

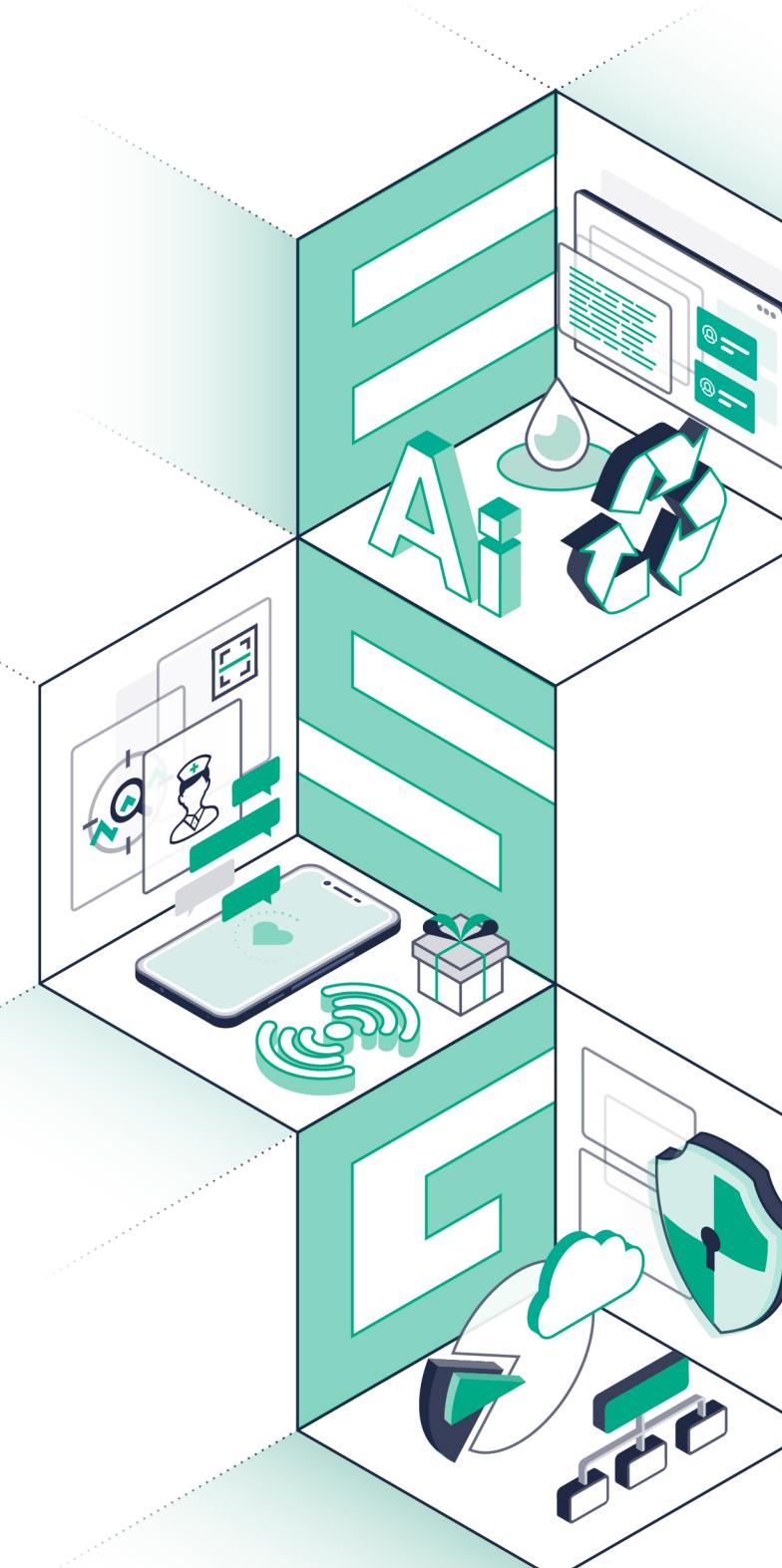


容联云 CLOOPEN

Environmental, Social and Governance Report

In 2020 and the first half of 2021

Cloopen Group Holding Limited



# Environmental, Social and Governance Report

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Cloopen Group Holding Limited

# About the Report

# Contents

This report is the first Environmental, Social and Governance (referred to as "ESG") report issued by Cloopen Group Holding Limited (referred to as "Cloopen"), aiming to communicate with various stakeholders on the company's environmental, social and governance initiatives and performance.

## Time scope

Reporting period is from January 1, 2020 to June 30, 2021, and part of the contents exceeds the above range.

## Report scope

This report covers Cloopen and all its subsidiaries, VIE and other affiliated entities.

## Data source

All information data comes from the company's official documents, statistical reports and financial reports, as well as environmental, social and governance information that has been collected, summarized and audited by the company. The report is published in Chinese and English. If there is any inconsistency, the Chinese version shall prevail. Unless otherwise specified, the currency unit is RMB.

## Referential description

For convenience of presentation and readability, "Cloopen Group Holding Limited" is referred as "Cloopen", "the company", and "we" in the report.

## Report statement

The forward-looking description of the business plan and development strategy mentioned in this report does not constitute the company's substantial commitment to investors.

## Report access

You can browse and obtain this report in the "Investor Relations" section of the Cloopen Group Holding Limited Investor Relations homepage (URL: <https://ir.yuntongxun.com/>).

## From the Chairman

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## From the Chairman

2020 and 2021 are unusual years. The recurrence of the COVID-19 pandemic has brought huge challenges to the operation and development of enterprises, and also brought a lot of trouble to the work and life of each of us. In China, the arrival of the industrial Internet has put forward higher requirements for corporate services. In the US capital market, US-listed Chinese companies are facing an unprecedentedly complicated situation. At the same time, 2020 and 2021 are also precious years, allowing us to further strengthen ourselves and clarify our direction in the face of troubles and challenges, to better serve our users, and to live in harmony with our world.

We always believe that companies should first put people first. We advocate the concept of "Cloopen Family". In the most severe period of the COVID-19 pandemic in early 2020 and the most difficult period for business operations, we insisted on non-scale layoffs and not lowering the salaries and benefits of the majority employees. The middle and high-level leaders of the company unanimously decided and chose to take the initiative to reduce their own salaries to help the company tide over difficulties. From 2020 to 2021, we maintained a steady expansion of the staff size, strengthened employee benefits such as physical examinations and supplement commercial medical insurance. For more than 100 employees working in Wuhan, we have re-leased and renovated higher-quality office buildings to welcome their return.

We have always believed that companies have the responsibility to give back to the society and be good "corporate citizens". In the early stage of the COVID-19 pandemic, through our own products and technical services, we efficiently helped people in many places across the country to quickly apply for the "health code", helped many government organizations build epidemic prevention and control service platforms and epidemic public welfare psychological consultation hotlines, and helped hospitals realize online consultation and diagnosis. More importantly, we insist on innovation, based on digital intellectual transformation capabilities which benefit enterprises and employees with AI technology, and are committed to becoming the corporate model of a new business civilization in the next decade. For example, we open up the digital intelligence capabilities including communication, audio and video platform and AI atom to enterprises to help them realize the value of each employee, give more possibilities in the process of enterprise and human capacity growth, and at the same time allow enterprises, regardless of scale, enjoy the dividends brought by AI technology under the industrial Internet wave.

In this process, we adhere to protecting the user privacy and information security, with systematic system as the requirement, management system certification and information security audit as supervision, and data security technology as the guarantee. We not only pay attention to the information security of our customers, but are also committed to helping our customers do a good job in protecting their end-user privacy. For example, we use the "virtual intermediate number" to protect the privacy of the communicating parties in the vast O2O scenes.

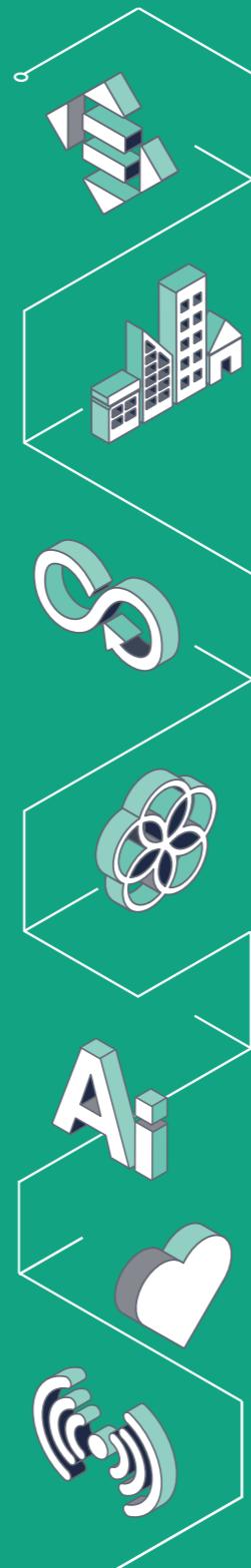
In this report, we will share our efforts and progress in social responsibility through data and cases. I would like to again show my gratefulness to our employees, customers and partners. We are confident that with everyone's joint efforts, our world will definitely become better and better.

# To Enhance the Daily Communication Experience and Operational Productivity for Enterprises

In the era of the Internet of Everything, Cloopen actively expands communication boundaries, crosses communication barriers, and provides enterprise customers with comprehensive communication services in a cloud-based and intelligent manner, including CPaaS (communications platform as a service, including voice, SMS, etc.), CC (cloud-based contact center), UC&C (cloud-based unified communications and collaboration, including IM, enterprise mobile portal, visual intelligence industry solutions, etc.) to help companies around the world improve their communication experience and operational efficiency. We coordinated and promoted the coordination and sustainable development of enterprises, the public goodness of environment and society, and fully responded to the United Nations' 17 Sustainable Development Goals. Under the guidance of the global goals of eradicating poverty, protecting the earth, and ensuring shared prosperity for all, we deeply promoted the practice of SDG10 (Reduced Inequalities), SDG11 (Sustainable Cities and Communities), SDG12 (Responsible Consumption and Production) and SDG17 (Partnerships for the Goals), and make active efforts to achieve a blueprint for a better and more sustainable future.

