incorporate special sessions on fair competition and data security into new employee training. By explaining industry regulations and sharing real-world cases, we explicitly prohibit monopolistic practices and the infringement of trade secrets.

During the Reporting Period, no litigation cases arising from unfair competition practices, nor any material administrative fines imposed in connection with unfair competition occurred in the Company.

Appendix I: Key Performance

Environmental Performance			
Performance Indicators		Unit	2025
Direct GHG Emissions (Scope 1)		tCO ₂ e	0
Indirect GHG Emissions (Scope 2)		tCO ₂ e	596.41
Water Consumption		Ton	20,035.5
Total Water Consumption Intensity ¹¹		Ton/RMB 10,000	0.2766
Direct Energy Consumption		tce	0
Indirect Energy Consumption-Total Electricity Consumption ¹²		kWh	1,124,032
Total Electricity Consumption Intensity ¹³		kWh/RMB 10,000	15.5181
Social Performance			
Performance Indicators		Unit	2025
Total Number of Employees ¹⁴		Person	937
Number of Employees by Gender	Male Employees	Person	640
	Female Employees	Person	297
Number of Employees by Age Group	29 Years Old and Below	Person	353
	30-39 Years Old	Person	500
	40-49 Years Old	Person	77
	50 Years Old or Above	Person	7
Number of Employees by Hierarchy	Senior Management	Person	4
	Middle Management	Person	98
	Frontline Employees	Person	835
Number of Employees by Educational Background	Junior College and Below	Person	47
	Bachelor's Degree	Person	425
	Master's Degree and Above	Person	465
Number of Employees by Region	North China	Person	783
	Northeast China	Person	0
	East China	Person	109

¹¹Total Water Consumption Intensity = Total Water Consumption ÷ Total Operating Revenue

¹²Total electricity consumption is purchased electricity

¹³Total Electricity Consumption Intensity = Total Electricity Consumption ÷ Total Operating Revenue

¹⁴The scope of employee statistics covers all permanent staff of all consolidated financial entities of Z.AI as of December 31, 2025. During the reporting period, the total number of permanent staff stood at 1,094

Number of Employees by Region	Central China	Person	0
	South China	Person	38
	Southwest China	Person	6
	Northwest China	Person	0
	Overseas Regions (including Hong Kong, Macao and Taiwan regions)	Person	1
Total Employee Turnover		Person	445
Total Employee Turnover Rate ¹⁵		%	28.64
Turnover Rate by Gender	Turnover Rate of Male Employees	%	28.70
	Turnover Rate of Female Employees	%	28.52
Turnover Rate by Age Group	Turnover Rate of Employees Aged 29 and Below	%	20.40
	Turnover Rate of Employees Aged 30-39	%	34.40
	Turnover Rate of Employees Aged 40-49	%	49.35
	Turnover Rate of Employees Aged 50 and Above	%	42.86
Turnover Rate by Educational Background	Turnover Rate of Employees with a College Diploma or Below	%	12.77
	Turnover Rate of Employees with a Bachelor's Degree	%	40.24
	Turnover Rate of Employees with a Master's Degree or Above	%	23.23
Turnover Rate by Region	Turnover Rate in North China	%	27.97
	Turnover Rate in Northeast China	%	0
	Turnover Rate in East China	%	32.11
	Turnover Rate in Central China	%	0
	Turnover Rate in South China	%	68.42
	Turnover Rate in Southwest China	%	66.67
	Turnover Rate in Northwest China	%	0
	Turnover Rate in Overseas Regions (including Hong Kong, Macao and Taiwan Regions)	%	100
Paid Annual Leave Per Capita		Day	7.3
Total Training Sessions		Session	40
Total Training Duration		Hour	80
Total Number of Training Attendances		Person-times	37,480
Percentage of Employees Trained ¹⁶			

¹⁵Turnover Ratio = Number of departures in the category / Average headcount in the category × 100%

¹⁶Percentage of Employees Trained = Number of Employees Participating in Training in the Category / Total Number of Employees in the Category * 100%

Percentage of Employees Trained		%	100
By Gender	Percentage of Male Employees Trained	%	100
	Percentage of Female Employees Trained	%	100
By Employee Type	Percentage of Senior Management Trained	%	100
	Percentage of Middle Management Trained	%	100
	Percentage of Frontline Employees Trained	%	100
Average Training Hours per Employee ¹⁷			
Average Training Hours per Employee		Hour	80
By Gender	Average Training Hours per Male Employee	Hour	80
	Average Training Hours per Female Employee	Hour	80
By Employee Type	Average Training Hours per Senior Management	Hour	80
	Average Training Hours per Middle Management	Hour	80
	Average Training Hours per Frontline Employee	Hour	80
Total Investment in Employee Care and Assistance		RMB 10,000	175.8
Employee Care Activities		Time	5
Work Order Resolution Rate		%	100
Number of Work-Related Deaths		Person	0
Proportion of Work-Related Deaths		%	0
Lost Workdays due to Work-related Injury ¹⁸		Day	68.5
Coverage Rate of Occupational Health Checkup		%	100
Formulation of National Standards		Item	1
Formulation of Industry Standards		Item	2
Formulation of Group Standards		Item	1
Investment in R&D		RMB 10,000	318,040
Number of Invention Patents Applied to Core Business Operations		Item	86
Cumulative Number of Authorised Patents as of the End of the Year		Item	86
Number of Patent Applications Filed during the Year		Item	75
Number of Patents Authorised during the Year		Item	15
Cumulative Number of Software Copyright Registrations as of the End of the Year		Item	153