Cloopen is dedicated to fulfilling its social responsibility mission. In this era of symbiosis with AI, we, as the pioneers of China's "communication + AI" industry, have always adhered to the pursuit of inclusive technology and maintaining a warm communication while assisting the progress of the corporate communications industry with AI technology. We apply a series of products such as virtual banking counters, intelligent voice robots, intelligent agent assistants, and intelligent training robots to optimize the traditional large-team customer service into the "artificial intelligence + small customer service team" model to help finance, government affairs and other industries to transform from the traditional offline operation mode to the remote operation of man-machine coordination, and liberate the labor force while realizing the iterative upgrade of the enterprise contact center and reducing costs and increasing efficiency. We use IM instant messaging, video conferencing and other forms of communication to establish group meetings and seamless connection of multiple terminals to ensure global digital communication and realize remote connections between individuals and groups. We apply visual intelligence technology and solutions to realize the "Internet + co-construction, co-governance and sharing" model. For example, in manufacturing and construction sites, we improve construction site's level of informatization and provide technical support and intelligent control methods for the rapid establishment of the construction site security system, to ensure the safety of workers and construction sites.

In the process of these technological evolutions and business advancements, we always believe that truly efficient and beautiful communication is not only to use technical means to quickly reach and respond to others, but more importantly, is to understand customer needs, consider the feelings of every individual in every communication, and let every communication create more value. Adhering to the belief of "combining efficiency and humanization", we are constantly committed to making technology "more understanding" and "more considerate" through technological innovation, persisting in maintaining the temperature and attitude of communication to reshape the boundaries of communication as desired.



# About the Company

## Company Profile

Cloopen Group Holding Limited (NYSE: RAAS) is China's leading intelligent multi-capability cloud-based communications solution provider and a national high-tech enterprise. The company is headquartered in Beijing, and has branches in Shanghai, Guangzhou, Shenzhen, Wuhan, Chengdu, Hangzhou, Tokyo, Malaysia and other places.

The company has been engaged in cloud-based communications services since 2014, and successfully got listed in the New York Stock Exchange in 2021, becoming the pioneer of Chinese SaaS companies going public in the United States. Based on cloud computing and artificial intelligence series technologies, Cloopen provides comprehensive communication and digital services for enterprises. Our products or services include CPaaS (communication platform as a service, including voice, SMS, etc.), CC (cloud-based contact center), UC&C (cloud-based unified communications and collaboration, including IM, enterprise mobile portal, visual intelligence industry solutions, etc.). The company's services cover the Internet, finance, manufacturing, energy and other industries. We are committed to realizing cost reduction and efficiency increase to better support businesses' marketing needs and drive their digital and intelligent transformation by integrating our capabilities in communications, big data and AI, and driving China's corporate communications industry to become more internet and cloud-based, and achieve integration and intelligence.

As of the first half of 2021

**1,300+** employees    **~13,000** active customers

dozens of patents,  
hundreds of software  
copyrights,  
CMMI5 certification



To enhance the daily communication experience and operational productivity for enterprises.

## Company Honor

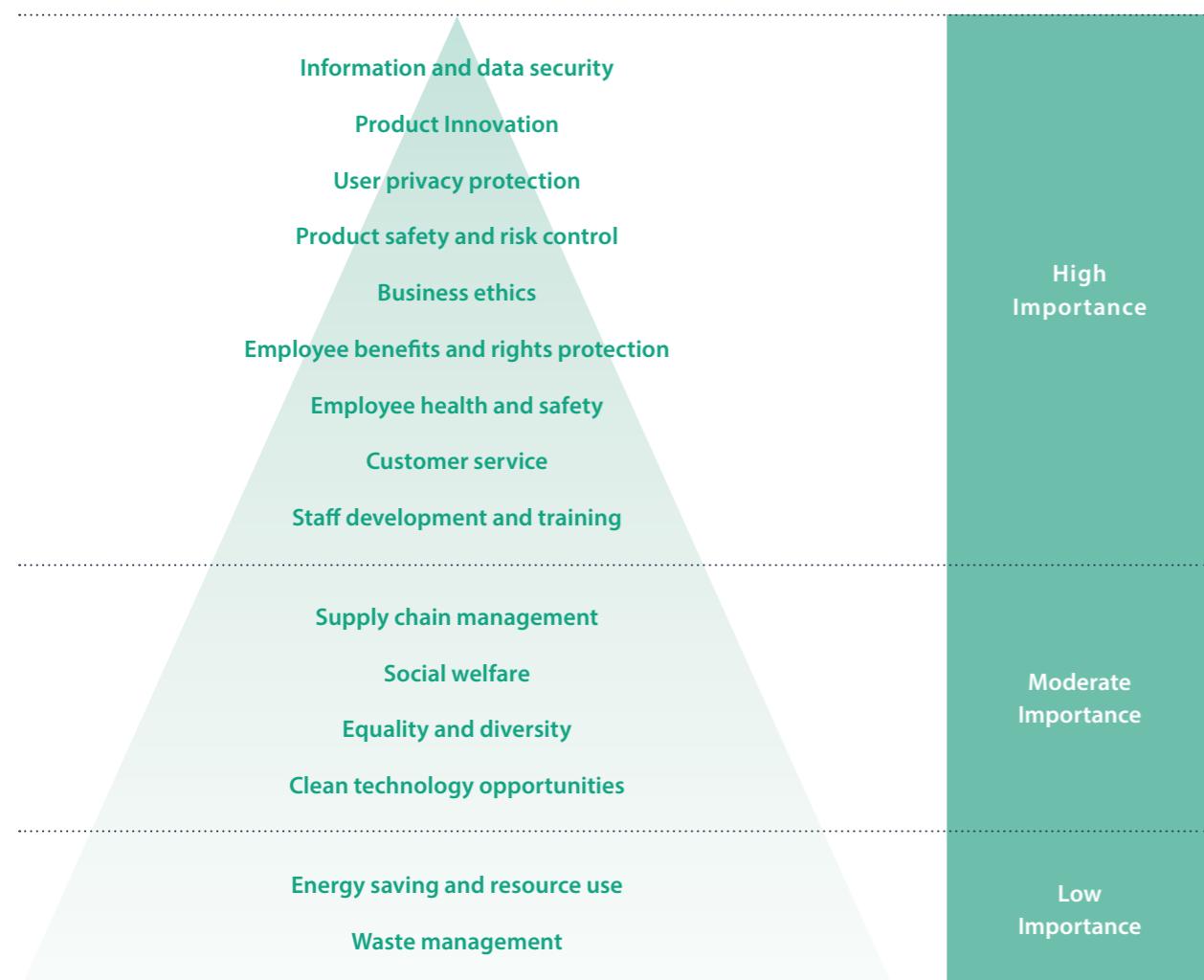


## Stakeholder Communication and Major Issue Determination

Cloopen attaches great importance to communication with stakeholders, continues to understand the issues of concern from various stakeholders, establishes a diversified communication feedback mechanism, creates effective communication methods in daily work and actively listens to the opinions and suggestions of all stakeholders.

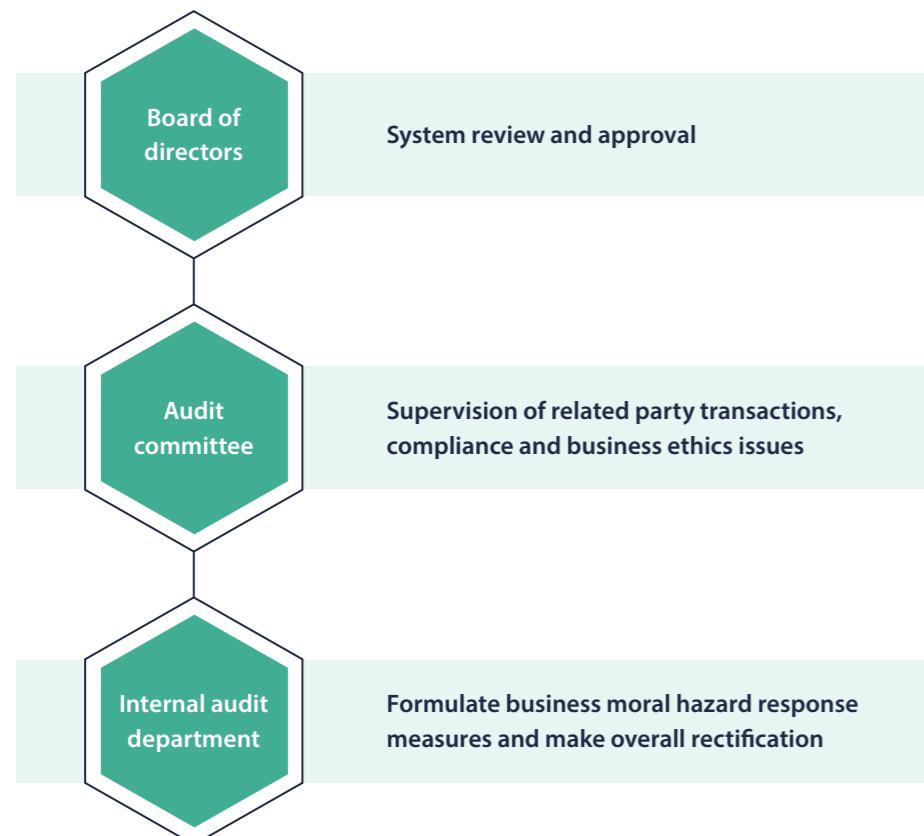
Stakeholders	Issues of concern	Way of communication
<b>Government and regulatory agencies</b>	<ul style="list-style-type: none"> <li>Compliance management</li> <li>Pay taxes in compliance with the law</li> <li>Increase employment opportunities</li> <li>Promote the healthy development of the economy</li> </ul>	<ul style="list-style-type: none"> <li>Daily reporting and communication</li> <li>Participate in major conferences and events</li> <li>Government special investigation</li> <li>Accept supervision</li> <li>Participate in the formulation of industry standards</li> </ul>
<b>Shareholders and investors</b>	<ul style="list-style-type: none"> <li>Transparent operation</li> <li>Solid return</li> <li>Corporate governance</li> <li>Risk control</li> </ul>	<ul style="list-style-type: none"> <li>Periodic reports and announcements</li> <li>Roadshows and investor meetings</li> <li>Submission of Resolutions of the Shareholders' Meeting</li> <li>Company official website</li> </ul>
<b>Customer</b>	<ul style="list-style-type: none"> <li>Smart products</li> <li>Satisfactory service</li> <li>Smooth communication channels</li> </ul>	<ul style="list-style-type: none"> <li>Intelligent service process</li> <li>Customer satisfaction survey</li> <li>Regular communication with customers</li> </ul>
<b>Suppliers and partners</b>	<ul style="list-style-type: none"> <li>Clean business environment</li> <li>Integrity and mutual benefit</li> <li>Long-term stable cooperation</li> </ul>	<ul style="list-style-type: none"> <li>Strategic cooperation</li> <li>Daily communication</li> <li>Stakeholder investigation</li> </ul>
<b>Staff</b>	<ul style="list-style-type: none"> <li>Employee rights protection</li> <li>Career development</li> <li>Occupational health and safety</li> <li>Employee care</li> </ul>	<ul style="list-style-type: none"> <li>Employee training</li> <li>Complaint channels</li> <li>Flat communication</li> <li>Caring activities</li> </ul>
<b>Community and industry organizations</b>	<ul style="list-style-type: none"> <li>Participate in social welfare</li> <li>Drive community development</li> <li>Build a harmonious community</li> <li>Promote industry development</li> </ul>	<ul style="list-style-type: none"> <li>Press releases and publications</li> <li>Community promotion</li> <li>Collaborative anti-epidemic</li> <li>Participate in charity and environmental protection activities</li> </ul>

In 2021, we identified 15 materiality issues based on the Global Reporting Initiative (GRI) Standards, and MSCI ESG rating indicators, combined with the capital market's main focus on the industry and the best practices of peer companies. Through multiple channels, we learned about the concerns and demands of various internal and external stakeholders, and ranked 15 issues in order of importance.



## Corporate Ethical Management

The company abides by the *Foreign Corruption Act*, and in order to regulate corporate governance behaviors and effectively supervise business ethics issues, Cloopen has formulated internal management system documents such as the *Corporate Governance Code*, *Code of Business Conduct and Ethics* (hereinafter referred to as the Code), *Supervision Work System and the Report System*, etc. Among them, the company clearly stipulates the specific responsibilities of the board of directors on business ethics, that is, approving the "Code" and ensuring that the company's operations comply with the highest standards of ethical behavior and related laws and regulations. The audit committee is set up under the board of directors, which is composed of three board members. The Audit Committee is responsible for supervising related party transactions, company compliance, and for supervising and reviewing the implementation of the Code. The company's internal audit department is responsible for improving the company's internal control system. For major internal control risks, the internal audit department is responsible for taking effective measures, coordinating rectification, and reporting the rectification improvement to the audit committee at least once a quarter. In daily operations, the internal audit department can report to the audit committee for discussion at any time in case of any emergencies.



According to the Code, the company has formulated five "system red lines" from the following five aspects respectively which are gift acceptance, misappropriation of assets, fictitious transactions, external competition, and confidential disclosure, and required company employees to comply with business ethics in a more concise manner. At the same time, the company has set up a special reporting mailbox and telephone line to facilitate employees to report violations of the Code and "system red lines" at any time. We strengthen internal supervision and promise to protect whistleblowers in accordance with the law and keep the reported information strictly confidential. In June 2021, all employees of the company voluntarily signed the *Pledge of Personal Code of Conduct for Listing Compliance*, which includes a commitment to strictly abide by the company's business conduct and code of ethics, avoid bribery and other acts, protect company assets, and strictly prohibit the use of company funds for illegal or improper purposes, and insider trading of stocks, etc.



"Five System Red Lines" Poster

## Integrity Construction

In order to improve the level of anti-corruption governance and create a clean and honest working environment, the company joined the Sunshine Integrity Alliance in January 2020. The alliance aims to jointly combat corruption, fraud, counterfeiting, and information security crimes through the Internet. The company has improved its anti-fraud professional ability by actively participating in industry exchange meetings and training organized by the Alliance. The Alliance website provides inquiry services to help companies identify the untrustworthy personnel and enterprises, and helps companies conduct untrustworthy screening when hiring new employees and cooperating with new suppliers. The company signed the *Declaration of Integrity and Fair Trading* with all suppliers to explicitly prohibit corruption and fraud and ensure that the business dealings between the two parties comply with the principles of integrity and fair trading.

The company regularly conducts anti-fraud training for all employees, highlights the company's zero tolerance for fraud, and requires management to take the lead in complying with relevant systems and managing subordinate teams, so as to further regulate the behavior of all employees. In order to prevent fraud in the workplace, in March 2021, the company conducted a special audit on whether there was a neglect of duty to avoid damage to the company's interests. The Internal Audit Department inquired about the employees' on-the-job status by telephone interviews, selected 5.6% of the employees from all employees for closer review, and issued a special audit report on the employees' on-the-job status.



Anti-fraud "Sunshine Integrity Alliance"



Employee Business Conduct and Ethics Training

## Privacy and Information Security

As an enterprise that provides comprehensive communication and advanced digital services basing on capabilities such as cloud-based computing, big data, and artificial intelligence, Cloopen actively consolidates the infrastructure construction of information security, regards information security and privacy protection as one of the highest priority tasks of the company's product development and delivery, and continues to improve the systematic management of information security. We have also vigorously promoted the upgrading of information security technology and emergency response measures, strengthened the protection of intellectual properties, and continuously improved the information security awareness and skills of all employees to help the industry's information security construction.

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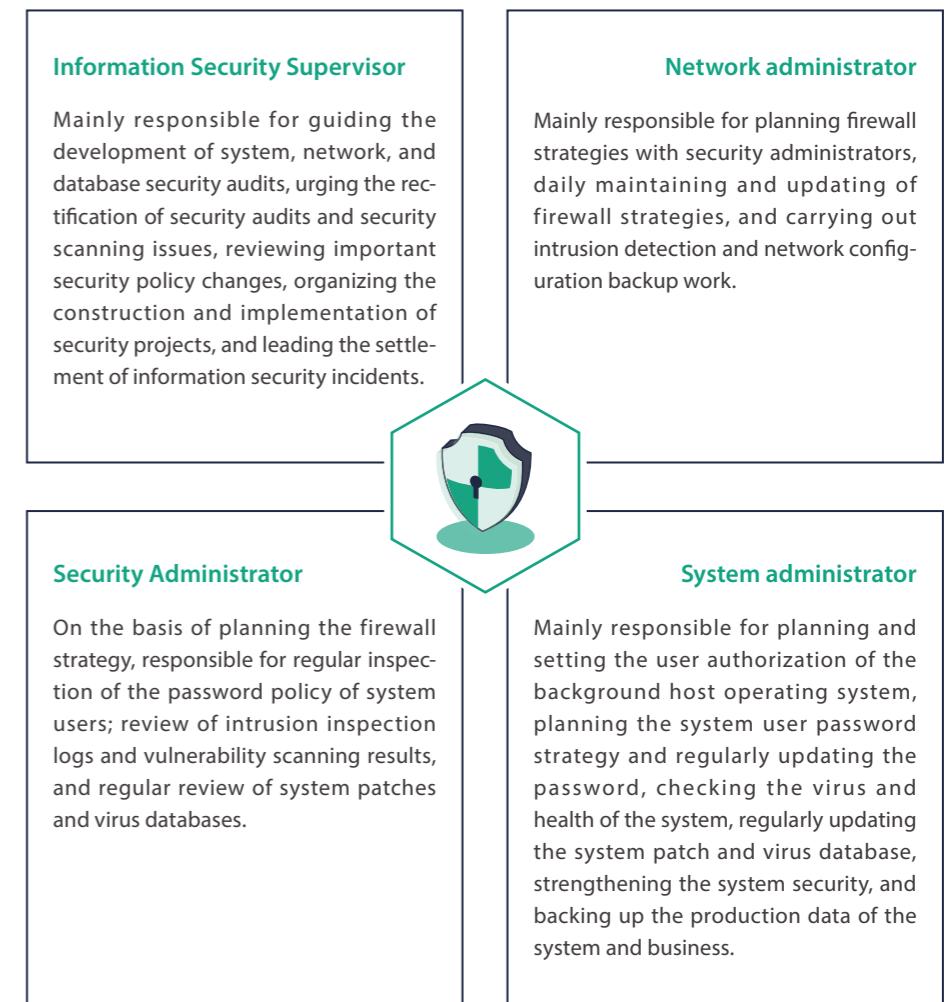
## Systematic Management

Cloopen strictly complies with the *Data Security Law of the People's Republic of China*, *The Personal Information Protection Law of the People's Republic of China* and other laws and regulations, and has formulated the *Network Security Management Implementation Rules*, *System User and Password Management Implementation Rules*, and *Information Security Incident Management Implementation Rules*, *Backup Management Measures* and other information security management regulations, and in the contracts signed with customers, data protection and privacy confidentiality obligations are stipulated to standardize the management of company's platform users, password and data backup to ensure the safe operation of the system. Among them, the company reviews the *Implementation Rules for Network Security Management* and *System Users and Password Management Implementation Rules* once a year to ensure network information security and smooth communication, while ensuring the confidentiality, integrity and availability of information.