¹⁷Average Training Hours per Employee = Total Training Hours Completed by Employees in the Category ÷ Total Number of Employees in the Category * 100%

¹⁸Working days are calculated in accordance with national standards, with 248 working days per year and total working hours calculated as total working days * 8 hours

Number of Software Copyright Registrations during the Year		Item	10
Number of Data Security/Customer Privacy Protection Training		Session	3
Total Hours of Data Security/Customer Privacy Protection Training		Hour	34
Number of Participants in Data Security/Customer Privacy Protection Training		Person-times	32
Total Number of Suppliers		Supplier	1,898
By Region	Total Number of Domestic Suppliers (including Hong Kong, Macao, and Taiwan)	Supplier	1,839
	Percentage of Domestic Suppliers (including Hong Kong, Macao, and Taiwan)	%	97
	Total Number of Overseas Suppliers	Supplier	59
	Percentage of Overseas Suppliers	%	3
Supplier Integrity Agreement Signing Rate		%	30
Proportion of Suppliers with Quality Management System Certification		%	60
Proportion of Suppliers with Environmental Management System Certification		%	36
Proportion of Suppliers with Occupational Health and Safety Management System Certification		%	19
Amount Invested in Voluntary Public Welfare Activities		million RMB	13.47
Governance Performance			
Performance Indicators		Unit	2025
Number of Members of the Board of Directors		Person	9
Number of Female Directors		Person	2
Proportion of Female Directors		%	22.22
Number of Independent Directors		Person	3
Proportion of Independent Directors		%	33.33
Meetings of the Board of Directors Convened		Session	15
Number of Proposals Reviewed by Board		Case	79
Number of Training Sessions on Risk Control Compliance		Session	4
Duration of Training Sessions on Risk Control Compliance		Hour	19
Number of Participants in Risk Control and Compliance Training		Participants	1,000
Litigation Cases Due to Bribery and Unfair Competition		Case	0
Amount Involved in Major Administrative Penalties Due to Bribery and Unfair Competition		RMB 10,000	0

Appendix II: Index of the Environmental, Social and Governance Reporting Code of the Stock Exchange of Hong Kong Limited

Aspect	Content	Chapters and Sections
Environment		
Aspect A1: Emissions		
General Disclosure	relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Environmental management
A1.1	The types of emissions and respective emissions data.	Environmental management
A1.2	[Repealed 1 January 2025]	
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental management
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental management
A1.5	Description of emission target(s) set and steps taken to achieve them.	Environmental management
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Environmental management
Aspect A2: Use Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental management
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Environmental management
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Environmental management
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental management
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environmental management
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Environmental management

A3: Environment and Natural Resources		
General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Environmental management
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental management
Aspect A4: Climate Change		
[Repealed 1 January 2025]		
A4.1	[Repealed 1 January 2025]	
Social		
Aspect B1: Employment		
General Disclosure	relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Protection of Employees' Rights and Interests
B1.1	Total workforce by gender, employment type (for example, full- or part time), age group and geographical region.	Protection of Employees' Rights and Interests
B1.2	Employee turnover rate by gender, age group and geographical region.	Protection of Employees' Rights and Interests
Aspect B2: Health and Safety		
General Disclosure	relating to providing a safe working environment and protecting employees from occupational hazards: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Occupational Health and Safety
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Occupational Health and Safety
B2.2	Lost days due to work injury.	Occupational Health and Safety
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Occupational Health and Safety
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	Support for Talent Development

B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Support for Talent Development
B3.2	The average training hours completed per employee by gender and employee category.	Support for Talent Development
Aspect B4: Labor Standards		
General Disclosure	relating to preventing child and forced labor: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Protection of Employees' Rights and Interests
B4.1	Description of measures to review employment practices to avoid child and forced labor.	Protection of Employees' Rights and Interests
B4.2	Description of steps taken to eliminate such practices when discovered.	Protection of Employees' Rights and Interests
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Management
B5.1	Number of suppliers by geographical region.	Supply Management
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Supply Management
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Management
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	Supply Management
Aspect B6: Product Responsibility		
General Disclosure	relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Information security
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not applicable due to lack of relevance to main businesses
B6.2	Number of products and service related complaints received and how they are dealt with.	Customer service
B6.3	Description of practices relating to observing and protecting intellectual property rights	R&D and innovation
B6.4	Description of quality assurance process and recall procedures.	Customer service
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Information security

Aspect B7: Anti-Corruption		
General Disclosure	relating to bribery, extortion, fraud and money laundering: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Business Ethics
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Business Ethics
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
B7.3	Description of anti-corruption training provided to directors and staff.	Business Ethics
Aspect B8: Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Contribution to Society
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Contribution to Society
B8.2	Resources contributed (e.g. money or time) to the focus area.	Contribution to Society
D. Climate-related Disclosure		
(I)	Governance	Response to Climate Change
(II)	Strategy	Response to Climate Change
(III)	Risk Management	Response to Climate Change
(IV)	Metrics and Targets	Response to Climate Change