In order to strengthen the company's communication network and information security management, the company established an information security team to effectively promote the development of information security.



In addition, we have established information security supervisors, network administrators, security administrators, and system administrators within the information security team to strengthen the information security system and ensure the effective implementation of privacy and information security management regulations.

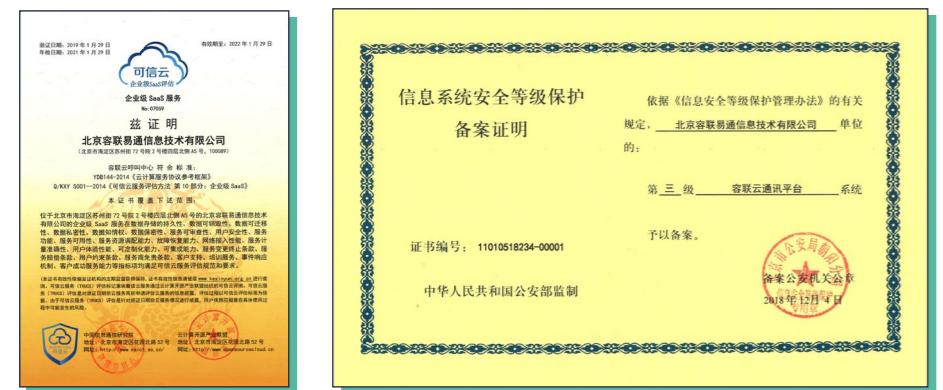


The information security team of Cloopen conducts data security inspections for each product line every year, including inspections of accounts, authorization control, access log review, etc., to supervise the implementation of information security regulations of each business unit. The company established an independent supervision department in June 2021. At the end of July, we have conducted data security inspections and checked the implementation of the system. At the end of September, we have conducted a review and drafted a letter of commitment to key responsible persons to achieve the strict supervision and management of the company's communication network and information security work, and to improve the company's network service quality.

## Management System Certification and Information Security Audit

Cloopen has passed and obtained ISO27001 information security management system certification, ISO9001 quality management system certification, ISO20000 information technology service management system certification, and information system security level protection record certificate, and passed the Trusted Cloud Evaluation organized by the Cloud Computing Open-Source Industry Alliance and obtained the Trusted Cloud Enterprise SaaS Evaluation Certificate.

The company regularly conducts information security-related regular audits and third-party certification audits, and annually conducts security reviews of internal data such as program changes and development, user rights management, data security and backup, and reinforces the overall supervision of company data security and information protection.



Information security certifications

## Data Security Technology

Cloopen attaches great importance to the protection of personal privacy, and applies access control, encryption mechanisms and privacy enhancement technologies to the entire process of data collection, storage, processing, use and provision. While protecting user privacy, we actively prevent the occurrence of incidents of infringement of personal information.

The company uses access control technology, requiring the production environment to be accessed through a bastion machine, and through measures such as bastion machine screen recording, login and operation logs the company ensures that all maintenance activities, external access and user operations can be traced. As for encryption mechanisms, we use account password encryption technology to encrypt and store the user's account password with an irreversible algorithm to ensure that no one can see the plain text password, and use a salting algorithm to prevent offline violent attacks. In addition, we use data storage encryption technology to encrypt sensitive data through encryption algorithms and store it in form of ciphertext to strictly ensure the confidentiality of account passwords and data.



### Application of "Virtual Intermediate Number" Solution

The company has established and applied a "virtual intermediate number" solution, which is to allocate virtual intermediate numbers for users and enterprises, hide the real numbers, and ensure that the number information during the call is not leaked.

In the "virtual intermediate number" solution, the real number cannot be obtained without the user's consent, preventing information theft and harassment. At the same time, we provide recording services throughout the call, which can help users search, trace and analyze the calls at any time, fully protect user data privacy, allowing users to use our products with no worries.



### Cloopen AI Call product launches data security upgradation

We upgraded the data security of AI Call products from two aspects. First is the security encryption of the data and we use cryptographic algorithms that meet the requirements of most customers to actively protect the data. The other upgradation is about the security of data protection. We use information storage methods to actively protect the data by putting all training platform data into the NAS directory for storage in order to achieve the effect of comprehensively strengthening data security.

## CASE |

**Setting up a smart virtual banking counter**

The smart virtual banking counter is a one-stop audio and video ecosystem solution with AI capabilities, which can help pan-finance and government organizations to create a remotely operated virtual banking counter.

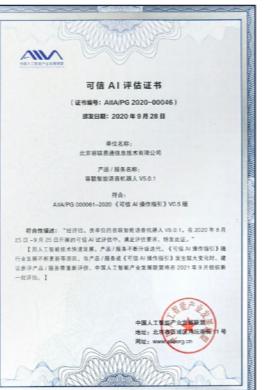
The smart virtual banking counter has financial-grade security protection effects and can strictly abide by the bottom line of compliance. This solution can encrypt image files and quickly integrate with users' existing services to achieve a unified video capability requirement. A variety of data transmission encryption mechanisms have been established, which can encrypt data transmission to ensure the safe transmission of information. Additionally, it can provide more professional service, ensuring standardized processes and stable technology, and ensuring that business traces fully comply with regulatory requirements.

## CASE |

**Cloopen AI was certified by the national standard "Trusted AI"**

At the 2020 AIIA Artificial Intelligence Developers Conference, China Academy of Information and Communications Technology together with China Artificial Intelligence Industry Development Alliance announced that Cloopen AI-intelligent voice robots have obtained the first batch of "trusted AI" evaluation certifications.

"Trusted AI" is mainly evaluated from the five aspects, which are reliability and controllability, transparency and interpretation, privacy protection, clear responsibilities, and diversity and tolerance. Cloopen's intelligent voice robot meets the "trusted AI" evaluation specifications and requirements in the testing and verification in terms of nearly 20 indicators including system security, maturity, stability, data privacy protection, data security, diversification of product requirements, comprehensive training data, and algorithm fairness and etc. It adheres to the "trusted AI" standards and lets enterprises rest assured to use "AI".



"Trusted AI" Certification

## Emergency Response Measures

Information security emergency response is an important part of protecting information security and user privacy. Cloopen formulated the *Detailed Rules for the Implementation of Information Security Incident Management*, established system information security incident reporting, response, evaluation, and penalty mechanisms, clarified the responsible department and management process of information security incidents, and ensured that information security incidents can receive immediate response after they occur, so as to minimize the damage caused by information security incidents, take corrective measures, actively track and learn lessons, and reduce the follow-up impact. At the same time, the company has set up penalties for violations of data leakage incidents, and will take corresponding penalties for any institutions or individuals found to violate the company's data security, which includes but is not limited to notice criticism, penalties for violations, request for rectification, compensation downgrade, suspension of work, and investigation of liability for damages in accordance with the law, etc. Institutions or individuals suspected of committing crimes will be handed over to judiciary authorities for handling in accordance with the law.

Through public network searches and internal and external inquiries, the company **didn't find any information security leaks** throughout 2020.

Cloopen has established a series of data leakage prevention mechanisms, and established an information security incident leading group and an information security incident response team to quickly respond to information security incidents.

Information Security Incident Leading Group	Information Security Incident Response Team
Composed of the heads of the operation and maintenance department and the R&D departments, they are mainly responsible for coordination and supervision of information security incidents, organizing and coordinating cross-departmental resources such as with application, business development, and technology department in order to handle information security incidents, and respond to information security incidents, announcing the occurrence, analysis, report and resolution of information security incidents to minimize the damage caused by information security incidents.	It is composed of personnel with professional core skills in each security post, who can respond to known types of information security incidents and assign clear roles and responsibilities to each team member. This team coordinates and arranges the progress of known information security incidents, reports in time and cooperates with information security incidents; actively participates in trainings to enhance information security awareness, quality and skills.

At the same time, we divide platform security incidents into five different levels according to various levels of failure, and strictly regulate the process of event monitoring, processing, feedback and closure, and review to ensure the effective and stable operation of the information security system.

### Information security emergencies Monitoring

- Application, business, and technical personnel should report to the information security incident response team as soon as they detect information security incidents through routine inspections, monitoring alarms, and log reviews.
- When the discoverer reports an information security incident to the information security incident response team via email, the discoverer should describe the incident as clearly as possible, including but not limited to the nature, scope, and severity of the incident. No one is permitted to attempt or implement activities of blocking, interfering with, or retaliating against information security incident reports for any reason.

### Information security emergencies Handling

- After receiving the information security incident report, the information security incident response team will assess the incident and immediately report the information security incident to the information security incident leading group.
- Security administrators need to assess illegal incidents from information security incidents. If it is an illegal incident, it shall be reported to the person in charge of the leading group for review, and the relevant legal department shall be notified and the evidence shall be retained. Evidence includes, but is not limited to, various system logs, monitoring equipment logs, and related information processing systems, etc.

### Information security emergencies

#### Feedback and Closure

- After the incident is resolved, the security administrator shall be responsible for reporting the incident resolution and results to the leading team, and organizing and summarizing information security incident handling records regularly.
- The security administrator needs to evaluate and analyze the type, severity, cause, nature, and loss of the incident, determine the responsibility, provide suggestions for punishment, and form a report after being reviewed by the person in charge of the leading group.
- The employees who conceal and underreport information security incidents shall be penalized according to the severity of the security incident, and those who violate the law shall be handed over to the judicial authorities for handling.

### Information security emergencies

#### Review

- Security administrators need to generalize and summarize information security incidents, report the results of emergency information security incidents, and organize relevant personnel to conduct case study and analysis when necessary, to learn lessons and prevent similar incidents from happening again.



Information security emergency incident processing flow chart

## Intellectual Property Protection

Cloopen attaches great importance to independent intellectual property management and respects the intellectual property achievements. The company strictly abides by the *Patent Law of the People's Republic of China*, *The Anti-Unfair Competition Law of the People's Republic of China*, *Trademark Law of the People's Republic of China*, *The Copyright Law of the People's Republic of China*, *The Implementation Rules of the Patent Law of the People's Republic of China* and other relevant regulations. Cloopen formulated the *Cloopen Communication Intellectual Property Management Regulations* and added special intellectual property protection regulations to the contracts signed with customers to continuously strengthen the management and protection of intellectual properties, protect the company's intellectual property from infringement, and safeguard the company's legitimate rights.

We formulate intellectual property regulations, conduct standardized management of intellectual property application, licensing, and protection processes, strengthen the company's intellectual property management, and protect the achievements of internal knowledge innovation. At the same time, the company has established an innovative invention reward mechanism to stimulate the enthusiasm of employees to invent and create. After the application number is obtained and the application is approved, the inventor or designer will be given invention patent rewards, utility model rewards and software copyright rewards and other cash rewards. We believe this kind of rewarding can further promote the company's technological innovation, improve the company's market competitiveness and economic benefits, and enhance the company's core competitiveness.

The company actively conducts training on patent and intellectual property laws for employees, vigorously promotes and popularizes patent knowledge, raises employees' awareness of intellectual property protection, and prohibits employees from participating in activities that violate intellectual property rights, and eliminates infringement of intellectual property of others.

## Human Capital Development

We always adhere to the responsible belief of people-oriented and kind treatment of employees. We solidly promote talent strategy, and give full consideration to employee diversity and equal opportunities. We also continuously improve employee growth and development systems, employee communication and training systems, and strengthen corporate talent team building. At the same time, we are committed to perfecting a comprehensive welfare and employee care system, caring for and accompanying each employee's growth with heart, and create a better future together with the employees.

03



# Fair Employment

We advocate the tenet and goal of "integrity, responsibility, cooperation, and innovation", show full respect to every employee and treat them as equals, firmly safeguard and protect the legitimate rights and interests of employees. We provide employees with equal employment opportunities in accordance with the law, and create an inclusive, equal, mutually trusted, and collaborative working environment for our employees.

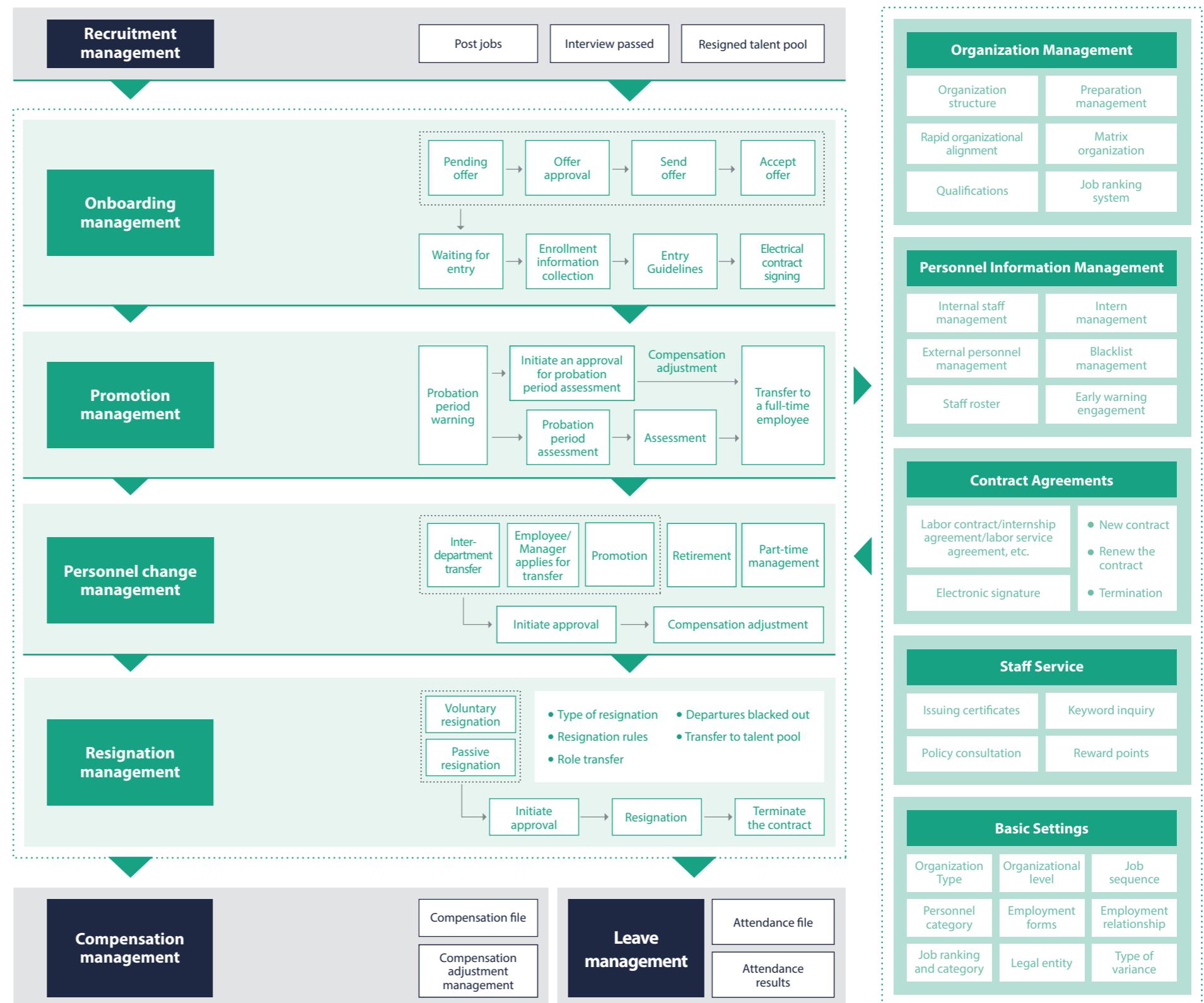
## Legal Employment

Cloopen implements equal employment according to the specific needs of the company's business as well as strictly abiding by *Labor Law of the People's Republic of China*, *Law of the People's Republic of China on Employment Contracts*, *Individual Income Tax Law of the People's Republic of China*, *Presidential Decree of the People's Republic of China*, *Code of Occupational Disease Prevention of PRC*, *Announcement of the State Council on the Regulations of Paid Annual Leave of Employees*, *Regulation on Labor Security Supervision*, and etc.

We have formulated the *Employee Handbook*, which explains in detail the processes of personnel recruitment, employment management, probation period management and conversion, company internal transfer and promotion management. As for implementation, we employ labor force in compliance with the law, conduct self-inspection, and effectively protect the legal rights of employees.

In addition, we have also used an EHR system to visualize the processes of onboarding management, promotion management, personnel change management, resignation management, contract agreements, employee services, and basic information settings in the system, we have also clearly assigned organizational management, personnel information management and other responsibilities, and built a set of clear and efficient online management platform system.

EHR management system architecture diagram



## Staff Development and Communication

### Diversification and Inclusion

We encourage employee diversity and provide equal opportunities to everyone and focus on creating a good employment environment. We abide by the diversified and anti-discriminatory employment principles. As for recruitment and wage determination, no different treatment will be given to employees due to any reasons such as race, color, religious belief or gender. During the reporting period, the company did not detect any incidents of discrimination, child labor or forced labor.

Cloopen adopts a variety of recruitment channels and methods, based on the company's strategic development policy to carry out social recruitment in an orderly manner, and conducts management trainee programs, so as to prepare the company with a talent pool which guarantees further continuous recruitment of outstanding college graduates.

CASE  
1

#### Campus Recruitment for "Cloopen-Star Project"

We adopted online promotion and We Media promotion as the main method, and offline publicity as the supplementary method to carry out campus recruitment in 2020. Through publicity and promotion and releasing real-time information, we can thus attract talents to the greatest extent. For graduates of outstanding colleges and universities across the country, we have opened a wide range of positions including algorithm engineers, R&D engineers, PMs, marketing, project managers, sales representatives, operations faculty and etc. We comprehensively selected outstanding talents that meet the actual needs of the company's development.



2020 Management Trainee Training Class Site

Indicator	2020 full year	First half of 2021
Total number of employees (person)	1194	1314
Number of employees by gender (person)	Male	793
	Female	401
Social insurance coverage rate (%)	100%	100%
Employee collective agreement signing rate (%)	100%	100%

### Training System

Cloopen insists on improving the training system, increasing the investment in training resources, encouraging employees to communicate and exchange ideas, and optimizing the employee growth and development system to create an ideal promotion channel for employees.

### Promotion Management

Cloopen provides employees with a clear career promotion channel. We help each employee to complete his career development in the management or professional field according to his own specialties, characteristics and wishes. We provide employees with professional promotion paths and management promotion paths, and provide more comprehensive choices for employees with different development needs:



### Employee Communication

Cloopen attaches great importance to employee communication and provides employees with multiple communication channels. Employees can communicate daily through direct conversation, telephone, e-mail, online and other methods. In addition, we actively encourage employees to communicate with the company's management. As for comments and suggestions that are constructive, forward-looking, and practical in solving problems, the company will evaluate them on a quarterly basis and give specific rewards to the corresponding employees case by case.

## Employee Benefits

We have established a complete system which can safeguard employees' rights, compensation and welfare. We actively advocated the concept of a better work-life balance, and carried out a series of cultural and sports activities to stimulate the vitality of talents and enrich employees' daily life.

### Compensation and Welfare

The company insists on creating a differentiated compensation incentive system and provides employees with multi-level welfare guarantees to improve their life quality and stimulate their work enthusiasm, which helps the company attract, motivate and retain core talents. In addition to the basic salary, we also provide all employees with social insurance and housing provident fund and other benefits, including supplementary medical insurance, team building, annual health examination, and additional benefits. We also actively establish cooperation with third parties to provide value-added benefits for employees' clothing, food, housing and transportation, and extend our care for employees to all aspects of their lives.

### Boosting Vitality

The company arranges employees to carry out a variety of collective activities from time to time in departments or city branch offices. In addition to the team building and club activities organized by the company, we also encourage employees to carry out sports activities, such as badminton, football, table tennis, etc., and support them by providing venues and consumables. In addition, we send holiday gifts containing corporate blessings to employees during traditional Chinese festivals every year. We hold employee birthday parties with special themes every two months and prepare customized corporate birthday gifts to employees.



Employees' Birthday Party



Badminton competition activities

## Green and Low-Carbon

As corporate citizen, we are well aware of our environmental responsibilities. Cloopen actively responds to the national green development concept, upholds a high sense of social responsibility, vigorously promotes green office measures, and strictly controls the discharge of various pollutants, improves the efficiency of energy and resource use, and builds a comprehensive operating philosophy of sustainable development of the enterprise.

04



## Green Office

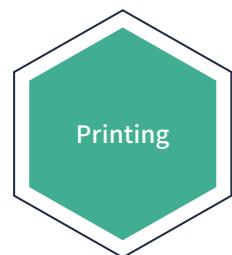
Cloopen strictly abides by the *Environmental Protection Law of the People's Republic of China*, *Environmental Impact Assessment Law of the People's Republic of China* and other relevant laws and regulations, and formulated *Cloopen Group Business Card Management System* and *Cloopen Group Travel Management System*, *Cloopen Group Fixed Assets Management System*. We always adhere to the concept of sustainable growth, implement the low-carbon, environmental protection and resource saving measures in every aspect of the company's daily operation and management, and vigorously promote green office.

We actively implement environmental protective measures in our daily purchasing work, put emphasis on environmental protection, and enhance the efficient and convenient office experience of employees:



Online system

The company recommends employees to maximize the use of online systems in their daily work to achieve a paperless office. The system can continuously optimize procurement strategies through data accumulation, thereby saving costs and saving energy and reducing emission. For example, when employees apply for office needs such as the reservation of conference rooms, office supplies, business travel, business cards, fixed assets, and office consumables, they can apply and make reservations through the OA system. After different levels of online approval for different demand scenarios, the employees' office needs can be realized in a self-service manner, and office efficiency can be fully enhanced.



Printing

The company sets the printer to double-sided printing and configures paper recycling bins to encourage paper reuse.



Office furniture

The company recycles second-hand furniture through the following ways. We set up a separate warehouse to store the redundant furniture temporarily due to the adjustment of the office area, and purchase the required office furniture from the second-hand furniture manufacturer.

Our newly purchased office furniture panels are all E1 environmental-friendly high-density particleboards with high quality, all of which are treated with anti-insect and anti-corrosion chemicals. At the same time, when we purchase furniture, we will also evaluate the quality management system certification, environmental management system certification, occupational health safety management system certification, China green product certification and annual inspection report, and select qualified furniture suppliers according to the evaluation result, to ensure the quality of supply.

We continue to enhance employees' environmental awareness of green office, encourage communication through video conferences and online remote meetings, to minimize the number of business trips. At the same time, the large TV screens, projectors, and video equipment in the meeting rooms are required to remain closed as long as not in use.



### Warm tips and slogans in the office areas

The company has set up warm tips in office areas to raise employees' awareness of energy conservation. We post energy-saving tips such as "please turn off the lights" and "turn off electrical appliances in time" near the lamps and air-conditioning control panels, and propaganda slogans such as "timely power off, early peace of mind", "keep clean, trash into the bucket" near the pantries in the leisure areas to encourage employees to save resources at work and practice green operations.



## Use of Resources and Energy

The company abides by the Energy Conservation Law of the People's Republic of China and other relevant laws and regulations, adheres to the concept of green development, and actively undertakes environmental responsibilities. We actively advocate the concept of "Clear waters and green mountains are as valuable as mountains of gold and silver". Regarding the strengthening of environment and energy resource management as the target of our work, we have adopted a number of measures to save water and electricity, improve energy efficiency, reduce waste generation, strictly control the discharge of various pollutants, and vigorously build an eco-friendly enterprise.

We encourage employees to save water in daily life and work, fully advocate the recycling of water resources, concentrate unused bottled water in storage points for watering. We resolutely prevent water waste, and actively practice resource conservation.



### Reduce the generation of office waste and domestic waste

In June 2020, the Beijing office actively implemented garbage classification by reducing the number of garbage disposal points in the workplace. By adding centralized large trash bins and reducing the number of small trash bins, the company changed from one trash bin next to each employee to two

trash bins for every two rows of employees (6-10 people), thereby reducing the amount of office waste and effectively contributing to energy conservation and emission reduction.

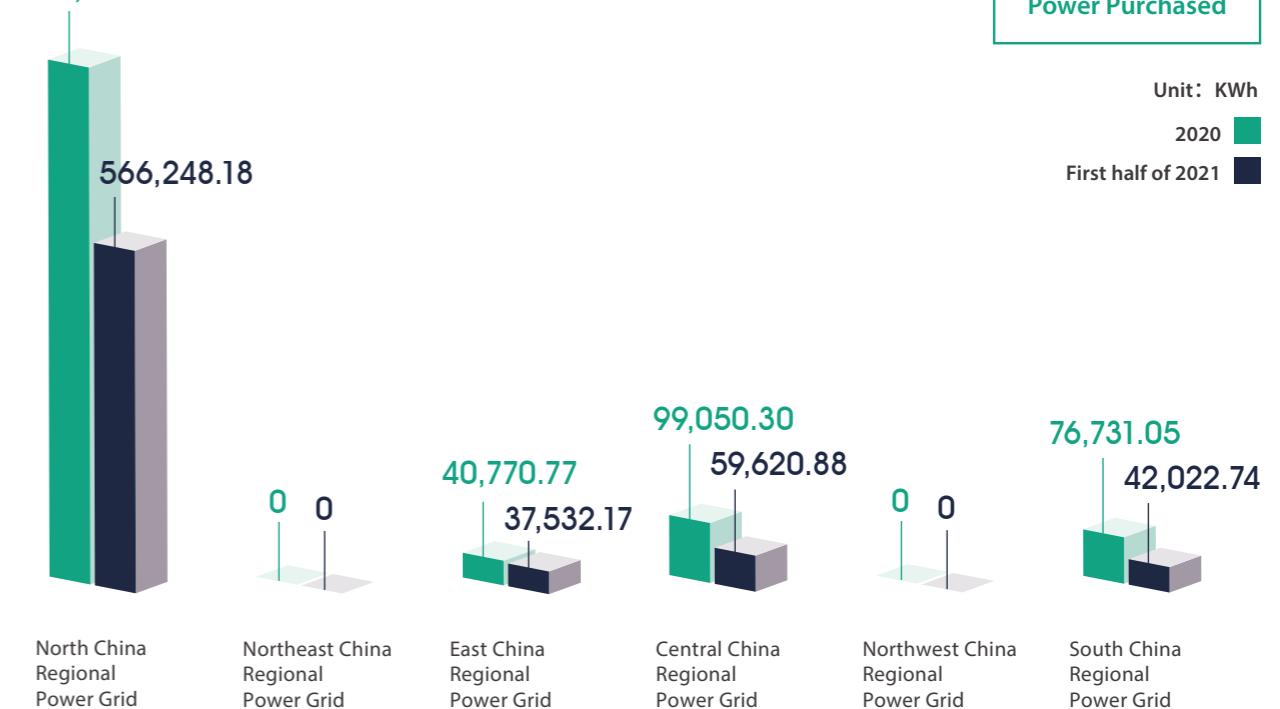


### Green Lighting

As for office site selection, the company selects locations with better natural light, which can introduce natural light into the office areas and combines the natural sunlight with artificial lighting, so that employees can make full use of natural light sources for lighting during office hours to reduce the use of artificial lighting. At the same time, the company sets different lighting brightness and colors according to different lighting needs of space layout, location, and office

use, and uses environmentally friendly and energy-saving LED lamps to reduce environmental pollution. In addition, the company also arranges the appointed employee to check whether electronic devices in the office areas are powered off every day after employees getting off work, so as to create a green and energy-saving environment in the offices and save costs in the meanwhile.

### Power Purchased



### General Waste



### Use of Other Resources



2020<sup>1</sup>

Total greenhouse gas emissions<sup>2</sup>

**984.15** Tons of carbon dioxide equivalent

Total greenhouse gas emission intensity

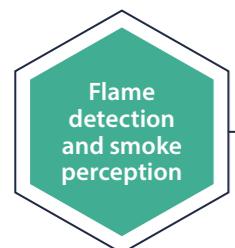
**1.28** Gram CO<sub>2</sub> equivalent per yuan revenue

1. Data from January 1, 2020 to December 31, 2020

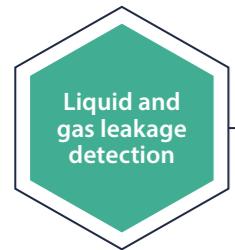
2. The total amount of greenhouse gas emissions refers to the amount of greenhouse gas emissions generated by the company's purchased electricity. During the company's daily operation, no energy consumption such as gasoline, diesel, coal, and natural gas is generated, so those energy resources are not included in the calculation of greenhouse gas emissions.

## Green Products

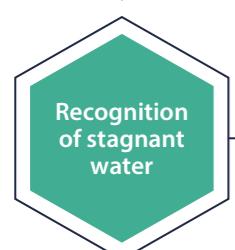
The company establishes AI vision intelligent community solutions using computer image visual analysis technology which can perceive environmental conditions and detect a variety of complex indoor and outdoor environments, as well as respond immediately.



The solution is developed basing on large-scale flame and smoke data perception training and cameras embeded with complicated algorithm. It can detect open flames and smoke in the monitoring areas in real time to determine whether flames or abnormal smoke are generated, and quickly assess the fire situation and quickly locate it in the areas where the smoke occurs. As long as detected and located, this system can then automatically alert the related parties immediately.



The solution is developed basing on computer image visual analysis technology, which can monitor and assess whether there is any gas or liquid leakage from the equipment.



The solution can detect the water accumulation in some safe areas and determine whether there is any ponding in some areas, so as to prevent it before it happens.

In addition, the company's AI vision intelligent community solution plays an active role in sanitation management, fully assists community environmental maintenance and waste supervision work, and helps build a better society together.



The program can supervise the green belt of the community, and provide real-time alarms if there are any following circumstances, such as destruction of flowers, tree climbing, flowers picking, theft, and pedestrians stepping on the green space.



When there are irregularities in the garbage placement such as "trash can exceeding the specified storage area", "garbage accumulation outside the trash can", "overflowing trash can", and "uncovered trash can lid" detected, the system will issue a real-time alarm.



## Product Responsibility and Innovation

As a pioneer in digital transformation, Cloopen has been using communication services as the cornerstone for many years, and has continued to do deep researches in multiple vertical industries to build industry-specific solutions. We continue to build a sustainable supply chain, strive to do product innovation and upgradation, and continue to reach strategic cooperation agreements with other enterprises and academic institutions. We use leading digital technology to meet customers' requirements for continuous improvement in services and provide customers with smart solutions to achieve "service and sales integration" and digital transformation.

05

## Supply Chain Management

Cloopen emphasizes supply chain management and integrates the concept of sustainable development into the entire supply chain management process. Through the establishment of the company's supply chain management system, a code of conduct between the company and its suppliers, and a supplier evaluation system, we strive to achieve win-win collaboration with all suppliers. In addition, through strict evaluation management and necessary support measures, we help suppliers improve their contract performance capabilities and their own operations, and in the meanwhile we establish a stable supplier team to promote the development of a green and responsible supply chain.

### Standardized Management

Cloopen formulated and continuously improves management systems such as *Cloopen Group Bidding Management Measures*, *Supplier Evaluation Management System*, *Cloopen Group Procurement System* and other management systems to unify supplier access and procurement processes. We implement a scoring and grading system for suppliers, reshaping the procurement management system from the perspective of the entire collaboration life cycle. In addition to daily supervision of suppliers, we also conduct an appraisal of suppliers every six months in which we consider factors including quality, delivery, price, service, etc. During the reporting period, the suppliers were in good condition, and the frequently cooperated suppliers all reached at least a good level.



### Compliance Performance

In terms of regulating the performance of suppliers, we have formulated the *Outsourcing Personnel Service Framework Contract* and the *Declaration of Integrity and Fair Trade* to regulate items such as the rights and obligations of both parties, intellectual properties and their confidentiality, principles of good faith and fair trade, etc. Through these regimes, we can realize the procurement process standardization and real-time compliance monitoring.



#### Cloopen Purchasing Department visited Tianjin Zhongke Guoyu

On March 18, 2021, the Purchasing Department of Cloopen visited Tianjin Zhongke Guoyu to conduct on-site inspections of their office space, production workshop, quality inspection workshop, product display, etc., and organize discussions on material supply, supply cycle, after-sales service and other contents. In the discussion, Cloopen mainly required the other party to guarantee the stable supply of products, the coverage of after-sales service and the timeliness of feedback. Through this visit, the two parties reached a consensus on jointly building a responsible supply chain.

## Product Innovation

Cloopen is committed to improving the efficiency of customer acquisition and retention for enterprises by providing enterprises with cloud-based and intelligent products for marketing and customer service. We continue to upgrade our brand to get through the full-cycle customer value management of corporate marketing and service.

### Realizing the Integration of Service and Sales

We believe that in the current process of corporate digital transformation, customer segmentation is gradually clearer and more diversified, the boundaries between corporate marketing and service are bridged, and "service and sales integration" will become a new trend for enterprise digital transformation. Thus, we are committed to providing support for customer acquisition and refined operations for enterprises, building a three-element closed loop including customer acquisition, operation and analysis. And we also provide the enterprise with deeply customized multi-channel, multi-scene customer operation tools. Cloopen continues to help enterprises in the segmentation and operation of customers during the customer acquisition and marketing stages, and continues to assist frontline sales units to accurately identify and analyze customers.

To this end, Cloopen launched the newly upgraded intelligent customer service interaction center named as "Bot V5". We build this fully intelligent interaction center that adapts to the development trend of the times by building a unified dispatch center, cognitive center ("Bot Engine"), and using "AI+Operation" to drive the enterprise's unified operating system. We integrate AI capabilities, applications and operations to create a unified AI operation management center and data center. "Bot V5" can support enterprises to complete the establishment and intelligent transformation of customer service business systems, integrate the information flow between production, service, and marketing, and help enterprises understand their end customers through data.

### Facilitating Digital Transformation

With the help of existing technology accumulation, we continue to cultivate, build and implement the "5G virtual banking counter" solution, which covers business scenarios such as remote video service, recording of remote service processes, business outreach industry, video dialogue robot, etc., which is suitable for bank tellers, customer service, consultants, account managers, reviewers and etc. We internalize emerging technologies to serve the intelligent upgradation and digital transformation of enterprises, and operating efficiency improvement. In addition, through a series of products such as intelligent voice robots, intelligent agent assistants, and intelligent training robots, we have optimized the traditional large-team customer service to the "artificial intelligence + small customer service team" model to achieve iterative upgrades, cost reduction and efficiency enhancement of corporate contact centers.



### Cloopen released AI Kernel to enable enterprises to independently build AI applications

On March 15, 2021, Cloopen officially launched the AI capability platform "AI Kernel (Cloud Ladder)". AI Kernel is enterprises and integrated developers oriented, helping to lower the threshold of AI application, to enable them to build AI application independently, to coordinate the management of enterprise AI capabilities and data resources, and to provide visualized online model training tools to realize rapid development of intelligent application products.

AI Kernel's open full life cycle management self-learning platform has integrated the processes such as data set management, model training, model evaluation, and model release. In addition, enterprises or integrated developers can flexibly develop intelligent

applications such as dialogue robots and text processing by using Cloopen's AI modularized capabilities. Cloopen AI Kernel has created an inclusive, agile, and efficient AI capability service to help enterprises solve the drawbacks of project model and chimney AI construction, and help them transfer to platform construction, which makes building suitable business scenarios demand for artificial intelligence applications easier and faster. At present, the platform has served application scenarios such as smart marketing, smart collection, smart services, smart quality inspection, etc. in many industries such as banking, insurance, securities, energy and automobiles.

## Providing Smart Solutions

Based on light deployment capabilities, Cloopen has created a smart community solution to achieve the goal of "standard + fast + high efficiency + multi-dimensional" governance. In terms of data processing, we adopt full data collection, global sharing, and hierarchical applications to solve the problem of no data at the grass-root communities. Thus we can realize data feedback, and finally realize the full-element management of "people, places, things, emergencies, and organizations" in the community, and create a community management file with "one household one file, one company one file, one person one file, and one car one file", forming a full-sensing platform based on community data. All of the above builds a foundation for the construction of a safe community. Supported by platforms such as a video support system, an IOT support system, and a GIS map, we can precisely process and analyze the collected data, and then display it in a highly visualized form.

Empowered by this efficient technical management system, we assisted communities in constructing governance methods for community general practice networks, and established organic unified standards for social affairs handling procedures. We developed a comprehensive governance system and exclusive cloud-based collaborative OA functions for communities and towns which are deployed in multi-ends such as traffic police offices, housing management offices, and government service terminals to provide self-services for the people and operation services for the community.

At the same time, we applied smart solutions to construction projects to build an intelligent monitoring platform for construction sites. In response to the frequent occurrence of safety accidents at construction sites, we provide technical support for the rapid implementation of the construction site security system, and provide intelligent management and control methods for construction sites by analyzing the main dangers of the construction sites from the current pain points, cooperating with policy and technical trend guidance, and improving the informatization level of construction sites with the Cloopen intelligent monitoring platform for intelligent construction sites.



### Intelligent video analysis of a chemical park in Shandong

In a chemical park in Shandong, our product Smart Eye uses video inspections, intelligent AI recognition and other technologies to conduct intelligent inspections on park surveillance videos. Smart Eyes can identify abnormal changes in key areas. Through identifying temperature and safety helmets for labor protection products collected by cameras, Smart eyes can detect changes in items left behind, moving items, removing items, and supervising hazardous chemical warehouses in an allround way; detect personnel in tank areas and vehicle areas, automatic safety supervision of safety

helmets and open flames at fixed points; observe the changes in the number of people on duty in the central control room, personnel leaving their posts, and sleeping posts; supervise the number of vehicles and personnel at loading and unloading points, and bayonet Vehicle safety, etc. Through further onsite confirmation, operation and maintenance personnel can efficiently communicate with enterprises and relevant regulatory authorities, and realize the closed-loop management of alert in advance.



High altitude lookout



Safety helmet detection



Off-job detection in the central control room



Loading area inspection

Cloopen provides an intelligent CV solution for a chemical park in Shandong

## Cooperation and Agreement

Cloopen actively carries out cross-industry cooperation and pursues innovative development. The company focuses on its main business and is committed to building a value-added supply chain. We have reached strategic collaboration agreements with enterprises, universities, research institutes and other parties. Cloopen promotes the transformation of innovation results with joint partners, pursues industry resource sharing, and cooperates with the upstream and downstream of the supply chain to develop and innovate together.

## Industry Collaboration

We initiated the Intelligent Voice Communication Industry Alliance and signed the *SMS Enterprise Standardized Operation Self-Discipline Convention*, *Call Center Enterprise Comprehensive Rectification of Harassment Telephone Self-Discipline Convention*, *CSP Strategic Cooperation Agreement* and other agreements to promote the healthy development of the intelligent voice communication industry. We also signed cooperation agreements with large enterprises such as Jilin Unicom to carry out in-depth cooperation in cloud-based communication services, enterprise digitization, and government intelligence, to create a new blueprint for the digital transformation of government and enterprise institutions under cloud-network integration, and help the digital transformation of government and enterprises. In the future, Cloopen and Jilin Unicom will also carry out in-depth cooperation on topics such as IOT and new marketing to promote the digital and intelligent transformation of government and enterprises.

## School-Enterprise Cooperation

Academic research is also one of the focuses of Cloopen. Therefore, we are also actively involved in school-enterprise cooperation and launching joint research projects with universities combining our own advantages.

CASE

The joint research paper published by Cloopen and Nankai University was accepted by AAAI, one of the top International Conferences on Artificial Intelligence

The 2021 paper acceptance results published by AAAI, one of the world's top academic conferences in the field of artificial intelligence, show that the joint research results of Cloopen and Nankai University proposed an emotional triad extraction model based on a two-way reading comprehension framework and the joint paper Bidirectional Machine Reading Comprehension for Aspect Sentiment Triplet Extraction has been accepted.

The research goal of Cloopen and Nankai University's cooperation is to conduct semantic mining on the massive amount

of user comments, conversations and other data accumulated on various websites. These data includes consumers' evaluations, opinions, and attitudes of various types of goods or services. More and more companies and institutions are paying attention to and collect users' wishes, and are eager to understand users' feedback of the company's products and services. Fine-grained opinion mining is of great application value. In the future, Cloopen will further cooperate with Nankai University to apply the results to the Cloopen AI kernel cloud ladder platform.



Joint paper published by Cloopen and Nankai University

## Community and Charity

Cloopen takes the public goodness as its own responsibility, shoulders a sense of mission and social responsibility, positively participates in COVID-19 pandemic responding activities, charity funds and other public welfare programs, and gives back to the society with professionalism. In the period of the COVID-19 pandemic, we relied on our own technical capability to provide solutions for governments, medical organizations, enterprises, and social welfare institutions, and fought against the pandemic together with the people of the whole country. We will also continue to cooperate with Smile Angel Foundation to benefit more social groups in need with our products.

06



## Using AI Against the Pandemic

During the 2020 outbreak prevention and control period, Cloopen Epidemic Prevention and Control Robots (online robot and outbound-calling robot) completed the evaluation test of the intelligent epidemic prevention and control robot organized by AIIA (China Artificial Intelligence Industry Development Alliance). We developed Cloopen's online video customer service platform, including consultation and diagnosis functions for the Cancer Hospital of the Chinese Academy of Medical Sciences, and assisted them to formulate an efficient information recording and contact plan system, allowing doctors to transfer part of their work online to provide patients with higher-quality and more efficient services. In addition, we have launched diversified "anti-epidemic" services in Sichuan, Jiangsu, Shaanxi and other provinces to improve the efficiency of pandemic prevention.



### Cloopen 7Moor Intelligent Customer Service Platform Helped 11 Million People in Sichuan Province to Quickly Apply for "Health Code"

During the epidemic prevention and control period, Cloopen coordinated with Sichuan Telecom and many tripartite enterprises to quickly launch the "Tianfu Health Code". By integrating the capabilities of manual and intelligent automation, combining the basic organization, service process and technical platform of the epidemic prevention system, Cloopen has established an efficient and unified external service interface, and quickly trained and optimized the intelligent X-Bot robot for the "Tianfu Health Code". Since the launch of smart X-Bot, it has successfully answered tens of millions of people's consultation questions. In addition, our system also has intelligent work orders which can help monitor the service data intelligently, improve multidepartment processing efficiency, and gain real-time insights of platform operating data.



"Tianfu Health Code" online service window



### Cloopen AI Epidemic Prevention Robot Helped Yangzhou Epidemic Prevention Headquarters to Build a "Channel of Life"

In February 2020, Cloopen cooperated with Yangzhou Municipal Government to discuss scientific prevention and control plans. We have adopted interactive AI artificial intelligence and big data as the main technical means to complete the construction of an intelligent communication cloud platform, which also used TTS and ASR functions to guide public opinion, build confidence, and broadcast epidemic prevention knowledge for the 5 million households every day. The platform can also collect users' feedback, and quickly know the citizen's health and itinerary status. Through big data analysis and recording health and abnormal data, we achieved early detection, early isolation, and early treatment of COVID-19.



Intelligent Robot Platform for Epidemic Prevention and Control



### Cloopen Video Customer Service Guaranteed Online Consultation for Cancer Hospital of Chinese Academy of Medical Sciences

Under the COVID-19 pandemic, online consultation has become an effective supplementary channel for conventional medical treatment. In response to this demand, Cloopen helped to transfer part of the work online through Cloopen video customer service, including functions such as online consultation & diagnosis. The video customer service system also provides

information records for each patient. The service staff can record the patient's condition, so that when the patient calls in next time, the patient's condition can be quickly checked. The system can also set up a contact plan to help the doctor follow up on the situation of patients regularly and provide patients with better services.



### Cloopen assisted Liaoning Provincial Psychological Counselors Association to jointly build a public welfare hotline for the epidemic

During the epidemic, in response to the Liaoning Association of Psychological Counselors' proposal of "Fight against the Epidemic and Start with Me", we built a complete intelligent customer service platform as soon as possible to ensure the smooth development of the association's psychotherapy. We have also established an omni-channel counseling portal which contained a quick access to telephone, WeChat, and website consultation channels, providing more convenient services for consultants. In addition, we have designed an exclusive intelligent voice navigation to classify

and circulate the consultation questions, and reach the corresponding psychological counselor as quickly as possible. Then through the customer management system of the Cloopen 7Moor intelligent customer service platform, the psychological counselor can simultaneously create a consultation file during the psychological counseling. Our cloud-based customer service has helped a team of more than 100 consultants achieve true remote "contactless" work, realized efficient internal collaboration and operation, and greatly ensured the orderly and efficient operation of psychological assistance work.



The launching ceremony of public welfare psychological assistance

## Charity

In 2015, Cloopen teamed up with Simile Angel Fund to provide them with call center platform services for free. We helped them establish a standard and stable call center, and thus they can better serve the people in need of help and care across the country. Today, Cloopen has provided Smile Angel Foundation with a free customer service system for six years consecutively, and has received widespread attention and public recognition in the public welfare circle.

Through Simile Angel Foundation, we have cooperated with various charity organizations to carry out various charitable actions. The One Plus One Charity Group for the Disabled (hereinafter referred to as "One Plus One") is a non-profit local Chinese civil society organization named Disabled Persons' Organization managed and executed by the disabled. In order to help the visually impaired people achieve new employment opportunities besides the massage industry, One Plus One has established the first call center in China whose main employees are the visually impaired individuals. Cloopen's product development standards and product frontend development have adopted the latest technology, which are compatible with the mainstream screen reading software for blind people. And they are combined with low vision mode, which people with various visual impairments can easily use. Therefore, One Plus One found Cloopen through Smile Angel Foundation and cooperated with us to help more blind and visually impaired people get employed.

In the cooperation, Cloopen provides free system support for One Plus One, and helps One Plus One connect with other enterprises' outsourcing service projects, so that the blind and low-vision people can give full play to their advantages and value, and give back to the society in their own way.



## Comments and Feedback Form

Dear readers,

Thank you very much for reading this report in your busy schedule. In order to provide you with more professional and valuable environmental, social and governance information, and to further improve the quality of our ESG reports, we sincerely look forward to your comments and suggestions on the report and our work.

1. What kind of stakeholder of Cloopen does your employer belong to:

Shareholder  Employee  Supplier  Customer  Government  Community   
Academic Institution  Other (please specify)

2. Do you think this report can reflect the sustainable development impact of Cloopen?

Yes  Not Sure  No

3. Do you think the information disclosed in this report is comprehensive?

Yes  Not Sure  No

4. Do you think the information provided in this report is readable?

Yes  Not Sure  No

5. In addition to the content disclosed in the report, what other information would you like to see?

6. Do you have any suggestions for improvement of the report?

### Your Information

Name	Fax
Employer	Contact number
Job title	E-mail